NITSUKO AMERICA

124i/384i

Software Manual

P/N 92000SWG08
Issue 1-0, June 1998
Printed in U.S.A.
030733.402

This manual has been developed by Nitsuko America. It is intended for the use of its customers and service personnel, and should be read in its entirety before attempting to install or program the system. Any comments or suggestions for improving this manual would be appreciated. Forward your remarks to:

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Attention: Manager, Technical Publications

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Abbreviated Dialing	• Available.	• Available.
	• 360 fixed bins available. Common bins are 000-199. Group bins are 200-359. Each of the eight Abbreviated Dialing Groups has 20 group bins.	• 1990 bins available (0000-1990) for Common and Group Abbreviated Dialing. Up to 32 Abbreviated Dialing Groups available.
	• DSS Console Chaining requires Base 2.13 and EXCPRU 2.18. system software or higher. You can only chain to stored Group Abbreviated Dialing numbers.	• DSS Console Chaining requires system software 3.06.14 or higher.
	• Storing a Flash requires Base 2.13 and EXCPRU 2.18 system software or higher.	• Storing a Flash requires system software 3.06.
	• Modifying the outgoing dial tone detection criteria requires Base 2.13, EXCPRU 2.18 or higher.	• Modifying the outgoing dial tone detection criteria is available in all versions.
	• Storing a bin number with a Programmable Function Key requires Base or EXCPRU 4.02 or higher.	• Storing a bin number with a Programmable Function Key requires system software 3.07.10 or higher 14 or higher.
Account Codes	• Available.	• Available.
	• Verified Account Codes, Operator Notification and Account Codes for Incoming Calls require Base or EXCPRU 4.02 or higher.	• Verified Account Codes, Operator Notification and Account Codes for Incoming Calls require system software 3.07.10 or higher.
	• Hidden Account Codes require Base or EXCPRU 4.02 or higher.	• Hidden Account Codes require system software 3.07.18 or higher.
	• Prior to Base or EXCPRU 4.02 software, Account Codes are from 1-8 digits long. In Base or EXCPRU 4.02 or higher, Account Codes are from 1-16 digits long.	• In system software prior to 3.07.10, Account Codes are from 1-8 digits long. In system software 3.07.10 and higher, Account Codes are from 1-16 digits long.
	• Verified Account Codes are from 3-16 digits long with Base 4.02 or higher and EXCPRU 4.02 or higher.	• Verified Account Codes are from 3-16 digits long.

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Account Codes (cont.)		• In system software 3.07.25 or higher, all X11 calls except for 01 and 411 are local calls.
	• In Base 3.05, EXCPRU 3.05 or higher. Forced Account Codes do not block 911 calls.	• Forced Account Codes do not block 911 calls.
Alarm	• Available.	• Available.
Alphanumeric Display	• Available.	• Available.
Analog Communications Interface (ACI)	• Available ---- six ACI software ports (two 3-ACI Modules max.) and 4 ACI Department Groups (1-4).	• Available ---- 192 ACI software ports (64 3-ACI Modules max.) and 32 ACI Department Groups.
	• ACI modules auto-ID when plugged in.	• ACI modules do not auto-ID.
Attendant Call Queuing	• Not available.	• Available ---- requires system software 3.01.02 or higher.
Automatic Call Distribution (ACD)	• Available.	• Available.
	• Basic ACD operation requires EXCPRU version 2.18 or higher. ACD is not available with Base software.	• Basic ACD operation requires system software 3.04 or higher.
	• ACD ---- The Next Generation is available in EXCPRU 4.02 or higher. InDepth/inDepth+ is not available.	• ACD ---- The Next Generation requires system software 3.07.18 or higher.
	• For more information, refer to the ACD Manual (P/N 92000ACD**).	• For more information, refer to the ACD Manual (P/N 92000ACD**).
Automatic Route Selection	• Available.	• Available
	• Changing the tone detection setup and trunk access code requires Base 2.13, EXCPRU 2.18 or higher.	• Changing the tone detection setup and trunk access code requires system software 3.04 or higher.
	• Dial Treatments can contain # and * characters in Base 2.13, EXCPRU 2.18 or higher.	• Dial Treatments can contain # and * characters in system software 3.06.02 and higher.
Background Music	• Available.	• Available.
Barge In	• Available.	• Available.
	• In Base or EXCPRU software 4.02 or higher, turning off the Barge In tones also turns off the called extension's display.	• In system software 3.07.10 and higher, turning off the Barge In tones also turns off the called extension's display.

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Barge In (cont.)	• Users cannot dial the Barge In code (810) before calling a busy extension.	• System software 3.07.24 and higher allows users to dial the Barge In code (810) before calling a busy extension.
	• Users can Barge In only after hearing busy tone.	• System software 3.07.24 and higher allows users to Barge In after hearing busy/ring tone in addition to busy tone.
	• Users cannot press a Barge In key (or a Super Display Barge In soft key) before calling a busy extension.	• System software 3.07.30 and higher allows users to press a Barge In key (or a Super Display Barge In soft key) before calling a busy extension.
Call Coverage	• See MULTIPLE DIRECTORY NUMBERS/CALL COVERAGE	
Call Forwarding	• Available	• Available
	• Base software prior to 1.2R uses different dial codes	• System software prior to 3.04 uses different dial codes.
	• COS control for reminder messages requires system software 2.13 Base, 2.18 EXCPRU or higher.	• COS control over reminder message requires system software 3.04 or higher.
Call Forwarding, Fixed	• Available.	• Available---- system software prior to 3.04 has different programming options.
	• Fixed Call Forwarding Off-Premise requires Base 1.2N or higher or any version of EXCPRU.	• Fixed Call Forwarding Off-Premise available in all versions.
	• Fixed Call Forwarding Chaining requires Base or EXCPRU software 4.02 or higher.	• Fixed Call Forwarding Chaining requires system software 3.07.12 or higher
Call Forwarding, Off-Premise	• Available	• Available
		• System software prior to 3.04 uses different procedures.
	• DSL sets require Base 2.13, EXCPRU 2.18 or higher.	• DSL sets require system software 3.06.02 or higher.
Call Forwarding with Follow Me	• Available.	• Available ---- system software prior to 3.04 uses different procedures.
Call Forwarding/ Do Not Disturb Override	• Available.	• Available.
Call Timer	• Available.	• Available.
Call Waiting/Camp On	• Available.	• Available.
Callback	• Available.	• Available.

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Caller ID	• Available.	• Available.
	• Multiple Message Format requires system software 1.2N.	• Multiple Message Format type codes 4 (number absence) and 8 (name absence) require system software 3.04.
	• There are 200 Caller ID bins available, numbered 000-199.	• There are 1000 Caller ID bins available, numbered 000-999.
	• Automatically out dating the Caller ID Block Code (*67) is available. Base 1.2R and earlier out dated the non-standard code *6.	• Automatically out dialing the Caller ID Block Code (*67) requires system software 3.06.02 or higher.
	• Prior to Base 2.13 and EXCPRU 2.18, the Caller ID display can be up to 10 digits. In Base 2.13 and EXCPRU 2.18 or higher, the display can be up to 12 digits (for non-ACD calls).	• Prior to system software 3.06.09, the Caller ID display can be up to 10 digits. In 3.06.09 and higher, the display can be up to 12 digits (for non-ACD calls).
Central Office Calls, Answering	• Available ---- 52 trunks.	• Available---- 128 trunks.
	• Adjusting the side tone for analog trunks is not available.	• Adjusting the side tone for analog trunks is available.
	• Customizing CODEC Gain Types and Trunk Ring Tones requires Base 2.13, EXCPRU 2.18 or higher.	• Customizing CODEC Gain Types and Trunk Ring Tones requires system software 3.04 or higher.
	• Unanswered calls can overflow to Voice Mail in Base 1.2R or higher and all versions of EXCPRU.	• Unanswered calls can overflow to Voice Mail in system software 3.05.15 or higher.
	• Unanswered calls can overflow to the VAU Automated Attendant in Base 4.02, EXCPRU 4.02 or higher.	• Unanswered calls can overflow to the VAU Automated Attendant in system software 3.07.10 or higher.
Central Office Calls, Placing	• Available ---- 52 trunks.	• Available ---- 128 trunks.
	• Customizing CODEC Gains and setting up Alternate Trunk Access Codes require Base 2.13, EXCPRU 2.18 or higher.	• Customizing CODEC Gains and setting up Alternate Trunk Access Codes require system software 3.04 or higher.
	• The ability to turn DTMF tones for outgoing trunk calls on and off requires Base 2.13, EXCPRU 2.18 or higher.	• The ability to turn DTMF tones for outgoing trunk calls on and off is not available.

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Class of Service	• Available ---- 10 Classes of Service and 96 extension/virtual extension ports.	• Available ---- 15 Classes of Service in each Tenant Group and 384 extension/virtual extension ports.
	• An extension's Class of Service cannot be changed via a Service Code.	• In system software 3.07.31 or higher, an extension's Class of Service can be changed via Service Code 177.
Computer Telephony Integration (CTI) Applications	• Available.	• Available.
Conference	• The system allows either 8 four-party conferences or 4 eight-party conferences.	• Each DTU-A/C allows either 4 four-party conferences or 2 eight-party conferences per PCB.
	• Split (From Conference) is not available.	• Split (From Conference) requires system software 3.07.24 or higher.
	• Adding a parked call to a Conference requires Base 4.02, EXCPRU 4.02 or higher.	• Adding a parked call to a Conference requires system software 3.07.24 or higher.
	• The Conference initiator cannot place conference trunks on Hold.	• System software 3.07.24 or higher allows the initiator to place conference trunks on Hold.
	• The Trunk Answer Code (867) requires Base 4.02, EXCPRU 4.02 or higher.	• The Trunk Answer Code (867) Requires system software 3.07.24 or higher.
Conference, Voice Call/ Privacy Release	• The system allows either 8 four-party conferences or 4 eight-party conferences.	• Each DTU-A/C allows either 4 four-party conferences or 2 eight-party conferences per PCB.
Continued Dialing	• Available.	• Available.
Cordless Telephone (Nitsuko 900i)	• Available ---- requires Base 3.03 or EXCPRU 3.03 or higher.	• Available ---- requires system software 3.07.10 or higher.
Data Communications Interface (DCI)	• Available ---- 72 DCI software ports, allocated between 72 DCI Modules and six 3-DCI Units (two per cabinet) maximum.	• Available ---- 288 DCI software ports, with 144 DCI Modules and 48 3-DCI Units maximum. System software prior to 3.04 uses different DCI Types. System software 3.05 and higher has default assignments for the first 3-DCI installed.
Department Calling	• Available.	• Available.
	• Enhanced hunting requires Base 2.13, EXCPRU 2.18 or higher.	• Enhanced hunting requires system software 3.06.02 or higher.
Department Step Calling	• Available.	• Available.

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Dial Number Preview	• Available.	• Available.
Dial Pad Confirmation Tone	• Available.	• Available.
	• Changing the tone requires Base 2.13, EXCPRU 2.18 or higher.	• Changing the tone requires system software 3.04 or higher.
Dial Tone Detection	• Available.	• Available.
	• Allocating circuits for Dial Tone Detection is not required.	• Allocating CDTU circuits for Dial Tone Detection is required.
	• Tone Detection Setup requires Base 2.13, EXCPRU 2.18 or higher.	• Tone Detection Setup requires system software 3.04 or higher.
	• The Next Trunk in Rotary if No Dial Tone option requires Base 4.02, EXCPRU 4.02 or higher.	• The Next Trunk in Rotary if No Dial Tone option requires system software version 3.07.10 or higher.
Direct Inward Dialing (DID)	• Available ---- Four DID Translation Tables with 200 entries each. Prior to Base 1.2R, Wink Start Dial Pulse DID operation was unavailable.	• Available ---- eight DID Translation Tables with 1500 entries each.
	• Intercept routing to Voice Mail requires Base 2.13, EXCPRU 2.18 or higher.	• Intercept routing to Voice Mail requires system software 3.02 or higher.
	• DTMF DID requires a Tone Detector (DTDU) PCB. Tone Detection Setup requires Base 2.13, EXCPRU 2.18 or higher.	• Tone Detection Setup requires system software 3.04 or higher.
	• Enhanced Answer Supervision requires Base 2.13, EXCPRU 2.18 or higher.	• Enhanced Answer Supervision requires system software 3.05.15 or higher.
	• DID Routing Through the VAU Automated Attendant requires Base 2.13 or EXCPRU 2.18 or higher. Routing by trunk to a specific VAU message requires Base 4.02, EXCPRU 4.02 or higher.	• DID Routing Through the VAU Automated Attendant requires system software 3.06.16 or higher. Limited capabilities available with 3.06.09. Routing by trunk to a specific VAU message requires system software 3.07.10 or higher
	• Intercept routing to the VAU Automated Attendant requires Base or EXCPRU software 4.02 or higher.	• Intercept routing to the VAU Automated Attendant requires system software 3.07.10 or higher.
Direct Inward Line (DIL)	• Available ---- 52 trunks, 96 extensions/virtual extensions and eight Department Groups.	• Available ---- 128 trunks, 384 extensions/virtual extensions and 32 Department Groups.

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Direct Inward Line (DIL) (cont.)	• Department Group as DIL destination always available.	• Department Group as DIL destination requires system software 3.04 or higher.
	• DIL overflow to Voice Mail requires Base 2.13, EXCPRU 2.18 or higher.	• DIL overflow to Voice Mail requires system software 3.05.15 or higher.
	• DIL overflow to the VAU Automated Attendant is not available.	• DIL overflow to the VAU Automated Attendant requires system software 3.07.10 or higher.
Direct Inward System Access (DISA)	• Available ---- 15 users, 8 DISA Classes of Service and 52 trunks.	• Available ---- 15 users per Tenant Group, 15 DISA Classes of Service and 128 trunks.
	• Requires DTDU PCB for DTMF DISA trunks.	• Requires DTMF receivers on CDTU PCB for DTMF DISA trunks.
	• Enhanced Answer Supervision requires Base 2.13, EXCPRU 2.18 or higher.	• Enhanced Answer Supervision requires system software 3.05.15.
	• Overflow routing to Voice Mail requires Base 2.13, EXCPRU 2.18 or higher.	• Overflow routing to Voice Mail is available.
	• Tone Detection Setup and setting the CODEC Gain Type transmit and receive levels requires Base 2.13, EXCPRU 2.18 or higher.	• Tone Detection Setup and setting the CODEC Gain Type transmit and receive levels requires system software 3.04 or higher.
	• Overflow routing to the VAU Automated Attendant is not available.	• Overflow routing to the VAU Automated Attendant requires system software 3.07.10 or higher.
Direct Station Selection (DSS) Console	• Available.	• Available.
	• 8 consoles maximum (two maximum per extension).	• 32 consoles maximum (four maximum per extension.
	• Storing additional digits after a Service Code requires system software Base 2.13 or EXCPRU 2.18 or higher.	• Storing additional digits after a Service Code requires system software 3.06.14 or higher.
	• DSS Console flash rates may be customized in Base or EXCPRU software or higher.	• DSS Console flash rates may be customized in system software 3.07.14 or higher.
Directed Call Pickup	• Available.	• Available.
Directory Dialing	• Not available.	• Available.
	• Requires Base 2.13 or EXCPRU 2.18 or higher.	• Requires system software 3.06.02 or higher.

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Distinctive Ringing, Tones and Flash Patterns	• Available.	• Available.
	• Customizing the Keyset Splash Tone, Keyset Confirmation Tone, Trunk Ring Tone, Intercom Ring Tone and Alarm Ring Tone requires Base 2.13, EXCPRU 2.18 or higher.	• Customizing the Keyset Splash Tone, Keyset Confirmation Tone, Trunk Ring Tone, Intercom Ring Tone and Alarm Ring Tone requires system software 3.04 or higher.
Do Not Disturb	• Available.	• Available.
Door Box	• Available ---- eight Door Boxes and one Chime Tone.	• Available ---- eight Door Boxes and three Chime Tones.
Dual Line Appearance	• Available.	• Available.
E911 Compatibility	• Available ---- Requires Base or EXCPRU software 4.02 or higher.	• Available ---- Requires system software 3.07.10 or higher.
External Alarm Sensors	• Each PGDU PCB has 4 sensors, with 8 maximum per system (2 PCBs). All sensors set for alarm.	• Each PGDU has 8 sensors, with 16 maximum per system (2 PCBs). Sensors 1-4 and 9-12 as set for alarm. Sensors 5-8 and 13-16 set for fax.
	• Changing the Alarm Ring Tone frequencies requires Base 2.13, EXCPRU 2.18 or higher.	• Changing the Alarm Ring Tone frequencies requires system software 3.04 or higher.
Fax Machine Compatibility	• Each PGDU PCB has 4 sensors, with 8 maximum per system (2 PCBs). All sensors set for alarm.	• Each PGDU has 8 sensors, with 16 maximum per system (2 PCBs). Sensors 1-4 and 9-12 as set for alarm. Sensors 5-8 and 13-16 set for fax.
Flash	• Available.	• Available.
Flexible System Numbering	• Available.	• Available.
	• Complete numbering flexibility requires Base 2.13, EXCPRU 2.18 or higher.	• Complete numbering flexibility requires system software 3.04 or higher.
Forced Trunk Disconnect	• Available.	• Available.
Group Call Pickup	• Available ---- eight Call Pickup Groups.	• Available ---- 32 Call Pickup Groups
Group Listen	• Available.	• Available.
	• Enhanced operation is available in Base 2.13, EXCPRU 2.18 or higher.	• Enhanced operation available in system software 3.05.15 or higher.
Handsfree and Monitor	• Available.	• Available.
Handsfree Answerback/ Forced Intercom Ringing	• Available.	• Available.
Headset Operation	• Available.	• Available.
Hold	• Available.	• Available.

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Hold (cont.)	• Hold Recall to Operator requires system software Base 2.13 or EXCPRU 2.18 or higher.	• Hold Recall to Operator requires system software 3.06.14 or higher.
Hotel/Motel	• Not available.	• Available ---- refer to the Hotel/Motel User Guide (P/N 92000HMT**) for additional information.
	• Year 2000 Compliance not available.	• Year 2000 Compliance requires system software 3.07.25 or higher.
Hotline	• Available.	• Available.
Hotline, External	• Available.	• Available.
InDepth and inDepth+	• Not available.	• Available ---- requires system software 3.07.18 or higher.
Intercom	• Available.	• Available.
	• Changing the Intercom ring tone requires Base 2.13, EXCPRU 2.18 or higher.	• Changing the Intercom ring tone requires system software 3.04 or higher.
Intercom Abandoned Call Display	• Available.	• Available.
ISDN Compatibility	• Currently not implemented.	• Contact your sales representative for availability.
Labelmaker	• Available.	• Available.
Last Number Redial	• Available.	• Available.
Line Preference	• Available.	• Available.
Loop Keys	• Available.	• Available.
Meet Me Conference	• The system allows either 8 four-party conferences or 4 eight-party conferences.	• Each DTU-A/C allows either 4 four-party conferences or 2 eight-party conferences per PCB.
Meet Me Paging	• Available.	• Available.
Meet Me Paging Transfer	• Available.	• Available.
Memo Dial	• Available.	• Available.
Message Waiting	• Available.	• Available.
	• Single line telephones can leave, cancel and receive Messages Waiting.	• Single line telephones can leave, cancel and receive Messages Waiting. Prior to system software 3.02, single line telephones cannot receive a Message Waiting.
	• COS control for reminder messages requires system software 2.13 Base, 2.18 EXCPRU or higher.	• COS control for reminder messages requires system software 3.04 or higher.
Microphone Cutoff	• Available.	• Available.
Multiple Directory Numbers/ Call Coverage	• Available.	• Available.

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Multiple Directory Numbers/ Call Coverage (cont.)	• In Base 4.02, EXCPRU 4.02 or higher, a Call Coverage key will flash when the covered extension has a second call waiting.	• In system software 3.07.10 and higher, a Call Coverage key will flash when the covered extension has a second call waiting.
Music on Hold	• Available.	• Available.
Name Storing	• Available.	• Available.
Networking	• Not Available.	• Available ---- requires system software 3.07.15 or higher.
Night Service	• Available.	• Available.
Off Hook Signaling	• Available.	• Available.
	• Off Hook Signaling Enhancements are not available.	• Off Hook Signaling Enhancement require system software 3.07.24 or higher.
One-Touch Calling	• Available.	• Available.
	• Entering names at a keyset requires Base 2.13, EXCPRU 2.18 or higher.	• Entering names at a keyset requires system software 3.06.02 or higher.
	• Storing a Flash command requires system software Base 2.13 or EXCPRU 2.18 or higher.	• Storing a Flash command requires system software.
One-Touch Serial Operation	• Available.	• Available.
Paging, External	• Available ---- eight External Paging zones and eight alarm circuits maximum.	• Available ---- eight External Paging zones and 16 alarm circuits maximum.
	• Combined Paging is always available.	• Combined Paging is available prior to system software 3.04 only if a PGDU is installed.
Paging, Internal	• Available ---- eight Internal Paging Groups (Zones).	• Available ---- 32 Internal Paging Groups (Zones).
Park	• Available ---- 8 System Park orbits.	• Available ---- 32 System Park orbits.
	• Personal Park requires Base 2.13, EXCPRU 2.18 or higher.	• Personal Park requires system software 3.04 or higher.
	• Enhanced Dial Buffering not implemented.	• Enhanced Dial Buffering requires system software 3.06.06 or higher.
	• Splitting between calls on Park keys not available.	• Splitting between calls on Park keys requires system software 3.06.14 or higher.
PBX Compatibility	• Available.	• Available.
PC Attendant Console	• Not available.	• Consult your sales representative for availability.
Prime Line Selection	• Available.	• Available.
Privacy (Data)	• Available.	• Available.
Private Line	• Available.	• Available.

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Programmable Function Keys	• Available.	• Available.
Pulse to Tone Conversion	• Available.	• Available.
Repeat Redial	• Available.	• Available.
Reverse Voice Over	• Available.	• Available.
Ring Groups	• Available ---- 16 Ring Groups.	• Available ---- 128 Ring Groups.
Ringdown Extensions	• Available ---- 96 extensions/virtual extensions and 24 Hotline assignments.	• Available ---- 384 extensions/virtual extensions and 50 Hotline assignments (in each Tenant Group).
Room Monitor	• Available.	• Available.
Save Number Dialed	• Available.	• Available.
Secretary Call (Buzzer)	• Available.	• Available.
Secretary Call Pickup	• Available.	• Available.
Selectable Display Messaging	• Available.	• Available ---- system software prior to 3.04 uses different procedures and programmable keys.
Selectable Ring Tones	• Available.	• Available.
Serial Call	• Available.	• Available.
Single Line Telephones	• Available ----72 single line telephones maximum.	• Available ----255 single line telephones maximum.
	• Install 2-OPX Modules in odd numbered ports only. The system automatically disables the next adjacent port.	• Install 2-OPX Modules in any port. The system automatically disables the next adjacent port.
	• Analog Message Waiting lamping not available.	• Analog Message Waiting lamping is available.
	• Setting the DTMF criteria requires Base 2.13, EXCPRU 2.18 or higher. Adjusting the side tone level is not available.	• Setting the DTMF criteria requires system software 3.04 or higher.
	• Loop Disconnect Supervision for 2- OPX Modules not available.	• Loop Disconnect Supervision for 2- OPX Modules requires system software 3.06.02.
Station Message Detail Recording	• Available.	• Available.
	• The *RD/COST* field and Call Costing is available.	• The *RD/COST* field and Call Costing is only available in system software prior to 3.07.10.
	• Expanded *ACCOUNT* column not available.	• The *ACCOUNT* column is expanded to 16 digits in 3.07.10 or higher.
	• Year 2000 Compliance is not available.	• Year 2000 Compliance requires system software 3.07.25 or higher.

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T1 Trunking (with ANI/DNIS Compatibility	• Available ---- Basic T1 capabilities require EXCPRU version 2.18 or higher. T1 DID and tie lines require a DTDU PCB.	• Available ---- Customizing the CODEC Gain Types requires system software 3.04 or higher.
	• ANI/DNIS Compatibility requires EXCPRU 2.18 or higher. It is not available in Base software.	• ANI/DNIS Compatibility requires system software 3.06.02 or higher.
	• ANI/DNIS routing to the VAU Automated Attendant requires EXCPRU software 4.02 or higher. Routing by trunk to a specific VAU message is also available in EXCPRU 4.02 or higher.	• ANI/DNIS routing to the VAU Automated Attendant (page 447) requires system software 3.06.09 or higher. Routing by trunk to a specific VAU message requires system software 3.07.10 or higher.
	• Enhanced Answer Supervision for T1 tie trunks requires Base 2.13, EXCPRU 2.18 or higher.	• Enhanced Answer Supervision for T1 tie trunks requires system software 3.05.15 or higher.
	• Voice Mail Caller ID with ANI/DNIS requires EXCPRU version 2.18 or higher.	• Voice Mail Caller ID with ANI/DNIS requires system software 3.06.14 or higher.
TAPI Compatibility	• Available	• Available ---- requires system software 3.04 or higher.
	• Basic TAPI commands require the Nitsuko TAPI Service Provider 1.02.02.	• Basic TAPI commands available in both Nitsuko TAPI Driver versions.
	• TAPI Enhancements require Base 2.13 and EXCPRU 2.18 or higher.	• TAPI Enhancements require system software 3.06.02.
	• Additional TAPI Commands not available.	• Additional TAPI Commands require 384i Proprietary Mode Telephony SPV 1.00.03 (or higher) driver.
	• Compatibility with the Nitsuko 384i Proprietary Mode Telephony SPV 1.00.03 (or higher) driver is not available.	• System software 3.07.12 or higher provides compatibility with the Nitsuko 384i Proprietary Mode Telephony SPV 1.00.03 (or higher) driver through Program 0419:11.
Tandem Trunking	• The system allows either 8 four-party conferences or 4 eight-party conferences.	• Each DTU-A/C allows either 4 four-party conferences or 2 eight-party conferences per PCB.
	• Enhanced Tandem Trunking requires Base 2.13, EXCPRU 2.18 or higher.	• Enhanced Tandem Trunking requires system software 3.05.10 or higher.

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Tie Lines	• Available with EXCPRU PCB only. DTMF tie lines require a DTDU PCB.	• Available.
	• Customizing CODEC Gain Type transmit and receive levels and Tone Detection Setup requires Base 2.13, EXCPRU 2.18 or higher.	• Customizing CODEC Gain Type transmit and receive levels and Tone Detection Setup require system software 3.04 or higher.
	• Enhanced Answer Supervision requires Base 2.13, EXCPRU 2.18 or higher.	• Enhanced Answer Supervision requires system software 3.05.15 or higher.
Time and Date	• Available.	• Available.
	• Year 2000 Compliance is not available.	• Year 2000 Compliance requires system software 3.07.25 or higher.
Toll Restriction	• Available ---- eight Toll Restriction classes and 72 extensions.	• Available ---- 15 Toll Restriction Classes in each Tenant Group and 256 extensions.
	• Digit counting (0702:4) not required in order to use the Permit and Restrict Code Tables.	• In system software 3.05.15 and earlier, you must enable digit counting (0702:4) in order to use the Permit and Restrict Code Tables.
Toll Restriction Override	• Available.	• Available.
Traffic Management Report (TMS)	• Available ---- requires EXCPRU 2.10 or higher and an LAPB PCB. Not available in Base software.	• Available ---- requires system software 3.04 or higher.
	• Year 2000 Compliance is not available.	• Year 2000 Compliance requires system software 3.07.25 or higher.
Transfer	• Available.	• Available.
	• MOH or ringback on Transfer requires Base 2.13, EXCPRU 2.18 or higher.	• MOH or ringback on Transfer requires system software 3.04 or higher.
Trunk Group Routing	• Available ---- 16 trunk groups and 36 routes.	• Available ---- 128 trunk groups and 64 routes.
	• Changing the Trunk Access Code requires Base 2.13, EXCPRU 2.18 or higher.	• Changing the Trunk Access Code requires system software 3.04 or higher.
Trunk Groups	• Available ---- 16 trunk groups.	• Available ---- 128 trunk groups.
Trunk Queuing/Camp On	• Available.	• Available.

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Voice Announce Unit	• Available ---- install VAU in odd numbered ports only. The system reserves the next adjacent port for the expansion module (if installed). If not installed, the adjacent port is disabled.	• Available ---- Park and Page and Personal Greeting have different procedures prior to system software 3.04.
	• When a user presses 8 with system software 2.13 Base, 2.18 EXCPRU or higher, they hear the date immediately after the time.	• When a user presses 8 with system software 3.06.02 or higher, they hear the date immediately after the time.
	• The Voice Announce Unit is Year 2000 Compliant and will announce the year 2000 and above.	• The Voice Announce Unit is Year 2000 Compliant and will announce the year 2000 and above.
Voice Mail	• Available.	• Available.
	• COS control over the reminder message requires Base 2.13, EXCPRU 2.18 or higher.	• COS control over the reminder message and requires system software 3.04 or higher.
	• Changing the DTMF tone detection criteria requires Base 2.13, EXCPRU 2.18 or higher.	• Changing the DTMF tone detection criteria setup requires system software 3.04 or higher.
	• To accommodate customer-provided pagers, Base 2.13 and EXCPRU 2.18 or higher can accept Park and Page strings containing any valid DTMF digits.	• To accommodate customer-provided pagers, system software 3.05.09 and higher can accept Park and Page strings containing any valid DTMF digits.
	• In Base 2.13, EXCPRU 2.18 or higher, a line key changes from red to green when an AME users presses CALL1 to intercept the call.	• In system software 3.06.02 or higher, a line key changes from red to green when an AME users presses CALL1 to intercept the call.
	• Voice Mail Caller ID with ANI/DNIS requires EXCPRU version 2.18 or higher.	• Voice Mail Caller ID with ANI/DNIS requires system software 3.06.14 or higher.
	• Message Center Mailbox requires Base 4.02, EXCPRU 4.02 or higher.	• Message Center Mailbox requires system software 3.07.10.
	• Voice Mail key flashes red when there are messages waiting.	• In system software 3.07.10 and higher, Voice Mail key flashes green when subscriber mailbox has messages waiting.

Feature Name	124i	384i
Voice Mail (cont.)	• Year 2000 Compliance is not available.	• Year 2000 Compliance requires system software 3.07.25 or higher. Consult your Sales Representative for applicable NVM-Series Voice Mail software.
Voice Over	• Available.	• Available.
Volume Controls	• Available.	• Available.
Warning Tone For long Conversation	• Available.	• Available.
Year 2000 Compliance	• Available ---- unaffected by the date change to the year 2000. The system uses a two-digit date code entry. Future releases will use a four-digit date code entry.	• Available ---- system software prior to 3.07.25 is unaffected by the date change to the year 2000. The system uses a two-digit date code entry. With system software 3.07.25 or higher, the system uses a four-digit date code entry.

Section 1 — Features

Section 1 - Features

Before Reading This Section

This section provides detailed information on the system's features. If you don't know what the various features are, review the Table of Contents for this section and the manual's Index. After reviewing, turn back to this section for the specifics.

Using This Section

The features in this section are in alphabetical order, like a dictionary. This section subdivides each feature definition into headings as follows:

Description tells what the feature is and describes its benefits. Along with the Description are the *Conditions* and the *Default Setting*. Conditions provides the feature's operational limits (if any). Default Setting outlines how the feature works with the default programming. When initially installed, the system uses the default setting. For specific default settings on each program, refer to the chart at the end of this book.

Programming explains the system programming that lets you customize the feature. Some features require programming; other's don't. If you decide to customize a feature, use Section 2 to enter the change into the system.

Related Features presents the feature interaction.

Operation consists of instructions on how to use each feature.

Read These Notes

Simplifying Keyset Operation with One-Touch Keys...
A keyset user can access many features through Service Codes (e.g., Service Code *0 answers a Message Waiting from a co-worker). To streamline the operation of their phone, a keyset user can store these codes under One-Touch Keys. This provides one-button operation for almost any feature. To find out more, turn to the One-Touch Calling and One-Touch Serial Operation features.

Differences Between Telephone Models...
System telephones are available in two models: the 926 series and the 920/922 series. Although the phones work identically, they have different cosmetics. In addition, certain keys are labeled differently or are in different locations. Refer to Figures 1-1 and 1-2 to determine which model telephone you have. The *Operation* instructions in this section use 926 series key names. Keep the following differences in mind when using 920/922 model telephones:

Key Labels
926 Series vs. 920/922 Series

926 Series Key	920/922 Series Key	Used with this feature ...
DIAL	DC	Abbreviated Dialing
CALL 1 and CALL 2	CL 1 & CL 2	Dual Line Appearance
FLASH	FLSH	Flash
CONF (TRF)	CONF (TRFR)	Conference or Transfer
VOLUME ▲ ▼	VOL ▲ ▼	Volume Control

Programmable Keys...
When reading an instruction using programmable keys, you will see a notation similar to ***(PGM 1006 or SC 851: 1050).*** This means that the key requires function code 1050, and you can program this code through Program 1006 or by dialing Service Code 851. Refer to the Programmable Function Keys feature for more information.

Using Handsfree...
The manual assumes each extension has Automatic Handsfree. This lets a user just press a line key or CALL key to answer or place a call. For extensions without Automatic Handsfree, the user must:

- Lift the handset or press SPK for Intercom dial tone
- Lift the handset or press SPK, then press a line key for trunk dial tone

Table 1-1, Abbreviated and Post Dialing Service Codes

Abbreviated Service Codes[1]

Code	Starting with an asterisk (*)		Starting with a pound sign (#)	
	For this feature. . .	**When you are. . .**	**For this feature. . .**	**When you are. . .**
*** (+ ext. no.)**	Directed Call Pickup	Picking up a call ringing or waiting at an extension	System Programming Password Protection	Entering the telephone programming mode
#	Group Call Pickup	Picking up a call ringing an extension in your own pickup group	Account Codes	Entering an Account Code from an SLT
0	Message Waiting	Answering a Message Waiting request	Central Office Calls, Answering	Using Universal Answer to pick up a call ringing over the paging system
1 (+ Zone 0-8)	Paging	Making a Combined Page	Conference	Adding a caller to a Conference from an SLT
2 (+ option)	Call Forwarding	Enabling a Call Forwarding option	Abbreviated Dialing	Dialing a Common Abbreviated Dialing number
3 (+ trunk no.)	Forced Trunk Disconnect	Disconnecting a call in progress on a trunk	Flash	Flashing a trunk from an SLT
4	Call Forwarding, Off Premise, Selectable Display Messaging, Voice Announce Unit	Setting up Selectable Display Messaging, Off Premise Call Forwarding or Personal Greeting	Abbreviated Dialing	Dialing a Group Abbreviated Dialing number
5	Automatic Call Distribution (ACD)	Logging out of or on to an ACD Group	Last Number Redial	Using Last Number Redial
6 (+ orbit)	Park	Picking up a call parked in a system Park orbit (1-8 or 01-32)	Park	Parking a call in a system Park orbit (1-8 or 01-32)
7	Call Waiting / Camp On	Splitting (switching) between calls on an SLT	Abbreviated Dialing	Using Personal Abbreviated Dialing
8	Voice Mail	Calling your mailbox	Tandem Trunking (Unsupervised Conference)	Setting up an Unsupervised Conference
9	Not Used		Central Office Calls, Placing	Placing an outside call over a specific trunk

[1] Also see Tables 1-2 and 1-3.

Charts and Illustrations

Table 1-1, Abbreviated and Post Dialing Service Codes		
Single Digit Post Dialing Codes		
	For this feature. . .	**When you are. . .**
1	Handsfree Answerback/Forced Intercom Ringing	Changing the signaling mode of your outgoing Intercom call
2	Call Waiting / Camp On / Callback / Trunk Queuing	Camping on to or leaving a Callback at a busy extension or trunk
3-5	Not used	
6	Voice Over	Sending a Voice Over to a busy extension after hearing Busy/Ring tone
7	Off Hook Signaling	Sending off-hook signal tones to a busy extension
8	Voice Mail	Leaving a message in a co-worker's mailbox after calling their busy or unanswered extension
0	Message Waiting	Leaving a Message Waiting at a co-worker's busy or unanswered extension
#	Department Step Calling	Cycling to the next member of a Department Calling Group

Table 1-2, Service Codes by Number			
Dial this Service Code...[1]	**When you are...**	**For this feature...**	**Also see Function Key...**
[1] Except where indicated, dial Service Code from Intercom dial tone (e.g., press idle CALL key first).			
**	Picking up a call ringing or waiting at another extension	Directed Call Pickup Voice Announce Unit	-
*#	Picking up a call ringing an extension in your own pickup group (except Ring Group calls)	Group Call Pickup	1007
*0	Answering a Message Waiting request	Message Waiting	1023
*1	Making a Combined Page	Paging	-
*2 + 0	Canceling Call Forwarding	Call Forwarding	1080
*2 + 1 + Type (2-4)	Activating Personal Answering Machine Emulation	Voice Mail (Personal Answering Machine Emulation)	1080
*2 + 2 + Destination + Type (2-4)	Activating Call Forwarding when Busy	Call Forwarding	1080
*2 + 3 + Destination + Type (2-4)	Activating Call Forward Follow Me at the destination extension	Call Forwarding with Follow Me	1080
*2 + 4 + Destination + Type (2-4)	Activating Call Forwarding Immediate	Call Forwarding	1080
*2 + 6 + Destination + Type (2-4)	Activating Call Forwarding when Unanswered (delayed)	Call Forwarding	1080
*2 + 7 + Destination + Type (2-4)	Activating Call Forwarding (Both Ringing)	Call Forwarding	1080
*3 (after #9 + 001-128 + busy)	Disconnecting a call in progress on a trunk	Forced Trunk Disconnect	-
*4 + 3 + Message (01-20), or *4 + 3 + Hang up to cancel	Activating and canceling Selectable Display Messaging	Selectable Display Messaging	1081
*4 + 6 + Trunk access code + Outside number, or *4 + 6 + Hold + Hang up to cancel	Forwarding your calls to an off-premise telephone number	Call Forwarding Off-Premise	1081
*4 + 7 + Record message + # + Condition (2, 4, 6 or 7) + Destination + Type (2 or 3), or *4 + 7 + 3 to cancel	Recording, listening to or erasing a Personal Greeting or Park and Page	Voice Announce Unit (Personal Greeting)	1081
*5	Logging out of or on to an ACD Group	Automatic Call Distribution (ACD)	1046
*6 + Orbit (1-8 or 01-32)	Picking up a call parked in a system Park orbit (1-8 or 01-32)	Park	1033 + orbit
*7	Splitting (switching) between calls on an SLT	Call Waiting / Camp On	-

Table 1-2, Service Codes by Number			
Dial this Service Code...[1]	**When you are...**	**For this feature...**	**Also see Function Key...**
[1] Except where indicated, dial Service Code from Intercom dial tone (e.g., press idle CALL key first).			
*8	Calling your mailbox	Voice Mail	1059
#	Step Calling through a Department Group	Department Step Calling	1021
# * # *	Entering the system programming mode	System Programming Password Protection	-
Hookflash + # # + Enter Account Code + Hookflash	Entering an Account Code at an SLT	Account Codes	-
#0	Using Universal Answer Code to pick up a call ringing over the paging system	Central Office Calls, Answering	
* + Enter Account Code + *	Entering an Account Code	Account Codes	-
Hookflash + #1 + extension + hookflash twice	Activating Conference from a Single Line (500/2500) set	Conference	-
#2 + bin	Dialing a Common Abbreviated Dialing number	Abbreviated Dialing	1037
#3	Flashing a trunk from an SLT	Flash	-
#4 + bin	Dialing a Group Abbreviated Dialing number	Abbreviated Dialing	1038
#5	Using Last Number Redial	Last Number Redial	-
#6 + orbit (1-8 or 01-32)	Parking a call in a system Park orbit (1-8 or 01-32)	Park	1033 + orbit
#7	Using Personal Abbreviated Dialing	Abbreviated Dialing	-
#8	Setting up an Unsupervised Conference	Tandem Trunking (Unsupervised Conference)	-
#9 + 001-128	Placing a call over a specific trunk	Central Office Calls, Placing	1-32
0 (Off-hook)	Leaving a Message Waiting at a co-worker's busy or unanswered extension	Message Waiting	-
1 (Off-hook)	Changing the signaling mode of your outgoing Intercom call	Handsfree Answerback/Forced Intercom Ringing	-
2 (Off-hook)	Camping On or leaving a Callback for a busy extension or trunk	Callback/Camp On/ Trunk Queuing	1020
3 (On-hook)	Listening for the date	Voice Announce Unit	-
4 (On-hook)	Listening to the General Message	Voice Announce Unit	-
6 (On-hook)	Checking an extension's number	Voice Announce Unit	-
6 (Off-hook)	Sending a Voice Over to a busy extension after hearing Busy/Ring tone.	Voice Over	1057

Table 1-2, Service Codes by Number			
Dial this Service Code...[1]	**When you are...**	**For this feature...**	**Also see Function Key...**
[1] Except where indicated, dial Service Code from Intercom dial tone (e.g., press idle CALL key first).			
7 (Off-hook)	Sending off-hook signal tones to a busy extension	Off Hook Signaling	1018
8 (On-hook)	Listening for the time	Voice Announce Unit	-
9	Placing a call using ARS or Trunk Group Routing	ARS Trunk Group Routing	1011
111	SLT listening to the General Message	Voice Announce Unit	-
112 + 3 to erase, 5 to listen or 7 to record	Recording, listening to or erasing the General Message	Voice Announce Unit	-
114 + Your own phone number	Calling busy extension through VAU Automated Attendant. Voice prompt asks you to leave your number for a return call.	Voice Announce Unit	-
116 + 3 to erase, 5 to listen or 7 to record	Recording, listening to or erasing a VAU Message	Voice Announce Unit	-
126	Leaving a message at an extension, without first calling that extension	Hotel/Motel (Message Waiting)	-
127	Enabling DND at a room telephone	Hotel/Motel (Do Not Disturb)	-
128	Canceling DND at a room telephone	Hotel/Motel (Do Not Disturb)	-
129	Enabling DND for another room telephone	Hotel/Motel (Do Not Disturb)	-
130	Canceling DND at another room telephone	Hotel/Motel (Wake Up Call)	--
131	Setting a Wake Up Call for your own room telephone	Hotel/Motel (Wake Up Call)	-
132	Canceling a Wake Up Call for your own room telephone	Hotel/Motel (Wake Up Call)	-
133	Setting a Wake Up Call for another guest's room telephone	Hotel/Motel (Wake Up Call)	-
134	Canceling a Wake Up Call for another guest's room telephone	Hotel/Motel (Wake Up Call)	-
135	Enabling Room to Room Call Restriction for a guest's room telephone	Hotel/Motel (Room to Room Call Restriction)	-
136	Disabling Room to Room Call Restriction for a guest's room telephone	Hotel/Motel (Room to Room Call Restriction)	-

Table 1-2, Service Codes by Number			
Dial this Service Code...[1]	**When you are...**	**For this feature...**	**Also see Function Key...**
[1] Except where indicated, dial Service Code from Intercom dial tone (e.g., press idle CALL key first).			
137	Changing a room's telephone Toll Restriction (When Checked In) level	Hotel/Motel (Toll Restriction [When Checked In])	-
138	Setting a room as checked in	Hotel/Motel (Room Status)	-
139	Setting a room as checked out	Hotel/Motel (Room Status)	-
140	Setting a room as available (clean) from the room's telephone	Hotel/Motel (Room Status)	-
141	Setting a room as available (clean) from another telephone	Hotel/Motel (Room Status)	-
142	Requesting a Room Status Printout	Hotel/Motel (Room Status Printouts)	-
143 + VOL▲, VOL▼, 2 (**C**all) or 3 (**E**rase)	Calling, erasing or scrolling through phone numbers on your display left by the Automated Attendant	Voice Announce Unit (Automated Attendant)	-
146 + 2 (**C**hange), 3 (**D**elete) or 6 (**N**ew)	Changing, deleting or adding new numbers to the Caller ID Table	Caller ID	1073
148 + 2 (**C**all) or 3 (**E**rase)	Returning or erasing a missed Caller ID call	Caller ID	-
150 + 0 (install) or 1 (remove)	Logging in (0) or logging out (1) for your Department Calling Group	Department Calling	1074
154	Enabling Conversation Record at ESL set	Voice Mail	-
155	Logging out of or on to an ACD Group from an SLT	ACD	-
156	Activating Work Time	ACD	1053
157	Canceling Work Time	ACD	1053
158	Activating Rest Mode	ACD	1049
159	Canceling Rest Mode	ACD	1049
Hookflash + 160	ACD Recording for SLT	ACD	-
166	Changing Toll Restriction for a checked in room	Hotel/Motel (Toll Restriction [Cecked In])	
167	Logging an agent into their ACD Group	ACD	
168	Logging an agent out of their ACD Group	ACD	
169	Supervisor assigning an agent into another ACD Group or changing an agent's status	ACD	
170	An agent changing their own status	ACD	

Table 1-2, Service Codes by Number			
Dial this Service Code...[1]	**When you are...**	**For this feature...**	**Also see Function Key...**
[1] Except where indicated, dial Service Code from Intercom dial tone (e.g., press idle CALL key first).			
170 + ACD Group	Changing your ACD Group assignment	ACD	
800 + enter name	Programming extension names	Name Storing	-
801 + zone (1-9 or 01-32) 801 + zone (0 or 00)	Making an Internal Zone Page Making an All Call Internal Page	Paging, Internal	1006 + zone 1076
802 + Door Box (1-8)	Placing a call to a Door Box	Door Box	-
803 + zone (1-8) 803 + zone (0)	Making an External Zone page Making an External All Call page	External Paging	1004 + zone 1005
804 + trunk group (1-9, 01-99 or 001-128)	Placing an outside call over a trunk group	Central Office Calls, Placing	1012 + group
808	Stepping through a Department Group	Department Step Calling	
809	Sending a Call Waiting tone to a busy ext.	Call Waiting	
810	Breaking into another extension's call	Barge In	
811 + 1 (ICM) or 2 (trk) + tone (1-3)	Listening to the incoming ring choices	Selectable Ring Tones	-
812	Changing the signal type for calling an ext.	Intercom	
815	Saving a number (from SLT) or dialing a saved number	Save Number Dialed	1014
817	Setting modem outgoing parameters	Data Communications	-
818 + pswd (0000) + 0 818 + pswd (0000) + 1 818 + pswd (0000)+ 2 818 + pswd (0000) + 3	Activating Day Mode Activating Night Mode Activating Midnight Mode Activating Rest Mode	Night Service	1039 + pswd 1040 + pswd 1041 + pswd 1042 + pswd
820 + 1 (ICM) or 2 (trk) + tone (1-3)	Changing your extension's incoming ring tones	Selectable Ring Tones	-
821	Enabling Handsfree Answerback for incoming Intercom calls	Handsfree Answerback/ Forced Intercom Ringing	-
823	Enabling Forced Ringing for incoming Intercom calls	Handsfree Answerback/Forced Intercom ringing	-
824	Enabling/disabling Dial Pad Confirmation Tone	Dial Pad Confirmation Tone	-
825	Turning Background Music on and off	Background Music	-
827 + 1 or 2 + time, or 827 + 1 or 2 + 9999 to cancel	Checking, setting or canceling an alarm	Alarm	-
828 + password (0000) + year + month + day + day of week (0-6) + hour + minutes	Setting the system Time and Date	Time and Date	-

Table 1-2, Service Codes by Number			
Dial this Service Code...[1]	**When you are...**	**For this feature...**	**Also see Function Key...**
[1] Except where indicated, dial Service Code from Intercom dial tone (e.g., press idle CALL key first).			
830	Remote maintenance	-	-
832	Placing a call on Group Hold	Hold	-
834	Switching from headset to handset mode and visa versa	Headset Operation	1028
840	System alarm message delete	-	-
847 + 0 (Cancel) 1 (Trk calls) 2 (Paging, ICM and transfers) 3 (Paging, ICM and trk calls) 4 (Call Forwards)	Activating Do Not Disturb	Do Not Disturb	-
849	Placing a call on Exclusive Hold at a DSL/SLT set.	Hold	-
850	Camping On to an extension when calling into the system through the VAU Automated Attendant	Voice Announce Unit (Automated Attendant)	-
851 + key + code	Changing the function of a programmable key	Programmable Function Keys	-
852 + One-Touch + Key sequence + Programmable key (1034) to store, or 852 + One-Touch + Programmable key (1034) to cancel	Accessing One-Touch Key Serial Operation store and delete functions	One-Touch Serial Operation	1034
853 + bin + number + HOLD to store	Storing Common Abbreviated Dialing numbers	Abbreviated Dialing	-
854 + bin + number + HOLD to store	Storing Group Abbreviated Dialing numbers	Abbreviated Dialing	-
855 + One Touch key + code	Programming a One-Touch Key or Personal Speed Dial	One-Touch Dialing	-
856	Answering a call ringing a phone in your pickup group (except Ring Group calls)	Group Call Pickup	-
857	Parking a call or picking up a parked call	Park	-
859	Retrieving a call from Exclusive Hold at a DSL/SLT set.	Hold	-
860	DID ACD Access Code (not used)	ACD	-
862	Picking up a call from Group Hold	Hold	-

Table 1-2, Service Codes by Number			
Dial this Service Code...[1]	**When you are...**	**For this feature...**	**Also see Function Key...**
[1] Except where indicated, dial Service Code from Intercom dial tone (e.g., press idle CALL key first).			
863	Joining a Meet Me Conference or Meet Me Page on an Internal Paging Zone (if your extension is in the group called)	Meet Me Conference Meet Me Paging	1010
864 + zone paged (0-9 or 00-32)	Joining a Meet Me Conference or Meet Me Page if your extension is not in the group paged	Meet Me Paging	-
865 + zone (0-8)	Joining a Meet Me Conference or Meet Me Page on an External Paging Zone.	Meet Me Conference Meet Me Paging	-
867 + line number	Retrieving a Conferenced CO line	Conference	-
868 + pickup group (1-9 or 01-32)	Answering a call ringing a phone in another pickup group (except Ring Group calls)	Group Call Pickup	1009 + group
869	Answering a call ringing a phone in another pickup group if you don't know the group's number (except Ring Group Calls)	Group Call Pickup	1008
870	Canceling a Callback request	Callback	-
871 + ext	Canceling Messages Waiting you have left at a specific extension	Message Waiting	-
873	Canceling all Messages Waiting you have left at other extensions	Message Waiting	-
875 + pswd (0000) + place outside call	Temporarily overriding an extension's Toll Restriction	Toll Restriction Override	-
876	Clearing number saved by Last Number Redial	Last Number Redial	-
880	Initializing the DCI	Data Communications	-
881 + pswd (0000) + 0 (no tone), 1 (minuet) or 2 (nocturne)	Changing the Music on Hold Tone	Music on Hold	-
883	Enabling the DCI auto-answer mode	Data Communications	-
884	Disconnecting an active data call	Data Communications	-
885	Clearing the number saved by Save Number Redial	Save Number Redial	-
892	Forcing Off Hook Signaling to voice-announce your phone	Off Hook Signaling	-
893	Forcing Off Hook Signaling to ring your phone	Off Hook Signaling	-
899	Testing Callback operation for SLT's	Callback	-

Table 1-3, Service Codes by Feature			
For this feature...	**Dial this Service Code...**[1]	**When you are...**	**Also see Function Key...**
[1] Except where indicated, dial Service Code from Intercom dial tone (e.g., press idle CALL key first).			
Abbreviated Dialing	853 + bin + number + HOLD to store	Storing Common Abbreviated Dialing numbers	-
	854 + bin + number + HOLD to store	Storing Group Abbreviated Dialing numbers	-
	#2 + bin	Dialing a Common Abbreviated Dialing number	1037
	#4 + bin	Dialing a Group Abbreviated Dialing number	1038
	#7 + bin	Using Personal Abbreviated Dialing	-
Account Codes	* + Enter Account Code + *	Entering an Account Code	-
	Hookflash + # # + Enter Account Code + Hookflash	Entering an Account Code at an SLT	-
Alarm	827 + 1 or 2 + time, or 827 + 1 or 2 + 9999 to cancel	Checking, setting or canceling an alarm	-
Automatic Call Distribution (ACD)	*5	Logging out of or on to an ACD Group	1046
	155	Logging out of or on to an ACD Group from an SLT	-
	156	Activating Work Time	1053
	157	Canceling Work Time	1053
	158	Activating Rest Mode	1049
	159	Canceling Rest Mode	1049
	Hookflash + 160	ACD Recording for SLT	-
	167	Allowing ACD Agent to log into a group	
	168	Allowing ACD Agent to log out of a group	
	169	Allowing supervisor to change agent's status	
	170 + ACD Group	Changing your ACD Group assignment	-
	860	DID ACD Access Code (not used)	-
Automatic Route Selection or Trunk Group Routing	9	Placing an call using Trunk Group Routing or Automatic Route Selection	1011
Background Music	825	Turning Background Music on and off	-
Call Forwarding	*2 + 0	Canceling Call Forwarding	1080
	*2 + 2 + Destination + Type (2-4)	Activating Call Forwarding when Busy	1080
	*2 + 4 + Destination + Type (2-4)	Activating Call Forwarding Immediate	1080

Table 1-3, Service Codes by Feature			
For this feature...	**Dial this Service Code...**[1]	**When you are...**	**Also see Function Key...**
[1] Except where indicated, dial Service Code from Intercom dial tone (e.g., press idle CALL key first).			
Call Forwarding (cont.)	*2 + 6 + Destination + Type (2-4)	Activating Call Forwarding when Unanswered (delayed)	1080
	*2 + 7 + Destination + Type (2-4)	Activating Call Forwarding (Both Ringing)	1080
Call Forwarding Off-Premise	*4 + 6 + Trunk access code + Outside number, or *4 + 6 + Hold + Hang up to cancel	Forwarding your calls to an off-premise telephone number	1081
Call Forwarding with Follow Me	*2 + 3 + Destination + Type (2-4)	Activating Call Forward Follow Me at the destination extension	1080
Call Waiting / Camp On	*7	Splitting (switching) between calls on an SLT	-
Callback / Camp On / Trunk Queuing	2	Camping On or leaving a Callback for a busy extension or trunk	1020
	870	Canceling a Callback request	-
	899	Testing Callback operation for SLT's	-
Caller ID	146 + 2 (**C**hange), 3 (**D**elete) or 6 (**N**ew)	Changing, deleting or adding new numbers to the Caller ID Table	1073
	148 + 2 (**C**all) or 3 (**E**rase)	Returning or erasing a missed Caller ID call	-
Central Office Calls, Answering	#0	Using Universal Answer to pick up a call ringing over the paging system	-
Central Office Calls, Placing	#9 + 001-128	Placing a call over a specific trunk	1-32
	804 + trunk group (1-9, 01-99 or 001-128)	Placing an outside call over a trunk group	1012 + group
Conference	Hookflash + #1 + extension + hookflash twice	Activating Conference from a Single Line (500/2500) set	1016
	867 + line number	Retrieving a CO line in a Conference	
Data Communications	817	Setting modem outgoing parameters	-
	880	Initializing the DCI	-
	883	Enabling the DCI auto-answer mode	-
	884	Disconnecting an active data call	-
Department Calling	150 + 0 (install) or 1 (remove)	Logging in (0) or logging out (1) for your Department Calling Group	1074
Department Step Calling	#	Step Calling through a Department Group	1021
Dial Pad Confirmation Tone	824	Enabling/disabling Dial Pad Confirmation Tone	-

Table 1-3, Service Codes by Feature			
For this feature...	**Dial this Service Code...**[1]	**When you are...**	**Also see Function Key...**
[1] Except where indicated, dial Service Code from Intercom dial tone (e.g., press idle CALL key first).			
Directed Call Pickup	** + ext.	Picking up a call ringing or waiting at an extension	-
Do Not Disturb	847 + 0 (Cancel) 1 (Trk calls) 2 (Paging, ICM and Call Forwards) 3 (Paging, ICM and trk calls) 4 (Call Forwards)	Activating Do Not Disturb	-
Door Box	802 + Door Box (1-8)	Placing a call to a Door Box	-
Flash	#3	Flashing a trunk from an SLT.	-
Forced Trunk Disconnect	*3 (after #9 + 001-128 + busy)	Disconnecting a call in progress on a trunk	-
Group Call Pickup	*#	Picking up a call ringing an extension in your own pickup group (except Ring Group calls)	1007
	868 + pickup group (1-9 or 01-32)	Answering a call ringing a phone in another pickup group (except Ring Group calls)	1009 + group
	869	Answering a call ringing a phone in another pickup group if you don't know the group's number (except Ring Group calls)	1008
Handsfree Answerback/Forced Intercom Ringing	1 (Off-hook)	Changing the signaling mode of your outgoing Intercom call	-
	821	Enabling Handsfree Answerback for incoming Intercom calls	-
	823	Enabling Forced Ringing for incoming Intercom calls	-
Headset Operation	834	Switching from headset to handset mode and visa versa	1028
Hold	832	Placing a call on Group Hold	-
	849	Placing a call on Exclusive Hold at a DSL/SLT set	-
	859	Retrieving a call from Exclusive Hold at a DSL	-
	862	Picking up a call from Group Hold	-
Hotel/Motel (Message Waiting)	126	Leaving a message at an extension, without first calling that extension	-
Hotel/Motel (Do Not Disturb)	127	Enabling DND at a room telephone	-

Table 1-3, Service Codes by Feature			
For this feature...	**Dial this Service Code...**[1]	**When you are...**	**Also see Function Key...**
[1] Except where indicated, dial Service Code from Intercom dial tone (e.g., press idle CALL key first).			
Hotel/Motel (Do Not Disturb)	128	Canceling DND at a room telephone	-
Hotel/Motel (Do Not Disturb)	129	Enabling DND for another room telephone	-
Hotel/Motel (Do Not disturb)	130	Canceling DND at another room telephone	-
Hotel/Motel (Wake Up Call)	131	Setting a Wake Up Call or your own room telephone	-
Hotel/Motel (Wake Up Call)	132	Canceling a Wake Up Call for your own room telephone	-
Hotel/Motel (Wake Up Call)	133	Setting a Wake Up Call for another guest's room telephone	-
Hotel/Motel (Wake Up Call)	134	Canceling a Wake Up Call for another guest's room telephone	-
Hotel/Motel (Room to Room Call Restriction)	135	Enabling Room to Room Call Restriction for a guest's room telephone	-
Hotel/Motel (Room to Room Call Restriction)	136	Disabling Room to Room Call Restriction for a guest's room telephone	-
Hotel/Motel (Toll Restriction [When Checked In])	137	Changing a room's telephone Toll Restriction (When Checked In) level	-
Hotel/Motel (Room Status)	138	Setting a room as checked in	-
Hotel/Motel (Room Status)	139	Setting room as checked out	-
Hotel/Motel (Room Status)	140	Setting a room as available (clean) from the room's telephone	-
Hotel/Motel (Room Status)	141	Setting a room as available (clean) from another telephone	-
Hotel/Motel (Room Status Printouts)	142	Requesting a Room Status Printout	-
Hotel/Motel (Toll Restriction [When Checked In])	166	Changing a room's telephone Toll Restriction level (when checked in)	-
Last Number Redial	#5	Using Last Number Redial	-
	876	Clearing number saved by Last Number Redial	-

Table 1-3, Service Codes by Feature			
For this feature...	**Dial this Service Code...**[1]	**When you are...**	**Also see Function Key...**
[1] Except where indicated, dial Service Code from Intercom dial tone (e.g., press idle CALL key first).			
Meet Me Conference Meet Me Paging	863	Joining a Meet Me Conference or Meet Me Page on an Internal Paging Zone (if your extension is in the group called)	1010
	864 + zone paged (0-9 or 00-32)	Joining a Meet Me Conference or Meet Me Page if your extension is not in the group paged	-
	865 + zone (0-8)	Joining a Meet Me Conference or Meet Me Page on an External Paging Zone.	-
Message Waiting	0 (Off-hook)	Leaving a Message Waiting at a co-worker's busy or unanswered extension	-
	*0	Answering a Message Waiting request	1023
	871 + ext	Canceling Messages Waiting you have left at a specific extension	-
	873	Canceling all Messages Waiting you have left at other extensions	-
Music on Hold	881 + pswd (0000) + 0 (no tone), 1 (minuet) or 2 (nocturne)	Changing the Music on Hold Tone	-
Name Storing	800 + enter name	Programming extension names	-
Night Service	818 + pswd (0000) + 0 818 + pswd (0000) + 1 818 + pswd (0000) + 2 818 + pswd (0000) + 3	Activating Day Mode Activating Night Mode Activating Midnight Mode Activating Rest Mode	1039 + pswd 1040 + pswd 1041 + pswd 1042 + pswd
Off Hook Signaling	7 (Off-hook)	Sending off-hook signal tones to a busy ext.	1018
	892	Forcing Off Hook Signaling to voice-announce your phone	-
	893	Forcing Off Hook Signaling to ring your phone	-
One-Touch Dialing	855 + One-Touch key + code	Programming a One-Touch Key or Personal Speed Dial	-
One-Touch Serial Operation	852 + One-Touch + Key sequence + Programmable key (1034) to store, or 852 + One-Touch + Programmable key (1034) to cancel	Accessing One-Touch Key Serial Operation store and delete functions	1034
Paging, Combined	*1 + Zone (1-8) *1 + Zone (0)	Making a combined zone page. Making a combined All Call page.	-
Paging, External	803 + zone (1-8) 803 + zone (0)	Making an external zone page Making an external All Call page	1004 + zone 1005

Table 1-3, Service Codes by Feature			
For this feature...	**Dial this Service Code...**[1]	**When you are...**	**Also see Function Key...**
[1] Except where indicated, dial Service Code from Intercom dial tone (e.g., press idle CALL key first).			
Paging, Internal	801 + zone (1-9 or 01-32) 801 + zone (0 or 00)	Making an Internal Zone Page Making an Internal All Call Page	1006 + zone 1076
Park	#6 + orbit (1-8 or 01-32)	Parking a call in system Park orbit (1-8 or 01-32)	1033 + orbit
Park	*6 + orbit (1-8 or 01-32)	Picking up a call parked in a system Park orbit (1-8 or 01-32)	1033 + orbit
Park	857	Parking a call or picking up a parked call	-
Programmable Function Keys	851 + key + code	Changing the function of a programmable key	-
Save Number Dialed	815	Saving a number (from SLT) or dialing a saved number	1014
	885	Clearing the number saved by Save Number Redial number	-
Selectable Display Messaging	*4 + 3 + message (01-20), or *4 + 3 + Hang up to cancel	Activating and Canceling Selectable Display Messaging	1081
Selectable Ring Tones	811 + 1 (ICM) or 2 (trk) + tone (1-3)	Listening to the incoming ring choices	-
	820 + 1 (ICM) + 2 (trk) + tone (1-3)	Changing your extension's incoming ring tones	-
System Programming Password Protection	# * # *	Entering the system programming mode	-
Tandem Trunking (Unsupervised Conference)	#8	Setting up an Unsupervised Conference	-
Time and Date	828 + password (0000) + year + month + day + day of week (0-6) + hour + minutes	Setting the system Time and Date	-
Toll Restriction Override	875 + pswd (0000) + place outside call	Temporarily overriding an extension's Toll Restriction	-
Trunk Group Routing or Automatic Route Selection	9	Placing a call using Trunk Group Routing or Automatic Route Selection	1011
Trunk Queuing	2 (Off-hook)	Camping on to or leaving a Callback at a busy trunk	1020

Table 1-3, Service Codes by Feature			
For this feature...	**Dial this Service Code...**[1]	**When you are...**	**Also see Function Key...**
[1] Except where indicated, dial Service Code from Intercom dial tone (e.g., press idle CALL key first).			
Voice Announce Unit	** + ringing ext.	Picking up a call ringing another extension for Directed Call Pickup or VAU Park and Page.	-
	*4 + 7 + Record message + # + Condition (2, 4, 6 or 7) + Destination + Type (2 or 3), or *4 + 7 + 3 to cancel	Recording, listening to or erasing a Personal Greeting or Park and Page	1081
	3 (On-hook)	Listening for the date	-
	4 (On-hook)	Listening to the General Message	-
	6 (On-Hook)	Checking an extension's number	-
	8 (On-hook)	Listening for the time	-
	111	SLT listening to the General Message	-
	112 + 3 to erase, 5 to listen or 7 to record	Recording, listening to or erasing the General Message	-
	114 + Your own phone number	Calling busy extension through VAU Automated Attendant. Voice prompt asks you to leave your number for a return call.	-
	116 + 3 to erase, 5 to listen or 7 to record	Recording, listening to or erasing a VAU Message	-
	143 + VOL▲, VOL▼, 2 (**C**all) or 3 (**E**rase)	Calling, erasing or scrolling through phone numbers on your display left by the Automated Attendant	-
	850	Camping On to an extension when calling into the system through the VAU Automated Attendant	-
Voice Mail	8 (Off-hook)	Leaving a message in a co-worker's mailbox after calling their busy or unanswered extension.	-
	*2 + 1 + Type (2-4)	Activating Personal Answering Machine Emulation	
	*8	Calling your mailbox	1059
	154	Enabling Conversation Record at DSL set	-
Voice Over	6 (Off-hook)	Sending a Voice Over to a busy extension after hearing Busy/Ring tone	1057

Table 1-4, Function Key Codes by Feature				
To program a key, press CALL, dial 851, press the key and enter the code (e.g., 1057 for Voice Over).				
For this feature...	**Use this key...**	**When you are...**	**Key Lamp Status**	**Also see Srvc Code**
Abbreviated Dialing	**Code:** 1037 **Operation:** Press key + bin + Line or CALL	Dialing a stored Common Abbreviated Dialing number	None	#2 + bin
	Code: 1038 **Operation:** Press key + bin + Line or CALL key	Dialing a stored Group Abbreviated Dialing number	None	#4 + bin
Account Codes	**Code:**1054 **Operation:** Press key + Dial Account Code	Entering Account Codes	None	*
Automatic Call Distribution (ACD)	**Code:** 1046 **Operation:** Press key to log in Press key + 1 to log out or 0 to cancel	**Basic Operation** Logging in or out of an ACD Group	On red when logged in Off when logged out	*5
	Code: 1047 **Operation:** Press key	Turning ACI Call Recording on or off	On red when recording Off when not recording	160
	Code: 1048 **Operation:** Press key	**Emergency Call** Placing or receiving an Emergency Call	On while calling your supervisor or after being answered by your supervisor Flashing fast at the supervisor while ringing	-
	Code: 1049 **Operation:** Press key	**Rest Mode** Enabling/disabling Rest Mode	On red when Rest Mode enabled Off when Rest Mode disabled	-
	Code: 1050 **Operation:** Press key	**Out of Service** Taking an ACD Group out of Service (for Group Supervisors only), or Taking all ACD Groups out of service (for System Supervisors only)	-	-
	Code: 1051 **Operation:** Press key	Monitoring an ACD Agent's conversation	On red while monitoring Off when not monitoring	-
	Code: 1052 **Operation:** Press key	Switching (splitting) between an ACD Agent and their outside caller after an emergency call	-	-

Table 1-4, Function Key Codes by Feature

To program a key, press CALL, dial 851, press the key and enter the code (e.g., 1057 for Voice Over).

For this feature...	Use this key...	When you are...	Key Lamp Status	Also see Srvc Code
Automatic Call Distribution (Cont'd)	**Code:** 1053 **Operation:** Press key	**Work Time** Enabling/disabling Work Time	On if Work Time enabled, Flashing while on call if Auto Work Time enabled Off when Work Time disabled	-
	Code: 1058 **Operation:** None	**DSS Agent Status** Using a BLF indiction to view an agent's status	Off when idle On when busy Double wink off when making an emergency call Wink off when logged off or not installed Double wink on when logged on	-
	Code: 1079 **Operation:** Press key while on hook	**Queue Status Check** With 384i 3.07.18 or higher, an in an ACD group and wish to check status of the queue groups	None	-
Barge In	**Code:** 1019 **Operation:** Press key	Barging In on a co-worker's conversation	None	-
Call Forwarding	**Code:** 1080 **Operation:** Press key	Call Forwarding to extension or Voice Mail	None	*2
Call Forwarding, Off-Premise	**Code:** 1081 **Operation:** Press key	Setting up Call Forwarding Off-Premise, Selectable Display Messaging, VAU Park /Page and VAU Personal Greeting	None	*4
Call Forwarding / Do Not Disturb Override	**Code:** 1022 **Operation:** Call extension + Press key	Overriding an extension's Call Forwarding or Do Not Disturb	None	-
Callback / Camp On / Trunk Queuing	**Code:** 1020 **Operation:** Call busy extension or access busy trunk + Press key	Leaving a Callback request at a busy extension, Camping On to a busy extension, or Queuing for a busy trunk	On red when activated	2
Caller ID	**Code:** 1073 **Operation:** Press key + 2 (**C**hange), 3 (**D**elete) or 6 (**N**ew)	Changing, deleting or adding new numbers to the Caller ID Table	None	146
Central Office Calls	**Code:** Trunk number (0001-0128) or 0000 to undefine **Operation:** Press key	Pressing a line key to place or answer a trunk call (where trunks are 0001-0128)	On green when seized, on red when busy (by other party), Slow Flash green when ringing, Hold flash when on Hold	#9

Table 1-4, Function Key Codes by Feature				
To program a key, press CALL, dial 851, press the key and enter the code (e.g., 1057 for Voice Over).				
For this feature...	**Use this key...**	**When you are...**	**Key Lamp Status**	**Also see Srvc Code**
Conference	**Code:** 1016 **Operation:** Set up call + Press key + set up call to add + Press key twice	Setting up a Conference or a Meet Me Conference	On red during setup	#1
Conference, Voice Call	**Code:** 1017 **Operation:** Set up trunk call + Press key	Setting up a Voice Call Conference	None	-
Data Communications	**Code:** 1029 **Operation:** Press key + ext or outside number	Placing a data call	On red when call set up	-
	Code: 1030 **Operation:** Press key + line key	On a data call and wish to block Barge In and Off Hook Signaling	On red when call is placed	-
	Code: 1045 **Operation:** Press key + terminal dial	Using your PC for Telemarketing Dial	None	-
Department Calling	**Code**: 1074 **Operation**: Press key	Logging in or logging out of your Department Calling Group	On when removed, Off when installed	150
Department Step Calling	**Code:** 1021 **Operation:** Dial busy ext + Press key	Step Calling through a Department Group for an idle member	None	#
Directory Dialing ***(384i 3.06.02 or higher)***	**Code:** 1082 **Operation:** Do not lift handset + Press key	Using Directory Dialing	None	3 (On hook)
Group Call Pickup	**Code:** 1007 **Operation:** CALL + Press key	Answering a call ringing another phone in your Pickup Group	None	*#
	Code: 1008 **Operation:** CALL + Press key	Answering a call ringing a phone in another Pickup Group - if you don't know the group number	None	869
	Code: 1009 + Pickup Group (1-9 or 01-32) **Operation:** CALL + Press key + Pkup Group	Answering a call ringing a phone in a specific Pickup Group	None	868
Hotline	**Code:** 1058 + dest. ext **Operation:** Press key	Placing a call to your Hotline partner	Full BLF (red) for covered ext.	-
Headset Operation	**Code:** 1028 **Operation:** Press key	Enabling or disabling Headset Operation	On red when activated	834
Hold	**Code:** 1043 **Operation:** Place or answer call + Press key	Putting a call on System Hold (if your phone's Hold key is reassigned)	None	-

Table 1-4, Function Key Codes by Feature				
To program a key, press CALL, dial 851, press the key and enter the code (e.g., 1057 for Voice Over).				
For this feature...	**Use this key...**	**When you are...**	**Key Lamp Status**	**Also see Srvc Code**
Hold (cont.)	**Code:** 1044 **Operation:** Place or answer call + Press key	Putting a call on Exclusive Hold	None	-
Loop Keys	**Code:** 1078 + 0 (Incoming), 1 (Outgoing) or 2 (Both Ways) + 000 (All trunk groups incoming or ARS outgoing) or Trunk group (001-128). **Operation:** Press key	Placing or answering a trunk call	Flashing red when ringing, On green when in use	-
Meet Me Conference (Also see Conference) Meet Me Paging	**Code:** 1010 **Operation:** Press key	Joining a Meet Me Conference or Meet Me Page	None	863
Memo Dial	**Code:** 1015 **Operation:** Store: While on call, Press key + number Use: Press key + CALL or line Erase: CALL + Press key	Storing, using or checking a Memo Dial number	None	-
Message Waiting	**Code:** 1023 **Operation:** Call extension + Press key	Answering a Message Waiting	None	*0
Microphone Cutoff	**Code:** 1026 **Operation:** Set up call + Press key	Using Microphone Cutoff	On red when activated	-
Multiple Directory Numbers	**Code:** 1036 + ext. **Operation:** Press key	Placing or answering a call to your virtual (phantom) extension	Slow Flash red when ringing, On red when busy	-
Night Service	**Code:** 1039 + pswd (0000) **Operation:** Press key	Activating the Day Mode	On red when activated	818 + pswd (0000) + 0
	Code: 1040 + pswd (0000) **Operation:** Press key	Activating the Night Mode	On red when activated	818 + pswd (0000) + 1
	Code: 1041 + pswd (0000) **Operation:** Press key	Activating the Midnight Mode	On red when activated	818 + pswd (0000) + 2
	Code: 1042 + pswd (0000) **Operation:** Press key	Activating the Rest Mode	On red when activated	818 + pswd (0000) + 3

Table 1-4, Function Key Codes by Feature				
To program a key, press CALL, dial 851, press the key and enter the code (e.g., 1057 for Voice Over).				
For this feature...	**Use this key...**	**When you are...**	**Key Lamp Status**	**Also see Srvc Code**
Off Hook Signaling	**Code:** 1018 **Operation:** At busy, press key	Signaling a busy extension	None	7
One-Touch Serial Operation	**Code:** 1034 **Operation:** Store: 852 + One-Touch Key + sequence + Press key Use: Press key + One-Touch Key	Storing, using or clearing a One-Touch Serial Operation	None	852
Paging, External	**Code: 1004 + zone (1-8)** **Operation:** Press key	Making an external zone page	On red when activated	803 + zone
	Code: 1005 **Operation:** Press key	Making an external All Call page	On red when activated	803 + 0
Paging, Internal	**Code:** 1006 + zone (1-9 or 01-32) **Operation:** Press key	Broadcasting to an Internal Paging Zone	On red when activated	801 + zone
	Code: 1076 **Operation:** Press key	Broadcasting to all Internal Paging zones	On red when activated	801 + 0 or 00
Park	**Code:** 1033 + orbit (1-9 or 01-32) **Operation:** Press key	Placing a call into or retrieving a call from a Park Orbit	Fast Flash when orbit busy (green at originator, red at others)	#6 (Park) *6 (pickup)
Repeat Redial	**Code:** 1075 **Operation:** Press key	Activating Repeat Redial while on a call	Fast Flash while system waits to redial	-
Reverse Voice Over	**Code:** 1056 + dest. ext. **Operation:** Press and hold key	Initiating Reverse Voice Over	Full BLF red	-
Room Monitor	**Code:** 1025 **Operation:** Press key at destination and source	Activating Room Monitor	Dest. Fast Flash red, Source Hold Flash red	-
Save Number Dialed	**Code:** 1014 **Operation:** Save: Place call + Press key Redial: Line or CALL + Press key	Saving, redialing or checking a saved number	None	-
Secretary Call (Buzzer)	**Code:** 1031 + sec. ext **Operation:** Press key	Calling your secretary (using the buzzer)	On red at source Fast Flash red at destination	-
Secretary Call Pickup	**Code:** 1032 + boss ext **Operation:** Press key	A secretary picking up a call ringing your boss's extension.	On red when activated	-

Table 1-4, Function Key Codes by Feature				
To program a key, press CALL, dial 851, press the key and enter the code (e.g., 1057 for Voice Over).				
For this feature...	**Use this key...**	**When you are...**	**Key Lamp Status**	**Also see Srvc Code**
Selectable Display Messaging	**Code:** 1081 **Operation:** Press key	Setting up Call Forwarding Off-Premise, Selectable Display Messaging, VAU Park and Page and VAU Personal Greeting	None	*4
Serial Call	**Code:** 1035 **Operation:** Trk call + Hold + ext + Press key	Placing a Serial Call to a co-worker	None	-
Transfer	**Code**:1077 **Operation**: Press key	Transferring a call (if CONF (TRF) is not set for Transfer)	None	-
Trunk Group Routing	**Code:** 1011 **Operation:** Press key	Accessing a trunk using Trunk Group Routing	On red when active	9
Trunk Groups	**Code:** 1012 + trk group (1-9, 01-99 or 001-128) **Operation:** Press key	Using a loop key to access a Trunk Group	On red when active	804
Trunk Queuing	**Code:** 1020 **Operation:** Hear busy tone for trk + Press key	Camping On or Queuing for a trunk	None	2
Voice Announce Unit (Park and Page) (Personal Greeting)	**Code:** 1081 **Operation:** Press key	Setting up Call Forwarding Off-Premise, Selectable Display Messaging, VAU Park and Page and VAU Personal Greeting	None	*4
Voice Mail	**Code:** 1059 In 384i 3.07.10 or higher, enter 1059 followed by extension or Message Center number. Operation: Press key	Calling Voice Mail or leaving a message	None	*8 or 8
	Code: 1060 **Operation:** Set up call + Press key	Using Voice Mail Record	Slow Flash red when active	-
Voice Over	**Code:** 1057 **Operation:** Hear Off-Hook Signaling tones + Press key	Initiating or responding to Voice Over	On red when responding Hold Flash red when listening	6

Table 1-5, Function Key Codes by Number				
To program a key, press CALL, dial 851, press the key and enter the code (e.g., 1057 for Voice Over).				
Use this key...	**For this feature...**	**When you are...**	**Key Lamp Status**	**Also see Srvc Code**
Code: Trunk number (0001-0128) or 0000 to undefine **Operation:** Press key	Central Office Calls	Pressing a line key to place or answer a trunk call (where trunks are 0001-0128)	On green when seized, on red when in use (by other party), Slow Flash green when ringing, Hold flash when on Hold	#9
Code: 1004 + zone (1-8) **Operation:** Press key	Paging, External	Broadcasting to an External Paging Zone	On red when activated	803 + zone
Code: 1005 **Operation:** Press key	Paging, External	Broadcasting to all External Paging Zones	On red when activated	803 + 0
Code: 1006 + zone (1-9 or 01-32) **Operation:** Press key	Paging, Internal	Broadcasting to an Internal Paging Zone	On red when activated	801 + zone
Code: 1007 **Operation:** CALL + Press key	Group Call Pickup	Answering a call ringing another phone in your Pickup Group	None	*#
Code: 1008 **Operation:** CALL + Press key	Group Call Pickup	Answering a call ringing a phone in another Pickup Group - if you don't know the group number	None	869
Code: 1009 + Pickup Group (1-9 or 01-32) **Operation:** CALL + Press key + Pickup Group	Group Call Pickup	Answering a call ringing a phone in a specific Pickup Group	None	868
Code: 1010 **Operation:** Press key	Meet Me Conference (Also see Conference) Meet Me Paging	Joining a Meet Me Conference or Meet Me Page	None	863
Code: 1011 **Operation:** Press key	Trunk Group Routing	Accessing a trunk using Trunk Group Routing	On red when active	9
Code: 1012 + tr group (1-9, 01-99 or 001-128) **Operation:** Press key	Trunk Groups	Using a loop key to access a Trunk Group	On red when active	804
Code: 1014 **Operation:** Save: Place call + Press key Redial: Line or CALL + Press key	Save Number Dialed	Saving, redialing or checking a saved number	None	-

Table 1-5, Function Key Codes by Number				
To program a key, press CALL, dial 851, press the key and enter the code (e.g., 1057 for Voice Over).				
Use this key...	**For this feature...**	**When you are...**	**Key Lamp Status**	**Also see Srvc Code**
Code: 1015 **Operation:** Store: While on call, Press key + number Use: Press key + CALL or line Erase: CALL + Press key	Memo Dial	Storing, using or checking a Memo Dial number	None	-
Code: 1016 **Operation:** Set up call + Press key + set up call to add + Press key twice	Conference	Setting up a Conference or a Meet Me Conference	On red during setup	#1
Code: 1017 **Operation:** Set up trunk call + Press key	Conference, Voice Call	Setting up a Voice Call Conference	None	-
Code: 1018 **Operation:** At busy, press key	Off Hook Signaling	Signaling a busy extension	None	7
Code: 1019 **Operation:** Press key	Barge In	Barging In on a co-worker's conversation	None	-
Code: 1020 **Operation**: Call busy extension or access busy trunk + Press key	Callback / Camp On / Trunk Queuing	Leaving a Callback request at a busy extension, Camping On to a busy extension, Queuing for a busy trunk	On red when activated	2
Code: 1021 **Operation:** Dial busy ext + Press key	Department Step Calling	Step Calling through a Department Group for an idle member	None	#
Code: 1022 **Operation:** Call extension + Press key	Call Forwarding / Do Not Disturb Override	Overriding an extension's Call Forwarding or Do Not Disturb	None	-
Code: 1023 **Operation:** Call extension + Press key	Message Waiting	Answering a Message Waiting	None	*0
Code: 1025 **Operation:** Press key at destination and source	Room Monitor	Activating Room Monitor	Fast Flash red at destination, Hold Flash red at source	-
Code: 1026 **Operation:** Set up call + Press key	Microphone Cutoff	Using Microphone Cutoff	On red when activated	-
Code: 1028 **Operation:** Press key	Headset Operation	Enabling or disabling Headset Operation	On red when activated	834

Table 1-5, Function Key Codes by Number				
To program a key, press CALL, dial 851, press the key and enter the code (e.g., 1057 for Voice Over).				
Use this key...	**For this feature...**	**When you are...**	**Key Lamp Status**	**Also see Srvc Code**
Code: 1029 **Operation:** Press key + ext or outside number	Data Communications	Setting up a Data Call	On red when call set up	-
Code: 1030 **Operation:** Press key + line key		On a data call and wish to block Barge In and Off Hook Signaling	On red when call is active	-
Code: 1031 + sec. ext. **Operation:**Press key	Secretary Call	Calling your secretary (using the buzzer)	On red at source Fast Flash red at destination	-
Code: 1032 + boss ext. **Operation:** Press key		A secretary picking up a call ringing your boss's extension.	On red when activated	-
Code: 1033 + orbit (1-8 or 01-32) **Operation:** Press key	Park	Placing a call into or retrieving a call from a Park Orbit	Fast Flash when orbit is busy (green at originator, red at others)	#6 (Park) *6 (pickup)
Code: 1034 **Operation:** Store: 852 + One-Touch + sequence + Press key Use: Press key + One-Touch key	One-Touch Serial Operation	Storing, using or clearing a One-Touch Serial Operation	None	852
Code: 1035 **Operation:** Trk call + Hold + ext + Press key	Serial Call	Placing a Serial Call to a co-worker	None	-
Code: 1036 + ext. **Operation:** Press key	Multiple Directory Numbers	Placing or answering a call from your virtual (phantom) extension	Slow Flash red when ringing, On red when busy	-
Code: 1037 **Operation:** Press key + bin + Line or CALL key	Abbreviated Dialing	Dialing a stored Common Abbreviated Dialing number	None	#2 + bin
Code: 1038 **Operation:** Press key + bin + Line or CALL key	Abbreviated Dialing	Dialing a stored Group Abbreviated Dialing number	None	#4 + bin

Table 1-5, Function Key Codes by Number

To program a key, press CALL, dial 851, press the key and enter the code (e.g., 1057 for Voice Over).

Use this key...	For this feature...	When you are...	Key Lamp Status	Also see Srvc Code
Code: 1039 + pswd (0000) **Operation:** Press key	Night Service	Activating the Day Mode	On red when activated	818 + pswd (0000) + 0
Code: 1040 + pswd (0000) **Operation:** Press key		Activating the Night Mode	On red when activated	818 + pswd (0000) +1
Code: 1041 + pswd (0000) **Operation:** Press key		Activating the Midnight Mode	On red when activated	818 + pswd (0000) +2
Code: 1042 + pswd (0000) **Operation:** Press key	Night Service (cont.)	Activating the Rest Mode	On red when activated	818 + pswd (0000) +3
Code: 1043 **Operation:** Place or answer call + Press key	Hold	Putting a call on System Hold (if hold key is reassigned)	None	-
Code: 1044 **Operation:** Place or answer call + Press key		Putting a call on Exclusive Hold	None	-
Code: 1045 **Operation:** Press key + terminal dial	Data	Using your PC for Telemarketing Dial	None	-
Code: 1046 **Operation:** Press key to log in Press key + 1 to log out or 0 to cancel	Automatic Call Distribution (ACD)	**Basic Operation** Logging in or out of an ACD Group	On red when logged in Off when logged out	*5
Code: 1047 **Operation:** Press key		**Call Recording** Turning ACI Call Recording on or off	On red while recording. Off while not recording	160
Code: 1048 **Operation:** Press key		**Emergency Call** Placing or receiving an Emergency Call	On while calling your supervisor or after being answered by your supervisor Flashing fast at the supervisor while ringing	-
Code: 1049 **Operation:** Press key		**Rest Mode** Enabling/disabling Rest Mode	On red when Rest Mode enabled Off when Rest Mode disabled	-

Table 1-5, Function Key Codes by Number

To program a key, press CALL, dial 851, press the key and enter the code (e.g., 1057 for Voice Over).

Use this key...	For this feature...	When you are...	Key Lamp Status	Also see Srvc Code
Code: 1050 **Operation:** Press key	Automatic Call Distribution (ACD)	**Out of Service** Taking an ACD Group out of Service (for Group Supervisors only), or Taking all ACD Groups out of service (for System Supervisors only)	-	-
Code: 1051 **Operation:** Press key		**Terminal Speech Monitor** Monitoring an ACD Agent's conversation	On red while monitoring. Off when not monitoring	-
Code: 1052 **Operation:** Press key		**Supervisor Split** Swtiching (splitting) between an ACD Agent and their outside caller after an emergency call	On during Split	-
Code: 1053 **Operation:** Press key		**Work Time** Enabling/disabling Work Time	On if Work Time enabled, Flashing while on a call if Auto Work Time enabled Off when Work Time disabled	-
Code: 1054 **Operation:** Press key and dial Account Code	Account Codes	Entering Account Codes	None	*
Code: 1056 + dest. ext. **Operation:** Press and hold key	Reverse Voice Over	Initiating Reverse Voice Over	Full BLF red	-
Code: 1057 **Operation:** Hear Off-Hook Signaling tones + Press key	Voice Over	Initiating or responding to Voice Over	On red when responding Hold Flash red when listening	6
Code: 1058 + dest. ext. **Operation:** Press key	Hotline	Placing a call to your Hotline partner	Full BLF (red) for covered ext.	-
	Automatic Call Distribution (ACD)	Displaying an Agents status using BLF keys	Off when idle, on when busy, double wink when logged off or not installed, and double wink on when logged on.	
Code: 1059 In 384i 3.07.10 or higher, enter 1059 followed by extension or Message Center number. **Operation**: Press key	Voice Mail	Calling Voice Mail or leaving a message	None	*8 or 8

Table 1-5, Function Key Codes by Number				
To program a key, press CALL, dial 851, press the key and enter the code (e.g., 1057 for Voice Over).				
Use this key...	**For this feature...**	**When you are...**	**Key Lamp Status**	**Also see Srvc Code**
Code: 1060 **Operation:** Set up call + Press key	Voice Mail (cont.)	Using Voice Mail Record	Slow Flash red when active	-
Code: 1073 **Operation:** Press key + 2 (**C**hange), 3 (**D**elete) or 6 (**N**ew)	Caller ID	Changing, deleting or adding new numbers	None	146
Code: 1074 **Operation**: Press key	Department Calling	Logging in or logging out of your Department Calling Group	On when removed, Off when installed	150
Code: 1075 **Operation:** Press key	Repeat Redial	Activating repeat redial while on a call	Fast Flash while system waits to redial	-
Code: 1076 **Operation**: Press key	Paging, Internal	Broadcasting to all Internal Paging Zones	On red when activated	801 + 0 or 00
Code: 1077 **Operation**: Press key	Transfer	Transferring a call (if CONF (TRF) is not set for Transfer)	None	-
Code: 1078 + 0 (Incoming), 1 (Outgoing) or 2 (Both ways) + 000 (All trunk groups incoming or ARS outgoing) or Trunk group (001-128) **Operation:** Press key	Loop Keys	Placing or answering a trunk call	Flash red when ringing, On green when in use	-
Code: 1079 **Operation**: Press key while on hook	Automatic Call Distribution (ACD) ***(384i 3.07.18 or higher)***	Viewing the ACD Queue Status of each ACD group	None	-
Code: 1080 **Operation**: Press key	Call Forwarding	Call Forwarding to extension or Voice Mail	None	*2
Code: 1081 **Operation**: Press key	Call Forwarding Off-Premise Selectable Display Messaging Voice Announce Unit (Park and Page) Voice Announce Unit (Personal Greeting)	Setting up Call Forwarding Off-Premise, Selectable Display Messaging, VAU Park and Page and VAU Personal Greeting	None	*4
Code: 1082 **Operation:** Do not lift handset + Press key	Directory Dialing ***(384i 3.06.02 or higher)***	Using Directory Dialing	None	3 (On hook)

Table 1-6, System Number Plan/Capacities		
System Type:	**384i**	**124i**
System		
Tenant Groups	4	1
Classes of Service	15 per Tenant	10
Toll Restriction Classes	15 per Tenant	8
Caller ID Bins	1000	200
Trunks		
Trunk Port Numbers[1]	1-128	1-52
Trunk Group Numbers	1-128	1-16
Trunk Access Maps	1-128	1-52
Trunk Routes	1-64	1-36
Ring Groups	1-128	1-16
Caller ID Bins	1000 (0-999)	200 (0-199)
DID Translation Tables	8	4
DID Translation Table Entries	1500	200
Tie Line Classes of Service	16	11
Tie Line Toll Restriction Classes	15 per Tenant	8
DISA Classes of Service	15 per Tenant	10
Extensions		
Telephone Extension Port Numbers[1]	1-256	1-72
Telephone Extension Number Range[2]	301-799	301-799
Virtual Extension Port Numbers	257-384	73-96
Virtual Extension Number Range[2]	301-799	301-799
Operator Access Number	0	0
Telephones (total of digital and analog)	256	72
PC Attendant Consoles	2	0
DSS Console Numbers	8	4
DSS Consoles, Maximum Installed	32	8
Door Box Numbers	1-8	1-8
Ringdown Assignments	50 per Tenant	24
Voice Mail Ports	16	16
Voice Mail Master Numbers	200-799	200-799

Table 1-6, System Number Plan/Capacities		
System Type:	**384i**	**124i**
Abbreviated Dialing		
Abbreviated Dialing Groups	32	8
Abbreviated Dialing Bins	1990	360
Department and Pickup Groups		
Department (Extension) Group Numbers	1-32	1-8
Department (Extension) Group Number Range	200-799	200-799
Group Call Pickup Group Numbers	1-9 or 01-32	1-8
DCIs		
DCI Software Port Numbers DCI Modules DCI Module Ports (1 port per unit) 3-DCI Units 3-DCI Unit Ports (3 ports per unit)	1-288 144 1-144 48 145-288	1-72 (Same as ext.) 72 1-72 6 (2 per cabinet) 1-72
DCI Extension Number Range[2]	301-799	301-799
DCI Department (Pooling) Group Numbers	1-32	1-8
DCI Toll Restriction Classes	15	8
DCI Hotlines	50	24
DCI Department (Pooling) Group Extension Number Range[2]	200-799	200-799
ACIs		
ACI Software Port Numbers[1] 3-ACI Units (3 ports per unit)	1-192 64	1-6 2
ACI Extension Number Range[2]	200-799	200-799
ACI Department (Pooling) Group Numbers	1-32	1-4
ACI Department (Pooling) Group Extension Number Range[2]	200-799	200-799
Paging and Park		
Internal Page Group Numbers	0, 1-9 or 00, 01-32	0, 1-8
External Page Group Numbers	0, 1-8	0, 1-8
PGDU Sensors	16	8
Park Group Numbers	1-9 or 01-32	1-8

Table 1-6, System Number Plan/Capacities		
System Type:	**384i**	**124i**
Passwords		
User Password for Setting Time and Date, Music on Hold tone, Night Service and Toll Restriction Override	0000	0000
Passwords (Cont'd)		
Programming Passwords Level 2 (IN - Tenant 0) Level 3 (SA - Tenant 1) Level 4 (SB - Tenant 1)	 12345678 0000 9999	 12345678 0000 9999
Footnotes		
[1] Count toward total number of allowed hardware ports (124 or 384 – depending on the system). [2] These devices share the same pool of extension numbers. Extension numbers cannot overlap.		
Extension numbers can be three or four digits long. See Flexible System Numbering.		

Table 1-7 System Tones				
Tone	**Repetitions**	**Frequency**	**Level**	**Pattern**
Internal, Special and External Dial Tone	Continuous	350 Hz + 440 Hz	-16 dB	Steady
Internal Recall Dial Tone	3	350 Hz + 440 Hz	-16 dB	100 mS Off, 100 mS On
Internal Busy Tone 1	Continuous	480 Hz + 620 Hz	-27 dB	500 mS Off - 500 mS On
DND Busy Tone	Continuous	400 Hz	-13 dB	200 mS Off, 200 mS On
Internal Reorder Tone	Continuous	480 Hz + 620 Hz	-27 dB	250 mS Off, 250 mS On
Internal Intercept Tone	Continuous	350 Hz + 440 Hz	-16	250 mS Off, 250 mS On
Internal Confirmation Tone	3	350 Hz + 440 Hz	-16 dB	100 mS Off, 100 mS On
Internal Hold Tone	Continuous	MOH	-	-
External Hold Tone	Continuous	BGM	-	-
Internal Audible Ring (Ringback) Tone	Continuous	440 Hz + 480 Hz	-22 dB	1 Sec On, 3 Sec On
Override Tone	1	440 Hz	-16 dB	3 Sec On
Lock-out Tone	Continuous	800 Hz	-13 dB	100 mS Off, 100 mS On
Clock Alarm Tone	Continuous	800 Hz	-13 dB	100 mS On, 100 mS Off, 100 mS On, 700 mS Off
Background Music	Continuous	BGM	-	-
Door Chime 1	3	100 mS Off, 100 mS On		
Door Chime 2	3	Variable: 880 Hz at -10 dB for 200 mS, 880 Hz at -16 dB for 200 mS, 700 Hz at -10 dB for 300 mS, 700 Hz at -16 dB for 400 mS, 700 Hz at -22 dB for 600 mS, 500 mS quiet		
Door Chime 3	3	Variable: 1050 Hz at -10 dB for 200 mS, 1050 Hz at -16 dB for 200 mS, 700 Hz at -10 dB for 300 mS, 700 Hz at -16 dB for 400 mS, 700 Hz at -22 dB for 600 mS, 500 mS quiet		
Service Set Tone, Service Clear Tone	3	350 Hz + 440 Hz	-16 dB	100 mS Off, 100 mS On
Talk Back Tone, Paging Tone, Splash Tone 2	2	800 Hz	-13 dB	100 mS Off, 100 mS On
Speaker Monitor Tone, Door Relay Tone, Door Call Tone, Splash Tone 1	1	800 Hz	-13 dB	100 mS Off, 100 mS On
Splash Tone 3	1	800 Hz	-13 dB	100 mS Off, 100 mS On
1 Second Signal Tone	1	800 Hz	-13 dB	1 Second On

Table 1-7 System Tones

Tone	Repetitions	Frequency	Level	Pattern
Sensor Alarm Tone 1	Continuous	800 Hz	-13 dB	200 mS On, 200 mS Off
Sensor Alarm Tone 2	Continuous	800 Hz	-13 dB	500 mS On, 500 mS Off
Sensor Alarm Tone 3	Continuous	800 Hz	-13 dB	700 mS On, 700 mS Off
Internal Call Waiting Tone	1	440 Hz	-16 dB	200 mS On
Internal Executive Override Tone	1	440 Hz	-16 dB	3 Seconds On
Conference Tone, Intrusion Tone 2, Internal Special Audible Tone	Continuous	Variable: 440 Hz + 480 Hz at -22 dB for 1 Second, 440 Hz at -22 dB for 200 mS, 3 Seconds Off		
External Dial Tone	Continuous	350 Hz + 440 Hz	-16 dB	Steady
External Audible Ring Tone	Continuous	440 Hz + 480 Hz	-16 dB	1 Second On, 3 Seconds Off
External Reorder Tone	Continuous	480 Hz + 620 Hz	-21 dB	250 mS Off, 250 mS On
External Busy Tone	Continuous	800 Hz	-13 dB	500 mS Off, 500 mS On
External Special Audible Ring Tone	Continuous	Variable: 440 Hz + 480 Hz at -16 dB for 1 Second, 440 Hz at -16 dB for 200 mS, 3 Seconds Off		
External Intercept Tone	Continuous	Variable: 440 Hz at -14 dB for 250 mS, 620 Hz at -14 dB for 250 mS		
External Call Waiting Tone	1	440 Hz	-14 dB	200 mS On, then Off
External Executive Override Tone	1	440 Hz	-14 dB	3 Seconds On, then Off
Trunk Ring Tone Range 1	Combination of... High: 1032 Hz + 865 Hz + 16 Hz Med: 865 Hz + 416 Hz + 16 Hz Low: 421 Hz + 360 Hz + 16 Hz			Selected in Program 0902 for trunks and Program 1001 Item 2 for extensions
Trunk Ring Tone Range 2	Combination of... High: 2667 Hz + 2000 Hz + 8 Hz Med: 2000 Hz + 1600 Hz + 8 Hz Low: 1455 Hz + 1185 Hz + 8 Hz			Selected in Program 0902 for trunks and Program 1001 Item 2 for extensions
Trunk Ring Tone Range 3	Combination of... High: 1778 Hz + 2286 Hz + 25 Hz Med: 889 Hz + 711 Hz + 24 Hz Low: 438 Hz + 360 Hz + 24 Hz			Selected in Program 0902 for trunks and Program 1001 Item 2 for extensions
Trunk Ring Tone Range 4	Combination of... High: 2462 Hz + 2286 Hz + 25 Hz Med: 2000 Hz + 1882 Hz + 25 Hz Low: 1524 Hz + 1455 Hz + 25 Hz			Selected in Program 0902 for trunks and Program 1001 Item 2 for extensions

Table 1-7 System Tones				
Tone	**Repetitions**	**Frequency**	**Level**	**Pattern**
Extension Ring Tone Range	Combination of... High: 800 Hz + 1032 Hz + 12 Hz Med: 604 Hz + 865 Hz + 12 Hz Low: 400 Hz + 640 Hz + 12 Hz			Selected in Program 1001 Item 3 for extensions
Sensor Ring Tone Range (1-3)	Combination of... High: 800 Hz + 1000 Hz Med: 800 Hz + 1000 Hz Low: 800 Hz + 1000 Hz			Set in Program 0304 for alarm sensors. (Pitch is identical, but pattern is unique for ranges 1-3.)

Table 1-8 Multibutton Telephone Displays		
With this feature...	**You'll see this display...**	**When...**
(Idle telephone)	**Date and Time** **Ext (ext name)**	Your extension is idle and on hook
	CHECK	You press CHECK to check a function
	CHECK (ext) (ext name) **PORT nn GP-nn**	You press CHECK and CALL1 to check extension information, where (ext) is the extension number, (ext name) is the extension name, PORT nn is the port number and GP-nn is the extension group
Abbreviated Dialing	**SET ABB:COMMON**	You dial Service Code 853 to store a Common Abbreviated Dialing number
	SET ABB: GROUP	You dial Service Code 854 to store a Group Abbreviated Dialing number
	ABB (bin) **(digits)**	You are storing Abbreviated Dialing numbers, where (bin) is the bin number and (digits) is the current stored number (if any)
	Time and Date **ABB:COMMON**	You press CALL and DIAL to dial a Common Abbreviated Dialing number
	Time and Date **ABB:GROUP**	You press CALL and DIAL to dial a Group Abbreviated Dialing number
	(trk name) HH:MM:SS **(digits) (bin name)**	You place a call using Abbreviated Dialing
	PREVIEW **ABB:COMMON or GROUP**	You press DIAL to preview an Abbreviated Dialing entry, where COMMON or GROUP displays depending on the DIAL key setting
	PREVIEW (bin name) **ABB:(bin) (digits)**	You press DIAL and select a bin before outdialing Abbreviated Dialing number, where (bin name) is the programmed name, (bin) is the bin number and (digits) is the stored number
	CHECK **ABB(xxxx)**	You press CHECK and DIAL to check a stored Abbreviated Dialing bin, where (xxxx) is GROUP or COMMON depending on the DIAL key setup
	CHECK (name) **ABB (xxxx) (digits)**	You press CHECK, DIAL and dial a bin number to check an Abbreviated Dialing entry, where (name) is the bin name, (xxxx) is the bin type/number and (digits) is the stored number
Account Codes	**(trk name)** **ENTER ACCOUNT CODE**	You place a call and the system has Forced Account Codes enabled.

Table 1-8 Multibutton Telephone Displays

With this feature...	You'll see this display...	When...
Alarm	**SET ALARM** **1:ALARM1 2:ALARM2**	You dial 827 to set an alarm
	SET n ALARM **DIAL TIME**	You dial 827 to set an alarm, then dial 1 (to set Alarm 1) or 2 (to set Alarm 2)
	Date and Time **Ext ALARM n**	Your extension is idle, after setting Alarm n (1 or 2)
	SET n ALARM **Time**	You set an alarm time but do not hang up
	SET n ALARM **CANCEL**	You dial 827, 1 or 2 to select an alarm type then 9999 to cancel
	ALARM n HH:MM:SS **(digits)**	You press CHECK, dial 827, then 1 or 2 to check your alarm setting
Automated Attendant	**Time and Date** **LEAVE (digits)**	An caller has left their number on your phone
	LEAVE NUM C:2 E:3 **(digits)**	You dial Service Code 143 to scroll through, call or erase numbers left on your display be the Automated Attendant
Background Music	**Time and Date** **B.G.M. ON**	You dial Service Code 825 to turn Background Music on
	Time and Date **B.G.M. OFF**	You dial Service Code 825 to turn Background Music off
Barge In	**BREAK IN** **(ext name) (ext name)**	You have Barged-In (speech mode) on a co-worker's Intercom call
	(trk name) BREAK IN **(ext name)**	You have Barged-In (speech mode) on a co-worker's outside call
	BREAK IN **(ext name) (ext name)**	You have Barged-In (monitor mode) on a co-worker's Intercom call
	(trk name) BREAK IN **(ext name)**	You have Barged-In (monitor mode) on a co-worker's Intercom call

Table 1-8 Multibutton Telephone Displays

With this feature...	You'll see this display...	When...
Call Forwarding	**Time and Date** **FWD-B/NA (ext name)**	Your extension is idle and you have previously activated Call Forwarding when Busy/Not Answered (Code *22). Name shows destination extension.
	Time and Date **FWD IMME (ext name)**	Your extension is idle and you have previously activated Call Forwarding Immediate (Service Code *24). Name shows destination extension.
	Time and Date **FWD-RNA (ext name)**	Your extension is idle and you have previously activated Call Forwarding when Unanswered (Service Code *26). Name shows destination extension.
	Time and Date **FWD-BOTH (name)**	Your extension is idle and you have previously activated Call Forwarding with Both Ringing (Service Code *27). Name shows destination extension.
	FWD Busy/no answer **Extension No?**	You lift the handset and dial *22 for Call Forwarding when Busy
	FWD Immediate **Extension No?**	You lift the handset and dial *24 for Call Forwarding Immediate
	FWD No answer **Extension No?**	You lift the handset and dial *26 for Call Forwarding when Unanswered
	FWD Both Ring **Extension No?**	You lift the handset and dial Service Code *27 to enable Call Forwarding with Both Ringing
	CALL FWD BUSY **1:SET 0:CANCEL**	You dial Service Code *27 to enable Call Forwarding when Busy
	CALL FWD NO ANS **1:SET 0:CANCEL**	You dial Service Code *26 to enable Call Forwarding when Unanswered
	CALL FWD NO ANS **FWD NO ANS (ext name)**	You dial Service Code *26 to enable Call Forwarding when Unanswered but don't hang up
	SET FWD **1:SET 0:CANCEL**	You dial Service Code *24 to enable Call Forwarding Immediate
	SET FWD **FWD (ext name)**	You dial Service Code *24 to enable Call Forwarding Immediate but do not hang up
	ICM DIAL	You dial 1 to set Call Forwarding. System asks you to enter the destination extension number.
	CANCEL	You dial a Call Forwarding Service Code and 0 to cancel Call Forwarding
Call Forwarding Off-Premise	**Time and Date** **CFW OFF-PREMISE**	You dial Service Code *46, a trunk access code and anoutside phone number to enable Call Forwarding Off-Premise

Table 1-8 Multibutton Telephone Displays		
With this feature...	**You'll see this display...**	**When...**
Call Forwarding with Follow Me	**SET FOLLOW ME** **1:SET 0:CANCEL**	You dial Service Code *23 to dial Call Forward with Follow Me
	SET FOLLOW ME **ICM DIAL**	You dial 1 to set Call Forward with Follow Me (after dialing Service Code *23)
	CANCEL FOLLW ME **ICM DIAL 0:ALL CLR**	You dial 0 to cancel Call Forward with Follow Me (after dialing Service Code *23)
	SET FOLLOW ME **CANCEL**	You have canceled Call Forwarding with Follow Me
	SET FOLLOW ME **FLW ME << (ext name)**	You enable Call Forwarding with Follow Me, where (ext name) is extension you want to intercept
	Time and Date **FLW ME >> (ext name)**	An extension is having its calls intercepted by Call Forwarding with Follow Me, where (ext name) is intercepting extension
Call Timer	**(trk name) HH:MM:SS** **(digits)**	You place an outside can and the Call Timer starts (HH:MM:SS)
Call Waiting/Camp On	**Time and Date** **CAMP-ON (ext name)**	You have dialed 2 to camp-on to a busy extension. Name shows the destination extension.
Call Waiting/Camp On and Callback	**Time and Date** **CAMP CANCEL**	You have dialed 870 to cancel a Camp-On or Call Waiting request.
Callback	**Time and Date** **CALL-BACK (ext name)**	Extension at which you left a Callback (shown in the name field) is calling you back
Caller ID	**Time and Date** **NO CALLER INFO**	You try to display the Caller ID data for an incoming call and none is provided by telco
	Time and Date **UNAVAILABLE INFO**	You try to display the Caller ID data for an incoming call and the caller has blocked it
	Time and Date **OUT-OF-STATE**	You try to display the Caller ID data for an incoming call that was placed from an area that did not have Caller ID service
	Time and Date **CHG:2, DEL:3, NEW:6**	You edit, delete or add entries to the Caller ID Table
	Time and Date **PERSONAL:7 CO:2**	You initiate the automatic storing of Caller ID information for your active call
	ENTER NEW NO. + HOLD	You press the Edit Caller ID key and dial 6 to enter a new number into the Caller ID Table
	ENTER NAME + HOLD	You press the Edit Caller ID key and dial 9 to enter a new nme into the Caller ID Table
	Time and Date **CHG. BY NAME?:Y/N**	You press the Edit Caller ID key and dial 2 to change an entry in the Caller ID Table
	Time and Date **DEL. BY NAME?:Y/N**	You press the Edit Caller ID key and dial 3 to delete an entry from the Caller ID Table

Table 1-8 Multibutton Telephone Displays		
With this feature...	**You'll see this display...**	**When...**
Caller ID	**NO MATCH**	You search the Caller ID Table for a name or number match and no matches were found
	TABLE IS FULL	You try to automatically store the Caller ID information for your call and the Caller ID Table is full
	(trk name) **(Incoming Number)**	You display the Caller ID information for a Single Message Format incoming call before you answer it
	(Incoming Number) **(Incoming Name)**	You display the Caller ID information for a Multiple Message Format incoming call before you answer it
	(trk name) (HH:MM:SS) **(Incoming Number)**	Answer a Single Message Format Caller ID call
	(Incoming Number) HH:MM:SS **(Incoming Name**	Answer a Multiple Message Format Caller ID call
	MISSED CALL	You press a CALL key and dial 148 to see if you missed any Caller ID calls while you were away from your phone
Central Office Calls	**(trk name)** **BUSY**	You have tried to place a call over a busy trunk
	(trk name) **RINGING**	A trunk call is ringing your extension.
	(trk name)	You have seized a trunk for an outside call
	(trk name) HH:MM:SS **ANSWERED**	You have answered an incoming trunk call (where nn:nn:nn indicates the Call Timer)
Conference	**CONF** **ICM DIAL**	You press the Conference key to initiate a Conference
	(name) CONF **(name) (name)**	You have set up a Conference, where (name) is either an extension or trunk name
Dial Number Preview	**PREVIEW DIAL** **DIAL (digits)**	You use Dial Number Preview to preview your call before dialing it out
Dial Pad Confirmation Tone	**Time and Date** **SET KEY TOUCH TN**	You dial Service Code 824 to enable Dial Pad Confirmation Tone
	Time and Date **CANCEL KEY TOUCH TN**	You dial Service Code 824 to cancel Dial Pad Confirmation Tone
Direct Station Selection (DSS) Console	**Date and Time** **OFF DUTY**	You press ALT to activate Alternate Answering

Table 1-8 Multibutton Telephone Displays

With this feature...	You'll see this display...	When...
Do Not Disturb	**Time and Date** **DND INTERCOM**	You press DND and dial 2 to activate DND for Intercom and transferred trunks
	Time and Date **DND ALL**	You press DND and dial 3 to activate DND for all calls
	Time and Date **DND TRF**	You press DND and dial 4 to activate DND for incoming Call Forwards
	SET DND	You press DND to start DND activation procedure
	SET DND **CANCEL**	You press DND and dial 0 to cancel Do Not Disturb
	Time and Date **DND EXTERNAL**	You press DND and dial 1 to activate DND for incoming trunk calls
Door Box	**Time and Date** **CALL <<<** **DOOR-n**	You are receiving chimes from Door Box n
	Time and Date **TALKING TO** **DOOR-n**	You dial Service Code 802 and call a Door Box, where n is the Door Box number
Group Call Pickup	**Time and Date** **CALL P/U** **(ext name)**	You have intercepted a call using Group Call Pickup
	(trk name) **(HH:MM:SS)** **CALL P/U** **(ext name)**	You use Group Call Pickup to intercept a call ringing a phone in a pickup group
Group Listen	**Time and Date** **GROUP LISTEN**	You press SPK while on a handset call to activate Group Listen
Headset Operation	**Time and Date** **SET HEADSET MODE**	You dial Service Code 834 to enable the Headset mode
	Time and Date **CANCEL HEADSET MODE**	You dial Service Code 834 to disable the Headset mode
Hold	**Time and Date** **HOLD** **(ext name)**	You place an Intercom call on Hold, where (ext name) is the name of the extension you placed on Hold
	Time and Date **GROUP HOLD** **(ext name)**	You dial Service Code 832 to place an Intercom call on Group Hold, where (ext name) is the name of your Intercom caller
	(trk name) **GROUP HOLD**	You dial Service Code 832 to place your trunk call on Group Hold

Table 1-8 Multibutton Telephone Displays

With this feature...	You'll see this display...	When...
Hold	**Time and Date** **HOLD (ext name)**	You place an Intercom call on Hold, where (ext name) is the name of your Intercom caller
	(ext name) **HLD RCALL**	An Intercom call you left on Hold too long recalls your extension, where (ext name) is the call you left on Hold
	(trk name) **HOLD RECALL**	A call you have left on Hold too long is recalling your extension
	(trk name) **HOLD**	You place a call on Hold
Intercom	**Time and Date** **TALKING TO (ext name)**	Your extension is busy on an Intercom call
	Time and Date **DND (ext name)**	You have placed an Intercom call to an extension in DND
	Time and Date **CALLING (ext name)**	You have placed an Intercom call that has either voice-announced or is ringing (but the user has not lifted the handset)
	Time and Date **CALL FROM(name)**	An Intercom call has voice-announced or is ringing your extension
	Time and Date **HANG UP**	Your Intercom caller has hung up - but you are still off-hook
	Time and Date **BUSY(ext name)**	You have placed an Intercom call to a busy extension
Intercom Abandoned Call Display	**CHECK ABANDON CALL** **(nnn) (ext name)**	You press CHECK and CALL2 to check the Intercom Abandoned Call Display, where (nnn) is the abandoned extension and (ext name) is that extension's name
Last Number Redial	**(trk name) REDIAL** **(digits)**	Last Number Redial is outdialing the last number you dialed
	CHECK REDIAL **(digits)**	You press CHECK and LND to check the stored Last Number Redial entry, where (digits) is the stored entry
	PREVIEW REDIAL **(digits)**	You press LND to check your stored Last Number Redial entry
	Time and Date **CLEAR REDIAL**	You dial Service Code 876 to clear the Last Number redial entry
Loop Keys	**(trk name) HH:MM:SS** **WAITING – LOOP KEY**	You answer a loop key and there is another call waiting behind the call you answered

Table 1-8 Multibutton Telephone Displays		
With this feature...	**You'll see this display...**	**When...**
Memo Dial	**MEMO DIAL** **(digits)**	You press the Memo Dial key to check the Memo Dial entry before dialing it out
	CHECK LINE KEY (nn) **MEMO DIAL**	You press CHECK and the Memo Dial key
	MEMO DIAL **(digits)**	You press the Memo Dial key while on hook to check the stored number
Message Waiting	**Time and Date** **MSG>>> (ext name)**	You dialed Service Code *0 and left a message at the extension shown in (ext name)
	Time and Date **CANCEL MESSAGE**	You dialed 871 to cancel a message you left at another extension
Music on Hold	**SET HOLD TONE** **0:TN-0 1:TN-1 2:TN-2**	You dial Service Code 881 and the password (normally 0000) to set the MOH tone
	SET HOLD TONE **SET nTONE**	You set the MOH tone, where n is the MOH tone number (0-2)
Name Storing	**ENTER NAME**	You dial Service Code 6 to program your name
Off Hook Signaling	**Time and Date** **2nd VOICE CALL**	You dial Service Code 892 to have incoming off hook signals voice-announce
	Time and Date **2nd SIGNALING**	You dial Service Code 893 to have incoming off hook signals ring
One-Touch Calling	**(trk name)** **ONE TOUCHnn (digits)**	You press a One-Touch Key after seizing a trunk to outdial the number stored under the key, where nn is the One-Touch Key number
	KEY PROG ONE TOUCH	You dial Service Code 855 to program a One-Touch Key
	KEY nn (name) **(digits)**	You program a One-Touch Key by dialing Service Code 855 and pressing the One-Touch Key, where (digits) displays current programming
	CHECK DSSnn **(digits)**	You press CHECK and a One-Touch Key to check the stored function, where nn is the key number and (digits) is the stored code
One-Touch Serial Operation	**KEY PROG FTR KEY**	You dial Service Code 852 to program One-Touch Serial Operations
	CHECK LINE KEY nn **FEATURE KEYS**	You press CHECK and the Serial Operations key, where nn is the programmable key number
	CHECK DSSnn FTR KEY **(key) (key) etc.**	You press a One-Touch Key twice to check the stored Serial Operations, where nn is the key number and (key) is the stored key function
	Time and Date **FTR KEY**	You press the Serial Operations key to begin using One-Touch Serial Operations

Table 1-8 Multibutton Telephone Displays

With this feature...	You'll see this display...	When...
Paging, External	**Time and Date** **PAGE EXT ALL**	You make an All Call External Page
	Time and Date **PAGE EXT GROUP (nn)**	You make an External Zone Page, where (nn) is the external zone number
	Time and Date **ZONE**	You dial 801 to access an Internal Paging Zone or 803 for an External Paging Zone
Paging, Internal	**Time and Date** **GROUP CALL (name)**	You dial 801 and an internal zone number, where (name) is the Internal Paging Zone name
	Time and Date **GROUP CALL (ext name)**	Another extension makes an Internal Page to your paging zone, where (ext name) is the name of the extension that initiated the page
Programmable Function Keys	**KEY PROGRAM KEY (nn) (function)**	You press a function key after dialing Service Code 851, where (function) is the currently programmed function, as follows:
	For this key function . . .	**You see this display . . .**
	1004	PAGE GROUP 0
	1005	PAGE EXT ALL
	1006	PAGE GROUP ICM 0
	1007	CALL PICK UP
	1008	OTHER GROUP PICK UP
	1009	GROUP PICK UP
	1010	MEET ME PAGE
	1011	LINE ACCESS
	1012	LINE GRP ACCESS 0
	1014	SAVED NUMBER REDIAL
	1015	MEMO DIALING
	1016	CONFERENCE
	1017	MEET ME CONF
	1018	OVERRIDE (384i prior to 3.06.02 and 124i prior to 2.13 Base or 2.18 EXCPRU) OFF-HOOK SIGNALING
	1019	BREAK IN
	1020	CAMP ON

Table 1-8 Multibutton Telephone Displays		
With this feature...	**You'll see this display...**	**When...**
Programmable Function Keys	**For this key function . . .**	You see this display . . .
	1021	STEP CALL
	1022	DND/FWD OVERRIDE
	1023	MESSAGE WAITING
	1025	ROOM MONITOR
	1026	TRANS MIT CUT OFF
	1027	TEXT MESSAGE
	1028	CHANGE HEADSET MODE
	1029	DATA
	1031	BUZZER
	1032	BOSS CALL FORWARD
	1033	PARK HOLD 00
	1034	SERIES OPERATION
	1035	SERIES CALL
	1036	ICM
	1037	ABB COMMON DIAL
	1038	ABB GROUP DIAL
	1039	SET DAY
	1040	SET NIGHT#1
	1041	SET NIGHT #2
	1042	SET BREAK
	1043	HOLD
	1044	EXCLUSIVE HOLD
	1045	TELEMARKETING DIAL
	1056	REV. VOICE OVER
	1057	VOICE OVER
	1058	DSS ICM
	1059	DATA
	1060	CONVERSATION RECORD
	1075	REPEAT DIAL
	1080	CALL FORWARD TO STA.
	1081	CALL FORWARD TO DEV.

Table 1-8 Multibutton Telephone Displays

With this feature...	You'll see this display...	When...
Programmable Function Keys	**KEY PROGRAM**	You dial Service Code 851 to program your function keys
	KEY PROGRAM KEY (nn) (function)	You press a function key after dialing Service Code 851, where (function) is the currently programmed function
	CHECKLINE KEY nn (function)	You press CHECK and a function key while on hook, where (function) is the stored function
Park	**(trk name) PARK HOLD**	You Park a call (before you hang up)
	PARK HOLD PARK No DIAL	You dial Service Code *6 to Park a call
	ANS HOLD PARK No DIAL	You dial Service Code #6 to pick up a parked call
Privacy (Data)	**Time and Date DATA PRIVACY**	You press the Data Privacy key to activate Data Privacy
Repeat Redial	**PREVIEW CANCEL REPEAT DIAL**	You cancel Repeat Redial
	(trk name) REPEAT DIAL (digits)	Repeat Redial is automatically outdialing
	(trk name) REPEAT DIAL	You have activated Repeat Redial but have not hung up
Reverse Voice Over	**REV VO TO: (ext name)**	You press your Reverse Voice Over key to place a private call to your co-worker
	REV V.O. DENIED	You press your Reverse Voice Over key to call your co-worker, but the system has no CDTU PCB circuit available
Room Monitor	**ROOM MONITOR ICM DIAL**	You press the Room Monitor key
	Time and Date MONITOR << (ext name)	You activate Room Monitor at the initiating extension, where (ext name) is the name of the extension being monitored
	Time and Date MONITORED >>	You activate Room Monitor at the extension to be monitored
Save Number Dialed	**(trk name) NUMBER SAVED**	You saved the number you just dialed
	(trk name) SAVED (digits)	Save is outdialing your saved number
	PREVIEW SAVED NUMBER (digits)	While on hook, you pressed your Save Number Dialed key to preview your stored number
	CHECK LINE KEY nn SAVE NUMBER REDIAL	You press CHECK and the Save Number Dialed key while on hook

Table 1-8 Multibutton Telephone Displays

With this feature...	You'll see this display...	When...
Secretary Call Pickup	**Time and Date** **BOSS FWD << (ext name)**	You have activated Secretary Call Pickup for the indicated extension
	Time and Date **CANCEL FWD (ext name)**	You have canceled Secretary Call Pickup for the indicated extension
	CHECK LINE KEYnn **SECR ANS (ext name)**	You press CHECK and the Secretary Call Pickup key while on hook.
Selectable Display Messaging	**TEXT MESSAGE** **DIAL MESSAGE No.**	You dialed Service Code *43 to choose a Selectable Display Message
Selectable Ring Tones	**SET INCOM RING** **1:INT 2:EXT**	You dial Service Code 820 to set Selectable Ring Tones
	SET INT INCOM RING **1:(H) 2:(M) 3:(L)**	You dial Service Code 820 plus 1 to set Intercom Selectable Ring Tones
	SET EXT INCOM RING **1:(H) 2:(M) 3:(L)**	You dial Service Code 820 plus 2 to set trunk Selectable Ring Tones
	SET (type) INCOM RING **(n) SET**	You set the incoming ring type, where (type) is INT or EXT and n is the range (H, M or L)
	CONFIRM INCOM RING **1:INT 2:EXT**	You dial Service Code 811 to listen to your Selectable Ring Tone Settings
	CONFIRM INT INCOM **1:H 2:M 3:L**	You dial Service Code 811 plus 1 to listen to the Intercom ring settings
	CONFIRM EXT INCOM **1:H 2:M 3:L + TN1-4**	You dial Service Code 811 plus 2 to listen to the trunk ring settings
Serial Call	**(trk name)** **WAIT TRF (ext name)**	You press the Serial Call key to set up a Serial Call, where (trk name) is the trunk transferred and (ext name) is destination extension
Transfer	**(trk name)** **TRANSFER<< (ext name)**	A transferred trunk is ringing your phone, where (trk name) is the trunk's name and (ext name) is the name of the extension that transferred the call
	(trk name) **TRF RCALL (ext name)**	A trunk you transferred is recalling your phone, where (trk name) is the recalling trunk and (ext name) is extension from which the call is recalling
Trunk Queuing	**(trk name)** **CALL BACK**	The trunk you queued for is calling you back
	Time and Date **CAMP LINE**	You have queued for a busy trunk

Table 1-8 Multibutton Telephone Displays		
With this feature...	**You'll see this display...**	**When...**
Voice Announce Unit	**VAU MESSAGE CONTROL** **L:5 R:7 E:3 ?**	You press CALL and dial 116 to record, listen to or erase a VAU message
	PLAY VAU MSG **MESSAGE No**	You press CALL, dial 116 then 5 to listen to a recorded VAU message
	RECORD VAU MSG **MESSAGE No.**	You press CALL, dial 116 then 7 to record a VAU message
	ERASE VAU MSG **MESSAGE No.**	You press CALL, dial 116 then 3 to erase a VAU message
	GENERAL MESSAGE CONTROL **L:5 R:7 E:3 ?**	You press CALL and dial 112 to record, listen to or erase the General Message
	PLAY GENERAL MESSAGE	You press CALL, dial 112 then 5 to listen to the General Message
	RECORD GENERAL MSG	You press CALL, dial 112 then 7 to record the General Message

Table 1-8 Multibutton Telephone Displays

With this feature...	You'll see this display...	When...
Voice Announce Unit	**ERASE GENERAL MESSAGE**	You press CALL, dial 112 then 3 to erase the General Message
	RECORD PERSONAL MSG	You press CALL and dial *47 to record your Personal Greeting (if none is currently recorded)
	GENERAL MESSAGE CONTROL **L:5 R:7 E:3 ?**	You press CALL and dial *47 if you have already recorded a Personal Greeting
	PLAY PERSONAL MSG	You press CALL, dial *47 then 5 to listen to your Personal Greeting
	RECORD PERSONAL MSG	You press CALL, dial *47 then 7 to rerecord your Personal Greeting
	ERASE PERSONAL MSG	You press CALL, dial *47 then 3 to erase your Personal Greeting
	Date and Time **VAU-BUSY (ext name)**	You enable Personal Greeting to forward calls to (ext name) when your extension is busy
	Date and Time **VAU-NA (ext name)**	You Enable Personal Greeting to forward calls to (ext name) when your extension is not answered
	Date and Time **VAU-BY/NA (ext name)**	You enable Personal Greeting to forward calls to (ext name) when your extension is busy or not answered
	Date and Time **VAU-IMM (ext name)**	You enable Personal Greeting to forward all your calls immediately to (ext name)
	CHECK (ext name) STA nnn **PORT-nnn GP-nn**	You dial 4 while on hook to listen to your extension's name
	Date and Time **PARK AND PAGE**	You have activated Park and Page at your extension
	Date and Time **LEAVE NUM npa-nnx-xxxx**	An outside caller dialing through the VAU Automated Attendant has left their number on your phone for a recall
Voice Mail	**SET A.M.E. FWD** **1:ALL 2:LINE 0:CLR**	You press your Personal Answering Machine Emulation key
	SET A.M.E. FWD **FWD ALL VX**	Press your Answer Machine Emulation key and dial 1 to forward all calls
	SET A.M.E. FWD **FWD LINE VX**	Press your Answer Machine Emulation key and dial 2 to forward only trunk calls
	SET A.M.E. FWD **CANCEL**	Press your Answer Machine Emulation key and dial 0 to cancel forwarding
	Date and Time **FWD VX**	You enable Answer Machine Emulation modes 1 or 2 and wait several seconds
Voice Over	**VOICE OVER DENIED**	Your Voice Over to a busy co-worker cannot go through

Table 1-8 Multibutton Telephone Displays		
With this feature...	**You'll see this display...**	**When...**
Voice Over	**V.O. TO: (ext name)**	You have places a Voice Over to (ext name)
	V.O. FROM (ext name)	You have received a Voice from (ext name)

Table 1-9 System Ring Rates

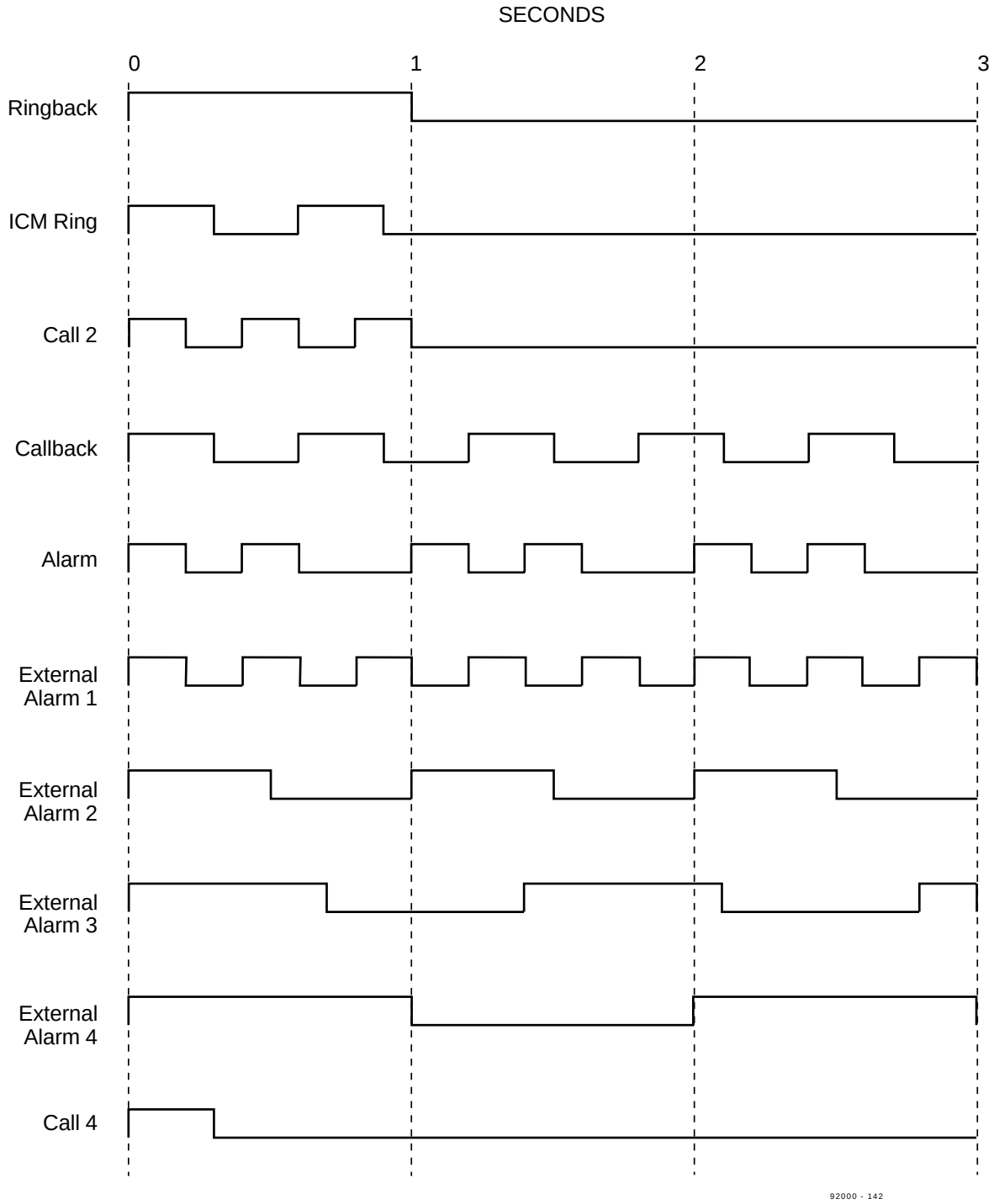
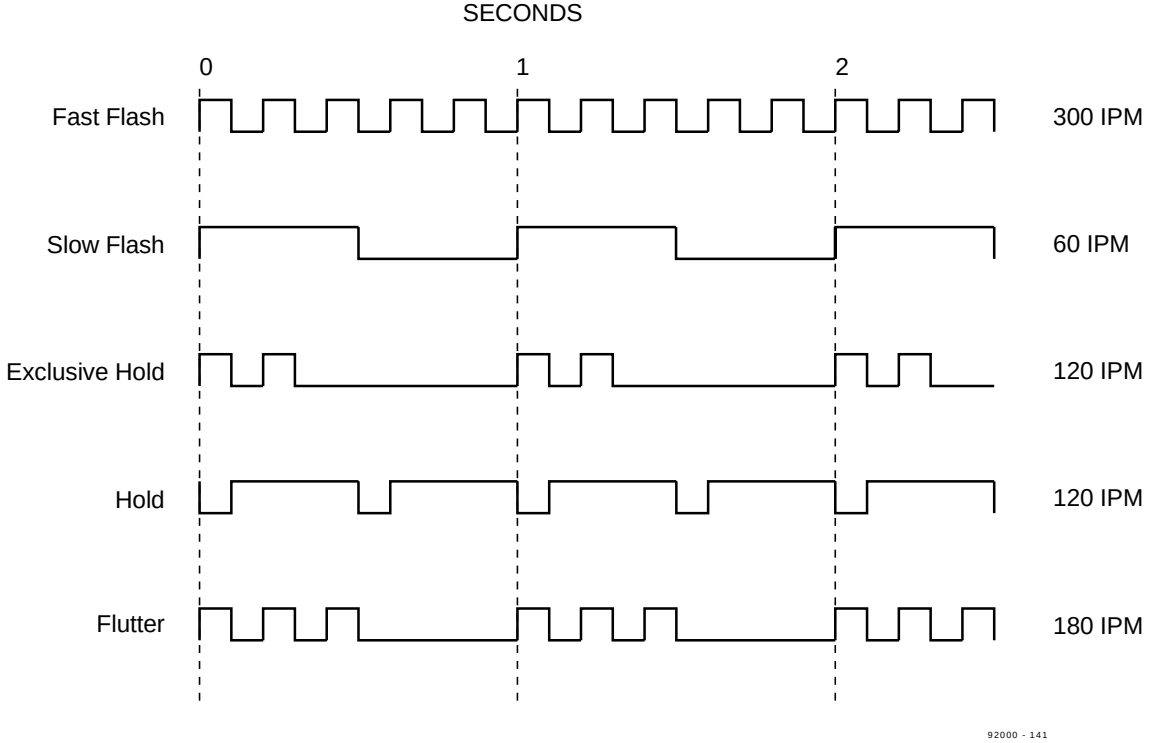
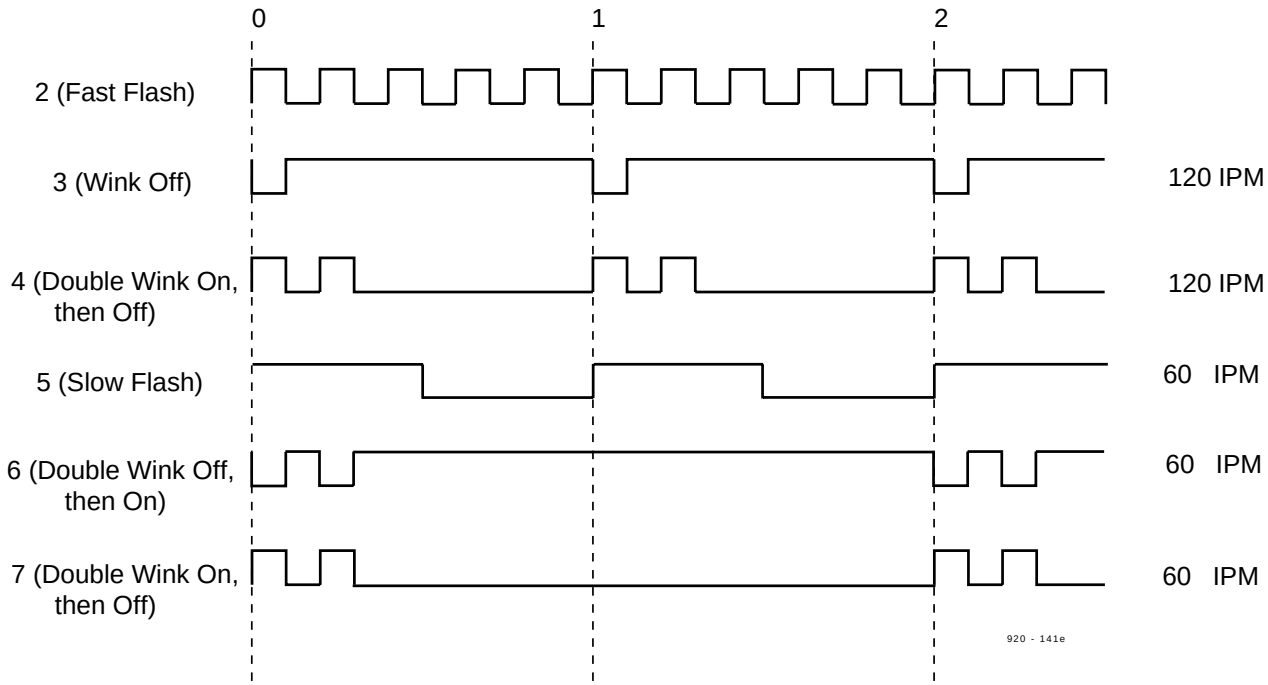


Table 1-10 System Flash Rates

Keyset



DSS Console



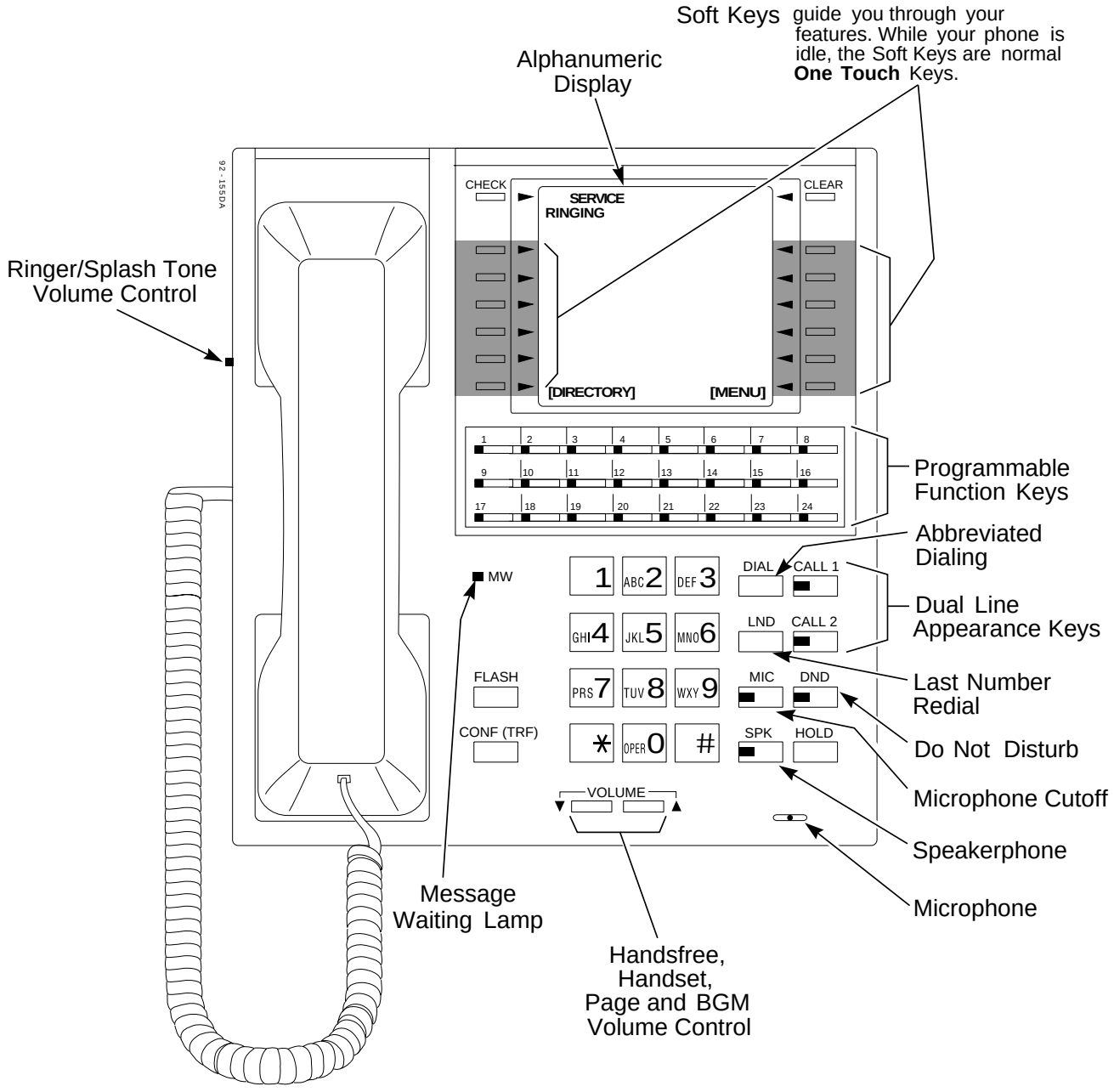


Figure 1-1, SUPER DISPLAY TELEPHONE (Page 1 of 2)
(926 Series Shown)

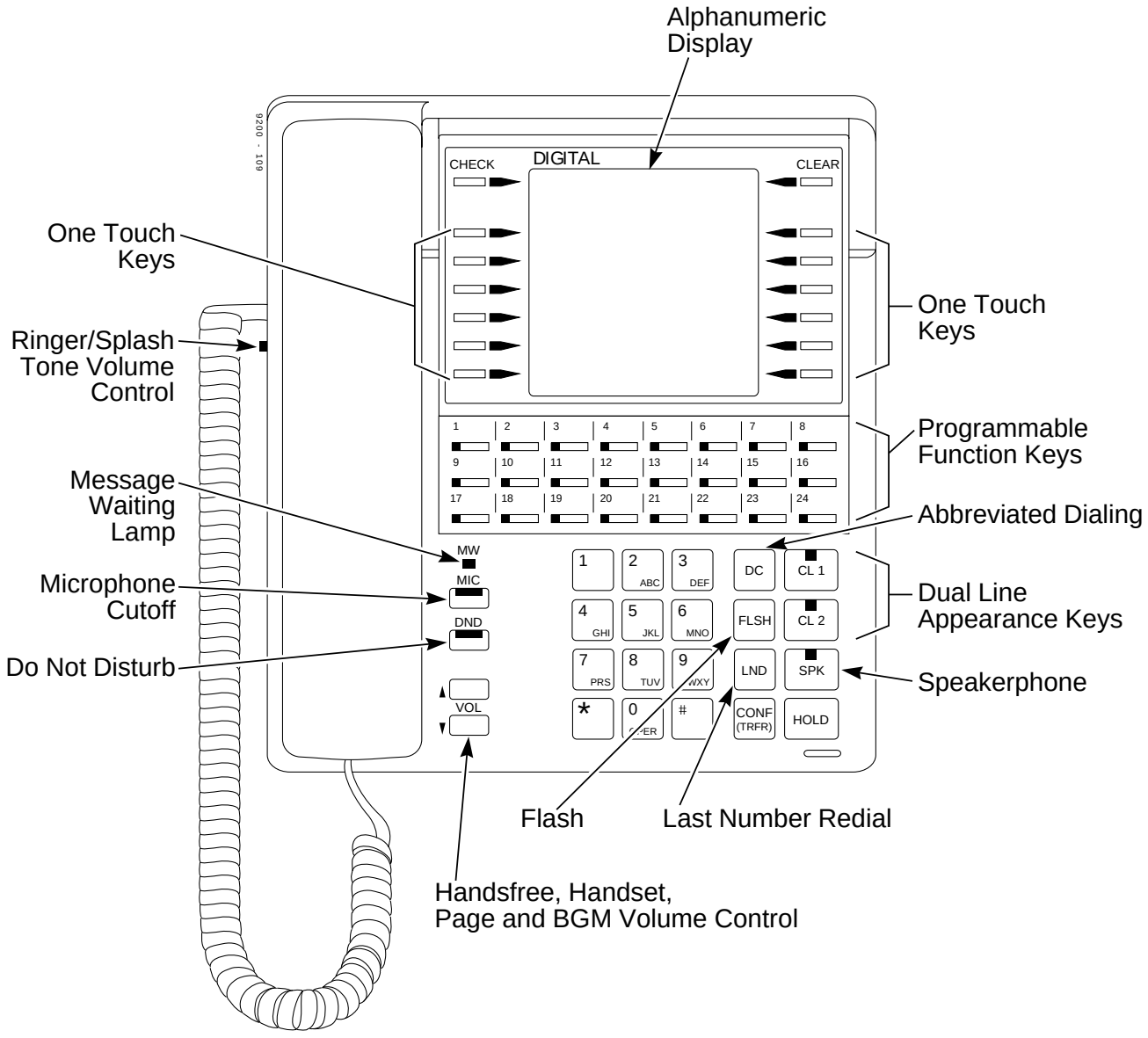


Figure 1-1, SUPER DISPLAY TELEPHONE (Page 2 of 2)
(920/922 Series Shown)

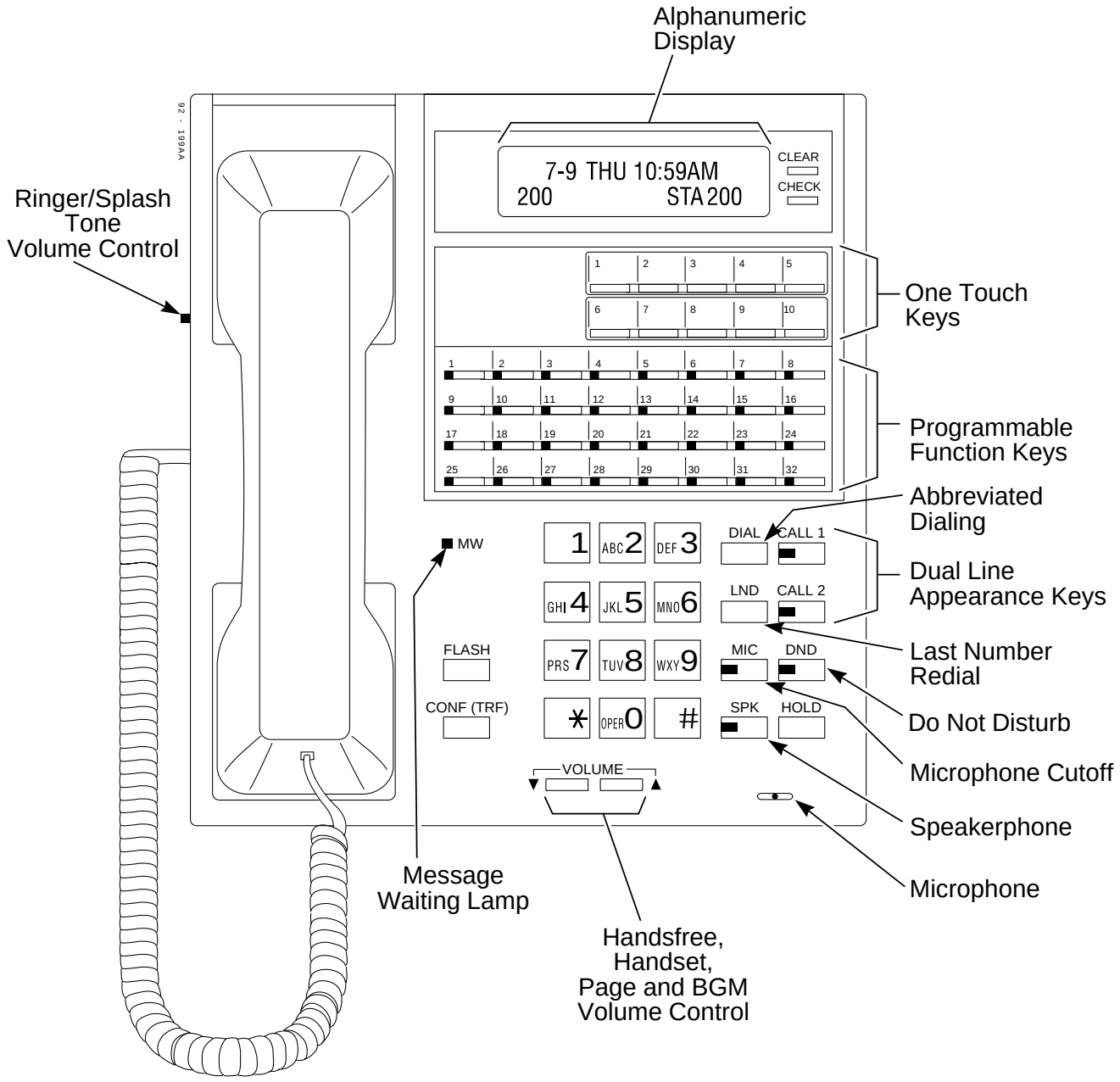


Figure 1-2, MULTIBUTTON TELEPHONE (Page 1 of 2)
(926 Series Shown)

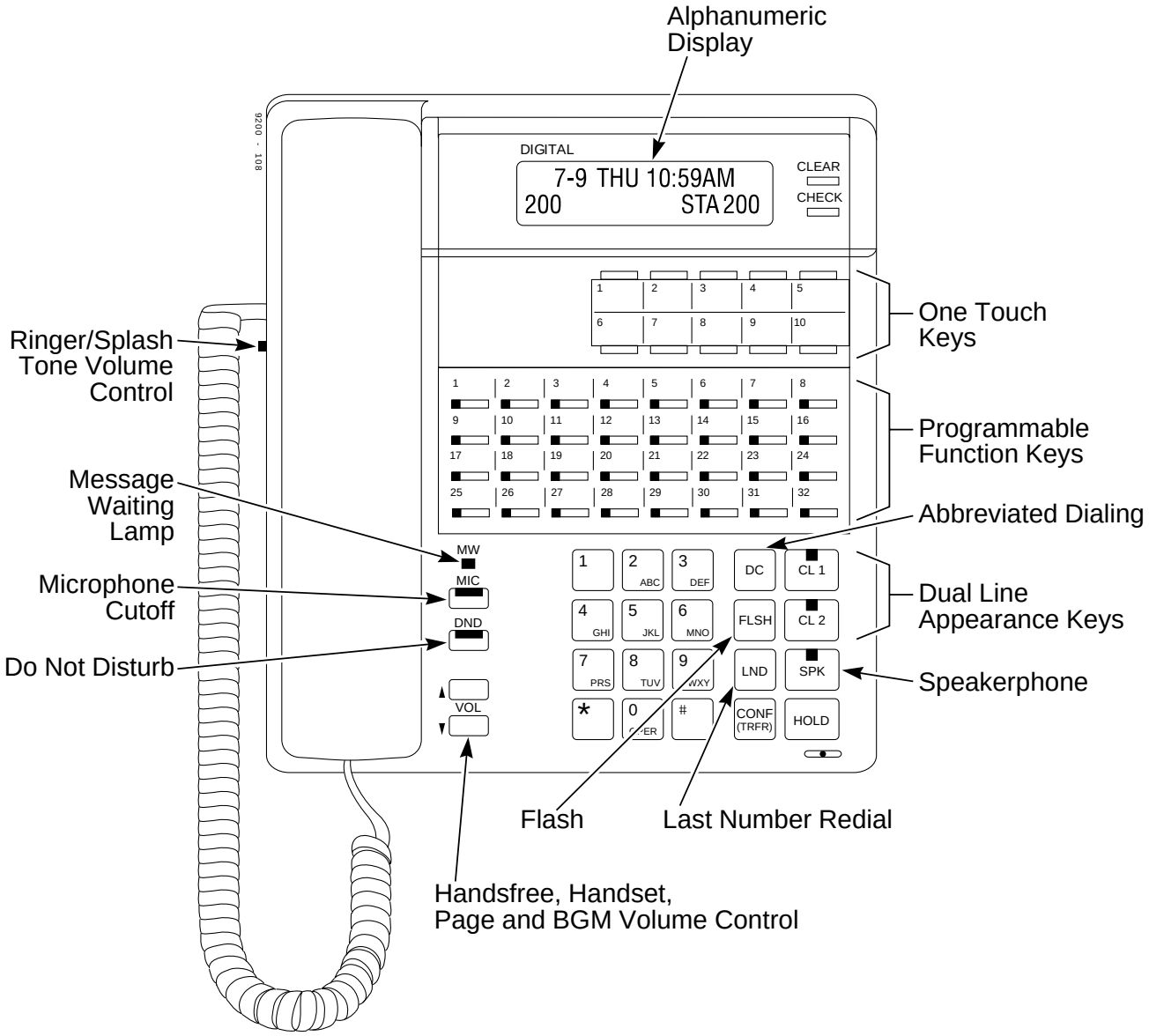


Figure 1-2, MULTIBUTTON TELEPHONE (Page 2 of 2)
(920/922 Series Shown)

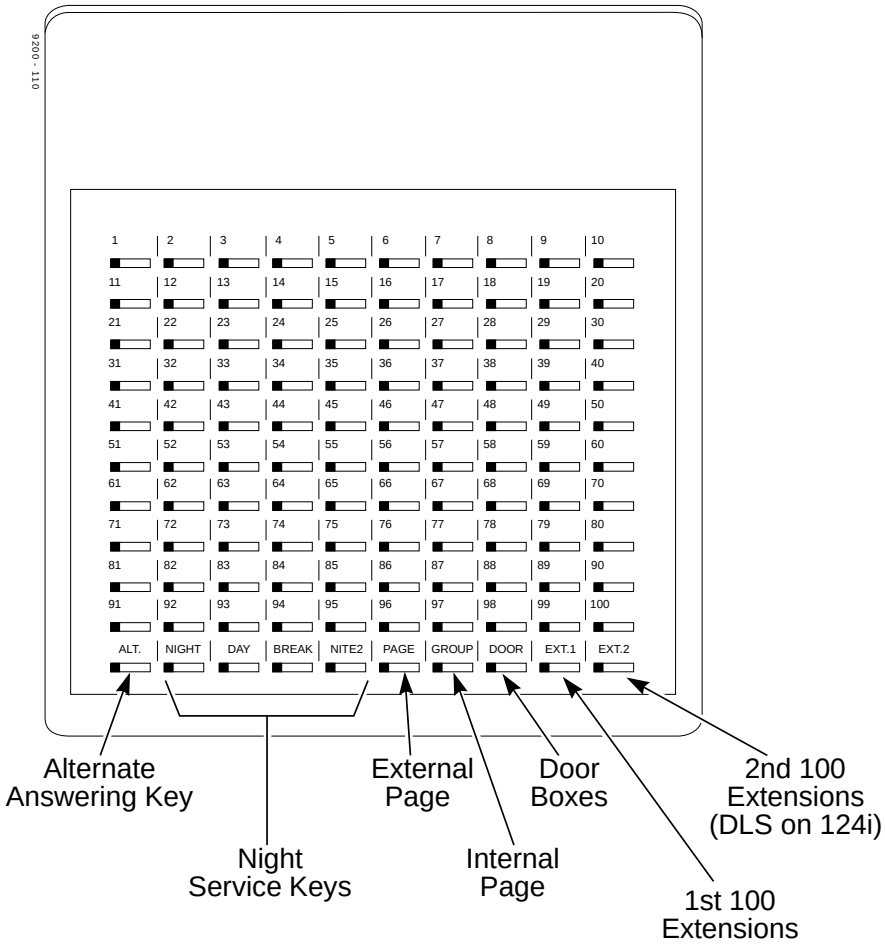


Figure 1-3, DSS CONSOLE

Description

124i ☞	Available
-	360 fixed bins available. Common bins are 000-199. Group bins are 200-359. Each of the eight Abbreviated Dialing Groups has 20 group bins.
-	DSS Console Chaining requires Base 2.13 and EXCPRU 2.18. system software or higher. You can only chain to stored Group Abbreviated Dialing numbers.
-	Storing a Flash requires Base 2.13 and EXCPRU 2.18 system software or higher.
-	Modifying the outgoing dial tone detection criteria requires Base 2.13, EXCPRU 2.18 or higher.
-	Storing a bin number with a Programmable Function Key requires system software Base and EXCPRU 4.02 or higher.

384i ☞	Available
-	1990 bins available (0000-1990) for Common and Group Abbreviated Dialing. Up to 32 Abbreviated Dialing Groups available.
-	DSS Console Chaining requires system software 3.06.14 or higher.
-	Storing a Flash requires system software 3.06.14 or higher.
-	Modifying the outgoing dial tone detection criteria is available in all versions.
-	Storing a bin number with a Programmable Function Key requires system software 3.07.10 or higher.

Abbreviated Dialing gives an extension user quick access to frequently called numbers. This saves time, for example, when calling a client with whom they deal often. Instead of dialing a long telephone number, the extension user just dials the Abbreviated Dialing code.

There are three types of Abbreviated Dialing: Common, Group and Personal. All co-workers within the same Tenant Group can share the Common Abbreviated Dialing numbers. All co-worker's in the same Abbreviated Dialing Group can share the Group Abbreviated Dialing numbers. Personal Abbreviated Dialing numbers are available only at a user's own extension. To set up Personal Abbreviated Dialing, refer to the "One-Touch Calling" feature.

The 384i system has 1990 Abbreviated Dialing bins that you can allocate between Common and Group Abbreviated Dialing. Each 384i Tenant Group can have up to 32 Abbreviated Dialing Groups. The 124i system has 360 Abbreviated Dialing bins. Common Abbreviated Dialing bins are 000-199. Group bins are 200-359 (with 20 bins in each of the eight Abbreviated Dialing Groups).

Each Abbreviated Dialing bin can store a number up to 24 digits long.

When placing an Abbreviated Dialing call, the system normally routes the call through Trunk Group Routing or ARS (whichever is enabled). Or, the user can preselect a specific trunk for the call. In addition, the system can optionally force Common Abbreviated Dialing numbers to route over a specific Trunk Group. User preselection always overrides the system routing.

Description (Cont'd)

DSS Console Chaining
DSS Console chaining allows an extension user with a DSS Console to chain to an Abbreviated Dialing number stored under a DSS Console key. The stored number dials out (chains) to the intial call. This can, for example, simplify dialing when calling a company with an Automated Attendant. You can program the bin for the company number under one DSS Console key (e.g., #200) and the client's extension number under the other (e.g., #201). The DSS Console user presses the first key to call the company, waits for the Automated Attendant to answer, then presses the second key to call the client (extension 400). See *Programming* below for additional details.

The DSS Console user can also chain to an Abbreviated Dialing number dialed manually, from a Programmable Function Key or a One-Touch Key.

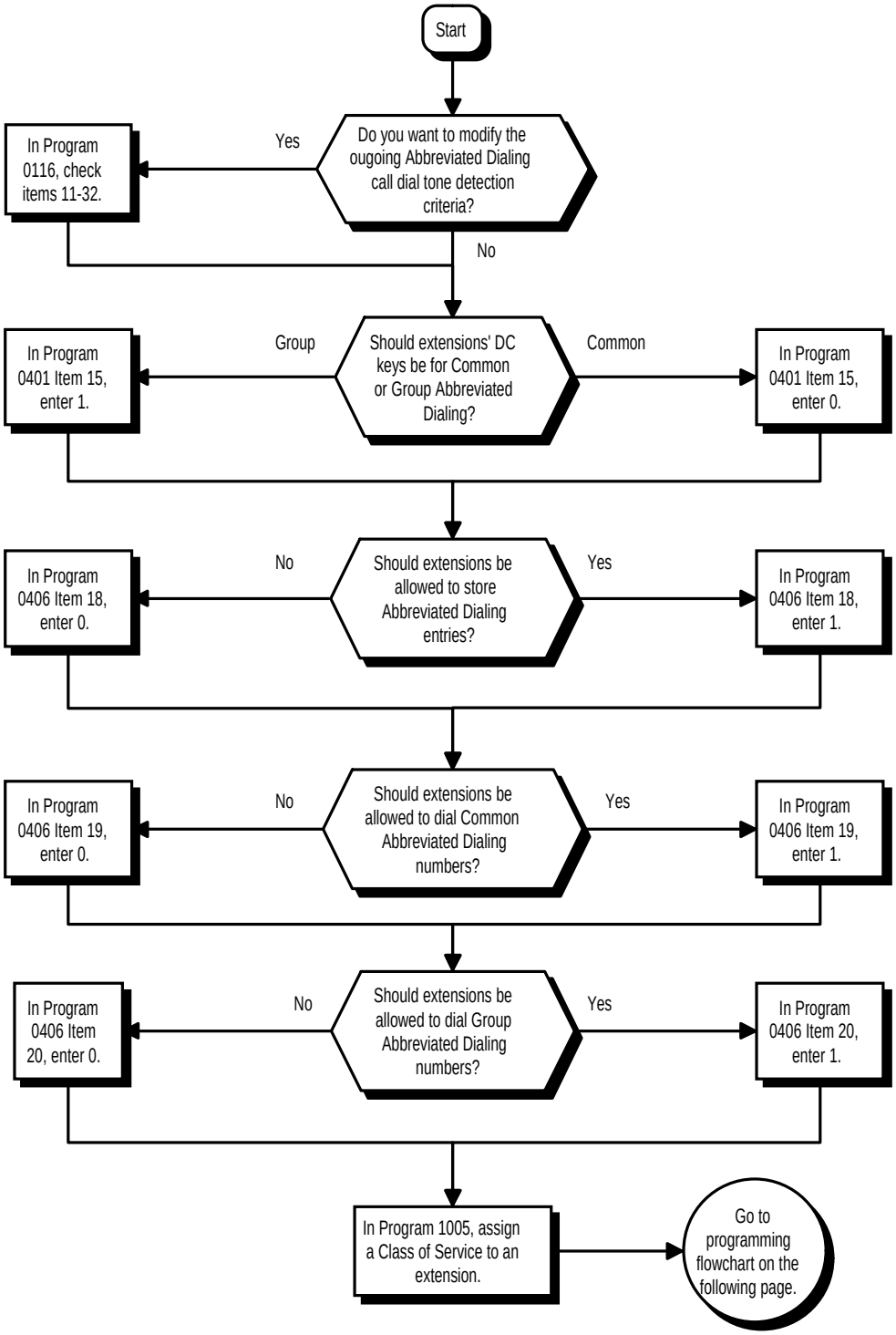
Storing a Flash
To enhance compatibility with connected Centrex and PBX lines, an Abbreviated Dialing bin can have a stored Flash command. For example, storing 9 Flash 926 5400 will cause the system to dial 9, flash the line and then dial 926 5400. The Flash can be stored by the user from their telephone or by the system administrator during system programming.

Using a Programmable Function Key
To streamline frequently-called numbers, an Abbreviated Dialing Programmable Function Key can also store an Abbreviated Dialing bin number. When the extension user presses the key, the phone automatically dials out the stored number. This provides true one-touch calling via a phone's function keys.

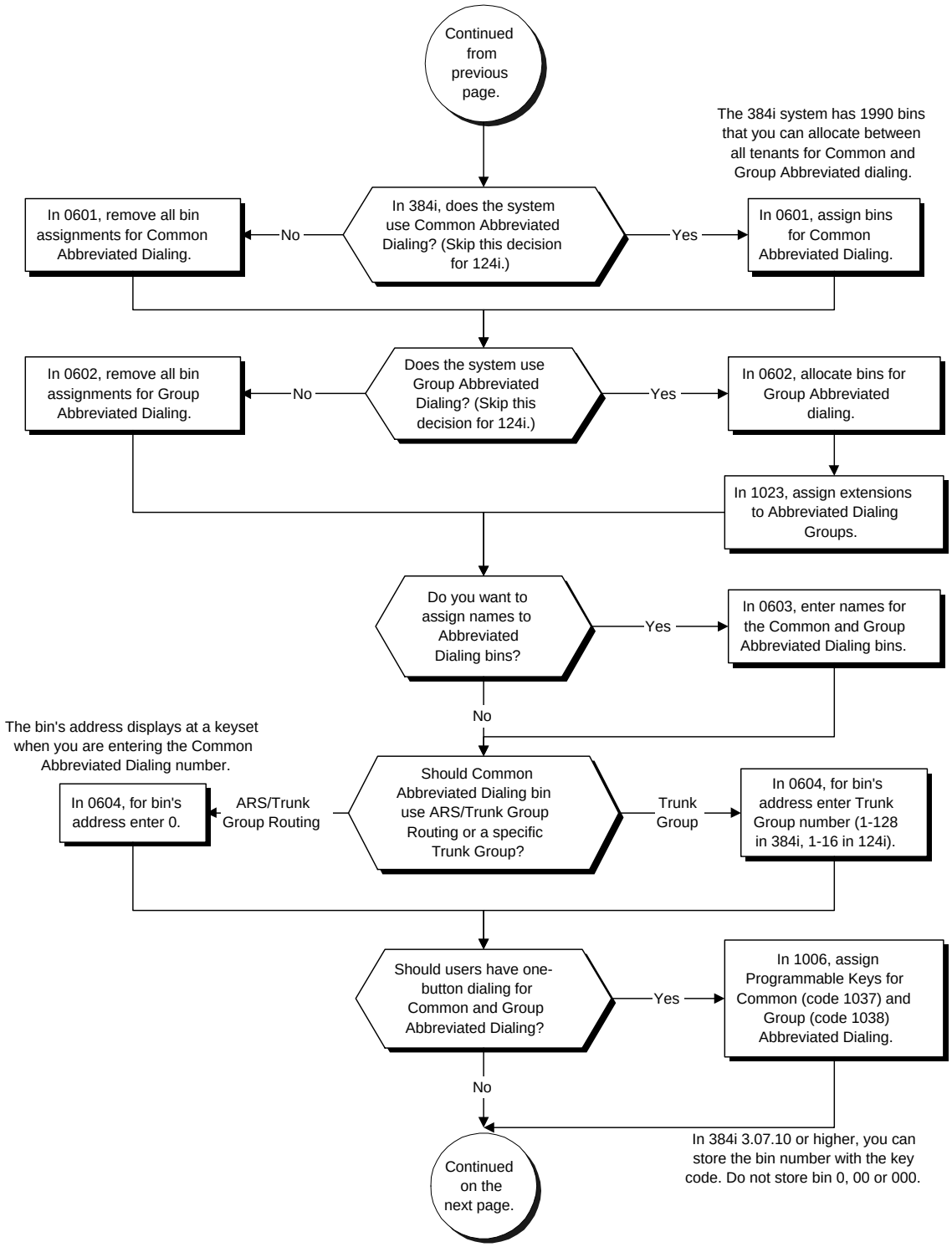
Conditions
None

Default Setting
- Available. There are no Group Abbreviated Dialing bins assigned in 384i.

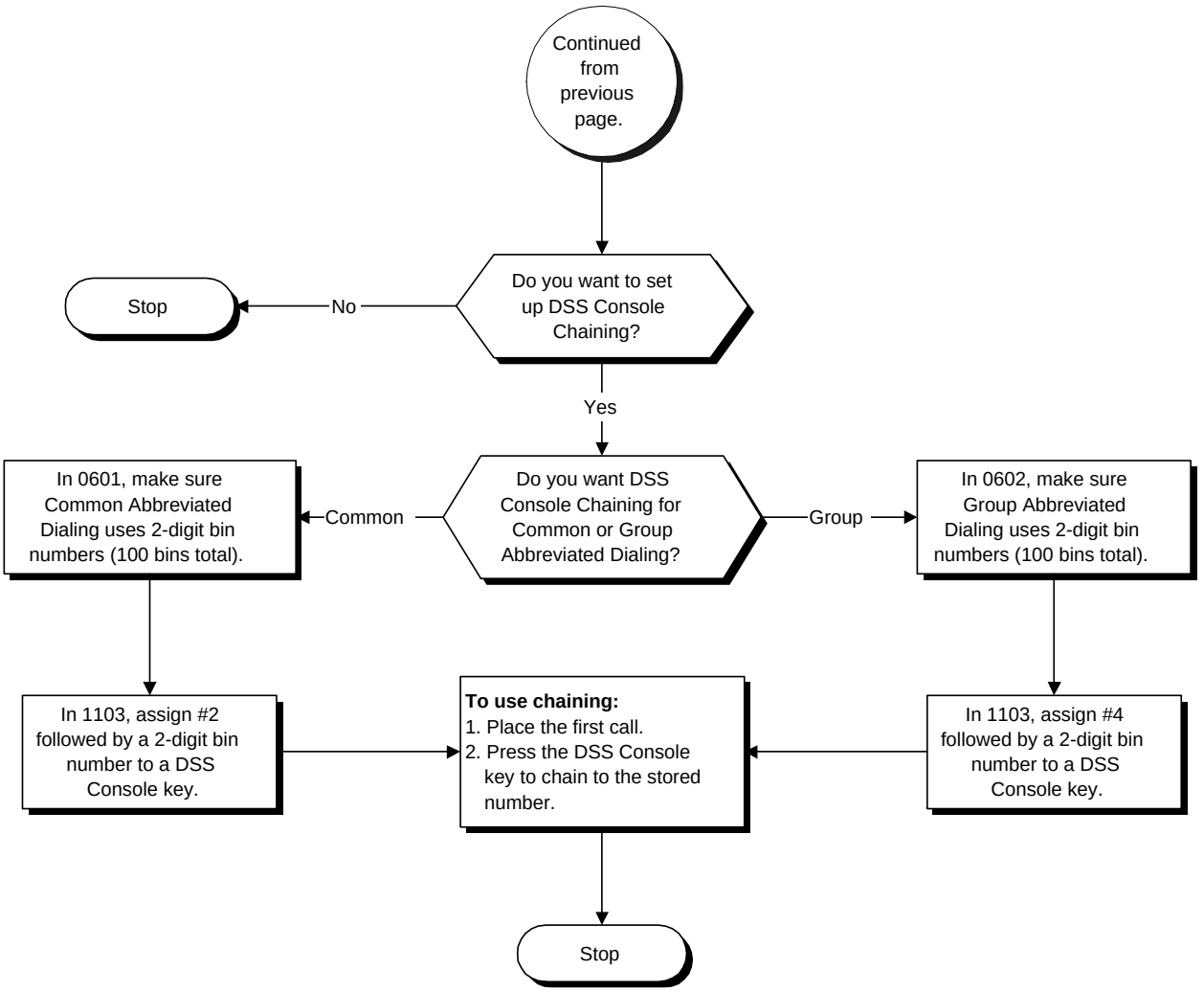
Programming



Programming (Cont'd)



Programming (Cont'd)



Abbreviated Dialing

Programming (Cont'd)

- **0116 - Tone Detection Setup, Items 11-32**
  If required, modify the criteria for dial tone detection for outgoing Abbreviated Dialing calls. This capability requires system software version 3.04 or higher.
- **0401 - Tenant Group Options (Part A), Item 15: Abbreviated Dialing DIAL Key Control**
  Assign the extensions' DIAL key for either Common (0) or Group (1) Abbreviated Dialing.
- **0406 - COS Options, Item 18: Storing Abbreviated Dialing Entries**
  In an extension's COS, allow (1) or prevent (0) the storing of Abbreviated Dialing entries (codes 853 and 854).
- **0406 - COS Options, Item 19: Common Abbreviated Dialing**
  In an extension's COS, enable (1) or disable (0) Common Abbreviated Dialing.
- **0406 - COS Options, Item 20: Group Abbreviated Dialing**
  In an extension's Class of Service, enable (1) or disable (0) Group Abbreviated Dialing.
- ***(384i Only)*** **0601 - Common Abbreviated Dialing Bins**
  Designate the bins the system will use for Common Abbreviated Dialing.
- ***(384i Only)*** **0602 - Group Abbreviated Dialing Bins**
  Designate the bins the system will use for Group Abbreviated Dialing.
- **0603 - Entering Abbreviated Dialing Numbers and Names**
  Enter the Common and Group Abbreviated Dialing numbers and names.
- **0604 - Common Abbreviated Dialing Trunk Group**
  For each Common Abbreviated Dialing number, enter the routing option. To use ARS or Trunk Group Routing, enter 0. To use a specific Trunk Group, enter the group number (1-128 in 384i, 1-16 in 124i).
- **1005 - Class of Service**
  Assign a Class of Service (1-15) to an extension.
- **1006 - Programming Function Keys**
  Assign a function key for Common Abbreviated Dialing (code 1037) or Group Abbreviated Dialing (code 1038). If storing a bin number along with the code (384i system software version 3.07.10 or higher), do not store 0, 00 or 000.
- **1023 - Abbreviated Dialing Groups**
  For Group Abbreviated Dialing, assign extensions to Abbreviated Dialing groups (1-9 or 01-32 in 384i, 1-8 in 124i).
- **1103 - DSS Console Key Assignment**
  For DSS Console Chaining, assign an Abbreviated Dialing Service Code (#2 or #4) plus a two-digit bin number to a DSS Console key.

Related Features

Account Codes
Abbreviated Dialing bins can contain stored Account Codes.

Automatic Route Selection
For systems with Automatic Route Selection, ARS selects the trunk for the call unless the user preselects.

Central Office Calls, Placing
A user can implement Abbreviated Dialing only if their extension has outgoing access to trunks.

Dial Tone Detection
Refer to this feature for the specifics on how the system handles Dial Tone Detection.

One-Touch Calling
An extension can have a One-Touch Key for Abbreviated Dialing operation.

PBX Compatibility
If you enter a PBX trunk access code in an Abbreviated Dialing bin, the system automatically inserts a pause after the bin.

Programmable Function Keys
Function keys simplify Abbreviated Dialing operation.

Single Line Telephones
Single line telephones can only dial Common and Group Abbreviated Dialing numbers.

Tenant Service
Each tenant can have their own set of Abbreviated Dialing bins, or tenants may optionally share bins.

Related Features (Cont'd)

Toll Restriction

Toll Restriction may prevent a user from using a stored Abbreviated Dialing number.

Trunk Group Routing

Unless a user preselects a trunk, Trunk Group Routing selects the trunk Abbreviated Dialing uses for trunk calls.

Operation

To store an Abbreviated Dialing number:

1. Press idle CALL key.
2. Dial 853 (for common) or 854 (for group).
3. Dial common (000-999) or group storage code (00-99).

   Initially, there are 1000 Common Abbreviated Dialing codes (numbered 000 to 999). There are Group Abbreviated Dialing codes only if you define them in programming.
4. Dial telephone number you want to store (up to 24 digits).

   *Valid entries are 0-9, # and *. To enter a pause, press MIC. To store a Flash, press FLASH.*
5. Press HOLD.
6. Enter the name associated with the Abbreviated Dialing number.

   When entering a letter, press DND to toggle between upper and lower case.

When entering names, use the One-Touch Keys and dial pad keys as shown below. When using the DSS keys, press the key once for the first character, twice for the second character, etc. For example, to enter a C, press DSS1 three times.	
DSS1 = A-D DSS2 = E-H DSS3 = I-L DSS4 = M-P DSS5 = Q-T DSS6 = U-Z DSS7 = -- (hyphen) DSS8 = - (space)	DSS9 = Extended ASCII characters DSS10 = Punctuation marks CHECK saves text entry after you select it. Dial pad digits = 1-9, # and * CONF (TRF) deletes entries (i.e., backspaces over previous entries)
Note: You don't have to press CHECK after numerical entries or after your last entry.	

7. Press HOLD.
8. Press SPK to hang up.

Operation (Cont'd)

To dial a Common Abbreviated Dialing number:

9. At keyset, press idle CALL key.
   OR
   At single line set, lift handset.
10. Dial #2
    OR
    Press DIAL key.
    OR
    Press Common Abbreviated Dialing key (PGM 1006 or SC 851: 1037).

    To preselect, press a line key in step 1 (instead of CALL) before pressing the DIAL or Abbreviated Dialing key)
11. Dial Common Abbreviated Dialing storage code.

    The stored number dials out.

    Unless you preselect, Trunk Group Routing selects the trunk for the call. The system may optionally select a specific Trunk Group for the call.

    If you have a DSS Console, you may be able to press a DSS Console key to chain to a stored number.

To dial a Group Abbreviated Dialing number:

1. At keyset, press idle CALL key.
   OR
   At single line set, lift handset.
2. Dial #4.
   OR
   Press DIAL key.
   OR
   Press Group Abbreviated Dialing key (PGM 1006 or SC 851: 1038).

   To preselect, press a line key in step 1 (instead of CALL) before pressing the DIAL or Abbreviated Dialing key)
3. Dial the Group Abbreviated Dialing code.

   The stored number dials out.

   Unless you preselect, Trunk Group Routing selects the trunk for the call.

   If you have a DSS Console, you may be able to press a DSS Console key to chain to a stored number.

To check your stored Abbreviated Dialing numbers:

1. Press CHECK.
2. For Common Abbreviated Dialing, press DIAL or the Common Abbreviated Dialing key.
   OR
   For Group Abbreviated Dialing, press the Group Abbreviated Dialing key.
3. Dial the Abbreviated Dialing Code (e.g., common code 001).

   *If the entire stored number is too long for your phone's display, press * to see the rest of it.*
4. Press CLEAR.

   To display additional numbers, repeat from step 2.

Description

124i ☞	Available.
-	Verified Account Codes, Operator Notification and Account Codes for Incoming Calls require Base 4.02, EXCPRU 4.02 or higher.
-	Hidden Account Codes require Base or EXCPRU software 4.02 or higher.
-	In Base or EXCPRU software prior to 4.02, Account codes are from 1-8 digits long. In Base or EXCPRU 4.02 and higher, Account Codes are from 1-16 digits long.
	Verified Account Codes are from 3-16 digits long.
-	In Base 3.05, EXCPRU 3.05 or higher, Forced Account Codes do not block 911 calls.

384i ☞	Available.
-	Verified Account Codes, Operator Notification and Account Codes for Incoming Calls require system software 3.07.10 or higher.
-	Hidden Account Codes require system software 3.07.18 or higher.
-	In system software prior to 3.07.10, Account Codes are from 1-8 digits long. In system software 3.07.10 and higher, Account Codes are from 1-16 digits long.
-	Verified Account Codes are from 3-16 digits long.
-	In system software 3.07.25 or higher, all X11 calls except for 011and 411 are local calls.
-	Forced Account Codes do not block 911 calls.

Account Codes are user-dialed codes that help the system administrator categorize and/or restrict trunk calls. The system has three types of Account Codes:

- **Optional Account Codes**
  Optional Account Codes allow a user to enter an Account Code while placing a trunk call or anytime while on a call. This type of Account Code is optional; the system ***does not*** require the user to enter it.

- **Forced Account Codes**
  Forced Account Codes ***require*** an extension user to enter an Account Code every time they place a trunk call. If the user doesn't enter the code, the system prevents the call. As with Optional Account Codes, the extension user can elect to enter an Account Code for an incoming call. However, the system does not require it. ***Forced Account Codes does not block 1-800, 1-888 and emergency assistance (911) calls.***

  (384i 3.07.10 or Higher or 124i Base/EXCPRU 4.02 or higher) Once set up in system programming, you can enable Forced Account Codes on a trunk-by-trunk basis. In addition, Forced Account Codes can apply to all outside calls or just long distance calls. Forced Account Codes for Toll Calls restricts calls according to the following chart:

Number of Digits Dialed	If first digit is not 1	If first digit is 1
1-3	Not allowed	Not allowed
4-7	Allowed - does not require Account Code	Allowed - requires Account Code
More than 7[1]	Allowed - requires Account Code	Allowed - requires Account Code
800 and 888	Allowed - Requires Account Code	Allowed - does not require Account Code
011 (International)	Allowed - requires Account Code	N/A

Number of Digits Dialed	If first digit is not 1	If first digit is 1
911	Allowed - does not require Account Code	N/A
[1] If you change the local call length inToll Restriction, this value changes accordingly.		

- **Verified Account Codes**
  (384i 3.07.10 or Higher or 124i Base/EXCPRU 4.02 or Higher) With Verified Account Codes, the system compares the Account Code the user dials to a list of up to 1000 pre-programmed codes. If the Account Code is in the list, the call goes through. If the code dialed is not in the list, the system prevents the call. Verified Account Codes can be from 3-16 digits long using the characters 0-9 and #. During programming, you can use "wild cards" to streamline entering codes into system memory. For exammple, the entry 123W lets users dial Verified Account Codes from 1230 through 1239.

Operator Notification
(384i 3.07.10 or Higher or 124i Base/EXCPRU 4.02 or Higher) To prevent Account Code abuse, the system can notify the operator each time an Account Code violation occurs. This can happen if the user fails to enter an Account Code (if Forced) or enters a Verified Account Code that is not in the list. The notification is an automatic Intercom call to the attendant and a "*RESTRICT*" message in the operator's display. (If the attendant fails to enter a valid Account Code, the system drops the call.)

Account Codes for Incoming Calls
(384i 3.07.10 or Higher or 124i Base/EXCPRU 4.02 or Higher) The system can control the ability of extension users to enter Accout Codes for incoming calls. When this option is enabled, a user can dial * while on an incoming call, enter an Account Code, and then dial * to return to their caller. If the option is disabled, any digits the user dials after answering an incoming call outdial on the connected trunk.

Hiding Account Codes
(384i 3.07.18 or Higher or 124i Base/EXCPRU 4.02 or Higher) Account Codes can be optionally hidden from a telephone's display. This would prevent, for example, an unauthorized co-worker from obtaining a Verified Account Code by watching the display and making note of the digits that dial out. When hidden, the Account Code digits show as the character "*" on the telephone's display.

Account Code Capacity
Account Codes print along with the other call data on the SMDR record after the call completes. In 384i System Software prior to 3.07.10 and 124i prior to Base/EXCPRU 4.02, Account Codes can be from 1-8 digits long, using 0-9 and #. In 384i System Software 3.07.10 or higher, Account Codes can be from 1-16 digits long. Verified Account codes can be from 3-16 digits long.

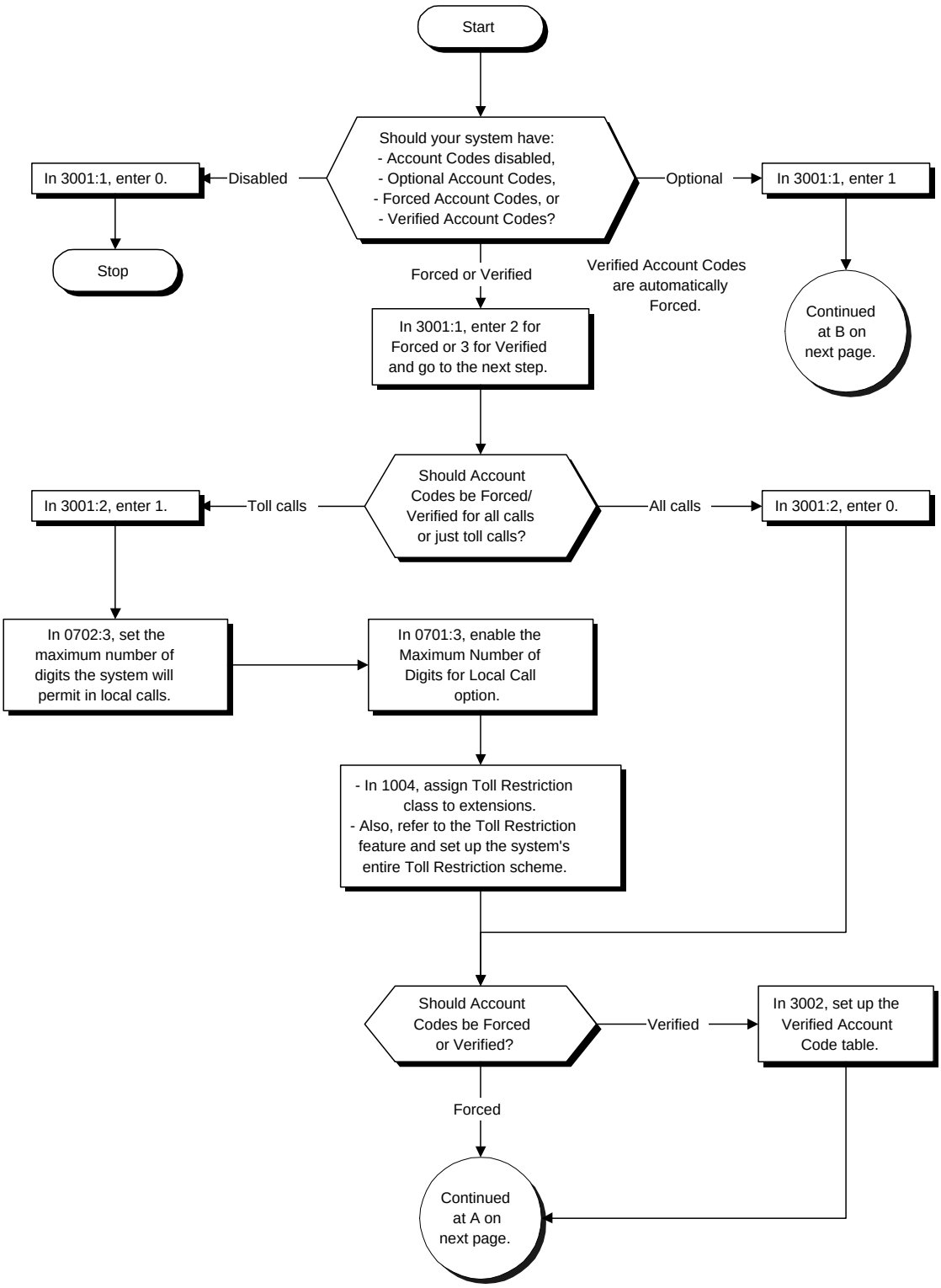
Conditions
(A.) If a user enters a code that exceeds the eight digit limit, the system ignores the Account Code entry.
(B.) If the system has Account Codes disabled, the digits dialed (e.g., *1234*) appear on the SMDR report as part of the number dialed.

Description (Cont'd)

Default Setting
- Acount codes are disabled.

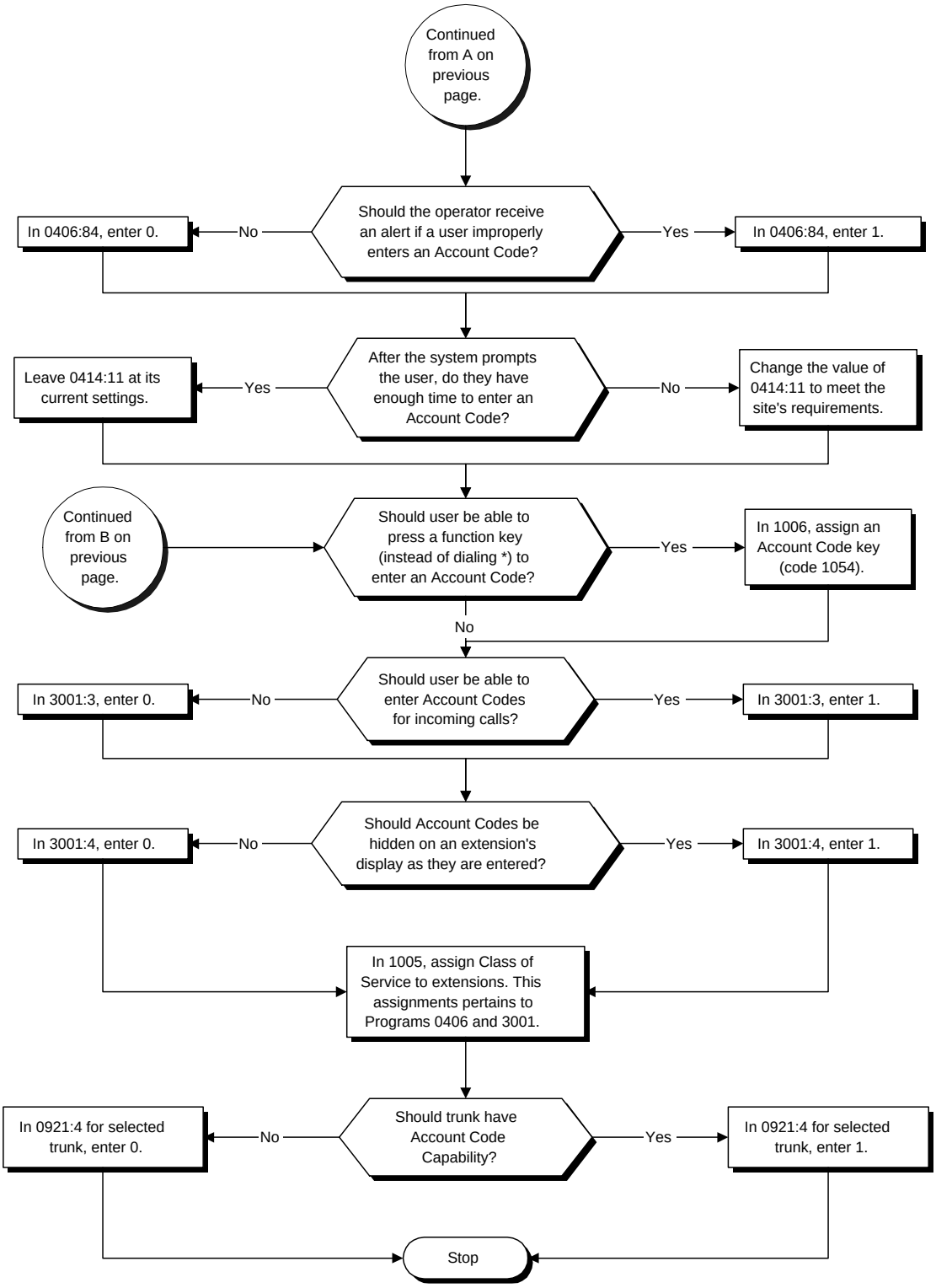
Programming

384i 3.07.10 or Higher or 124i Base/EXCPRU 4.02 or Higher (1 of 2)



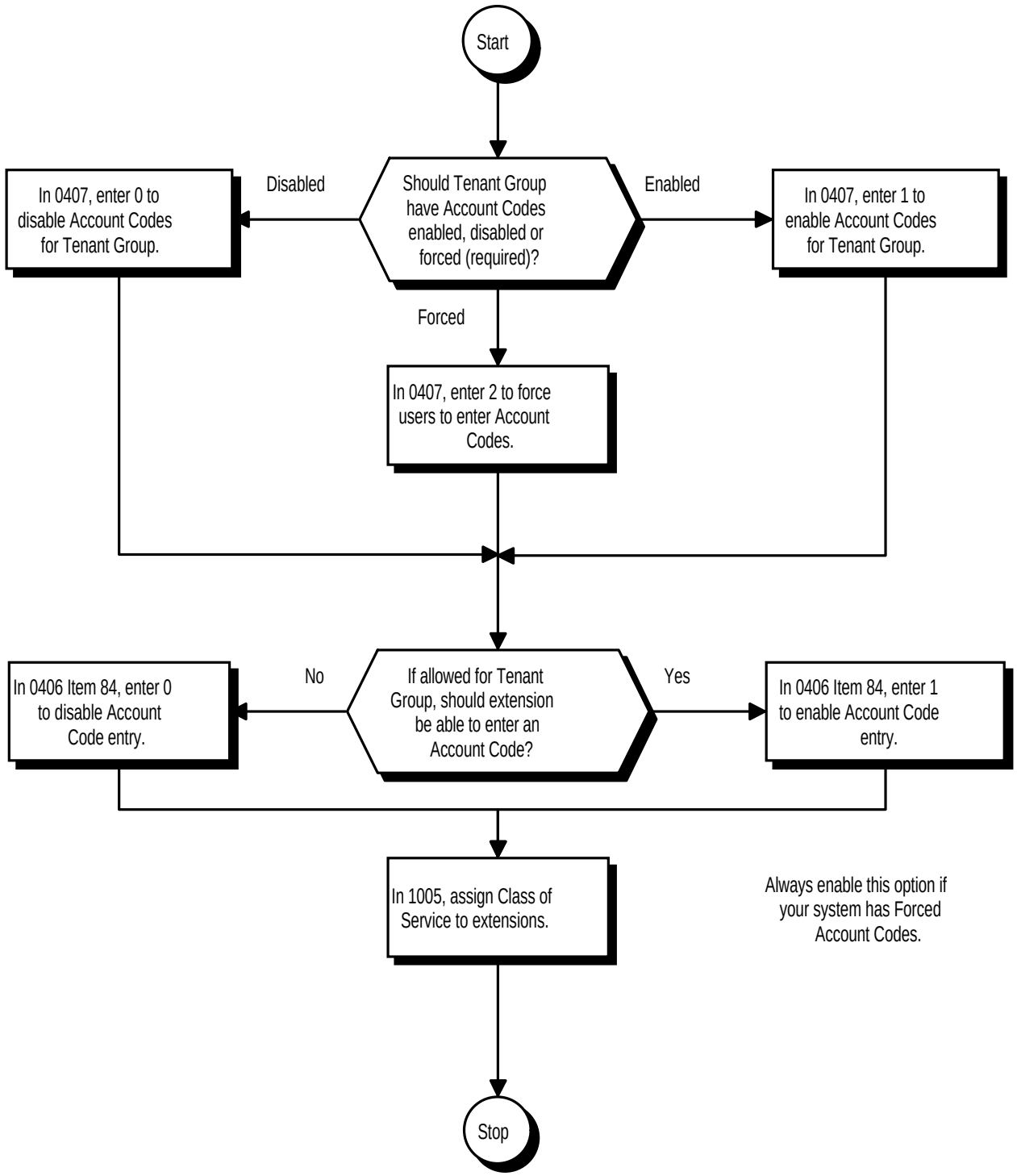
Programming

384i 3.07.10 or Higher or 124i Base/EXCPRU 4.02 or Higher (2 of 2)



Programming (Cont'd)

384I Prior to 3.07.10 and 124i Prior to Base/EXCPRU 4.02



Programming (Cont'd)

(384i 3.07.10 and Higher or 124i Base/EXCPRU 4.02 or higher)

➢ **0406 - COS Options, Item 84, Account Code Operator Alert**
If enabled in an extension's Class of Service (1), the system will alert the operartor when an extension user improperly enters an Account Code. This can occur if the user enters an invalid Verified Account Code or fails to enter a Forced or Verified Account Code when required to do so. Enter 0 in an extension's Class of Service to disable this capability. (Note that this option had a different function prior to software version 3.07.10). Blocked calls print with the designatin BRD on the SMDR report.

➢ **0414 - System Timers (Part B), Item 11: Forced Account Code Interdigit Time**
After a user dials an outside call, the system waits this interval for them to enter a Forced Account Code. If the user doesn't enter a Forced Account Code by the time this interval repeats, the system alerts the operator or drops the call (depending on the setting of Program 0406 Item 84 above).

➢ **0701 - Toll Restriction Class, Item 3: Maximum Number of Digits for Local Call**
Use this option to enable/disable the maximum number of digit restriction for local calls. You must enable this option (1) if you have entered 1 in Program 3001 Item 2 below.

!! IMPORTANT !!
If you change this program from its default value (0), you must set up an entire Toll Restriction scheme. If you don't, users will not be able to place toll calls.

➢ **0702 - Toll Restriction Tables, Item 3: Maximum Number of Digits in Local Call**
Account Codes use this option to determine the maximum number of digits in a local call. Calls using more digits than this entry are considered to be toll calls. You assign one of four tables in this program, assign a table to a Toll Restriction Class in Program 0701 above, and then assign Toll Restriction Classes to extensions in Program 1004 below. (Also see Program 3001 Item 2 below.)

➢ **0921 - Basic Trunk Port Setup (Part B), Item 4: Account Code**
Enable (1) or disable (0) Forced Account Codes for each trunk.

➢ **1004 - Toll Restriction Class**
Use this option to assign a Toll Restriction Class (1-15) to an extension. See also Programs 0701 and 0702 above.

➢ **1005 - Class of Service**
Assign a Class of Service (1-15) to an extension.

➢ **1006 - Programming Function Keys**
Assign a function key as an Account Code key (code 1054). Use this key instead of the dialpad to enter the * before and after the Account Code.

➢ **3001 - Account Code Setup, Item 1: Account Code Mode**
For each Class of Service (1-15) use this option to select the Account Code Mode. The options are:

0 Account Codes disabled. (Any codes you enter dial out as part of your initial call.)
1 Account Codes optional (not required).
2 Account Codes required (forced) but not verifiable.
3 Account Codes required (forced) and verifiable.

➢ **3001 - Account Code Setup, Item 2: Forced Account Code Toll Call Setup**
For each Class of Service (1-15), enter 1 in this option to enable Forced Account Codes for just toll calls. Enter 0 to enable Forced Account Codes for local and toll calls.

➢ **3001 - Account Code Setup, Item 3: Account Codes for Incoming Calls**
For each Class of Service (1-15), enter 1 in this option to enable Account Codes for incoming calls. enter 0 to disable Account Codes for incoming calls. If disabled, any codes you enter dial out on the connected trunk.

➢ **3001 - Account Code Setup, Item 4: Hiding Account Codes**
For each Class of Service (1-15), enter 1 to have the system hide Account Codes on an extension's display as they are entered. Enter 0 to have the Account Codes displayed.

➢ **3002 - Verified Account Code Table**
Use this option to enter data into the Verified Account Code Table. You can enter up to 1000 codes from 3-16 digits in length. For a wild card, press the FLASH key.

Programming (Cont'd)

(384i Prior to 3.07.10 and 124i Prior to Base/EXCPRU 402)

➢ **0406 - COS Options, Item 84: Account Codes**
In an extension's Class of Service, enable (1) or disable (0) the ability to enter Account Codes.

➢ **0407 - Account Codes**
For each Tenant Group (1-4), set Account Code operation. the options are:

0 Account Codes disabled
1 Account Codes enabled (but not required)
2 Account Codes required (forced)

➢ **1005 - Class of Service**
Assign a Class of Service (1-15 in 384i, 1-10 in 124i) to an extension.

Related Features

Automatic Route Selection
ARS can force a user to enter an Authorization Code prior to using a certain route. The system verifies the ARS Authorization Code dialed against the ARS Authorization Code list (Program 2109).

One-Touch Calling
To simplify Account Code entry, store the Account Code (e.g., *1234*) in a One-Touch Key. Just press the key instead of dialing the codes.

Station Message Detail Recording
Account Codes appear on the SMDR report (even if they are hidden on the phone's display).

Operation

384i 3.07.10 or Higher or 124i Base/EXCPRU 4.02 or higher

To enter an Account Code any time while on a trunk call:

The outside caller cannot hear the Account Code digits you enter.

You can use this procedure if your system has Optional Account Codes enabled. You may also be able to use this procedure for incoming calls.

This procedure is not available at SLTs.

1. Dial *.
   OR
   Press your Account Code key (PGM 1006 or SC 851: code 1054).
2. Dial your Account Code (1-16 digits, using 0-9 and #).
   If Account Codes are hidden, each digit you dial will show an an "" character on the telephone's display.*
3. Dial *.
   OR
   Press your Account Code key (PGM 1006 or SC 851: code 1054).

(Continued)

Operation (Cont'd)

384i 3.07.10 or Higher and 124i Base/EXCPRU 4.02 or higher (Cont'd)

To enter an Account Code before dialing the outside number:

If your system has Forced Account Codes, you must use this procedure. If it has Verified Account Codes, you can use this procedure instead of letting the system promt you for your Account Code. You may also use this procedure if your system has Optional Account Codes.

If your system has Verified Account Codes enabled, be sure to choose a code programmed into your Verified Account Code list.

1. Access trunk for outside call.

   You can access a trunk by pressing a line key or dialing a code (except 9).. Refer to Central Office Calls, Placing on page 155 for more information.

2. Dial *
   OR
   Press your Account Code key (PGM 1006 or SC 851: code 1054)
3. Dial your Account Code (1-16 digits, using 0-9 and #).

   If you make an incorrect entry, your system may automatically alert the operator. If Account Codes are hidden, each digit you dial will show an an "" character on the telephone's display.*
4. Dial *.
   OR
   Press your Account Code key (PGM 1006 or SC 851: code 1054)
5. Dial the number you want to call.

   If you hear "stutter dial tone after dialing the number, ARS is requesting that you enter an ARS Authorization Code. Refer to Automatic Route Selection on page 96 for more information.

To dial an outside number and let your system tell you when an Account Code is required:

1. Access a trunk and dial the number you want to call.

   If you hear "stutter dial tone after dialing the number, ARS is requesting that you enter an ARS Authorization Code. Refer to Automatic Route Selection on page 96 for more information.
2. Wait for your call to go through.
   OR
   If you hear *"Please enter an Account Code,"* and your display shows *ENTER ACCOUNT CODE*:
   - Dial *.
     OR
     Press your Account Code key (PGM 1006 or SC 851: code 1054)
   - Dial your Account Code (1-16 digits, using 0-9 and #).
     If Account Codes are hidden, each digit you dial will show an an "" character on the telephone's display.*
   - Dial *.
     OR
     Press your Account Code key (PGM 1006 or SC 851: code 1054)

To enter an Account Code for an incoming call:

This procedure is not available at STLs.

1. Answer incoming call.

   If Account Codes for Incoming Calls is disabled, the following steps will dial digits out onto the connected trunk.
2. Dial *.
3. Enter the Account Code.

   You can enter any code of the proper length. Incoming Account Codes cannot be Forced or Verified.
4. Dial *.

Operation (Cont'd)

384i Prior to 3.07.10 and 124i

To enter an Account Code any time while on a trunk call:

The outside caller cannot hear the Account Code digits you enter.

5. Dial *.
6. Dial your Account Code (1-8 digits, using 0-9 and #).
7. Dial *

To enter an Account Code while placing a trunk call:

If your system has Forced Account Codes, you must follow this procedure.

1. Access trunk for outside call.

   You can access a trunk by pressing a line key or dialing a code. Refer to Central Office Calls, Placing for more information.

   With Forced Account Codes, you hear, "Please enter an Account Code." Your display shows: ENTER ACCOUNT CODE.

2. Dial *.
3. Dial your Account Code (1-8 digits, using 0-9 and #).
4. Dial *

   *If the system has Forced Account Codes and you don't enter a code, your call cannot go through. You can , however, dial ** to bypass Forced Account Code entry.*

5. Dial number you want to call.

   If you hear "stutter" dial tone after dialing the number, ARS is requesting you to enter an ARS Authorization Code. Refer to the Automatic Route Selection feature for more information on ARS Authorization Codes.

To enter an Account Code at a single line set:

1. Hookflash + ##.
2. Enter Account Code (1-8 digits).
3. Hookflash
4. Dial number you want to call.

   If you hear "stutter" dial tone after dialing the number, ARS is requesting you to enter an ARS Authorization Code. Refer to the Automatic Route Selection feature for more information on ARS Authorization Codes.

Alarm

Description

124i ☞ Available.	***384i*** ☞ Available.

Alarm lets a keyset extension work like an Alarm clock. An extension user can have Alarm remind them of a meeting or an appointment. There are two types of Alarms:

Alarm 1 (sounds only once at the preset time)
Alarm 2 (sounds every day at the preset time)

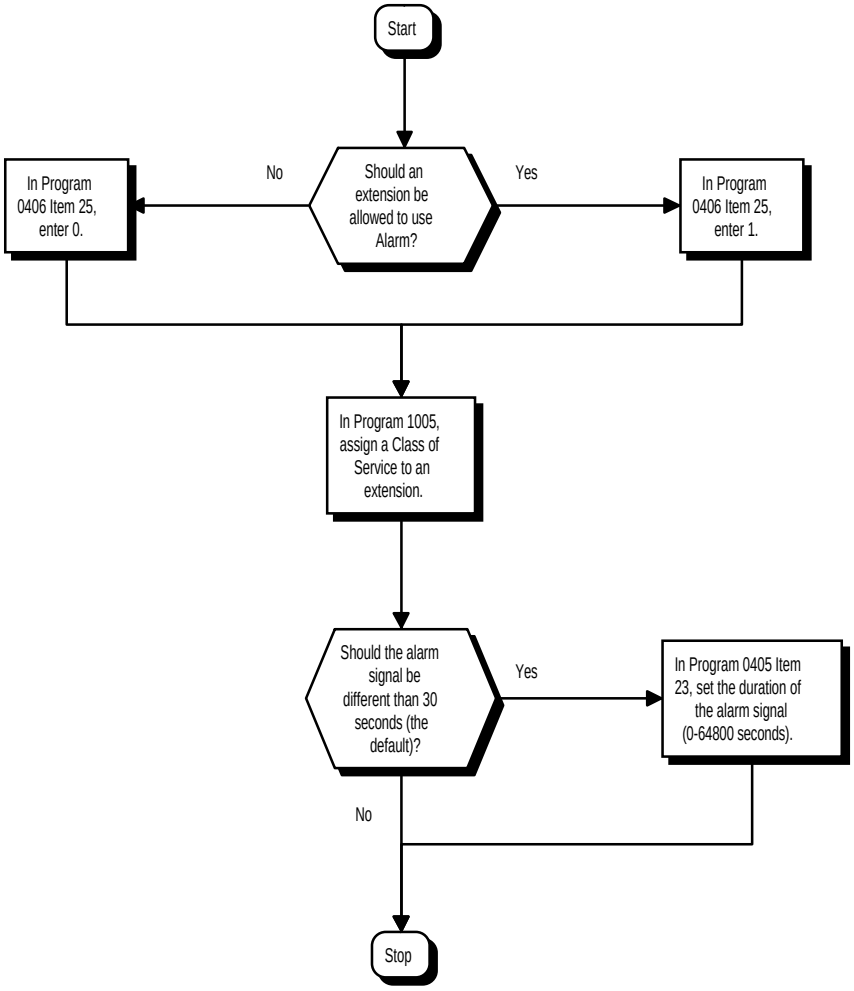
Conditions

None

Default Setting

- Alarm is enabled.

Programming



Programming (Cont'd)

- **0405 - System Timers (Part A), Item 23: Alarm Duration**
  Set the duration of the Alarm signal (0-64800 seconds).
- **0406 - COS Options, Item 27: Alarm**
  In an extension's Class of Service, allow (1) or prevent (0) Alarm setting.
- **1005 - Class of Service**
  Assign a Class Of Service (1-15) to an extension.

Related Features

None

Operation

To set the alarm:

1. At keyset, press idle CALL key.
   OR
   At single line set, lift handset.
2. Dial 827.
3. Dial alarm type (1 or 2).
   Alarm 1 sounds only once. Alarm 2 sounds each day at the preset time.
4. Dial the alarm time (24-hour clock).
   For example, for 1:15 PM dial 1315.
5. At keyset, press SPK to hang up.
   OR
   At single line set, hang up.

To silence an alarm:

1. At keyset, press CLEAR.
   OR
   At single line set, lift handset.

To check the programmed alarm time:

1. Press CHECK.
2. Dial 827.
3. Dial alarm type (1 or 2).
   The programmed time displays.
4. Press CLEAR.

To cancel an alarm:

1. At keyset, press idle CALL key.
   OR
   At single line set, lift handset.
2. Dial 827.
3. Dial alarm type (1 or 2).
4. Dial 9999.
5. At keyset, press SPK to hang up.
   OR
   At single line set, hang up.

Alphanumeric Display

Description

124i ☞ Available.	***384i*** ☞ Available.

Multibutton display telephones have a 2-line, 20 character per line alphanumeric display that provides various feature status messages. These messages help the display telephone user process calls, identify callers and customize features. Refer to Table 1-8 at the beginning of this section for a listing of the available multibutton telephone displays.

Conditions

None

Default Setting

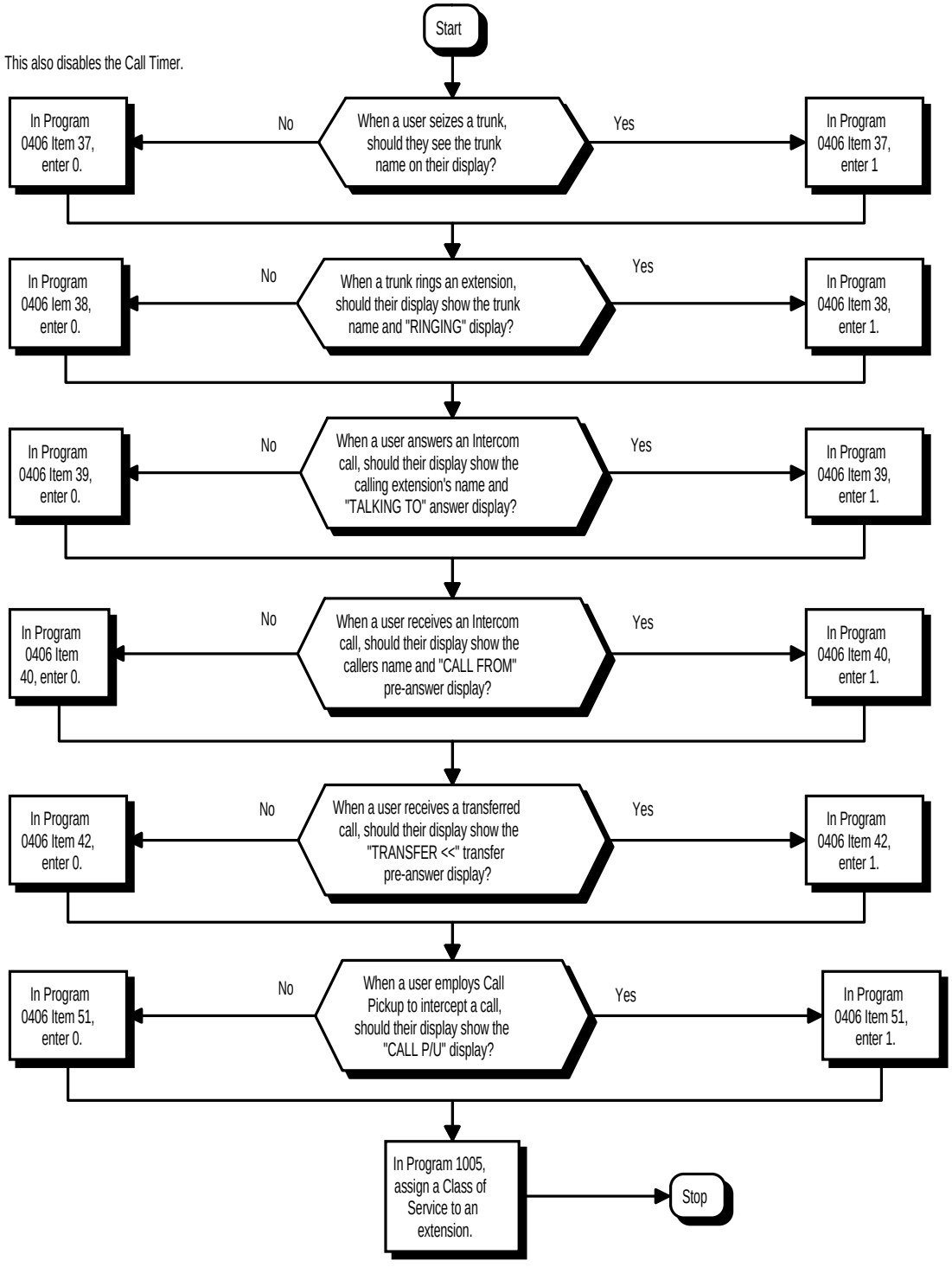
Enabled for all display telephones.

Programming

Refer to the Programming Flowchart on the Following Page

- **0406, COS Options, Item 37: Trunk Name Display, Seizing**
  In an extension's Class of Service, enable (1) or disable (0) the displaying of a trunk's name/number when the user seizes the trunk.
- **0406, COS Options, Item 38: Trunk Name Display, Incoming**
  In an extension's Class of Service, enable (1) or disable (0) the displaying of a trunk's name/number when the trunk is ringing.
- **0406, COS Options, Item 39: Extension Name Display, Answer**
  In an extension's Class of Service, enable (1) or disable (0) the incoming Intercom caller's name and number.
- **0406, COS Options, Item 40: Intercom Name Display, Incoming**
  In an extension's Class of Service, enable (1) or disable (0) the pre-answer display of the incoming Intercom caller's name and number.
- **0406, COS Options, Item 42: Transfer Display**
  In an extension's Class of Service, enable (1) or disable (0) an extension's incoming Transfer pre-answer display.
- **0406, COS Options, Item 51: Group Call Pickup Information Display**
  In an extension's Class of Service, enable (1) or disable (0) an extension's Group Call Pickup display.
- **1005 - Class of Service**
  Assign a Class of Service (1-15) to an extension.

Programming (Cont'd)



Alphanumeric Display

Related Features

Refer to Table 1-8 at the beginning of this section.

Operation

Operation is automatic if enabled in programming. Refer to Table 1-8 at the beginning of this section.

Description

124i ☞	Available — six ACI software ports (two 3-ACI Modules max.) and 4 ACI Department Groups (1-4).
-	ACI modules auto-ID when plugged in.

384i ☞	Available — 192 ACI software ports (64 3-ACI Modules max.) and 32 ACI Department Groups.
-	ACI modules do not auto-ID.

The Analog Communications Interface (ACI) provides three analog ports (with associated relays) for Music on Hold, External Paging or auxiliary devices such as tape recorders and loud bells. The 384i allows up to 64 ACIs, for a maximum of 192 analog ports. The 124i allows up to 2 ACIs, for a maximum of 6 analog ports. Each ACI unit requires an unused port on a DSTU PCB. The ACI gives you more flexibility when connected to auxiliary devices since it doesn't use up resources on PGDU (Page/Door Box), ASTU (Analog Station) or ATRU (Analog Trunk) PCBs.

- **Music on Hold**
  You can connect up to three customer-provided Music on Hold music sources to an ACI. This lets you add additional music sources if the external source on the CPU PCB or the internal source are not adequate. By using ACIs, you could even have a different music source for each trunk.

  When the system switches the ACI analog port to a trunk on Hold, the ACI relay associated with the ACI analog port closes. You can use this capability to switch on the music source, if desired.

  Extension users can dial the ACI analog port extension number and listen to the connected music source. The ACI relay associated with the port closes when the call goes through.

  For Music on Hold, connect the music source to the ACI analog port IN (Input) jack. Connect the music source control leads to the CTL (control relay) jack. Refer to the Hardware Manual for additional details.

- **External Paging**
  An ACI analog port can also be an External Page output. When connected to customer-provided External Paging equipment, the ACI port provides External Paging independent of the PGDU PCB. To use the External Paging, an extension user just dials the ACI analog port extension number and makes the announcement. The system broadcasts the announcement from the ACI analog port and simultaneously closes the associated ACI relay. You can use the relay closure to control the External Paging amplifier, if required.

  This external paging zone is not included in external all call paging or combination paging (internal and external).

  For External Paging, connect the Paging amplifier to the ACI analog port OUT (output) jack. Connect the amplifier control leads to the CTL (control relay) jack. Refer to the Hardware Manual for additional details.

- **Auxiliary Device Control**
  The ACI can control a customer-provided tape recorder. When an extension user dials the ACI analog port extension number, they can automatically start the recorder and activate the record function. When the user hangs up, the recording stops and the tape recorder turns off. For tape recording, connect the tape recorder AUX input jack to the ACI analog port OUT (output) jack. Connect the recorder control leads (if available) to the CTL (control relay) jack. Refer to the Hardware Manual for additional details.

  By using Department Calling, you can arrange multiple tape recorders into a pool. When an extension user dials the Department Group pilot number, they reach the first available tape recorder in the pool.

  The relays on the ACI can optionally control customer-provided external ringers (loud bells) and buzzers. When an extension user dials the ACI analog port extension number, the associated ACI relay closes and activates the ringer. You could use this capability to control an emergency buzzer for a noisy machine shop floor, for example.

Description (Cont'd)

- **ACI Call Recording**

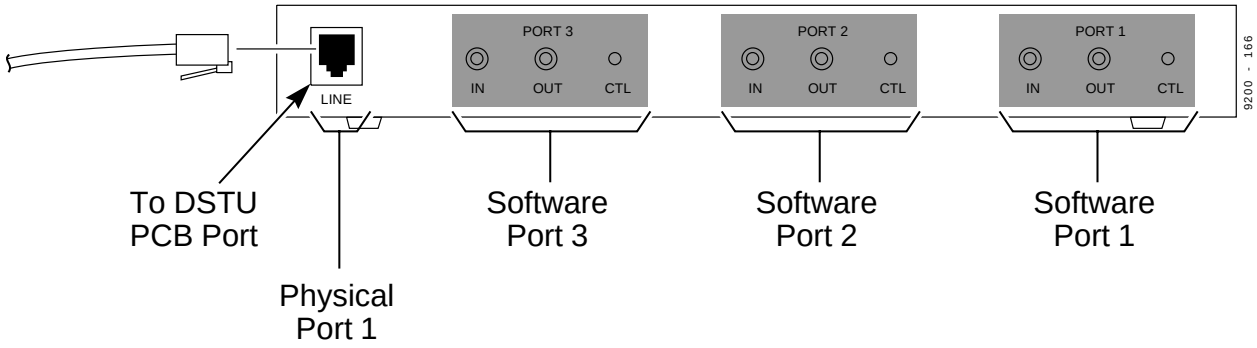
  ACI Call Recording allows you to use a recording device connected to an ACI to automatically record calls. The recording device is typically a customer-provided tape recorder. Once set up, ACI Call Recording starts automatically as soon as the user answers their call. You can set up ACI Call Recording to output to a single ACI port/recording device or to a pool of ACI ports/devices. With a single device, all calls are stored in a centralized location. With a pool of devices, you'll be sure to have a port available for recording — even in peak traffic periods.

  Once set up, ACI Call Recording automatically occurs for all trunk calls that ring an extension. This includes the following trunk types:
  - Central Office calls programmed to ring the extension.
  - Direct Inward Dialing (DID)
  - Direct Inward Line (DIL)
  - Direct Inward System Access (DISA)
  - Tie lines

  ACI Call Recording is not available for outgoing trunk calls, transferred calls or Intercom calls. You can set up recording on a per trunk or per extension basis.

Physical Ports and Software Ports

Each ACI consists of a physical port for connection to the phone system and three analog ports. For programming purposes, the analog ports are also called software ports (see the illustration below). The physical port connects to a station position on a DSTU PCB. During installation, the first ACI you set up is physical port 1; the second ACI is physical port 2, etc. Each ACI has three software ports, which are numbered independently of the physical ports. Normally, the first ACI set up has software ports 1-3; the second ACI has software ports 4-6, etc. In 384i there are a total of 192 software ports (64 ACIs x 3 ports each). There are six software ports in 124i. During programming, you assign ACI extension numbers, Department Group options and Tenant Group options to ACI software ports, not physical ports. During installation, you connect equipment to the jacks on the ACI that correspond to the software port. Refer to the system Hardware Manual for more installation details.



Description (Cont'd)

Conditions

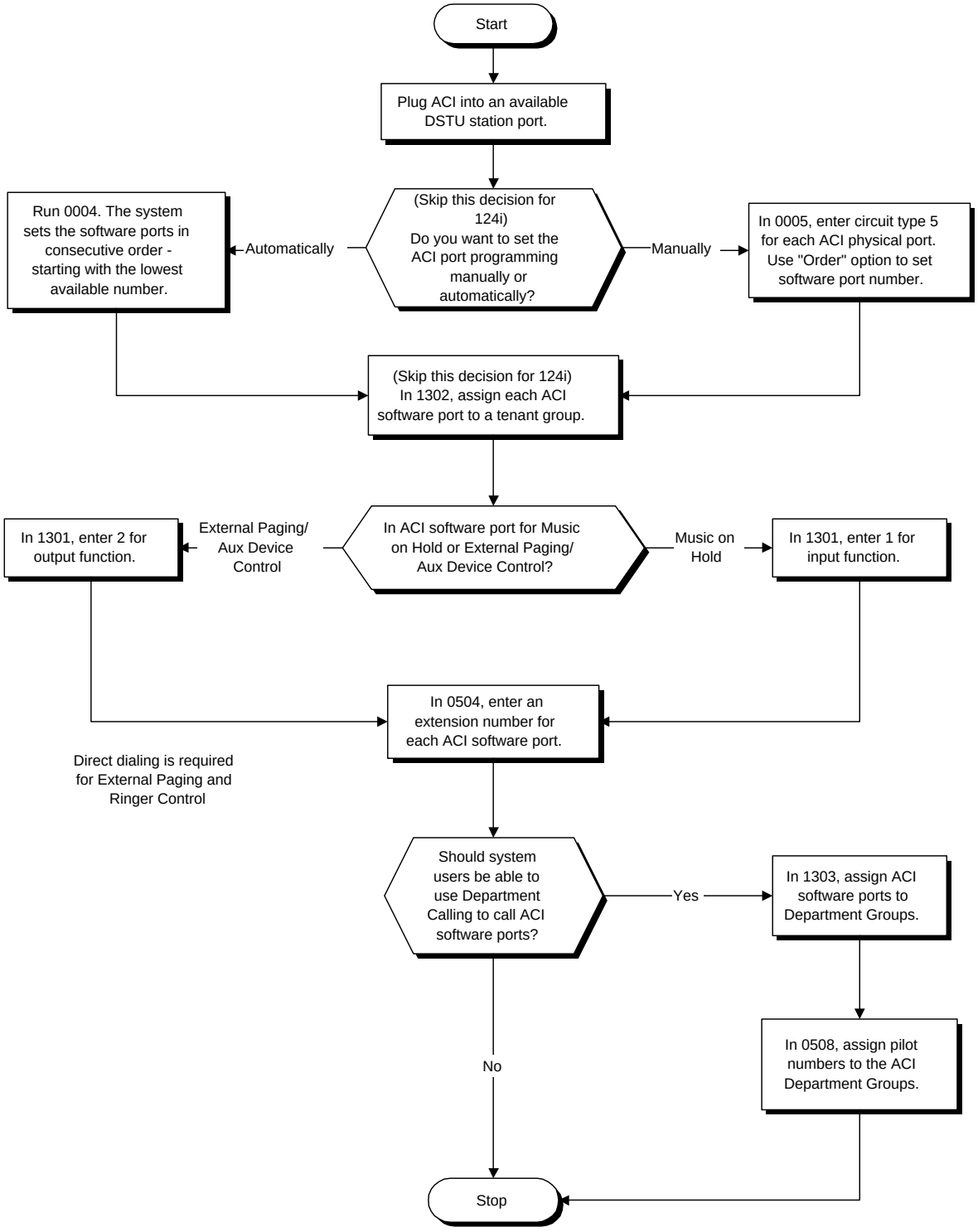
The devices connected to the ACI must be compatible with the specifications below. Refer to the system Hardware Manual for additional details.

ACI Interface Specifications	
Relay Contacts	
Maximum Contact Ratings	30 V DC @ 60 mA 90 V AC @ 10 mA
Minimum Application Load	1 V DC @ 1 mA
Audio/Music Input	
Input Impedance	47 K Ohms @ 1 K Hz
Maximum Input	TBD
Audio/Paging Output	
Output Impedance	600 Ohms @ 1 K Hz
Maximum Output	TBD

Default Setting

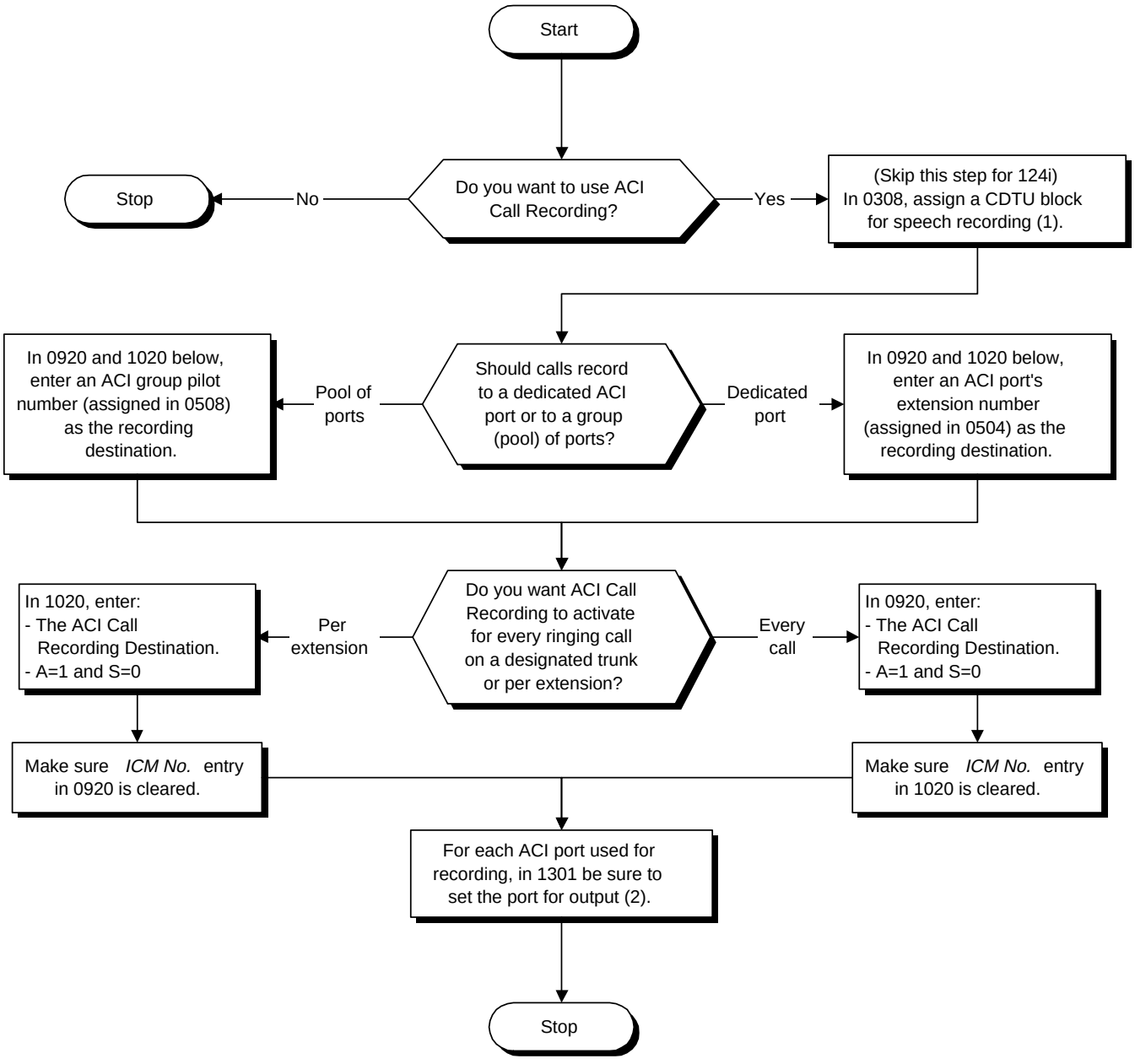
- No ACI's programmed, although in 124i an ACI will auto-ID as soon as you plug it in.

Programming



Programming (Cont'd)

ACI Call Recording



Programming (Cont'd)

➢ ***(384i Only)*** **0004 - Automatic Extension Circuit Type Setup**
You can use this program to automatically set up ACI ports. When you run Program 0004, the system automatically:
- Assigns circuit type 5 to the ACI physical port.
- Puts the ACI software ports in consecutive order - starting with the lowest available software port. For example, the first ACI installed becomes ACI physical port 1 with software ports 1-3. Refer to Understanding Port Assignments in Section 2 for more explanation.

➢ ***(384i Only)*** **0005 - Manual Extension Circuit Type Setup**
If you don't want to use Program 0004, use this program instead. Use the Type option to set the circuit type of the physical port at type 5. Use the Order option to set the software port number (1-192). Refer to Understanding Port Assignments in Section 2 for more explanation.

➢ ***(384i Only)*** **0308 - Conference Circuit Setup**
Assign a CDTU block for speech recording (option 1).

➢ **0504 - ACI Extension Number**
Assign extension numbers to ACI software ports (1-192). This lets system users dial ACI ports directly. Select a number outside of the normal extension number range.

➢ **0508 - ACI Group Pilot Number**
Assign pilot numbers to ACI groups (1-32). When a user dials the pilot number, they reach an available ACI software port within the group.

➢ **0920 - ACI Call Recording Destination (Per Trunk)**
Use this option to assign the ACI Call Recording destination on a per trunk basis. The destination can be an ACI port's extension number (assigned in Program 0504) or an ACI Department Group pilot number (assigned in Program 0508). In addition, make sure A=1 and S=0. When using this option, also make sure that the entry for 1020 below is cleared.

➢ **1020 - ACI Call Recording Destination (Per Extension)**
Use this option to assign the ACI Call Recording destination on a per extension basis. The destination can be an ACI port's extension number (assigned in Program 0504) or an ACI Department Group pilot number (assigned in Program 0508). In addition, make sure A=1 and S=0. When using this option, also make sure that the entry for 0920 above is cleared.

➢ **1301 - ACI Port Function**
Set each ACI software port (1-192) for input (1) or output (2). Use input ports for Music on Hold sources. Use output ports for External Paging/ringer control.

➢ ***(384i Only)*** **1302 - ACI Tenant Group**
Assign each ACI software port (1-192) to a tenant group (1-4).

➢ **1303 - ACI Department Group**
Assign ACI software ports (1-192) to ACI Department Groups (1-32 in 384i, 1-4 124i). This lets ACI callers connect to ACI software ports by dialing the group's pilot number (set in Program 0508).

Related Features

Background Music
ACI software ports cannot be Background Music music sources.

Hotline
An extension cannot have Hotline keys for ACI software ports.

Music on Hold
ACI software ports can be Music on Hold music sources. Since the system allows up to 192 ACI software ports, each trunk can have its own music source.

One-Touch Calling
An extension can have One-Touch Keys for ACI software ports. The gives the extension user:
- One touch access to external music
- One touch External Paging
- One touch loud ringer control

Paging, External
ACI software ports can provide External Paging with control, independent of the External Paging circuits on the PGDU PCB.

Operation

To call an ACI software port:

1. Press idle CALL key.
2. Dial ACI software port extension number.
   OR
   Dial ACI Department Group extension number.
   OR
   Press One-Touch Key for ACI extension or Department Group.

After you call an ACI software port:

- If the port is set for input (Program 1301=1) and a music source is connected, you hear music.
  OR
- If the port is set for output (Program 1301=2) and External Paging is connected, you can page into the external zone.
  OR
- If the port is set for output (Program 1301=2) and a loud ringer is connected, you activate the loud ringer.

Attendant Call Queueing

Description

124i ☞	Not available.

384i ☞	Available — requires system software 3.01.02 or higher.

Attendant extensions can have up to 32 incoming calls queued before additional callers hear busy tone. This helps minimize call congestion in systems that use the attendant as the overflow destination for unanswered calls. For example, you can program Direct Inward Lines and Voice Mail calls to route to the attendant when their primary destination is busy. With Attendant Call Queueing, these unanswered calls would normally "stack up" for the attendant until they can be processed.

The 32 call queue total includes Intercom, DISA, DID, DIL, tie line and transferred calls. If the attendant doesn't have an appearance for the queued call, it waits in line on a CALL key. If the attendant has more than 32 calls queued, an extension can Transfer a call to the attendant only if they have Busy Transfer enabled.

Attendant Call Queuing is a permanent, non-programmable system feature.

Conditions

None

Default Setting

- Enabled.

Programming

➢ **0401 - Tenant Group Options (Part A), Item 19: Busy Transfer**
Prevent (0) or allow (1) extensions to Transfer calls to an attendant that has more than 32 calls is queue.

➢ **1105 - Operator's Extension**
Assign the operator (attendant's) extension for each Tenant Group.

Related Features

"Call Forwarding" / "Personal Greeting"
Forwarding when unanswered or busy can only occur at the attendant if there are more than 32 calls in queue.

Operation

None

Description

124i ☞	Available.
-	Basic ACD operation requires EXCPRU version 2.18 or higher. ACD is not available with Base software.
-	ACD — The Next Generation requires EXCPRU software 4.02 or higher. The inDepth and inDepth+ is not available.
-	For more information, refer to the ACD Manual (P/N 92000ACD**).

384i ☞	Available.
-	Basic ACD operation requires system software 3.04 or higher.
-	ACD — The Next Generation requires system software 3.07.18 or higher.
-	For more information, refer to the ACD Manual (P/N 92000ACD**).

Automatic Call Distribution (ACD) uniformly distributes calls among member agents of a programmed ACD Group. When a call rings into an ACD Group, the system automatically routes the call to the agent that has been idle the longest. Automatic Call Distribution is much more sophisticated and comprehensive than Department Calling and other group services — it can accurately judge the work load at each agent and distribute calls accordingly.

The system allows up to eight ACD Groups and up to 144 ACD agents. You can put any agent in any group. In addition, an agent can be in more than one group as long as only one of the groups is active at a time. This allows, or example, a Technical Service representation to answer Customer Service calls at lunch time when many of the Customer Service reps are unavailable.

The ACD Master Number is the "extension number" of the whole group. Calls directly ringing or transferred to the ACD Master number enter the group and are routed accordingly. Although the master number can be any valid extension number, you should choose a number that is out of the normal extension range.

Automatic Call Distribution operation is further enhanced by:

- **ACD Call Queuing**
  When all agents in an ACD Group are unavailable, an incoming call will queue and cause the Queue Status Display to occur on the ACD Group Supervisor's display. The display helps the supervisor keep track of the traffic load within their group. The Queue Status Displays shows:
  - The number of calls queued for an available agent in the group.
  - The trunk that has been waiting the longest, and how long it has been waiting.

  For each ACD Group, you can set the following conditions:
  - The number of trunks that can wait in queue before the Queue Status Display occurs.
  - How often the time in queue portion of the display reoccurs (see the Queue Status Display Timing illustration below).
  - If the supervisor should hear a Queue Alarm whenever the time in queue portion reoccurs. This alarm is a single beep tone that reminds the supervisor to check the condition of the queue.

- **ACD Overflow (With Announcements)**
  ACD offers extensive overflow options for each ACD Group. For example, a caller ringing in when all agents are unavailable can hear an initial announcement (called the 1st Announcement). This announcement can be a general greeting like, "Thank you for calling. All of our agents are currently busy helping other customers. Please stay on the line and we will help you shortly." If the caller continues to wait, you can have them hear another announcement (called the 2nd Announcement) such as, "Your business is important to us. Your call will be automatically answered by the first available agent. Please stay on the line." If all the ACD Group's agents still are unavailable, the call can automatically overflow to another ACD Group or the Voice Mail Automated Attendant.

Description (Cont'd)

You can assign an ACD Group with any combination of 1st Announcement, 2nd Announcement and overflow method. You can have, for example, a Technical Service group that plays only the 2nd Announcement to callers and then immediately overflows to Voice Mail. At the same time, you can have a Customer Service group that plays both announcements and does not overflow.

- **Agent Log In and Log Out Services**
  An ACD Agent can log in and log out of their ACD Group. While logged in, the agent is available to receive ACD Group calls. When logged out, the agent is excluded from the group's calls. The programmable keys and alphanumeric display on an agent's phone show at a glance when they are logged in or logged out.

- **Emergency Call**
  If an ACD Agent needs assistance with a caller, they can place an Emergency Call to their ACD Group Supervisor. Once the supervisor answers the Emergency Call, they automatically monitor both the ACD Agent and the caller. If the agent needs assistance, the supervisor can join in the conversation. Emergency Call can be a big help to inexperienced ACD Agents that need technical advise or assistance with a difficult caller. The supervisor can easily listen to the conversation and then "jump in" if the situation gets out of hand.

- **Enhanced DSS Operation**
  An ACD Supervisor (Group or System) can use their DSS Console to monitor the status of the ACD Agents within a group. The DSS Console is an essential tool for supervisors. Once you assign a DSS Console to a supervisor, the 10 function keys in the last row become ACD Group select buttons (see the illustration below). When the supervisor presses a button for an ACD Group, the console key flash rates tell the supervisor at a glance which of the group's agents are:
  - Logged onto the group (i.e., in service)
  - Logged out of the group (i.e., out of service)
  - Busy on a call
  - Placing an Emergency Call to the supervisor
  - Not available or installed

  The ACD Supervisor can also use their console for placing and transferring calls — just like any other extension user.

- **Flexible Time Schedules**
  An ACD Work Schedule lets you divide a day into segments (called Work Periods) for scheduling the activity in your ACD Groups. You can set up four distinct Work Schedules, with up to eight Work Periods in each Work Schedule. Each day of the week has one Work Schedule, but different days can share the same schedule. For example, your Monday through Friday Work Schedule could consist of only two Work Periods. Work Period 1 could be from 8:00 AM to 5:00 PM — when your business is open. Work Period 2 could be from 5:00 PM to 8:00 AM — which covers those times when your business is closed.

- **Headset Operation (With Automatic Answer)**
  An ACD Agent or ACD Group Supervisor can utilize a customer-provided headset in place of the handset. The headset conveniently frees up the user's hands for other work and provides privacy while on the call. In addition, an ACD Agent with a headset can have Automatic Answer. This allows an agent busy on a call to automatically connect to the next waiting call when they hang up.

- **Incoming Call Routing**
  Incoming trunk calls can automatically route to specific ACD Groups. These types of calls ring directly into the ACD Group without being transferred by a co-worker or the Automated Attendant.

Description (Cont'd)

- **Rest Mode**
  Rest Mode temporarily logs-out an ACD agent's phone. There are two types of Rest Mode:
  - **Manual Rest Mode**
    An ACD Agent can enable Manual Rest Mode anytime they want to temporarily log out of the ACD Group. They might want to do this if they go to a meeting or get called away from their work area. While logged out, calls to the ACD Group will not ring the agent's phone.

  - **Automatic Rest Mode**
    When an ACD Group has Automatic Rest Mode, the system will automatically put an agent's phone in Rest Mode if it is not answered. This ensures callers won't have to wait while ACD rings an extension that won't be answered. For keysets, the system enables Automatic Rest Mode for all phones with Rest Mode keys. For SLTs, you must set an option in programming to enable Automatic Rest Mode.

- **Supervisor, ACD Group**
  You can designate an extension in an ACD Group to be the group's supervisor. Once assigned as an ACD Group Supervisor, the user can:
  - Take the entire ACD Group out of service.
  - Check the log out status of each agent after the group taken down.
  - Restore the ACD Group to service.

  During programming, you can choose one of three modes of operation for each ACD Group supervisor:
  - Supervisor's extension cannot receive calls to the ACD Group.
  - Supervisor's extension can only receive ACD Group calls during overflow conditions.
  - Supervisor's extension receives calls just like any other ACD Group agent (mode 2).

  An ACD Group can have only one supervisor. In addition, an extension can be a supervisor for only one ACD Group.

- **Supervisor, ACD System**
  You can designate an extension as an ACD System Supervisor. Once assigned as an ACD System Supervisor, the user can:
  - Take the all the system's ACD Groups out of service simultaneously.
  - Check the log out status of each agent after the groups are taken down.
  - Restore all the ACD Groups to service simultaneously.

  The system can have only one ACD System Supervisor.

- **Traffic Management Reports**
  The system provides comprehensive Traffic Management (TMS) Reports that help when analyzing ACD traffic, system usage and calling patterns. Refer to the Traffic Management feature for more information. The TMS report is in five sections:
  - Trunk Calls Sorted by Extension
  - Trunk Calls Sorted by Trunk
  - ACD Calls Sorted by Agent
  - ACD Calls Sorted by ACD Group
  - All Trunks Busy Report

Description (Cont'd)

- **Work Time**
  Work Time temporarily busies-out an ACD agent's phone so they can work at their desk uninterrupted. This gives the agent time to fill out important logs and records as soon as they are finished with their call. There are two types of Work Time:

  - **Manual Work Time**
    An ACD Agent can enable Manual Work Time any time they need to work at their desk undisturbed. You might prefer this Work Time mode if an agent only occasionally has to fill out follow-up paper work after they complete their call. When the agent is through catching up with their work, they manually return themselves to the ACD Group.

  - **Automatic Work Time**
    The system implements Automatic Work Time for the agent as soon as they hang up their current call. This is helpful in applications (such as Tech Service groups) where follow-up paperwork is a requirement for every call. When the agent is done with their work, they manually return themselves to the ACD Group.

- **ACD — The Next Generation**
  The second generation of ACD provides a host of new call management productivity tolls:

  - **ACD Group Call Coverage Keys**
    To help cover calls during peak periods, a keyset can have Call Coverage keys for ACD Groups. When a call rings into a covered ACD Group, it rings the appropriate ACD Group Call Coverage key. The key can ring immediately, after a delay or just flash. The Call Coverage key also facilitates one-button Transfer for an ACD Group. The covering extension does not have to be a member of the ACD Group.

  - **Hotline Key Shows Agent Status**
    An extension's Hotline keys provide the "normal" Busy Lamp Field (BLF) for co-workers and a unique BLF for ACD Agents. Similary to the supervisor's DSS Console BLF, the unique BLF shows when the covered agent is in service, out of service or busy on a call. This enhanced BLF gives a department manager, for example, ACD Group monitoring capabilities without having to become a supervisor with a DSS Console.

  - **Enhanced Supervisor Options**
    An ACD supervisor can individually assign extensions to ACD Groups, and set an agent's status once assigned. This provides the supervisor with tremendous flexibility to reassign agetns as work loads vary.

  - **Queue Status Display with Scrolling**
    To aid in keeping track of call volumes, a display keyset user can view any ACD Group's Queue Status Display by pressing a uniquely programmed Programmable Function Key. The user can the press VOL ▲ and VOL ▼ to scroll through all the system's ACD Group queues. The display keyset does not have to be an ACD Agent or supervisor.

  - **Overflow Announcements from Voice Mail**
    The NVM-Series Voice Mail system can provide the ACD overflow announcements in systems that do not have a Voice Announce Unit installed. When a caller queues for an available agent, designated Voice Mail ACD Announcement Mailboxes provide the overflow messages.

  - **Escape from Queue with NVM-Series**
    Escape From Queue uses NVM-Series Call Routing Mailboxes for announcement messages to provide callers with enhanced options while in queue. After listening to this type of announcement, they can either wait in queue or dial a digit for an alternate destination. The destination is typically the operator, a mailbox or an extension.

Description (Cont'd)

- **ACD — The Next Generation** (Cont'd)

  - **Programmable Wrap-up Timer**
    When an agent finishes their call, the system automatically starts a wrap-up timer and blocks any ACD calls to the agent. This gives them time to complete important logs and records before a new call comes in. When the timer expires, the system returns the agent to the ACD Group to handle new callers.

  - **InDepth and inDepth+**
    (384i only)
    InDepth and inDepth+ are Windows-based Management Information Systems that work with the system's built-in ACD. These ACD/MIS systems enhance the 384i with real time statistics and reports on ACD Group traffic patterns and usage. Refer to the inDepth and inDepth+ feature on page 324 for more.

For more information on Automatic Call Distribution, refer to the ACD Manual (P/N 92000ACD**).

Conditions

Refer to the ACD Manual (P/N 92000ACD**).

Default Setting

Refer to the ACD Manual (P/N 92000ACD**).

Programming

Refer to the ACD Manual (P/N 92000ACD**).

Programming (Cont'd)

Refer to the ACD Manual (P/N 92000ACD**).

Related Features

Refer to the ACD Manual (P/N 92000ACD**).

Operation

Refer to the ACD Manual (P/N 92000ACD**).

Automatic Route Selection

Description

124i ☞	Available.
-	Changing the tone detection setup and trunk access code requires Base 2.13, EXCPRU 2.18 or higher.
-	Dial Treatments can contain # and * characters in Base 2.13, EXCPRU 2.18 or higher.

384i ☞	Available.
-	Changing the tone detection setup and trunk access code requires system software 3.04 or higher.
-	Dial Treatments can contain # and * characters in system software 3.06.02 and higher.

Automatic Route Selection (ARS) provides call routing and call restriction based on the digits a user dials. ARS gives the system the most cost-effective use of the connected long distance carriers.

ARS is an on-line call routing program that you can customize (like other system options) from a display telephone. ARS accommodates over 14,000 theoretical call routing choices - without a custom-ordered rate structure database. With ARS, you can modify the system's routing choices quickly and easily. This is often necessary in today's telecommunications world where the cost structure and service choices frequently change.

ARS Feature Summary

ARS provides:

- **Call Routing**
  ARS can apply 3-digit (area code) or 6-digit (area code and local exchange) analysis to every number dialed. For programming, ARS provides separate 3-digit and 6-digit tables. Each table can have as many numbers as the installation requires.

- **Dialing Translation (Special Dialing Instructions)**
  ARS can automatically execute stored dialing instructions (called Dial Treatments) when it chooses a route for a call. The system allows up to 15 Dial Treatments. The Dial Treatments can:
  - Automatically insert or delete a leading 1
  - Insert or delete an area code (NPA)
  - Add digits (such as a dial-up OCC number), pauses and waits to the dialing sequence
  - Require the user to enter an authorization code when placing a call (see Forced Authorization Code below)

- **Time of Day Selection**
  For routing purposes, ARS provides eight different time of day selections (called Rate Periods). You can assign these Rate Periods to any time of day (in 1/2 hour intervals) or day of week (Monday-Friday, Saturday, Sunday or Holiday).

- **Hierarchical Class of Service Control**
  ARS allows or denies call route choices based on an extension's ARS[1] Class of Service. This allows lower Classes of Service (e.g., 1) to access routes unavailable to higher Classes of Service (e.g., 27). The system provides up to 28 (0-27) ARS Classes of Service.

- **Forced Authorization Code**
  The Dial Treatment for designated routes may require the user to enter an ARS Authorization Code before ARS allows routing. This code is verifiable and is enforced by an extension's ARS Class of Service. Each extension can have its own unique ARS Authorization Code.

[1] Use Program 2110 to set an extension's ARS Class of Service. An extension's Class of Service (set in Programs 0406 and 1005) has no affect on ARS routing choices.

Description (Cont'd)

- **Separate Routing for Selected Call Types**
  To provide unique control, you can program separate routing instructions for:
  - Operator assisted (0 +) calls
  - International (011) calls
  - Directory assistance (411, 1411 and 555) calls
  - Emergency (911) calls

- **Separate Routing for Equal Access (10XXX) Calls**
  Choose different routing for directly-dialed (10XXX + 1) and operator-assisted (10XXX + 0) Equal Access calls.[1]

- **Separate Routing for 976 Calls**
  Restriction for 976 calls is hierarchical according to an extension's ARS Class of Service.

Basic ARS Operation

When a user places an outside call, ARS analyzes the digits dialed and assigns one of 64 Selection Numbers to the call. The Selection Number chosen depends on which digits the user dialed. ARS then checks the time of day, the day of week and the extension's ARS Class of Service. Based on these call routing options, ARS selects a trunk group for the call and imposes the Dial Treatment instructions (if any).

Conditions

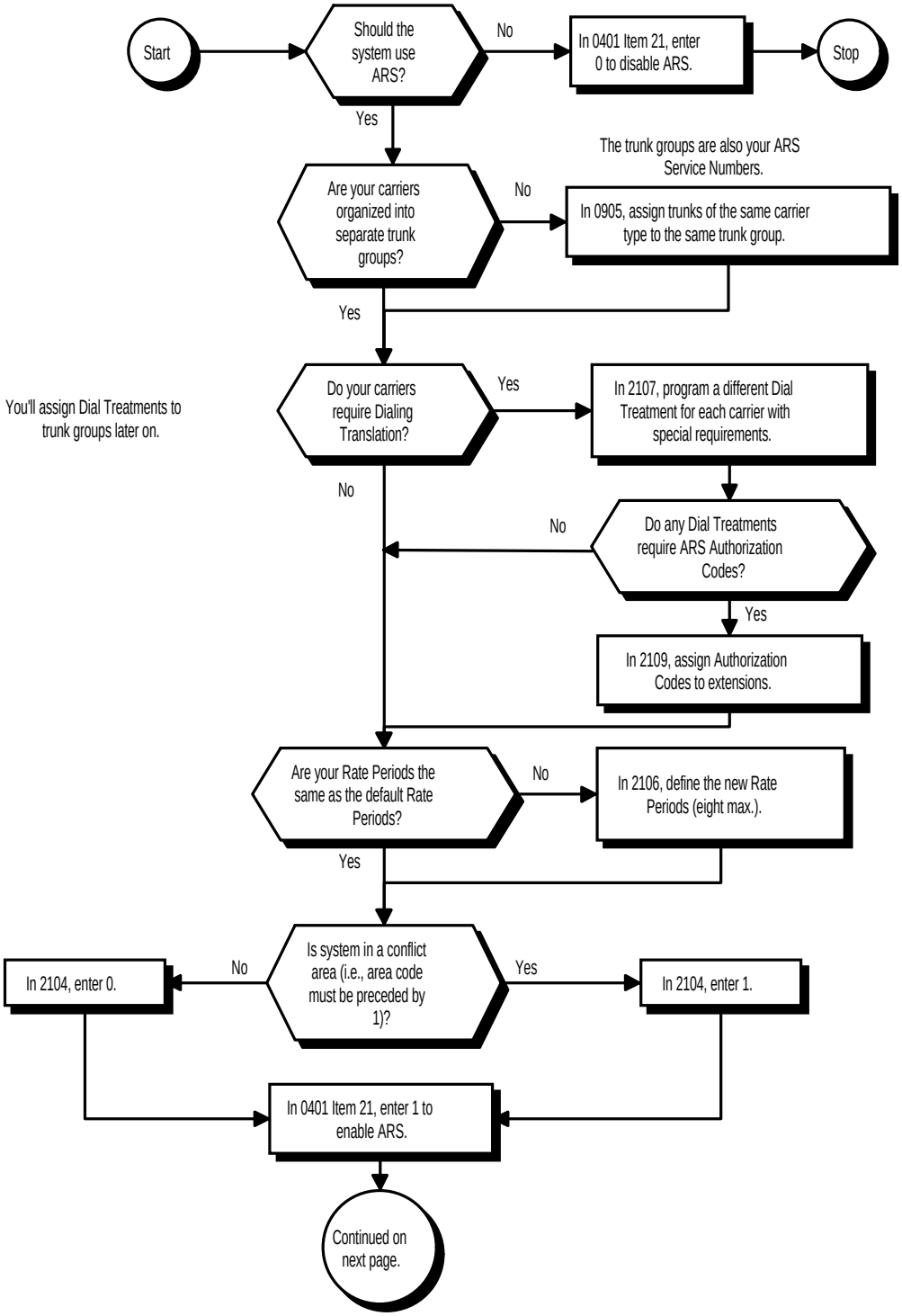
(A.) Do not use ARS behind a Centrex/PBX.
(B.) ARS is intended for areas that use the North American Number Plan (NANP).

Default Setting

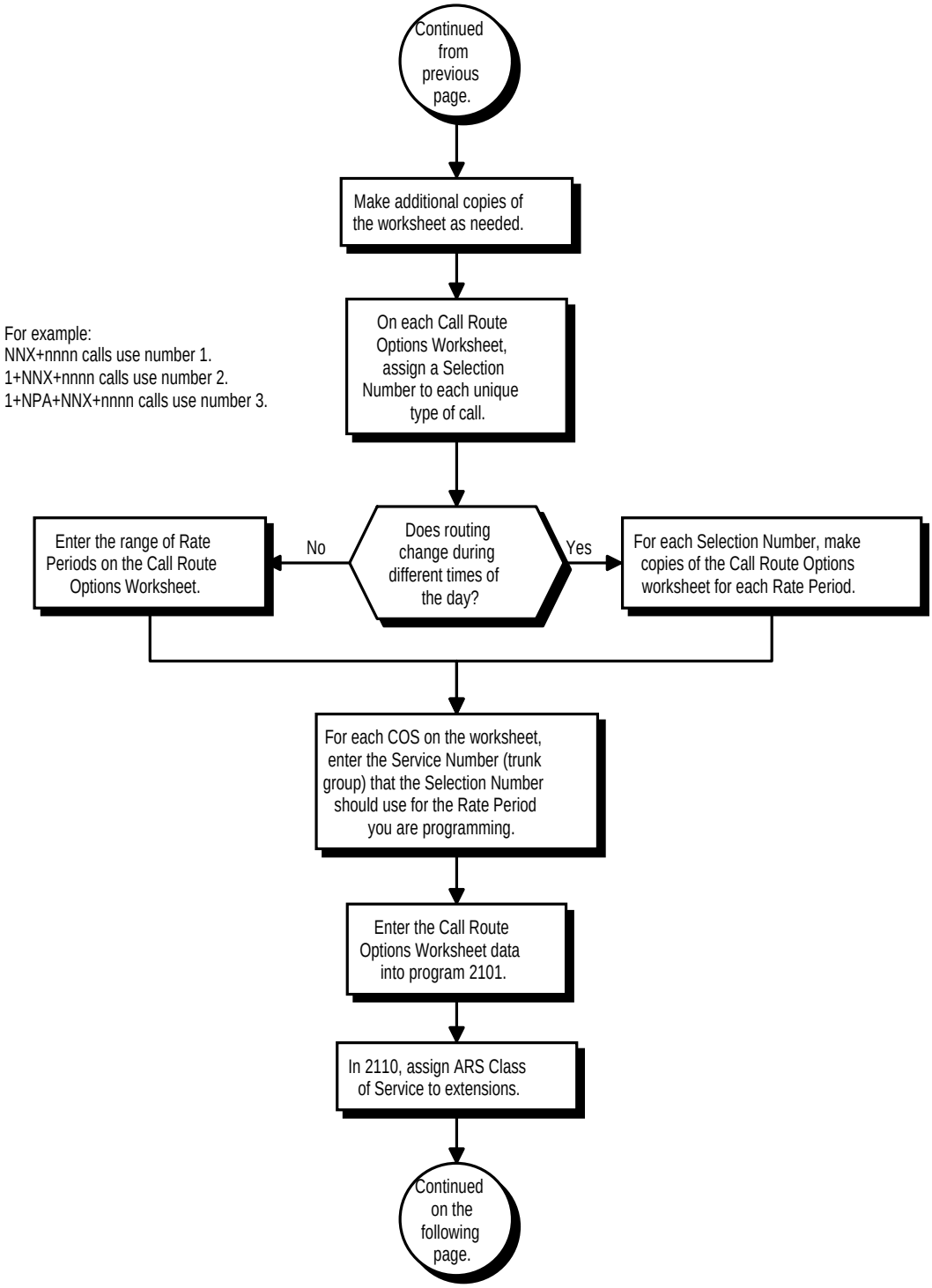
- ARS is not programmed.

[1] This equipment is capable of providing user's access to interstate providers of operator services through the use of Equal Access codes. Modifications by aggregators to alter these capabilities may be a violation of the Telephone Operator Consumer Services improvement act of 1990 and Part 68 of the FCC Rules.

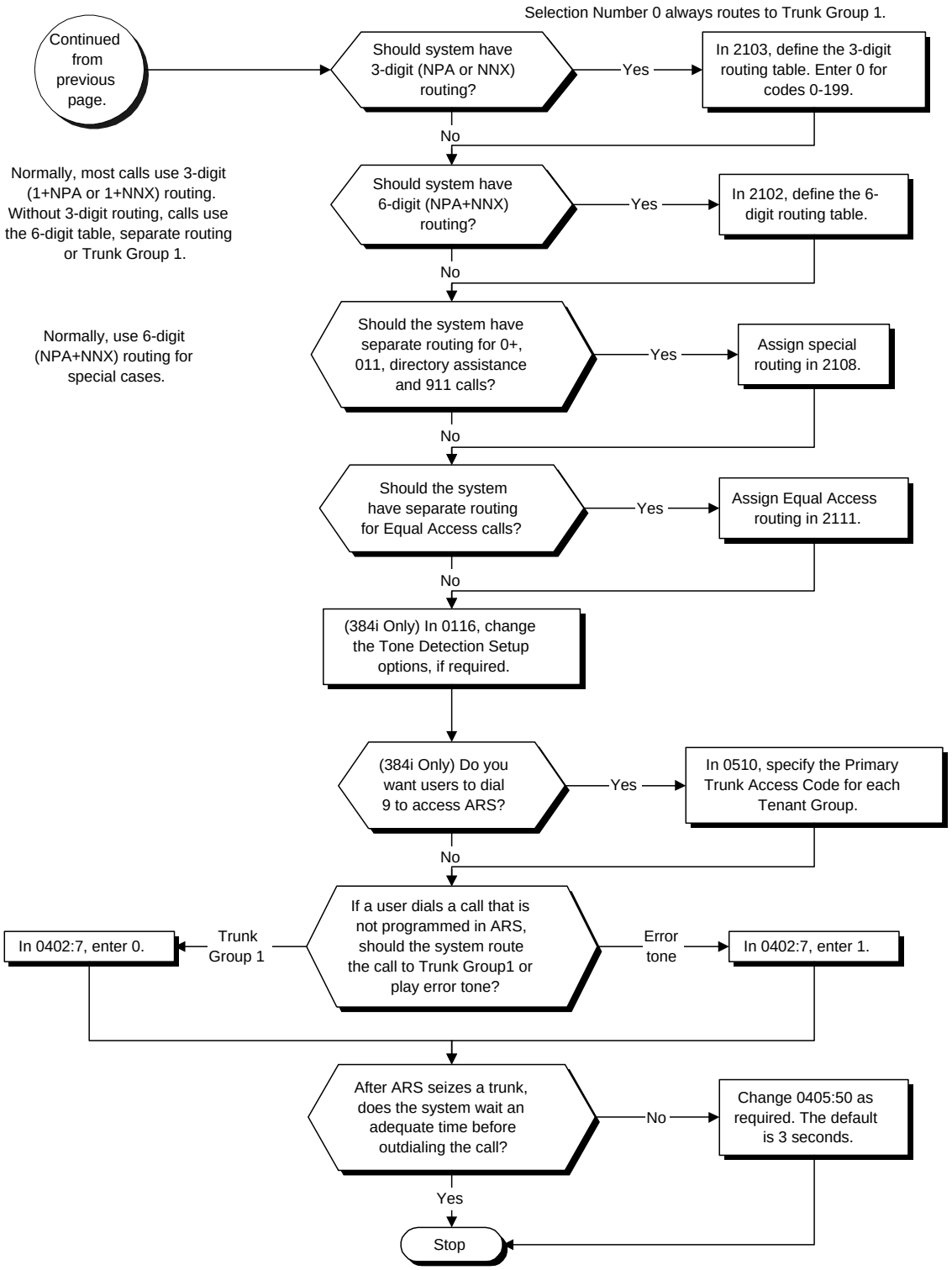
Programming



Programming (Cont'd)



Programming (Cont'd)



Programming (Cont'd)

Call Route Options Worksheet

Selection Number (1-64) _____

Rate Period (1-8) _____

	Service Number (1-128)	Dial Treatment (1-15)
Class of Service 00		
Class of Service 01		
Class of Service 02		
Class of Service 03		
Class of Service 04		
Class of Service 05		
Class of Service 06		
Class of Service 07		
Class of Service 08		
Class of Service 09		
Class of Service 10		
Class of Service 11		
Class of Service 12		
Class of Service 13		
Class of Service 14		
Class of Service 15		
Class of Service 16		
Class of Service 17		
Class of Service 18		
Class of Service 19		
Class of Service 20		
Class of Service 21		
Class of Service 22		
Class of Service 23		
Class of Service 24		
Class of Service 25		
Class of Service 26		
Class of Service 27		

Programming (Cont'd)

- **0116 - Tone Detection Setup**
  Use Items 11-32 to set the criteria for dial tone detection for outgoing ARS calls. This capability requires 384i system software 3.04 or higher.
- **0401 - Tenant Group Options (Part A), Item 21: ARS Enable**
  Enable (1) or disable (0) ARS for each tenant.
- **0402 - Tenant Group Options (Part B), Item 7: ARS Misdialed Call Handling**
  When a user dials a call not programmed in ARS, specify if the system should route the call over Trunk Group 1 (0) or play error tone to the caller (1).
- **0405 - System Timers (Part A), Item 50: Dial Sending Start Time for SLT/ARS**
  After seizing a trunk, ARS waits this interval before outdialing the call.
- **0510 - Trunk Access Code**
  For each Tenant Group (1-4), specify the single digit code used to access ARS (normally 9).
- **0905 - Trunk Groups**
  Program trunks of the same carrier type into the same trunk group.
- **2101 - ARS Call Route Options Table**
  Specify the routing options for up to 64 Selection Numbers. Options include Rate Period (1-8), ARS Class of Service (0-27), Service Number (trunk groups 1-128) and Dial Treatment (0-15)
- **2102 - ARS Six Digit Table**
  Program the Six Digit Table. Options include the Area Code you are programming, the Default (no match) Selection Number, the NNX list for the NPA you are programming and the Match Selection Number.
- **2103 - ARS Three Digit Table**
  Program the Three Digit Table. Options include the NPA/NNX you are programming (100-999), code type (1 + or no 1 + dialing) and the Selection Number for each code. ***Be sure to enter 0 for all codes from 0-199.***
- **2104 - Conflict Area**
  If the system is in a conflict area, enter 1. If the system is in a non-conflict area, enter 0.
- **2105 - Minimum COS for Dialing 976**
  Allow or restrict users from dialing exchange 976 services. The system restricts according to the extension's ARS Class of Service (set in Program 2110). Extensions with an ARS COS higher than the Program 2105 entry cannot dial 976. Extensions with an ARS COS equal to or lower than the Program 2105 entry ***can*** dial 976.
- **2106 - ARS Rate Period Table**
  Define the ARS Rate Periods. ARS lets you assign up to eight Rate Periods for different times of the day and days of the week. The default Rate Periods are:

Rate Period[1]	Time/Day
1	Mon-Fri, 8:00 AM to 5:00 PM
2	Mon-Fri, 5:00PM to 11:00 PM Sat, Sun, Holiday, 8:00 AM to 11:00 PM
3	All days, 11 PM to 8:00 AM
4-8	Not defined
[1]Sundays and holidays use the same Rate Periods as Saturday.	

- **2107 - ARS Dial Treatments**
  Program up 15 Dial Treatments for automatic ARS dialing translation.

Programming (Cont'd)

➢ **2108 - Separate ARS Routing Options**
Program unique routing for:
- Operator-assisted (0+) calls
- International (011) calls
- Directory assistance (411, 1411 and 555) calls
- Equal Access (10XXX + 0 or 1) calls
- Emergency (911) calls

➢ **2109 - ARS Authorization Codes**
Enter ARS Authorizations Codes for each extension. ARS Dial Treatments may require users to enter Authorization Codes before dialing.

➢ **2110 - ARS Class of Service**
Set an extension's ARS Class of Service. Automatic Route Selection uses ARS Class of Service when determining how to route an extension's calls.

➢ **2111 - ARS Equal Access Control**
Choose the Selection Numbers (1-64) ARS will use for Equal Access calls. Make a separate choice for 10XXX+1 and 10XXX+0 calls.

Related Features

Dial Tone Detection
Refer to this feature for the specifics on how the system handles Dial Tone Detection.

Speed Dial
Speed Dial bypasses ARS routing.

Tenant Service
All tenant groups share the same ARS programming. However, you can enable or disable ARS for each individual tenant.

Toll Restriction
Toll Restriction overrides ARS.

Trunk Group Routing
A system with Automatic Route Selection cannot also have Trunk Group Routing.

Trunk Queuing/Camp On
With ARS installed, Trunk Queuing automatically queues for the least costly route. The system automaticaly redials the queued call when the extension user lifts the handset.

Operation

To place a call using ARS.

1. At keyset, press idle CALL key.
   OR
   At single line set, lift handset.
   You'll hear normal Intercom dial tone.
2. Dial 9.
   You'll hear a second, "stutter" dial tone.
3. Dial outside number.
   If you hear another "stutter" dial tone, you must enter your extension's ARS Authorization Code.

— For Your Notes —

Description

124i ☞	Available.

384i ☞	Available.

Background Music (BGM) sends music from a customer-provided music source to speakers in keysets. If an extension user activates it, BGM plays whenever the user's extension is idle.

The method the system uses to provide Background Music (and Music on Hold) depends on the setting of a jumper on the CPRU PCB, how the music source is connected and the setting in program 0914. The table below shows how these settings interact. Refer to Music on Hold on page 373 for more information.

BGM/MOH Operation Matrix

To get this result . . .	Set these options . . .				
	CPRU "S" Jumper		External Music Source		Program 0914
	INT	EXT	MOH (1&2)	BGM (5&6)	
MOH for Intercom Calls Internally synthesized [1] **MOH for Trunk Calls** None **Background Music** None	✔				255
MOH for Intercom Calls Internally synthesized [1] **MOH for Trunk Calls** Internally synthesized [1] **Background Music** None	✔				254
MOH for Intercom Calls Internally synthesized [1] **MOH for Trunk Calls** None **Background Music** None	✔		✔		255
MOH for Intercom Calls Internally synthesized [1] **MOH for Trunk Calls** From connected music source **Background Music** From connected music source	✔			✔	255
MOH for Intercom Calls Internally synthesized [1] **MOH for Trunk Calls** Internally synthesized [1] **Background Music** None	✔		✔		254

BGM/MOH Operation Matrix					
To get this result . . .	**Set these options . . .**				
	CPRU "S" Jumper		**External Music Source**		**Program 0914**
	INT	**EXT**	**MOH (1&2)**	**BGM (5&6)**	
MOH for Intercom Calls Internally synthesized [1] **MOH for Trunk Calls** Internally synthesized [1] **Background Music** From connected music source	✔			✔	254
MOH for Intercom Calls From connected music source **MOH for Trunk Calls** From connected music source **Background Music** None		✔	✔ [1]		254
MOH for Intercom Calls None **MOH for Trunk Calls** None **Background Music** From connected music source		✔		✔	254
MOH for Intercom Calls From connected music source **MOH for Trunk Calls** None **Background Music** None		✔	✔ [1]		255
MOH for Intercom Calls None **MOH for Trunk Calls** From connected music source **Background Music** From connected music source		✔		✔	255
[1] If Program 0302, Item 1: MOH Tone is set to ’0’, Music on Hold will not be provided.					

Conditions

(A.) Background Music requires a customer-provided music source connected to the CPU auxiliary terminals. Refer to the system Hardware Manual.

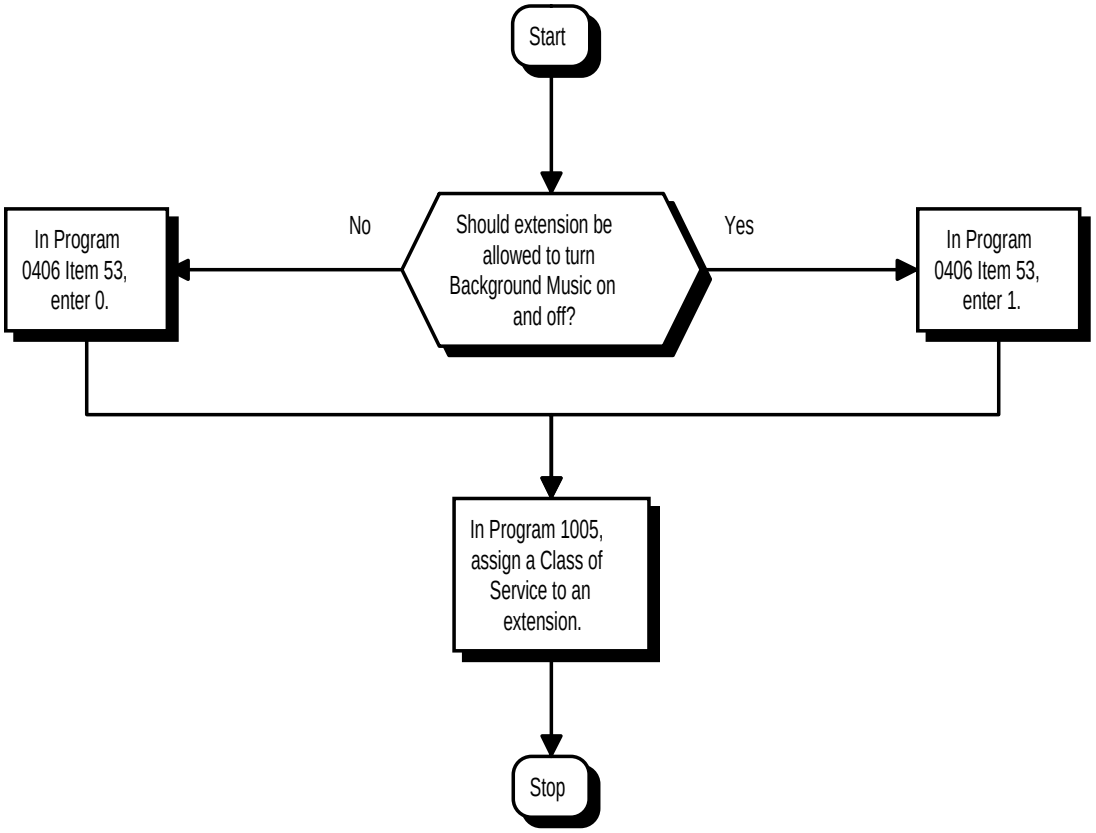
Default Setting

- Not installed.

Programming

➢ **0406 - COS Options, Item 53: Background Music**
In an extension's Class of Service, allow (1) or prevent (0) an extension from turning Background Music on and off.

➢ **1005 - Class of Service**
Assign a Class of Service (1-15) to an extension.



Related Features

Music on Hold
The system can broadcast music to callers on Hold.

Single Line Telephones
Background Music is not available on single line telephones.

Operation

To turn Background Music on or off:

1. Press idle CALL key.
2. Dial 825.
3. Press SPK to hang up.

Barge In

Description

124i ☞	Available.
-	In Base 4.02 and EXCPRU 4.02 and higher, turning off the Barge In tones also turns off the called extension's display.
-	Users cannot dial the Barge In code (810) before calling a busy extension.
-	Users can Barge In only after hearing busy tone.
-	Users cannot press a Barge In key (or a Super Display Barge In soft key) before calling a busy extension.

384i ☞	Available.
-	In system software 3.07.10 and higher, turning off the Barge In tones also turns off the called extension's display.
-	System software 3.07.24 and higher allows users to dial the Barge In code (810) before calling a busy extension.
-	System software 3.07.24 and higher allows users to Barge In after hearing busy/ring tone in addition to busy tone.
-	System software 3.07.30 and higher allows users to press a Barge In key (or a Super Display Barge In soft key) before calling a busy extension.

Barge In permits an extension user to break into another extension user's established call. This sets up a three-way conversation between the intruding extension and the two parties on the initial call. With Barge In, an extension user can get a message through to a busy co-worker right away.

There are two Barge In modes: Monitor Mode (Silent Monitor) and Speech Mode. With Monitor Mode, the caller Barging In can listen to another user's conversation but cannot participate. With Speech Mode, the caller Barging In can listen and join another user's conversation.

CAUTION

Unauthorized intrusion on calls using this feature may be interpreted as an invasion of privacy.

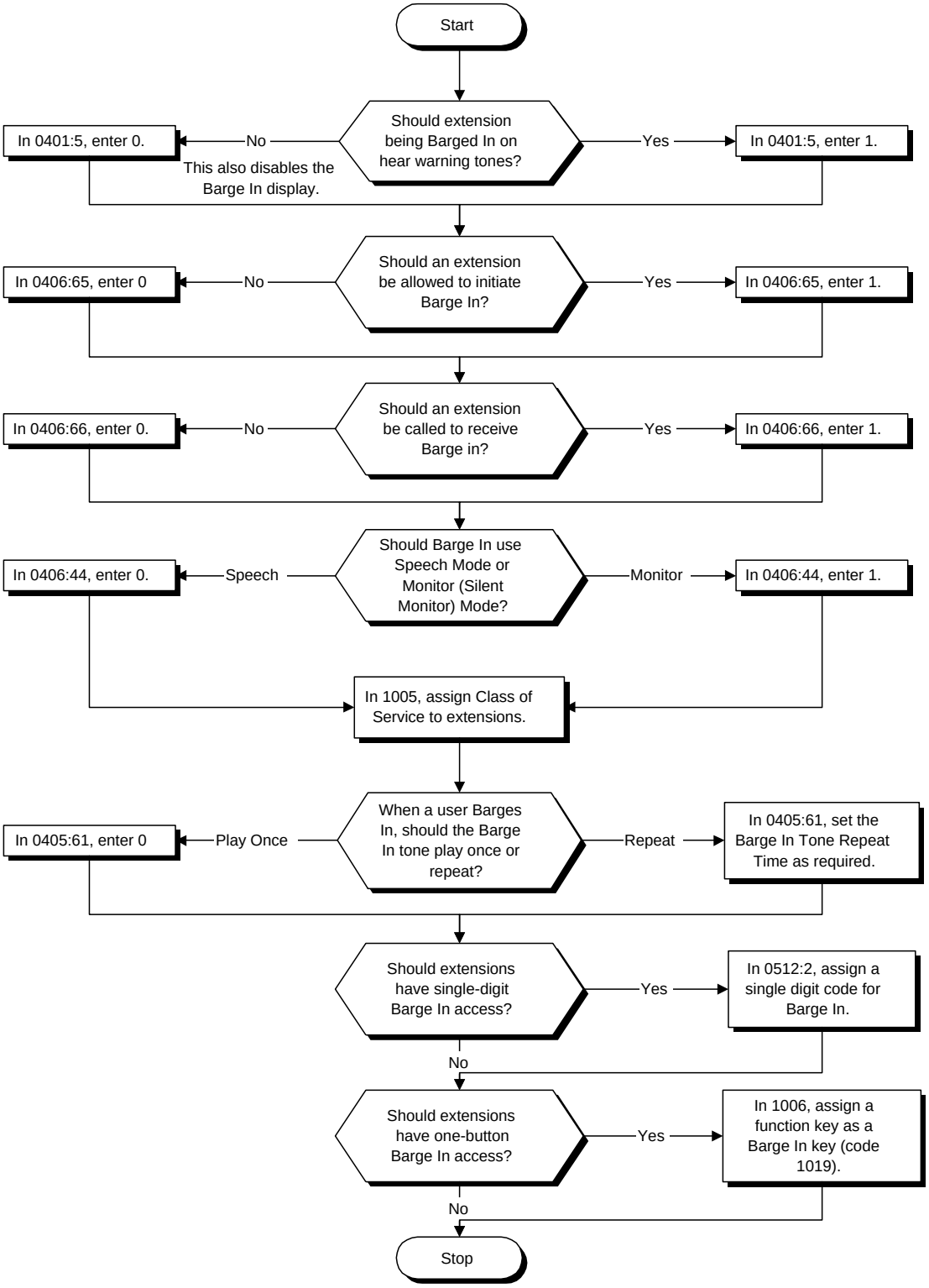
Conditions

None

Default Setting

- Refer to the Default Settings chart in the back of this book.

Programming



Barge In

Programming (Cont'd)

- **0401 - Tenant Group Options (Part A), Item 5: Barge In Tone**
  Enable (1) or disable (0) the Barge In Tone. If disabled, this also turns off the Barge In display at the called extension.
- **0405 - System Timers (Part A), Item 61, Barge In Tone Repeat Time**
  After a user Barges In, the system repeats the Barge In tone after this interval. Normally, you should disable this timer by entering 0.
- **0406 - COS Options, Item 44: Barge In Mode**
  In an extension's Class of Service, enable the Barge In Speech Mode (0) or Monitor Mode (1) at the initiating extension (i.e., Barge In initiator).
- **0406 - COS Options, Item 65: Barge In, Initiate**
  In an extension's Class of Service, enable (1) or disable (0) Barge In at the initiating extension (i.e., Barge In initiator).
- **0406 - COS Options, Item 66: Barge In, Receive**
  In an extension's Class of Service, enable (1) or disable (0) Barge In at the receiving extension (i.e., Barge In receive).
- **0512 - Single Digit Service Code Setup**
  Use this option to set up Item 02 for single digit Barge In. For example, you can unassign Item 05 (Call Waiting/Camp On) and use digit 2 for Barge In. ***Be careful when you change this item that you don't inadvertently disable any essential dialing function (such as Voice Mail or Message Waiting).***
- **1005 - Class of Service**
  Assign a Class of Service (1-15) to an extension.
- **1006 - Programming Function Keys**
  Assign a function key for Barge In (code 1019).

Related Features

Conference
An extension user cannot Barge In on a Conference.

Intercom
An extension user cannot Barge In on an Intercom call if one of the Intercom callers is using Handsfree Answerback. Both Intercom parties must have either lifted the handset or pressed SPK.

Off Hook Signaling
If the system has Automatic Off Hook Signaling, an extension user can Barge In on an Intercom call only if the second extension appearance is busy or ringing.

Privacy (Data)
Privacy blocks Barge In attempts.

Programmable Function Keys
Function keys simplify Barge In operation.

Operation

To Barge In after calling a busy extension:

The call must be set up for about 10 seconds before you can Barge In.

Listen for busy/ring or busy tone.

1. Call busy extension.
2. Press Barge In key (PGM 1006 or SC 851: 1019).

To Barge in without first calling the busy extension:

1. Press idle CALL key.
2. Dial 810.
   OR
   Press Barge In key (PGM 1006 or SC 851: 1019).
3. Dial busy extension.

Please refer to the Multiple Directory Number / Call Coverage on page 368 for information on this feature.

Call Forwarding

Description

124i ☞	Available.
-	Base software prior to 1.2R uses different dial codes.
-	COS control for reminder messages requires system software 2.13 Base, 2.18 EXCPRU or higher.

384i ☞	Available.
-	System software prior to 3.04 uses different dial codes.
-	COS control over reminder message requires system software 3.04 or higher.

Call Forwarding permits an extension user to redirect their calls to another extension. Call Forwarding ensures that the user's calls are covered when they are away from their work area. The types of Call Forwarding are:

- **Call Forwarding when Busy or Not Answered**
  Calls to the extension forward when busy or not answered (requires system software 3.04 or higher).
- **Call Forwarding Immediate**
  All calls forward immediately to the destination, and only the destination rings.
- **Call Forwarding with Both Ringing**
  All calls forward immediately to the destination, and both the destination and the forwarded extension ring (not for Voice Mail).
- **Call Forwarding when Unanswered**
  Calls forward only if they are unanswered (Ring No Answer).
- **Personal Answering Machine Emulation**
  Allows the extension to emulate an answering machine. Turn to "Voice Mail" for more.

Call Forwarding will reroute calls ringing an extension, including calls transferred from another extension. The extension user must enable Call Forwarding from their phone. To redirect calls while a user is at another phone, use "Call Forwarding with Follow Me". A periodic VAU announcement may remind users that their calls are forwarded.

Conditions

(A.) Normally, the system does not allow the chaining of Call Forwards. For example, extension 316 forwards to 318, and 318 in turn forwards to 320. Calls to 316 route to 318. Calls to 318 route to 320. The system does allow a single chain, however, if the second extension in the chain is forwarded off-premise (*46 + trunk access code + destination telephone number).

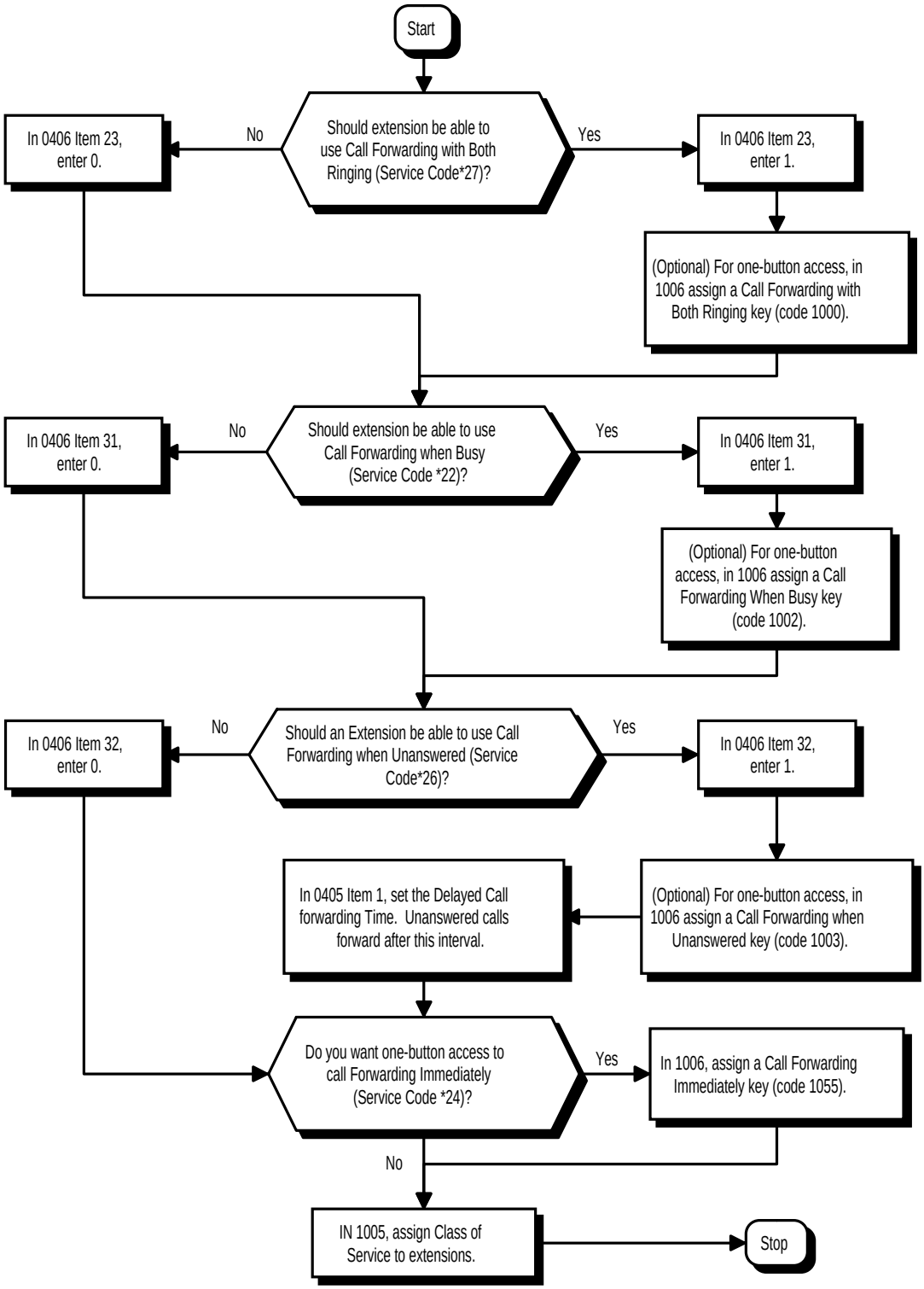
(B.) Periodic reminder message requires a Voice Announce Unit (VAU) Module.

Default Setting

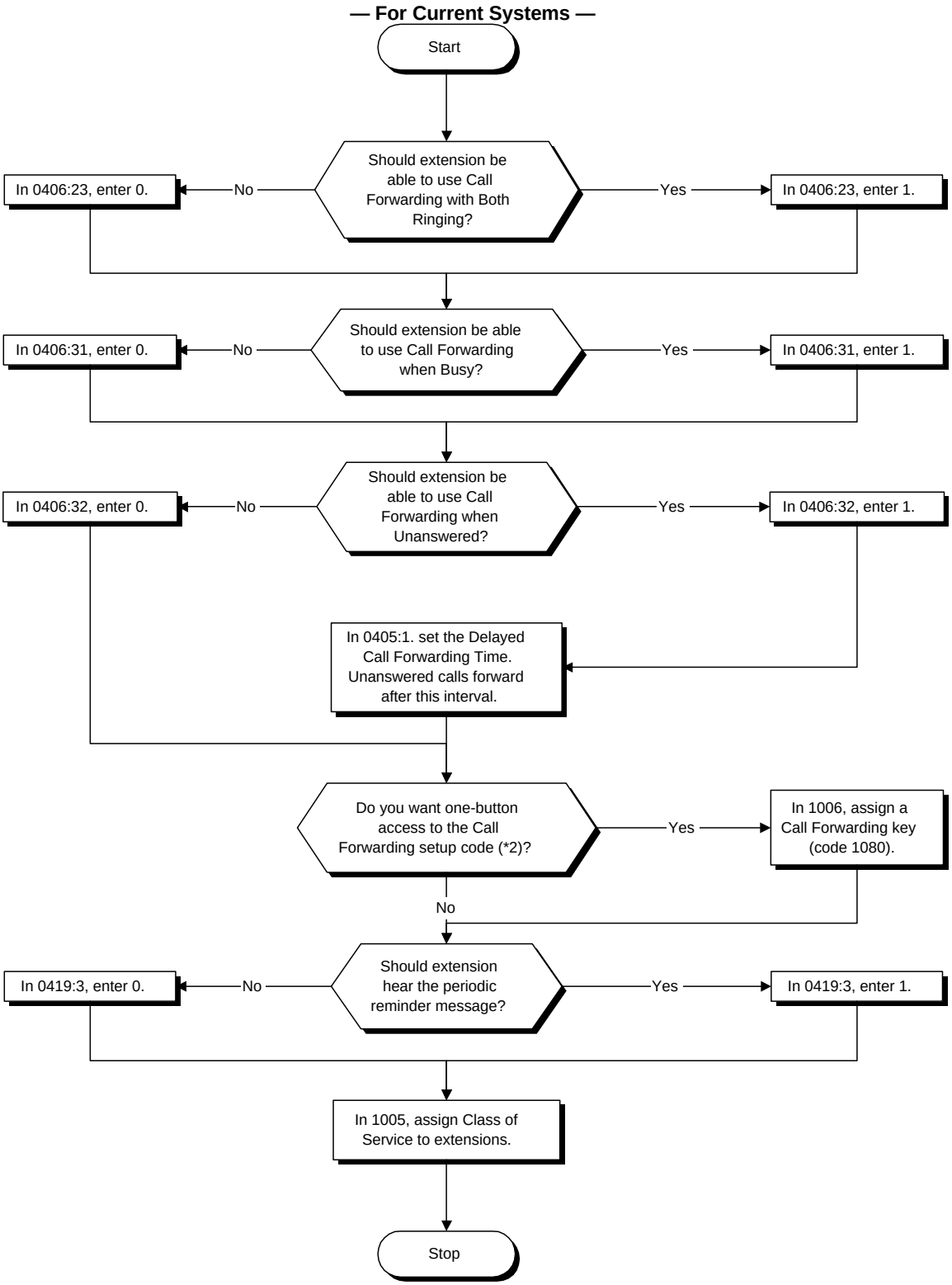
- Enabled.

Programming

— For Older Systems —



Programming (Cont'd)



Programming (Cont'd)

- **0405 - System Timers (Part A), Item 1: Delayed Call Forwarding Time**
  Set the Delayed Call Forwarding interval. For an unanswered call, Call Forwarding when Unanswered occurs after this interval.
- **0406 - COS Options, Item 23: Call Forwarding (Both Ringing)**
  In an extension's Class of Service, enable (1) or disable (0) an extension's ability to set Call Forwarding with Both Ringing.
- **0406 - COS Options, Item 31: Call Forwarding (When Busy)**
  In an extension's Class of Service, enable (1) or disable (0) an extension's ability to set Call Forwarding when Busy.
- **0406 - COS Options, Item 32, Call Forwarding (When Unanswered)**
  In an extension's Class of Service, enable (1) or disable (0) an extension's ability to set Call Forwarding when Unanswered.
- **0419 - COS Options (Part B), Item 3: VAU Reminder Message**
  Enable (1) or disable (0) the VAU reminder messages. This option requires system software 3.04 or higher.
- **1005 - Class of Service**
  Assign a Class Of Service (1-15) to an extension.
- **1006 - Programming Function Keys**
  (Current Systems)
  Assign a function key for Call Forwarding setup code *2 (code 1080).

  (Older Systems)
  Assign function keys for:
  - Call Forwarding with Both Ringing (code 1000)
  - Call Forwarding when Busy (code 1002)
  - Call Forwarding when Unanswered (code 1003)
  - Call Forwarding Immediately (code 1055)

Related Features

Call Forwarding, Fixed
Fixed Call Forwarding is a permanent type of forwarding that automatically reroutes calls under certain condition — without any user action. User entered Call Forwarding overrides Fixed Call Forwarding.

Call Forwarding, Off-Premise
An extension user can forward their calls to an off-premise location.

Call Forwarding with Follow Me
While away from their desk, a user can redirect their calls to a co-worker's extension.

Call Forwarding/Do Not Disturb Override
Override Call Forwarding or DND at another extension.

Department Calling
An extension user cannot forward their calls to a Department number.

Do Not Disturb
If an extension user activates DND option 4, the system prevents other extensions from forwarding calls to them. If an extension already receiving forwarded calls activates DND option 4, callers to the forwarded extension hear DND tone.

Programmable Function Keys
Function keys simplify Call Forwarding operation.

Voice Announce Unit
The periodic reminder message requires a Voice Announce Unit (VAU).

Call Forwarding

Operation

(Current Systems)
To activate or cancel Call Forwarding:

1. Press idle CALL key (or lift handset) + Dial *2
   OR
   Press Call Forwarding key (PGM 1006 or SC 851: code 1080).
2. Dial Call Forwarding condition:
   1 = Personal Answering Machine Emulation (then skip to step 4 - refer also to "Voice Mail").
   2 = Busy or not answered
   4 = Immediate
   6 = Not answered
   7 = Immediate with simultaneous ringing (not for Voice Mail)
   0 = Cancel
3. Dial destination extension, Voice Mail master number or press Voice Mail key.

   You cannot forward to a Department Group pilot number. Once you forward, only the destination user can place an Intercom call to you.
4. Dial Call Forwarding type:
   2 = All calls
   3 = Outside calls only
   4 = Intercom calls only
5. Press SPK to hang up (hang up at DSL/SLT) if you dialed *2 in step 1.

   Your DND or Call Forwarding (Station) Programmable Function Key flashes when Call Forwarding is activated.

(Older Systems)
To activate or cancel Call Forwarding:

1. At keyset, press idle CALL key.
   OR
   At single line set, lift handset.
2. Dial Call Forwarding code:
   *27 for Forward with Both Ringing
   Transfers ring destination immediately
   Intercom calls ring both extensions
   Calls do not forward when extension busy
   *22 for Forward when Busy
   *26 for Forward when Unanswered (delayed)
   *24 for Forward All Calls Immediately

   OR
   Press Call Forwarding key.
   PGM 1006 or SC 851: code 1000 for Forward with Both Ringing.
   PGM 1006 or SC 851: code 1002 for Forward when Busy
   PGM 1006 or SC 851: code 1003 for Forward when Unanswered
   PGM 1006 or SC 851: code 1055 for Forward All Calls Immediately

   When you enable Call Forwarding, your Call Forwarding key flashes slowly. If you don't have a Call Forwarding key, DND flashes slowly.

Operation (Cont'd)

3. Dial 1 plus extension to enable; dial 0 to disable.

   DND flashes slowly.

   Your Call Forwarding destination must be an installed extension. It cannot be a Department Group pilot number.

   Once you activate Call Forwarding, only your Call Forwarding destination can place an Intercom call to you.

4. At keyset, press SPK to hang up.
   OR
   At single line set, hang up.

   You'll hear stutter dial tone when to place a new call.

(Older Systems)
To cancel Call Forwarding if you don't know the mode enabled:

1. At keyset, press idle CALL key.
   OR
   At single line set, lift handset.
2. Dial *20.

   This is the universal cancel code. It also cancels Call Forward Follow Me, Personal Greeting, Park and Page (VAU) and Selectable Display Messaging.
3. At keyset, press SPK to hang up.
   OR
   At single line set, hang up.

Call Forwarding, Fixed

Description

124i ☞	Available.
-	Fixed Call Forwarding Off-Premise requires Base 1.2N or higher or any version of EXCPRU.
-	Fixed Call Forwarding Chaining requires Base 4.02 and EXCPRU 4.02 or higher.

384i ☞	Available— system software prior to 3.04 has different programming options.
-	Fixed Call Forwarding Off-Premise available in all versions.
-	Fixed Call Forwarding Chaining requires system software 3.07.12 or higher.

Fixed Call Forwarding is a type of forwarding that is *permanently* in force at an extension. Calls to an extension with Fixed Call Forwarding enabled automatically reroute — without any user action. Unlike normal Call Forwarding (which is turned on and off by extension users), Fixed Call Forwarding is set by the administrator in system programming. Fixed Call Forwarding complements Voice Mail, for example. The administrator can program Fixed Call Forwarding to send a user's unanswered calls to their Voice Mail mailbox. Each individual user no longer has to manually set this operation.

In system programming, the administrator can set the Fixed Call Forwarding destination and type for each extension and virtual extension. The forwarding destination can be an on- or off-premise extension port or Voice Mail port. The Fixed Call Forwarding Types are:

- Fixed Call Forwarding with Both Ringing (Program 1027 Option 1)
- Fixed Call Forwarding when Unanswered (Program 1027 Option 2)
- Fixed Call Forwarding Immediate (Program 1027 Option 3)
- Fixed Call Forwarding when Busy or Unanswered (Program 1027 Option 4)
- Fixed Call Forwarding Off-Premise (Program 1030)

Fixed Call Forwarding reroutes the following types of incoming calls:

- Intercom calls from co-worker's extensions
- Calls routed from the Automated Attendant (VAU) or Voice Mail
- Direct Inward Lines
- DISA, DID and tie line calls to the forwarded extension
- Transferred calls

Fixed Call Forwarding Chaining

Fixed Call Forward Chaining allows Fixed Call Forwards to loop from one extension to the next. For example, you could have the chain 301 ☛ 302 ☛ 303 ☛ 304 set up for Fixed Call Forwarding when Busy. If extension 301 is busy, calls to 301 route to 302. If 302 is also busy, the calls route to 303 and so on. Chaining allows you to set up very basic hunting between co-workers.

Keep the following in mind when setting up Fixed Call Forwarding Chaining:

- If Fixed Call Forwarding Chaining forms a complete Call Forwarding loop (i.e., 301 ☛ 302 ☛ 303 ☛ 301), the system rings the last extension in the chain (303). It does not complete the loop.
- If Fixed Call Forwarding Chaining finds an extension with user-implemented Call Forwarding in the middle of a chain, it rings that extension. It does not continue routing to the other extensions in the chain.
- If one of the extensions in a Fixed Call Forwarding chain has its fixed option set for Both Ringing (1), the system rings that extension. It does not continue routing to the other extensions in the chain.
- The receiving extension's display shows:

STA AAA	AAA is the extension that initially placed the call.
TRANSFER<< STA BBB	BBB is the first extension in the Fixed Call Forwarding chain.

Description(Cont'd)

Conditions

(384i Prior to 3.04 Only) Fixed Call Forwarding Immediate (Program 1027 Type 3) overrides Fixed Call Forwarding when Busy (Program 1029). Fixed Call Forwarding when Busy (Program 1029) overrides Fixed Call Forwarding with Both Ringing (Program 1027 Type 1).

Default Setting

- Disabled.

Programming

Refer to the flowcharts on the next two pages.

➢ **0405 - System Timers (Part A), Item 1: Delayed Call Forwarding Time**
Set the Delayed Call Forwarding interval. For an unanswered call, Fixed Call Forwarding When Unanswered occurs after this interval.

➢ **1027 - Fixed Call Forwarding Setup**
For an extension port, assign the Fixed Call Forwarding Type (0-4) and the destination extension port. Available types are:

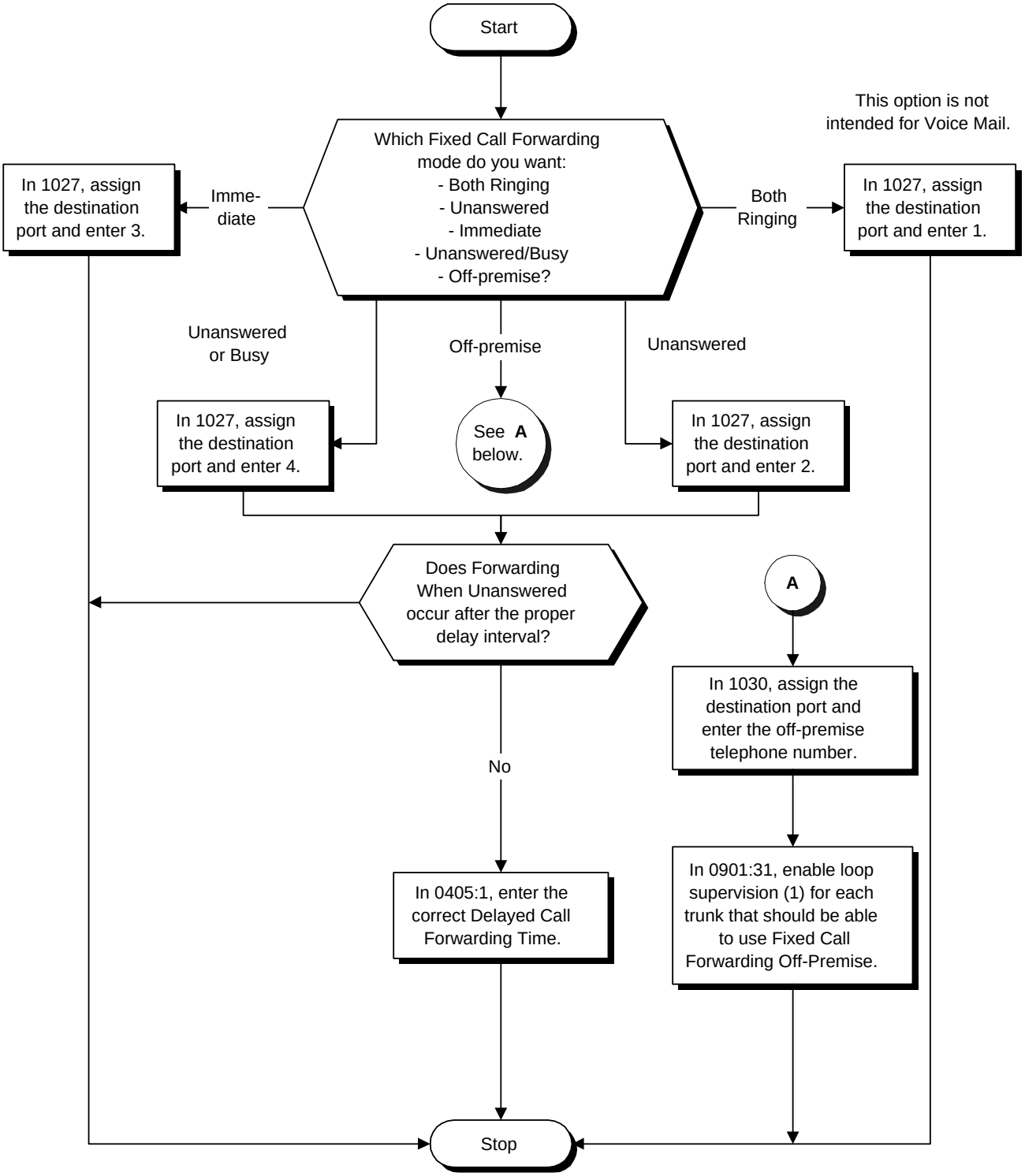
0 = Fixed Call Forwarding off
1 = Fixed Call Forwarding with Both Ringing (do not use for Voice Mail ports)
2 = Fixed Call Forwarding when Unanswered
3 = Fixed Call Forwarding Immediate
4 = Fixed Call Forwarding when Busy or Not Answered
Prior to 384i system software 3.04, type 4 was not available.

➢ ***(384i Prior to 3.04 Only)*** **1029 - Fixed Call Forwarding When Busy**
For an extension port, assign the destination extension port for Fixed Call Forwarding When Busy. Any number of extensions can have the same Fixed Call Forwarding destination. This program is not available with system software 3.04 or higher.

➢ **1030 - Fixed Call Forwarding Off Premise**
For each extension port, assign the Fixed Call Forwarding Off-Premise telephone number (up to 24 digits). Be sure to include the trunk access code.

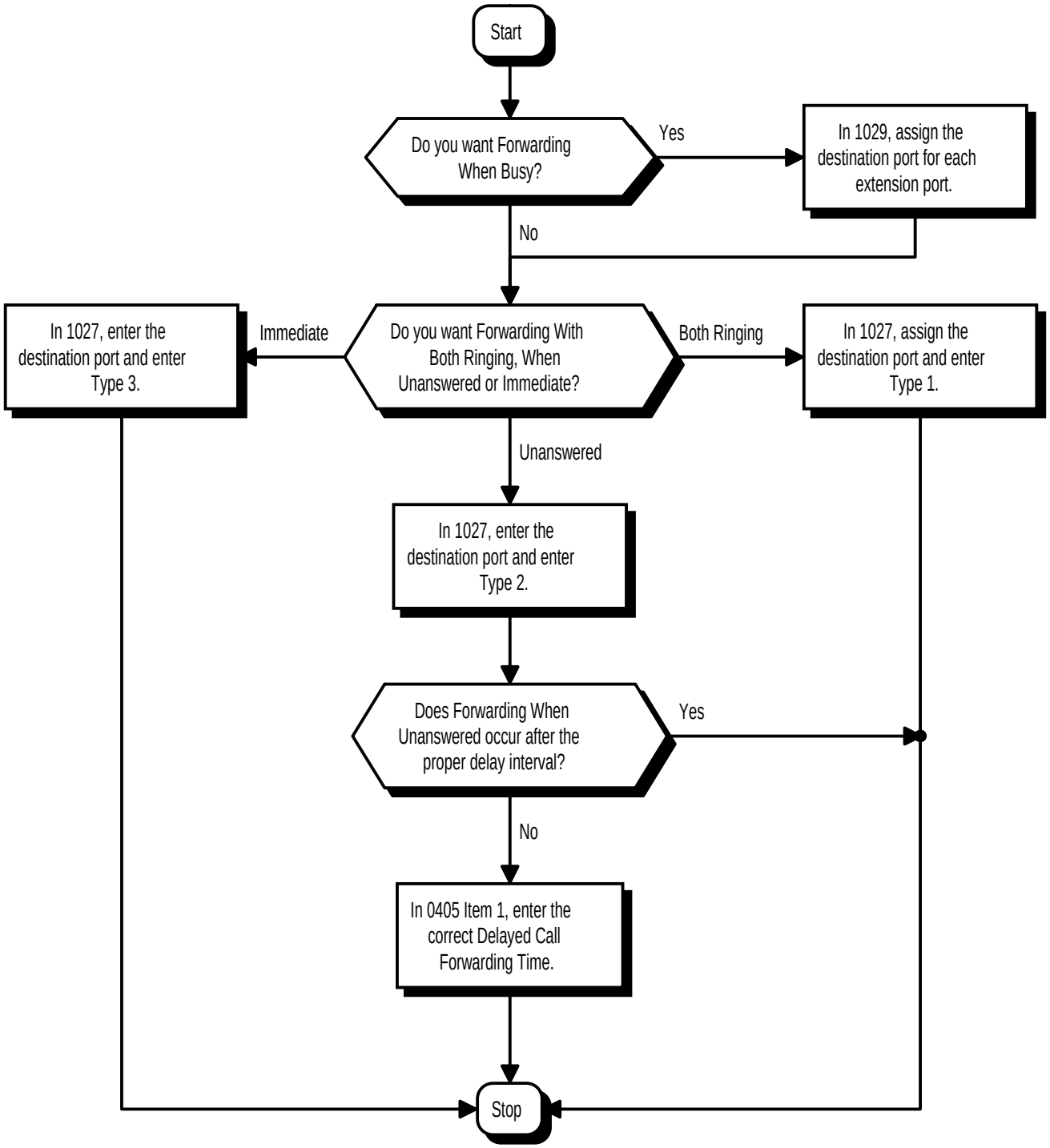
Call Forwarding, Fixed

Programming (Cont'd)



Programming (Cont'd)

384i Prior to System Software 3.04 Only



Call Forwarding, Fixed

Related Features

Alphanumeric Display
When a call is Fixed Call Forwarded, the display at the destination shows from which extension the call was routed.

Call Forwarding
User entered Call Forwarding overrides Fixed Call Forwarding.

Call Forwarding, Off-Premise
An extension user can forward their calls to an outside telephone number.

Multiple Directory Numbers
Virtual extension numbers follow Fixed Call Forwarding.

Operation

None

Description

124i ☞	Available.
-	DSL sets require Base 2.13, EXCPRU 2.18 or higher.

384i ☞	Available — system software prior to 3.04 uses different procedures.
-	DSL sets require system software 3.06.02 or higher.

Off-Premise (OPX) Call Forwarding allows an extension user to forward their calls to an off-site location. By enabling OPX Call Forwarding, the user can stay in touch by having the system forward their calls while they are away from the office. The forwarding destination can be any phone number the user enters, such as a car phone, home office, hotel or meeting room. Off-Premise Call Forwarding can route the off-site phone number over a specific trunk or through a trunk group, Automatic Route Selection or Trunk Group Routing.

Off-Premise Call Forwarding reroutes the following types of incoming calls:

- Intercom calls from co-worker's extensions
- Calls routed from the Automated Attendant (VAU) or Voice Mail[1]
- Direct Inward Lines[1]
- DISA, DID and tie line calls to the forwarded extension[1]
- Transferred calls[1]

OPX Call Forwarding does not reroute "Ring Group" calls (i.e., trunk ringing according to Ring Group assignments made in Programs 0909 and 0910).

Conditions

(A.) Call Forwarding Off-Premise requires either loop start trunks with disconnect supervision or ground start trunks.

(B.) The trunk access code and the outside telephone number combined cannot exceed 24 digits.

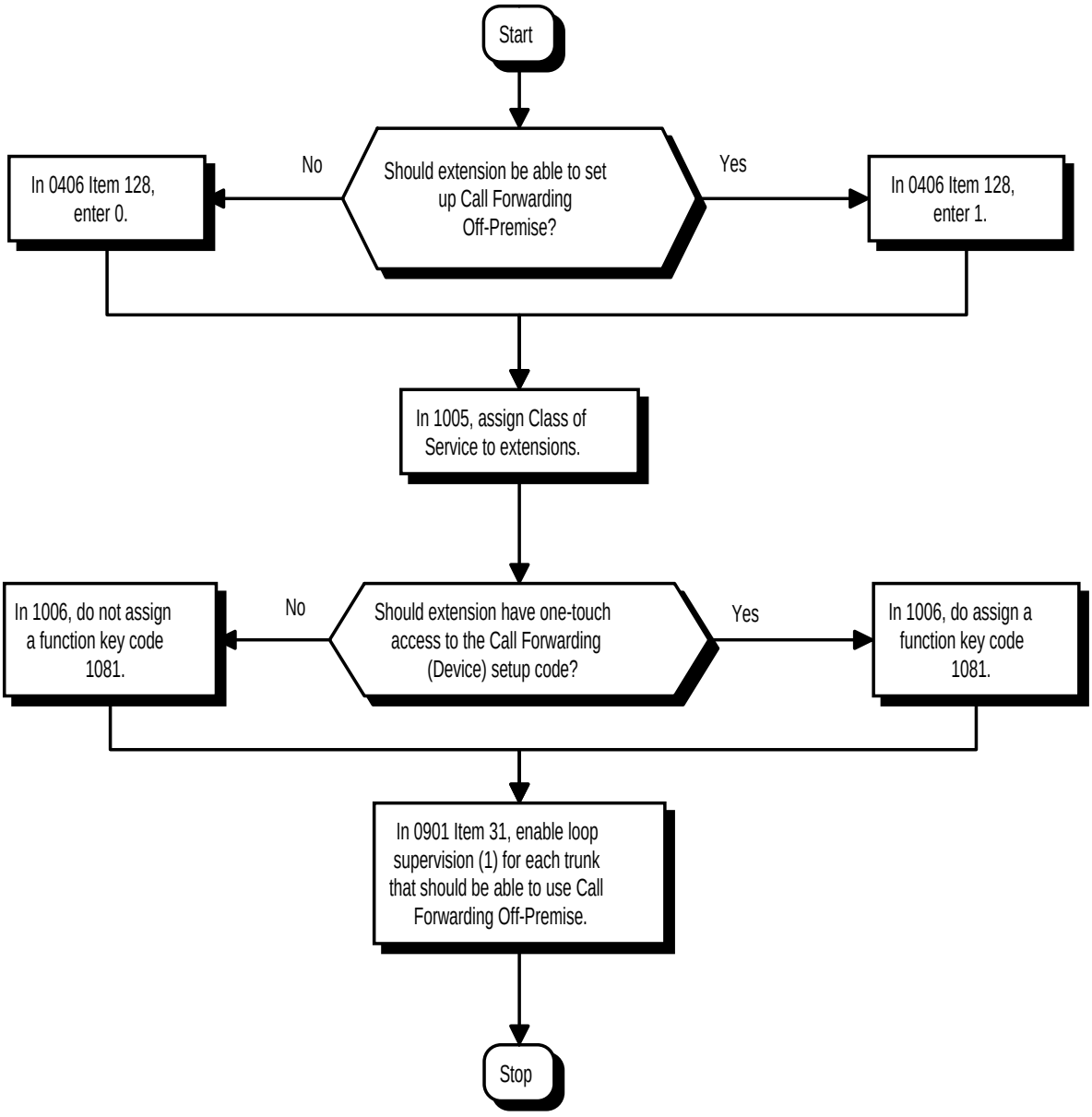
(C.) Normally, the system does not allow the chaining of Call Forwards. For example, extension 316 forwards to 318, and 318 in turn forwards to 320. Calls to 316 route to 318. Calls to 318 route to 320. The system does allow a single chain, however, if the second extension in the chain is forwarded off-premise (*46 + trunk access code + destination telephone number).

Default Setting

- Disabled.

[1] Off-Premise Call Forwarding can reroute an incoming trunk call only if the outgoing trunk selected has disconnect supervision enabled (see Programming above).

Programming (Cont'd)



Related Features

Call Forwarding, Fixed

Fixed Call Forwarding can automatically forward an extensions calls to an outside number.

Toll Restriction

The outside number OPX Call Forwarding dials can only be a number normally allowed by the forwarded extension's Toll Restriction.

Voice Announce Unit (VAU)

In systems with a VAU, callers to an extension forwarded off-premise hear, "*Please hold on, your call is being rerouted*."

Programming (Cont'd)

- **0406 - COS Options, Item 128: Off-Premise Call Forwarding**
  In an extensions Class of Service, enable (1) or disable (0) setting up Call Forwarding Off-Premise at the extension. This option requires system software 3.04 or higher.
- **0901 - Basic Trunk Port Setup (Part A), Item 31: Loop Supervision**
  Enable (1) loop supervision for each trunk that should be able to use Call Forwarding Off-Premise.
- **1005 - Class of Service**
  Assign Class of Service (1-15) to an extension.
- **1006 - Programmable Function Keys**
  For one-touch access to the Call Forwarding Device setup code (*4), assign a function key for Call Forwarding (Device). This option requires system software 3.04 or higher.

Operation

To activate Call Forwarding Off-Premise

1. At keyset, press idle CALL key + Dial *4.
   OR
   Press Call Forward (Device) key (PGM 1006 or SC 851: 1081)
   OR
   At DSL/SLT, lift handset Dial *4.
2. Dial 6 + trunk access code.
   Trunk access codes are 9 (ARS/Trunk Group Routing), 804 + Line Group (1-9, 01-99 or 001-128) or #9 + Line number (e.g., 05 or 005 for line 5.
3. Dial the outside number to which your calls should be forwarded.
4. (Keyset only) Press HOLD.
5. Press SPK (or hang up at DSL/SLT) to hang up if you dialed *4 in step 1.
   Your DND or Call Forwarding (Device) Programmable Function Key flashes.

To cancel Call Forwarding Off-Premise

1. At keyset, press idle CALL key + Dial *4.
   OR
   Press Call Forward (Device) key (PGM 1006 or SC 851: 1081)
   OR
   At DSL/SLT, lift handset and dial *4.
2. Dial 6 + HOLD.
3. Press SPK (or hang up at DSL/SLT) to hang up if you dialed *4 in step 1.
   Your DND or Call Forwarding (Device) Programmable Function Key stops flashing.

Operation (Cont'd)

(384i Prior to System Software 3.04)
To forward your calls off-premise:

1. At keyset, press idle CALL key.
   OR
   At single line set, lift handset.
2. Dial *46.
3. Dial the access code for the trunk over which your call should route:
   - #9 and the trunk number (001-128) for a specific trunk
   - 804 and trunk group number (1-9, 01-99 or 001-128)
   - 9 for ARS or Trunk Group Routing
4. Dial the destination phone number.

   To enter a pause in the destination phone number, press MIC.
5. At keyset, press SPK to hang up.
   OR
   At single line set, hang up.

   You hear stutter dial tone when you make a new call.

   When a co-worker calls your extension, the system will automatically route your call to the number you enter. If the called number is busy, your caller hears busy tone. If the called number is prevented by the system (through ARS or Toll Restriction), your caller hears reorder tone.

(384i Prior to System Software 3.04)
To cancel Call Forwarding Off-Premise:

1. At keyset, press idle CALL key.
   OR
   At single line set, lift handset.
2. Dial *20

   This is the universal cancel code. It also cancels on-premise Call Forwarding, Call Forward Follow Me, Personal Greeting, Park and Page (VAU) and Selectable Display Messaging.
3. At keyset, press SPK to hang up.
   OR
   At single line set, hang up.

Description

124i ☞	Available

384i ☞	Available — system software prior to 3.04 uses different procedures.

While at a co-worker's desk, a user can have Call Forwarding with Follow Me redirect their calls to the co-worker's extension. This helps an employee who gets detained at a co-worker's desk longer than expected. To prevent losing important calls, the employee can activate Call Forwarding with Follow Me from the co-worker's phone.

Call Forwarding with Follow Me reroutes calls from the destination extension. To reroute calls from the initiating (forwarding) extension, use Call Forwarding.

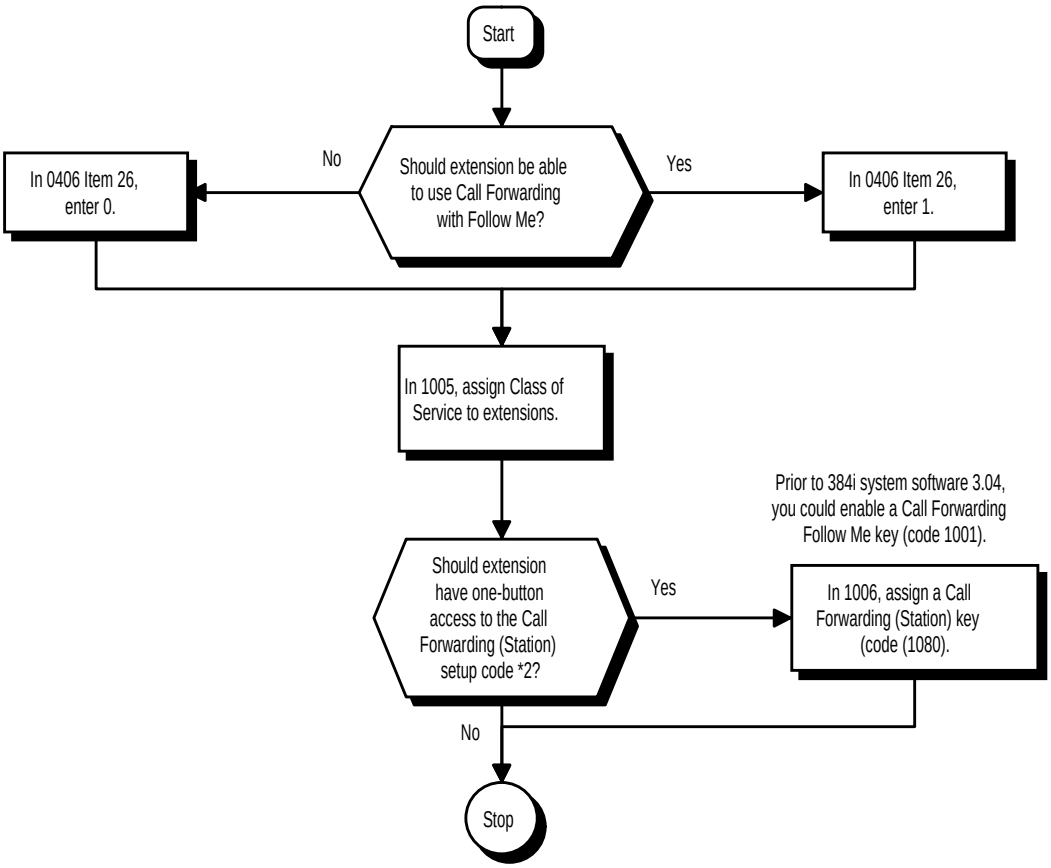
Conditions

None

Default Setting

- Enabled.

Programming



Call Forwarding with Follow Me

Programming (Cont'd)

- **0406 - COS Options,, Item 26: Call Forwarding with Follow Me**
  In an extension's Class of Service, allow (1) or prevent (0) the setting of Call Forwarding with Follow Me.
- **1005 - Class of Service**
  Assign a Class of Service (1-15) to an extension.
- ***(384i Prior to 3.04)*** **1006 - Programming Function Keys**
  Assign a function key for Call Forwarding with Follow Me (code 1001).
- **(384i 3.04 or higher and 124i) 1006 - Programming Function Keys**
  Assign a function key for one-touch access to the Call Forwarding (Station) setup code *2 (code 1080).

Related Features

Programmable Function Keys
Function keys simplify Call Forwarding with Follow Me operation.

Operation

To activate Call Forward Follow Me:

1. At keyset, press idle CALL key and dial *2.
   OR
   Press Call Forward (Station) key (PGM 1006 or SC 851: 1080).
   OR
   At DSL/SLT, lift handset and dial *2.
2. Dial 3 + Dial your own extension number (i.e., the source).
3. Dial Call Forwarding Type:
   2 = All Calls
   3 = Outside calls only
   4 = Intercom calls only
4. SPK (or hang up at DSL/SLT) if you dialed *2 in step 1.

   Your Call Forwarding (Station) Programmable Function Key flashes when Call Forwarding is activated.

To cancel Call Forward Follow Me:

1. At keyset, press idle CALL key and dial *2.
   OR
   Press Call Forward (Station) key (PGM 1006 or SC 851: 1080).
   OR
   At DSL/SLT, lift handset and dial *2.
2. Dial 0.
3. SPK (or hang up at DSL/SLT) if you dialed *2 in step 1.

   Your Call Forwarding (Station) Programmable Function Key goes out.

Operation (Cont'd)

384i System Software Prior to 3.04
To activate Call Forwarding with Follow Me:

Use this procedure at the extension that will receive Forwarded calls (destination).

1. At keyset, press Follow Me key (PGM 1006 or SC 851: 1001).
   OR
   At keyset, press idle CALL key and dial *23.
   OR
   At single line set, lift handset and dial *23.
2. Dial 1 to set Call Forwarding.
3. Dial the extension who's calls you want to intercept (source).

   Repeat steps 1-3 to enable Call Forwarding with Follow Me for additional extensions.
4. At keyset, press SPK to hang up.
   OR
   At single line set, hang up.

384i System Software Prior to 3.04
To cancel or reroute Call Forwarding with Follow Me:

1. At keyset, press Follow Me key (PGM 1006 or SC 851: 1001)
   OR
   At keyset, press idle CALL key and dial *23.
   OR
   At single line set, lift handset and dial *23.
2. Dial 0.
3. Dial another extension number to change the source.
   OR
   Dial 0 to cancel Call Forwarding.
4. At keyset, press SPK to hang up.
   OR
   At single line set, hang up.

384i System Software Prior to 3.04
To cancel Call Forwarding with Follow Me using Universal Cancel:

1. At keyset, press idle CALL key.
   OR
   At single line set, lift handset.
2. Dial *20.

   This is the universal cancel code. It also cancels Call Forward Follow Me, Personal Greeting, Park and Page (VAU) and Selectable Display Messaging.
3. At keyset, press SPK to hang up.
   OR
   At single line set, hang up.

Call Forwarding/Do Not Disturb Override

Description

124i ☞ Available.	***384i*** ☞ Available.

An extension user can override Call Forwarding or Do Not Disturb at another extension. This is helpful, for example, to dispatchers and office managers that always need to get through.

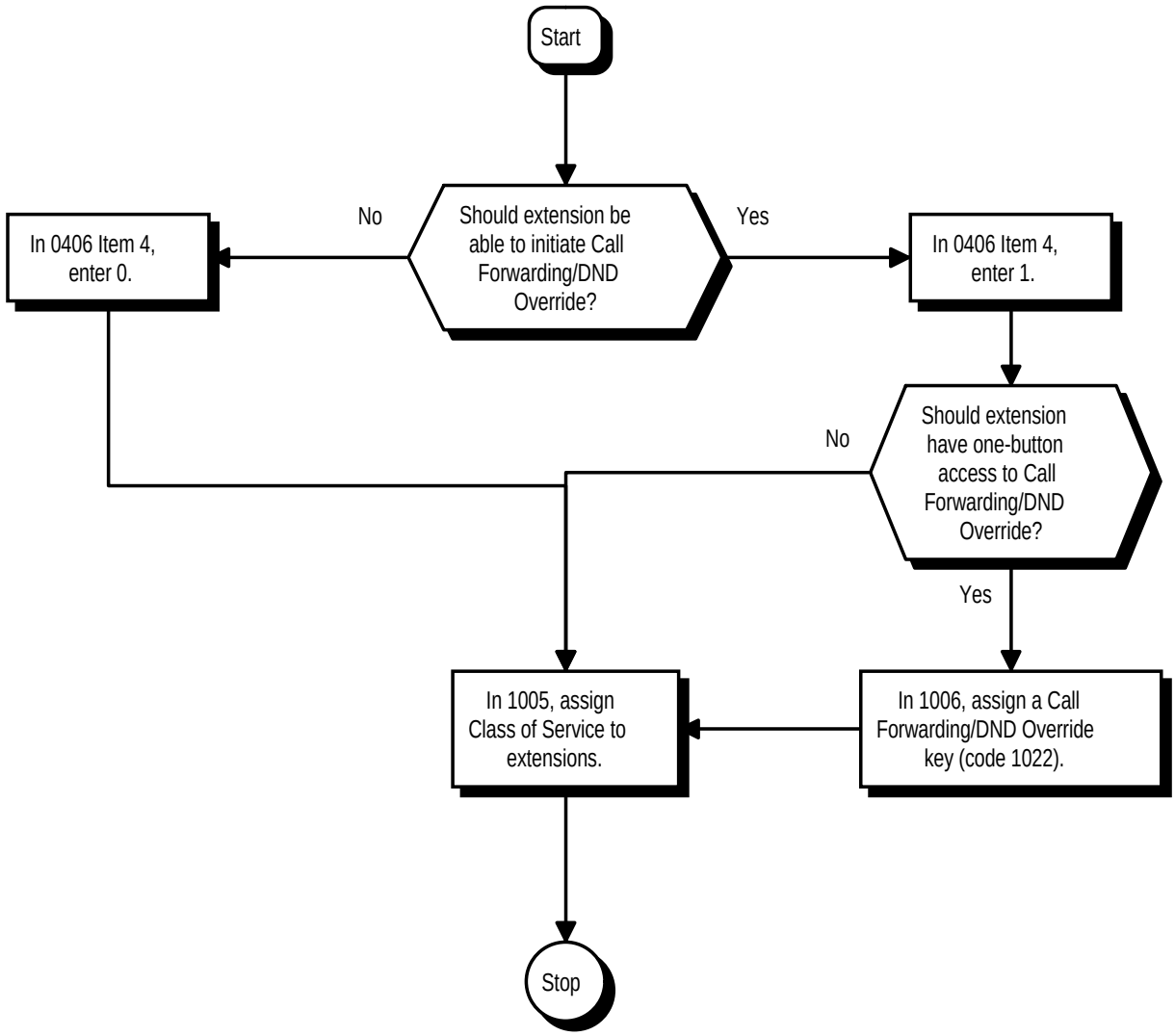
Conditions

None

Default Setting

- Disabled.

Programming



Programming (Cont'd)

- **0406 - COS Options, Item 4: Call Forwarding/DND Override**
  In an extension's Class of Service, enable (1) or disable (0) the ability to initiate Call Forwarding/DND Override.
- **1005 - Class of Service**
  Assign a Class of Service (1-15) to an extension.
- **1006 - Programming Function Keys**
  Assign a function key for Call Forwarding/Do Not Disturb Override (code 1022).

Related Features

Programmable Function Keys
Function keys simplify Call Forwarding/DND Override operation.

Operation

To override an extension's Call Forwarding or Do Not Disturb:

1. Call the forwarded or DND extension.
2. Press Override key (PGM 1006 or SC 851: 1022).

Call Timer

Description

124i ☞ Available.	***384i*** ☞ Available.

Call Timer lets a keyset user time their trunk calls on the telephone display. This helps users that must keep track of their time on the phone. For incoming trunk calls, the Call Timer begins as soon as the user answers the call. For outgoing trunk calls, the Call Timer starts about 10 seconds after the user dials the last digit.

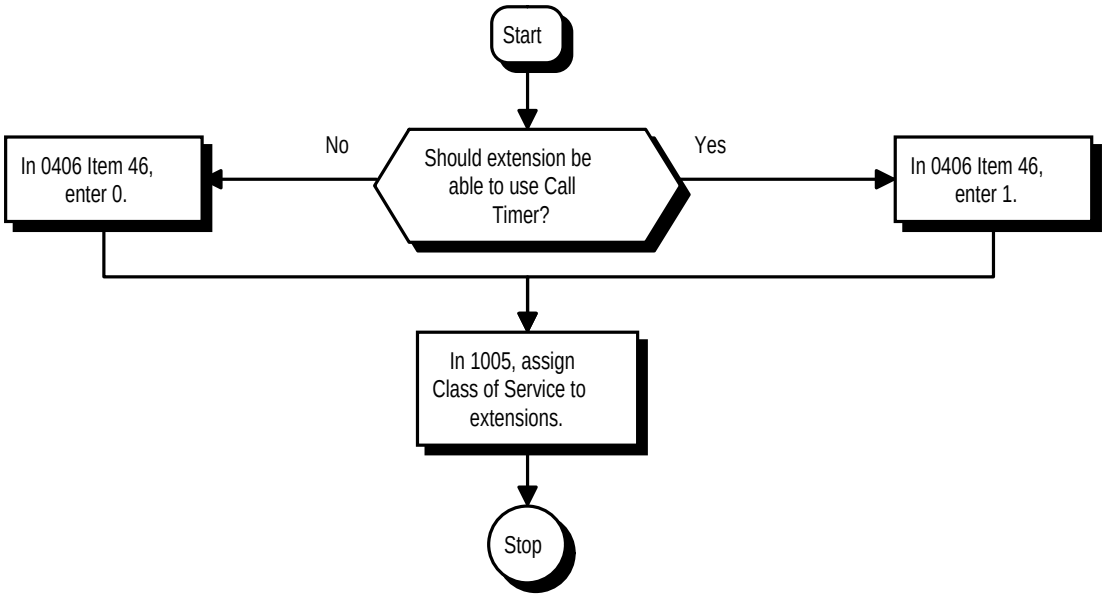
Conditions

None

Default Setting

- Enabled.

Programming



➢ **0406 - COS Options, Item 46: Call Timer**
In an extension's Class of Service, enable (1) or disable (0) an extension's ability to use the Call Timer.

➢ **1005 - Class of Service**
Assign a Class Of Service (1-15) to an extension.

Related Features

Alphanumeric Display

Disabling the trunk name seize display (Program 0406:Item 37=0) also disables the Call Timer.

Operation

To time your trunk calls:

1. Place trunk call.

   The timer starts automatically.

Description

124i ☞ Available.	***384i*** ☞ Available.

With Call Waiting, an extension user may call a busy extension and wait in line (Camp-On) without hanging up. When the user Camps-On, the system signals the busy extension with two beeps indicating the waiting call. The call goes through when the busy extension becomes free. Call Waiting helps busy extension users know when they have additional waiting calls. It also lets callers wait in line for a busy extension without being forgotten.

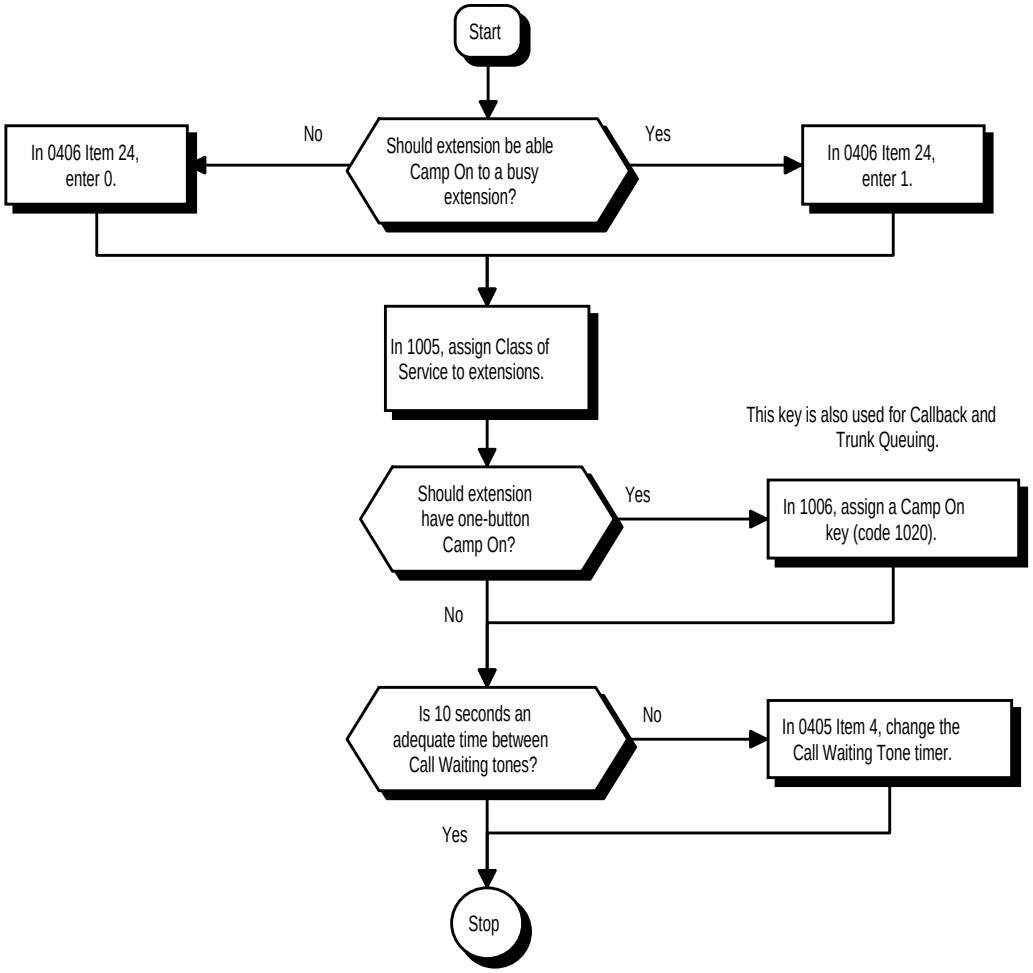
Conditions

None

Default Setting

- Enabled.

Programming



Call Waiting / Camp On

Programming (Cont'd)

- **0405 - System Timers (Part A), Item 4: Call Waiting Tone Timer**
  Use this option to set the interval between Call Waiting tones. This timer also sets the interval between Off Hook Signaling alerts.
- **0406 - COS Options (Part A), Item 24: Extension Camp On**
  In an extension's Class of Service, enable (1) or disable (0) an extension's ability to Camp-On to a busy extension.
- **1005 - Class of Service**
  Assign a Class Of Service (1-15) to an extension.
- **1006 - Programming Function Keys**
  Assign a function key for Camp-On (code 1020). This key is also the Callback key.

Related Features

Callback
If an extension user Camps-On and then hangs up, the system converts the Camp On to a Callback.

Dual Line Appearance/Off Hook Signaling
If an extension busy on a call has Off Hook Signaling, an incoming Intercom calls rings the idle second line appearance.

Off Hook Signaling
The Off Hook Signaling Enhancements give an extension the ability to block a caller from dialing 2 to Camp On.

Programmable Function Keys
Function keys simplify Call Waiting/Camp On operation.

Transfer
An extension user may be able to Transfer a call to a busy extension.

Trunk Queuing/Camp-On
Trunk Queuing lets an extension user Camp-On to a trunk.

Operation

To Camp-On to a busy extension:

1. Call busy extension.
   You must hear busy tone.
2. Dial 2 or press Camp-On key (PGM 1006 or SC 851: 1020).
3. Do not hang up.
   To Camp-On to a trunk, see Trunk Queuing.

To cancel a Camp-On request:

1. Hang up.
2. At keyset, press idle CALL key and Dial 870.
   OR
   At keyset, press Camp-On key (PGM 1006 or SC 851: 1020).
   OR
   At single line set, lift handset and dial 870.

To Split (answer a waiting call) at a single line telephone:
Listen for Camp On beep.

1. Hookflash and dial 894.
   To repeatedly split between the two calls.

Description

124i ☞	Available.
384i ☞	Available.

When an extension user calls a co-worker that doesn't answer, they can leave a Callback request for a return call. The user does not have to repeatedly call the unanswered extension back, hoping to find it idle.

The system processes Callback requests as follows:

1. Caller at extension A leaves a Callback at extension B.

   Caller can place or answer additional calls in the mean time.

2. When extension B becomes idle, the system rings extension A. This is the Callback ring.
3. Once caller A answers the Callback ring, the system rings (formerly busy) extension B.

   If caller A doesn't answer the Callback ring, the system cancels the Callback.

4. As soon as caller B answers, the system sets up an Intercom call between A and B.

Callback Automatic Answer determines how an extension user answers the Callback ring. When Callback Automatic Answer is enabled, a user answers the Callback ring when they lift the handset. When Callback Automatic Answer is disabled, the user must press the ringing line appearance to answer the Callback ring.

Conditions

(A.) An extension can leave only one Callback request at a time.

Default Setting

- Enabled.

Programming

Refer to the Programming Flowchart on the following page.

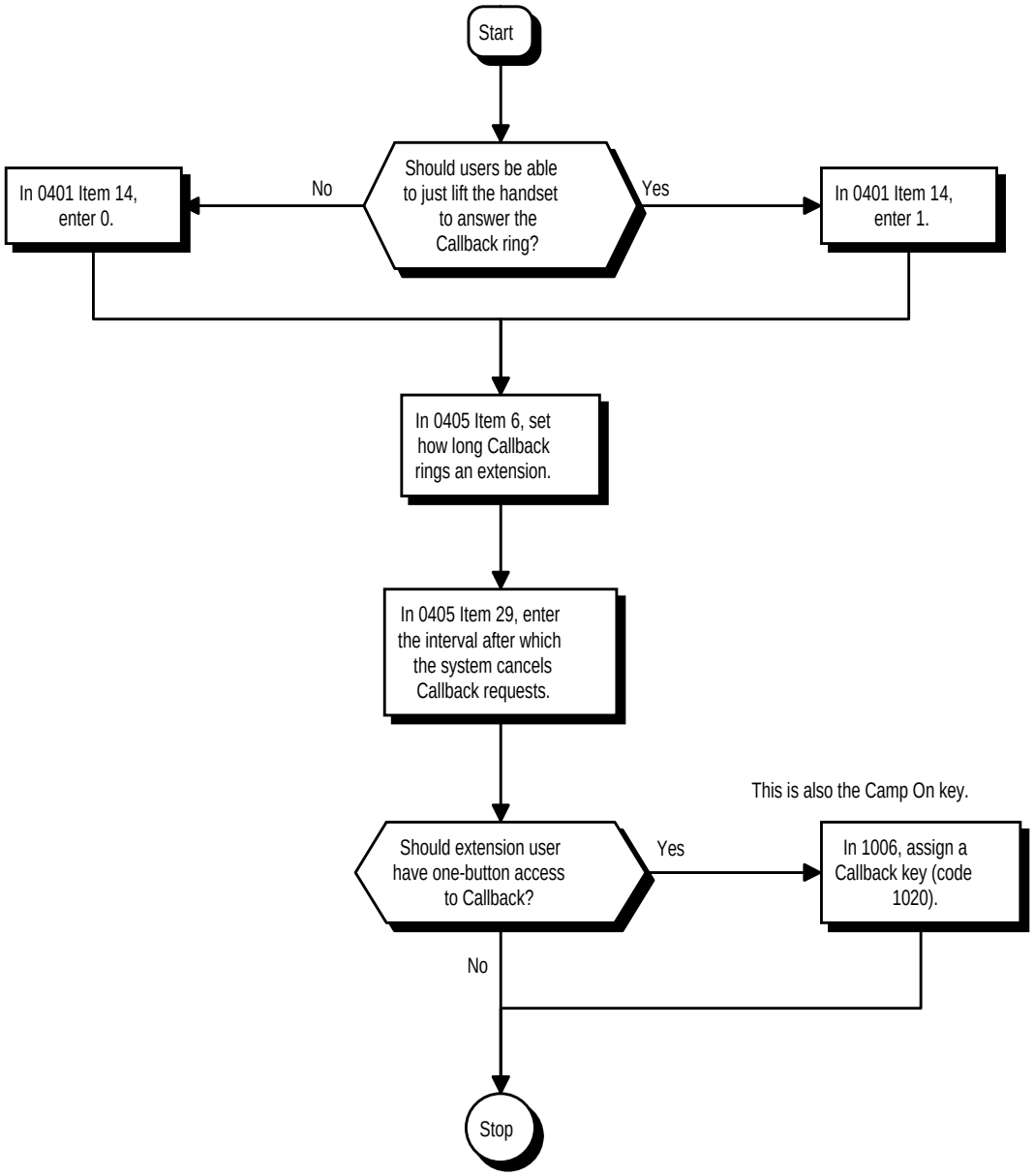
➢ **0401 - Tenant Group Options (Part A), Item 14: Callback Automatic Answer**
Enable (1) or disable (0) Callback Automatic Answer.

➢ **0405 - System Timers (Part A), Item 6: Callback Ring Duration Time**
Set the duration of the Callback ring (0-64800 seconds).

➢ **0405 - System Timers (Part A), Item 29: Callback/Trunk Queuing Cancel Time**
The system cancels Callback and Trunk Queuing requests after this interval (0-64800 seconds).

➢ **1006 - Programming Function Keys**
Assign a function key for Callback (code 1020). This key is also the Camp-On key.

Programming (Cont'd)



Related Features

Call Waiting (Camp-On)

If an extension user initiates a Callback but does not hang up, their extension Camps-On to the busy extension.

Programmable Function Keys

Function Keys simplify Callback operation.

Operation

To place a Callback:

1. Call unavailable (busy or unanswered) extension.
2. Dial 2 or press Callback key (PGM 1006 or SC 851: 1020).
3. Hang up.
4. Lift handset when busy extension calls you back.

If the unavailable extension was unanswered (not busy), the Callback goes through after your co-worker uses their phone for the first time.

If you have Callback Automatic Answer, you automatically place a call to the formerly busy extension when you lift the handset. If you don't have Callback Automatic Answer, you must press the ringing line appearance to place the call.

To cancel a Callback:

1. At keyset, press idle CALL key and Dial 870.
   OR
   At keyset, press Camp-On key (PGM 1006 or SC 851: 1020).
   OR
   At single line set, lift handset and dial 870.

To test Callback at your keyset:

1. Press idle CALL key.
2. Dial 899.
3. Press SPK to hang up.
4. When you hear two beeps, press SPK again.

   You hear synthesized Music on Hold.
5. Press SPK to hang up.

Caller ID

Description

124i ☞	Available
-	Multiple Message Format requires system software 1.2N.
-	There are 200 Caller ID bins available, numbered 000-199.
-	Automatically outdialing the Caller ID Block Code (*67) is available. Base 1.2R and earlier outdialed the non-standard code *6.
-	Prior to Base 2.13 and EXCPRU 2.18, the Caller ID display can be up to 10 digits. In Base 2.13 and EXCPRU 2.18 or higher, the display can be up to 12 digits (for non-ACD calls).

384i ☞	Available
-	Multiple Message Format type codes 4 (number absence) and 8 (name absence) require system software 3.04.
-	There are 1000 Caller ID bins available, numbered 000-999.
-	Automatically outdialing the Caller ID Block Code (*67) requires system software 3.06.02 or higher.
-	Prior to system software 3.06.09, the Caller ID display can be up to 10 digits. In 3.06.09 and higher, the display can be up to 12 digits (for non-ACD calls).

Caller ID allows a display keyset to show an incoming caller's telephone number (called the Directory Number or DN) and optional name. The Caller ID information is available as either a post-answer or pre-answer display. Normally, the system provides the Caller ID post-answer display. With the post-answer display, the user sees the incoming caller's number/name after they answer the call. With the pre-answer display, the user can preview the caller's number before picking up the ringing line. The pre-answer display is only available if the system has Automatic Handsfree for incoming line/loop keys disabled. Refer to the table on the following for the available Caller ID displays.

Caller ID supports the telco's Called Number Identification (CNI) and Called Number Delivery (CND) service, when available. These services provide the Caller ID information (i.e., messages) between the first and second ring burst of an incoming call. There are two types of Caller ID message formats currently available: Single Message Format and Multiple Message Format. With Single Message Format, the telco sends only the caller's phone number (DN). The DN is either 7 or 10 digits long. In Multiple Message Format, the telco sends the DN *and* the caller's name. The DN for this format is also 7 or 10 digits long, and the name provided consists of up to 15 ASCII characters.

In 384i system software prior to 3.06.09 and 124i, the telephone's display can show up to 10 Caller ID digits. In 384i 3.06.09 and higher, the display can show up to 12 Caller ID digits (for non-ACD calls).

Once installed and programmed, Caller ID is enabled for all types of trunk calls, including:

- Ring Group calls
- Calls transferred from another extension
- Calls transferred from the VAU Module (via the VAU Automated Attendant)
- Calls transferred from Voice Mail (screened or unscreened)
- Direct Inward Lines (DILs)

Caller ID temporarily stores 16 calls (total of abandoned and unanswered). New calls replace old calls when the buffer fills.

Description (Cont'd)

Caller ID Displays				
Abbreviation		**Description**		
Absence code		Absence Reason Code P displays as PRIVATE Absence Reason Code O displays as OUT OF AREA		
CID-num CID-name Trunk name		Caller ID number (provided by telco) Caller ID name (provided by telco) Trunk name provided by phone system (Program 0903)		
NN:NN:NN HH:MM:SS YY:MM:DD		System's Caller Timer display System Time System Date		
Condition	**Row**	**Pre-answer Display**	**Post-Answer Display**	**Display when Reviewing**
With Caller ID name and number	1	CID-num	CID-num NN:NN:NN	CID-num HH:MM:SS
	2	CID-name	CID-name	CID-name
With Caller ID number Without Caller ID name With name absence code	1	Trunk name	Trunk name NN:NN:NN	CID-num
	2	CID-num	CID-num	HH:MM:SS YY:MM:DD
Without Caller ID number With Caller ID name With number absence code	1	Trunk name	Trunk name NN:NN:NN	CID-name
	2	CID-name	CID-name	HH:MM:SS YY:MM:DD
Without Caller ID number Without Caller ID name With number & name absence codes	1	Trunk name	Trunk name NN:NN:NN	Name Absence Code
	2	Name Absence Code	Name Absence Code	HH:MM:SS YY:MM:DD
Without Caller ID number Without Caller ID name With number absence code	1	Trunk name	Trunk name NN:NN:NN	Number Absence Code
	2	Number Absence Code	Number Absence Code	HH:MM:SS YY:MM:DD
Without Caller ID number Without Caller ID name With name absence code	1	Trunk name	Trunk name NN:NN:NN	Name Absence Code
	2	Name Absence Code	Name Absence Code	HH:MM:SS YY:MM:DD
Without Caller ID number Without Caller ID name Without any absence code	1	CID-num	CID-num nn:nn:nn	Trunk name
	2	Ringing	NO CALLER INFO	HH:MM:SS YY:MM:DD
Without time and date With absence reason	1	-	-	Trunk name
	2	-	-	Absence code
Without time and date Without absence reason	1	-	-	Trunk name
	2	-	-	NO CALLER INFO

Description (Cont'd)

Outputting Caller ID Data

The system includes the Caller ID data on the SMDR report. The report provides the incoming call's DN in the DIALED NUMBER field. The CLASS field shows PIN (just like all other incoming calls).

Caller ID data can also output to a PC or other type of computer through a DCI Module or 3-DCI Unit. This allows for off-line database lookups. In a customer service department, for example, the computer could search for a caller's records and display their account status even before a customer service representative picked up the phone.

Hardware Considerations

In 384i, Caller ID requires Caller ID PCB P/N 92188, which is an eight-circuit daughter board that installs on an 8ATRU Loop Start Trunk PCB. In 124i, Caller ID requires Caller ID PCB P/N 92012, which is a four circuit daughter board that installs on a 4ATRU Loop Start Trunk PCB. In either case the PCB provides Caller ID only for the trunks on the ATRU PCB into which it is plugged.

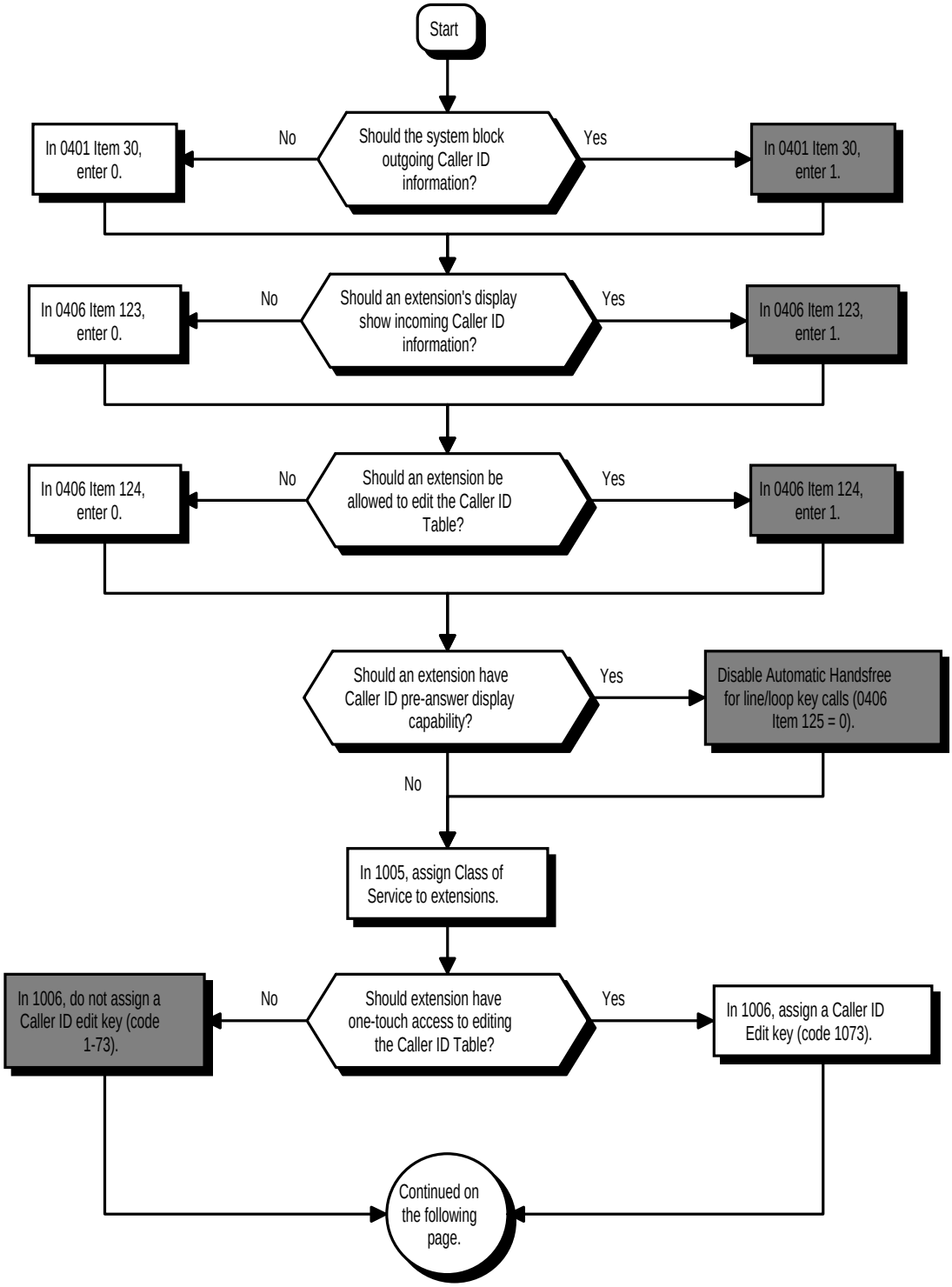
Conditions

None

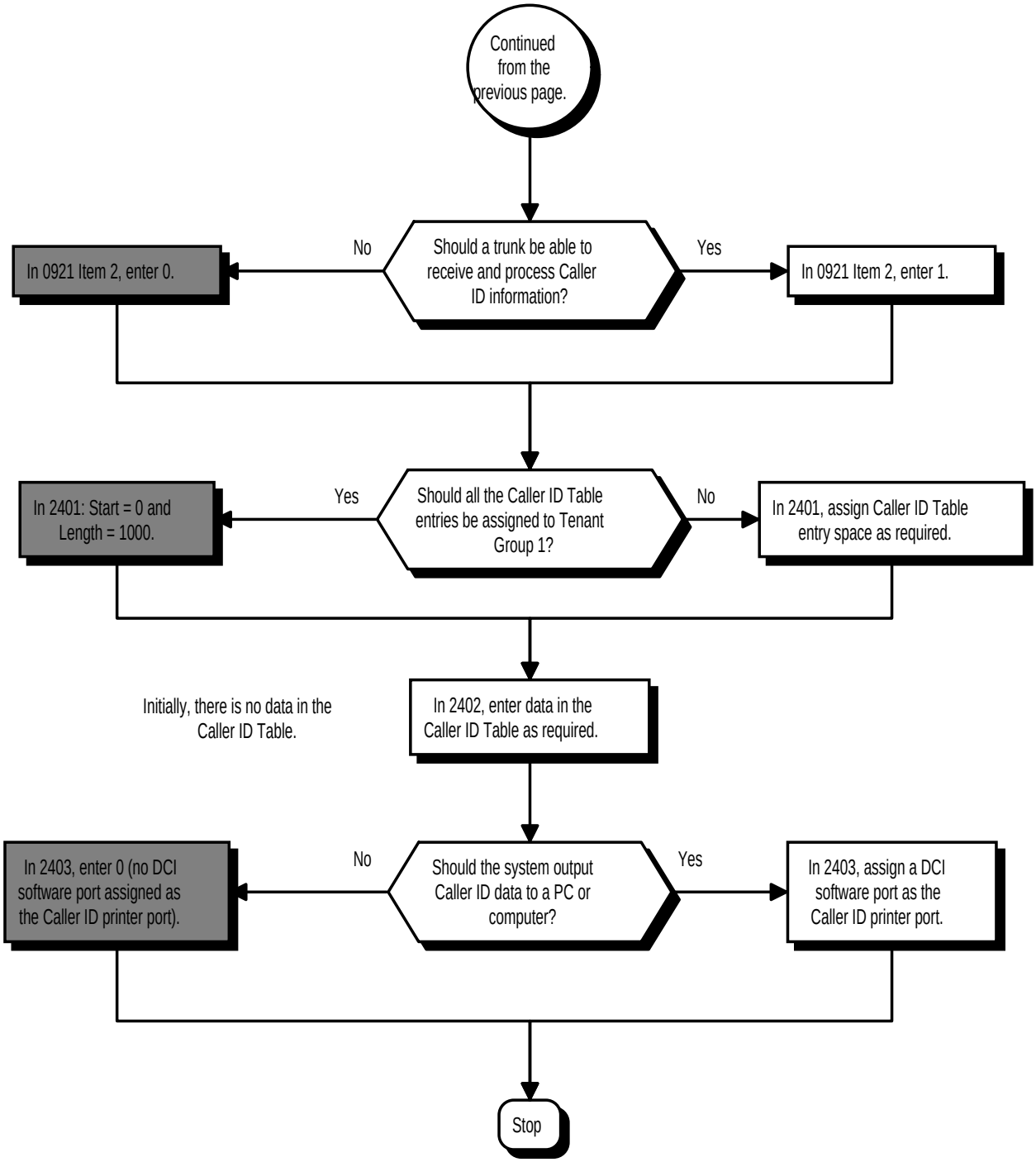
Default Setting

- Disabled.

Programming



Programming (Cont'd)



Programming (Cont'd)

- **0401 - Tenant Group Options, Part A, Item 30: Block Outgoing Caller ID**
  Allow (1) or prevent (0) the system from automatically blocking outgoing Caller ID information when a user places a call. If allowed (i.e., block enabled), the system automatically inserts the Caller ID block code *67 before the user dialed digits. If prevented (i.e., block disabled), the system outdials the call just as it was dialed by the user.
- **0406 - COS Options, Item 123: Caller ID Display**
  In an extension's Class of Service, enable (1) or disable (0) the extension's ability to display incoming Caller ID name/number information.
- **0406 - COS Options, Item 124: Edit Caller ID**
  In an extension's Class of Service, enable (1) or disable (0) the extension's ability to edit the stored Caller ID information.
- **0406 - COS Options, Item 125: Automatic Handsfree Incoming**
  To allow for the Caller ID pre-answer display, first disable (0) Automatic Handsfree for line/loop key calls. (To enable Automatic Handsfree, also enable [1] Program 0401 Item 6.)
- **0921 - Basic Trunk Port Setup (Part B), Item 2: Caller ID Enable**
  Enable (1) or disable (0) a trunk's ability to receive Caller ID name/number information.
- **1005 - Class of Service**
  Assign Class of Service (1-15) to extensions.
- **1006 - Programmable Function Keys**
  Program a Caller ID Edit key to (code 1073) to allow easier editing of the system's Caller ID tables.
- **2401 - Caller ID Table Setup**
  For each Tenant Group (1-4), define the starting address and length of the group's Caller ID table.
- **2402 - Caller ID Table Entries**
  Use the Caller ID Table to associate an incoming Caller ID number with a name. When the Caller ID call rings in, the system searches this table for a match. If it finds the number in the table, it sends the associated name to the telephone's display.
- **2403 - Caller ID Printer Port**
  Assign the DCI Software Port number the system will use to output Caller ID information.

Related Features

Automatic Route Selection
ARS can block outgoing Caller ID information on a call-by-call basis. To do this, insert the Caller ID block code (e.g., *67) in the ARS Dial Treatments.

Station Message Detail Recording
Caller ID information outputs on the SMDR report.

T1 Trunking (with ANI/DNIS Compatibility)
ANI/DNIS can use the Caller ID tables for routing. Refer to page 483 for more.

Operation

DISPLAYING THE INCOMING NUMBER

To display the name/number for your incoming call:

With Automatic Handsfree on Incoming Line/Loop Key Calls

1. Press FLASH and the incoming line loop key.
   *If the Caller ID data includes the name, you can scroll left and right by pressing * and #.*
2. Press line/loop key to answer the call.

Without Automatic Handsfree on Incoming Line/Loop Key Calls

1. Do not lift the handset.
2. Press line/loop key.
   *If the caller ID data includes the name, you can scroll left and right by pressing * and #.*
3. Lift handset or press SPK to answer the call.

Operation (Cont'd)

AUTOMATICALLY ADDING NEW NUMBERS TO THE CALLER ID TABLE

While on a call, to automatically store the Caller ID number shown on your display:

You can store the Caller ID data in the system's Caller ID Table or in one of your One Touch keys.

1. Press Caller ID Edit key (PGM 1006 or SC 851: 1073). You see: PERSONAL: 7 CO:2
2. To store a number in a One Touch key:
   - Dial 7 (**P**ersonal). You see: ENTER BIN
   - Press DIAL.
   - Press One touch key that will store the Caller ID information.
   - (Optional — if name is not sent from telco) If you see ENTER NAME, enter the name you want to associate with the stored number (see Entering Names below).

     You cannot edit a name if it was sent from the telco.

   To store a number in the company Caller ID table:
   - Dial 2 (**C**ompany).

     If the caller ID Table is full, you see TABLE IS FULL.
   - Press DIAL and dial the bin number in which you want to store the number.
   - (Optional — if name is not sent from telco) If you see ENTER NAME, enter the name you want to associate with the stored number (see Entering Names below).

     You cannot edit a name if it was sent from the telco. Press DND to toggle between upper and lower case letters.

Entering Names	
When entering names, use the One-Touch Keys and dial pad keys as shown below. When using the DSS keys, press the key once for the first character, twice for the second character, etc. For example, to enter a C, press DSS1 three times.	
DSS1 = A-D DSS2 = E-H DSS3 = I-L DSS4 = M-P DSS5 = Q-T DSS6 = U-Z DSS7 = -- (hyphen) DSS8 = - (space)	DSS9 = Extended ASCII characters DSS10 = Punctuation marks CHECK saves text entry after you select it. Dial pad digits = 1-9, # and * CONF (TRF) deletes entries (i.e., backspaces over previous entries)
Note: You don't have to press CHECK after numerical entries or after your last entry.	

Operation (Cont'd)

MANUALLY CHANGING, DELETING OR ADDING NEW ENTRIES TO THE CALLER ID TABLE.

To add an entry to the Caller ID Table:

1. At keyset, press idle CALL key.
2. Dial 146 or press Caller ID Edit key (PGM 1006 or SC 851: 1073). You see: CHG:2,DEL:3,NEW:6
3. Dial 6 (for **N**ew). You see: ENTER NEW NUMBER

   If you see TABLE IS FULL, you cannot add additional entries to the Caller ID Table.
4. Enter the number you want to add to the Caller ID Table.

   For wild card entries, press FLASH. This allows you to associate several phone numbers with the same name. For example, 926-540(FLASH) would associate all numbers from 5400-5409 with the same name.
5. Press HOLD.
6. Enter the name for the number you just added (see the following chart).

Entering Names	
When entering names, use the One-Touch Keys and dial pad keys as shown below. When using the DSS keys, press the key once for the first character, twice for the second character, etc. For example, to enter a C, press DSS1 three times.	
DSS1 = A-D DSS2 = E-H DSS3 = I-L DSS4 = M-P DSS5 = Q-T DSS6 = U-Z DSS7 = -- (hyphen) DSS8 = - (space)	DSS9 = Extended ASCII characters DSS10 = Punctuation marks CHECK saves text entry after you select it. Dial pad digits = 1-9, # and * CONF (TRF) deletes entries (i.e., backspaces over previous entries)
Note: You don't have to press CHECK after numerical entries or after your last entry.	

7. Press HOLD.
8. Return to step 3 to add another number to the Caller ID Table.
   OR
   Press HOLD to exit.

Operation (Cont'd)

To change an entry in the Caller ID Table:

1. At keyset, press idle CALL key.
2. Dial 146 or press Caller ID Edit key (PGM 1006 or SC 851: 1073). You see: CHG:2,DEL:3,NEW:6
3. Dial 2 (for **C**hange). You see: CHNG. BY NAME?:Y/N
4. To find a name entry in the Caller ID Table:
   - z Dial 9 (for **Y**es).
   - z Enter the name you want to change (see the Entering Names table above) and press HOLD.
     The system finds the first name that matches the letters you entered. To search for other names with the same letters, press VOL ▲ and VOL ▼.
     If you see NO MATCH, the name doesn't exist.
   - z Re-enter the highlighted name and press HOLD when you are done. You return to step 3.
     You can quickly edit the number for the selected name by pressing CHECK.

   OR

   To find a number entry in the Caller ID Table:
   - z Dial 6 (for **N**o).
   - z Dial the number you want to change and press HOLD.
   - z Re-enter the highlighted number and press HOLD when you are done. You return to step 3.
     You can quickly edit the name for the selected number by pressing CHECK.
5. Press HOLD to exit.

To delete an entry from the Caller ID Table:

1. At keyset, press idle CALL key.
2. Dial 146 or press Caller ID Edit key (PGM 1006 or SC 851: 1073). You see: CHG:2,DEL:3,NEW:6
3. Dial 3 (for **D**elete). You see: DEL. BY NAME?:Y/N

   OR

   Press HOLD to exit.
4. To delete a name entry in the Caller ID Table:
   - z Dial 9 (for **Y**es).
   - z Enter the name you want to delete (see the Entering Names table above) and press HOLD.
     The system finds the first name that matches the letters you entered. To search for other names with the same letters, press VOL ▲ and VOL ▼.
     If you see NO MATCH, the name doesn't exist.
   - z When you find the name you want to delete, press HOLD. You see: ARE YOU SURE? Y/N
   - z Dial 9 (Yes) to delete or selected name or 6 (No) to cancel the deletion. In either case, you return to step 3.
     You can quickly edit the number for the selected name by pressing CHECK.

   OR

   To delete a number in the Caller ID Table:
   - z Dial 6 (for **N**o).
   - z Dial the number you want to delete and press HOLD.
     When you find the number you want to delete, press HOLD. You see: ARE YOU SURE? Y/N
   - z Dial 9 (Yes) to delete or selected number or 6 (No) to cancel the deletion. In either case, you return to step 3.
     You can quickly edit the name for the selected name by pressing CHECK.

Operation (Cont'd)

CHECKING YOUR UNANSWERED CALLER ID CALLS

To check if any Caller ID calls rang your phone while you were away:

1. At keyset, press idle CALL key.
2. Dial 148. If you missed any calls, you see: MISSED CALL C:2 E:3

   The second row of your display shows the Caller ID number you missed. To see the name (if sent from the telco), press CHECK.

   If you missed more than one call while you were out, press VOL ▲ and VOL ▼ to see the list.
3. To call the displayed number, dial 2 (**C**all).
   OR
   To erase the displayed number without returning the call, dial 3 (**E**rase).
4. Press SPK to hang up.

Central Office Calls, Answering

Description

124i ☞	Available — 52 trunks.
-	Adjusting the sidetone for analog trunks is not available.
-	Customizing CODEC Gain Types and Trunk ring Tones requires Base 2.13, EXCPRU 2.18 or higher.
-	Unanswered calls can overflow to Voice Mail in Base 1.2R or higher and all versions of EXCPRU.
-	Unanswered calls can overflow to the VAU Automated Attendantin Base 4.02, EXCPRU 4.02 or higher.

384i ☞	Available— 128 trunks.
-	Adjusting the sidetone for analog trunks is available.
-	Customizing CODEC Gain Types and Trunk Ring Tones requires system software 3.04 or higher.
-	Unanswered calls can overflow to Voice Mail in system software 3.05.15 or higher.
-	Unanswered calls can overflow to the VAU Automated Attendant in system software 3.07.10 or higher.

The system provides flexible routing of incoming CO (trunk) calls to meet the exact site requirements. This lets trunk calls ring and be answered at any combination of system extensions. For additional information on making trunks ring, refer to the Ring Group feature.

Delayed Ringing
Extensions in a Ring Group can have delayed ringing for trunks. If the trunk is not answered at its original destination, it rings the DIL No Answer Ring Group. This could help a secretary that covers calls for their boss. If the boss doesn't answer the call, it rings the secretary's phone after a programmable interval.

Universal Answer
Universal Answer allows an employee to answer a call by going to any keyset and dialing a unique Universal Answer code. The employee doesn't have to know the trunk number or dial any other codes to pick up the ringing trunk. You'll normally set up Universal Answer along with Universal Night Answer (see "Night Service"). When a Universal Night Answer call rings the External Paging, an employee can answer the call from the first available phone. You might also want to use Universal Answer in a noisy warehouse or machine shop where the volume of normal telephone ringing is not adequate. After hearing the ringing over the Paging, an employee can then easily pick up the call from a shop phone. See "Night Service" for more on Universal Night Answer.

Conditions

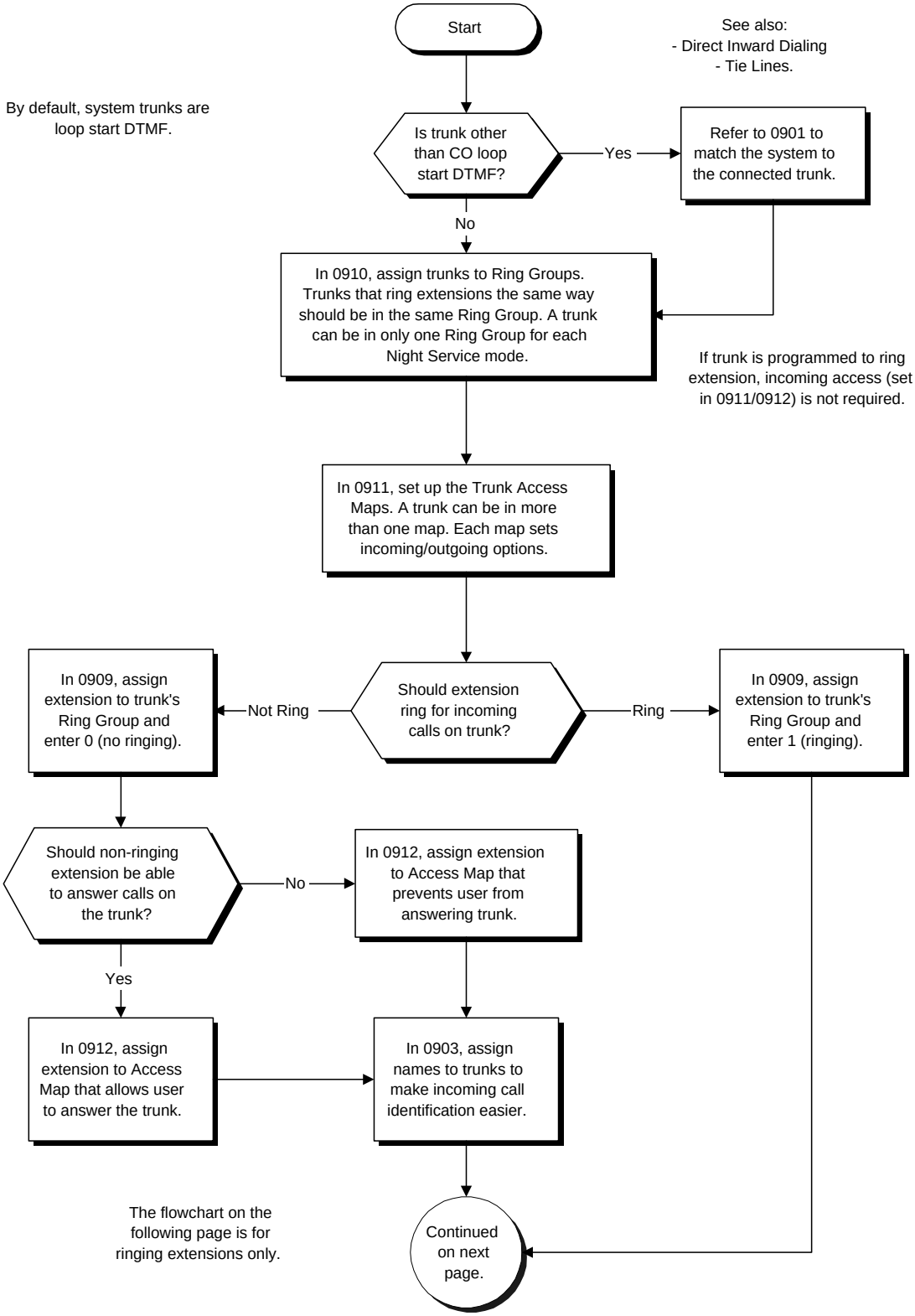
(A.) The system provides analog trunk CO service via ATRU PCBs. ATRU PCBs can connect to either loop start or ground start CO lines. However, ground start operation requires the installation of additional ATRU daughter boards. Refer to the system hardware manual for additional details.

(B.) Analog Trunk (ATRU) PCBs do not require circuit type programming. In addition, the system automatically detects the ATRU ground start daughter boards, if installed.

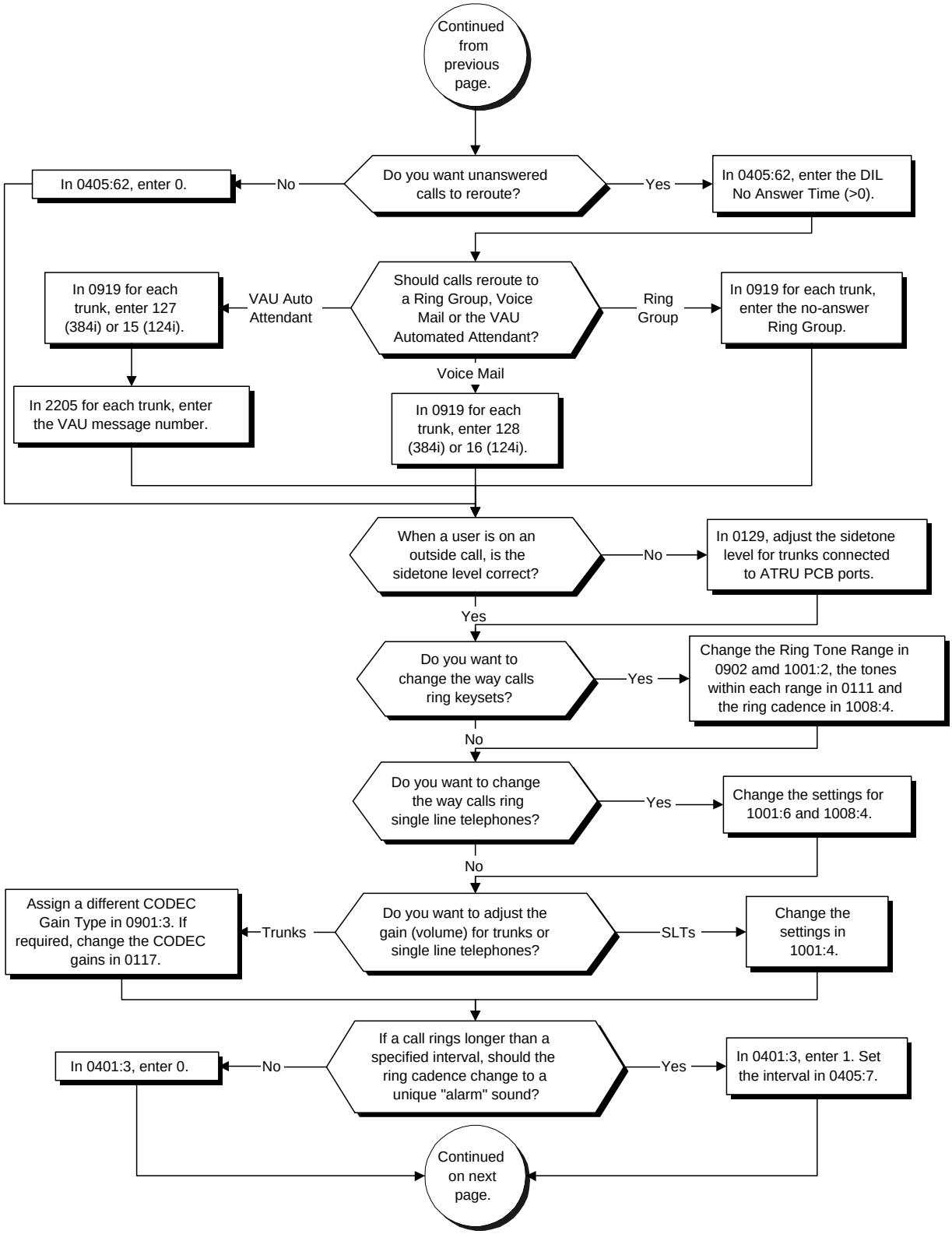
Default Setting

- Enabled.

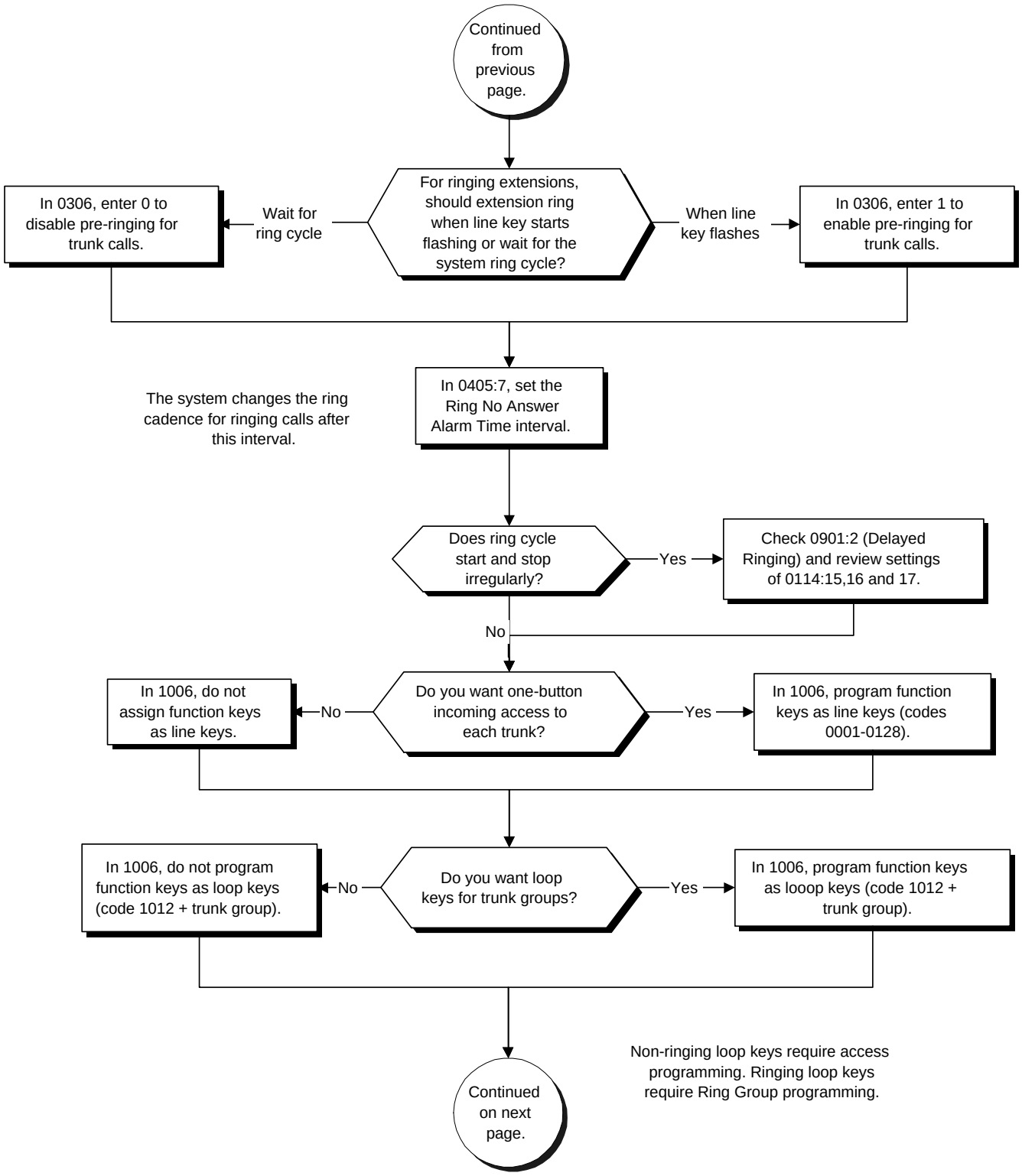
Programming



Programming (Cont'd)



Programming (Cont'd)



Programming (Cont'd)

Programming (Cont'd)

- **0111 - Trunk Ring Tone**
  Customize the ring tones within each Ring Tone Range. Assign Ring Tone Ranges to trunks in 0902. Trunks ring extensions according to the Ring Tone Range selected in 0902 and the user settings made with Service Code 820.
- **0117 - Trunk CODEC Gain Type Settings**
  Customize the transmit and receive levels of the CODEC Gain Types assigned in 0901 Item 3.
- ***(384i Only)* 0129 - Analog Trunk (ATRU PCB) Sidetone Setting**
  Set the side level for analog trunks connected to ATRU PCB ports.
- **0306 - Pre-ringing Enable**
  Enable (1) or disable (0) pre-ringing for outside calls.
- **0401 - Tenant Group Options (Part A), Item 3: Incoming Call Ring No Answer Alarm**
  Enable (1) or disable (0) the Incoming Call RNA Alarm. If enabled, the ring cadence will change for a call that rings longer than the interval set in 0405 Item 7.
- **0405 - System Timers (Part A), Item 7: Ring No Answer Alarm Time**
  Set the Ring No Answer Alarm interval (0-64800 seconds). If a trunk rings a keyset longer than this interval, the system changes the ring cadence.
- **0405 - System Timers (Part A), Item 62: DIL No Answer Time**
  If an incoming trunk call rings longer than this interval, it reroutes to the Ring Group set in Program 0919.
- **0406 - COS Options, Item 126: Universal Answer Code**
  In an extension's Class of Service, enable (1) or disable (0) the extension's ability to dial the Universal Answer code (#0).
- **0901 - Basic Trunk Port Setup (Part A), Item 2: Delayed Ringing**
  For each trunk, enable delayed ringing (0) or immediate ringing (1).
- **0901 - Basic Trunk Port Setup (Part A), Item 3: CODEC Gain Type**
  Set the CODEC Gain Type for each trunk. Use 0117 to customize the transmit and receive levels of each CODEC Gain Type.
- **0902 - Trunk Ring Tone Range**
  Assign Ring Tone Ranges to trunks. Customize the tones within each Ring Tone Range in 0111. Trunks ring extensions according to the Ring Tone Range selected in 0902 and the settings made with either Service Code 820 or Program 1001 Item 2.
- **0903 - Trunk Names**
  Assign names to trunks to make identifying incoming calls easier.
- **0905 - Trunk Groups**
  For Universal Answer, assign trunks to trunk groups (1-128) then go to Program 0906 below to set up Trunk Group Routing.
- **0906 - Trunk Group Routing**
  For Universal Answer, set up trunk routes (1-64) and then go to Program 1015 below to assign the trunk routes to extensions. An extension user can use Universal Answer to answer a call if the ringing trunk is in its assigned route.
- **0909 - Extension Ring Group Assignment**
  To have trunks ring extensions, assign extensions to ring groups (1-128). For each extension in the Ring Group, indicate if trunks should ring (1) or not ring (0).
- **0910 - Trunk Ring Group Assignment**
  To have the trunks ring extensions, assign trunks to Ring Group.
- **0911 - Trunk Access Map Setup**
  Set up the Trunk Access Maps (1-128). This sets the access options for trunks. Note that Ring Group programming overrides Access Map programming.
- **0912 - Extension Access Map Assignment**
  Assign Trunk Access Maps (1-128) to extensions.
- **0919 - DIL No Answer Destination**
  If an incoming trunk call rings longer than the DIL No Answer Time (Program 0405 Item 62), it routes to the Ring Group you specify in this option. In 384i, enter 127 if the destination should be the VAU Automated Attendant or 128 if you want the destination to be Voice Mail. In 124i, enter 16 if the destination should be Voice Mail or 15 if it should ring the VAU Automated Attendant.

Programming (Cont'd)

- **1001 - Basic Extension Port Setup (Part A), Item 2: Trunk Ring Tone**
  Trunks ring extensions according to the Ring Tone Range selected in 0902 and the settings made with either Service Code 820 or Program 1001 Item 2. Also see Program 0902.
- **1001 - Basic Extension Port Setup (Part A), Item 4: CODEC Gain Type**
  Adjust the gain settings for single line telephones.
- **1001 - Basic Extension Port Setup (Part A), Item 6: Incoming Ring for 500/2500 Sets**
  Use this option along with Program 1008 Item 4 to change the way calls ring single line telephones. (Note that changing Program 1008 Item 4 affects the way calls ring keysets as well.)
- **1005 - Class of Service**
  For Universal Answer, assign a Class of Service (1-15) that enables Program 0406 Item 126 to an extension.
- **1015 - Universal Answer/Auto-Answer**
  For Universal Answer, assign trunk routes (1-64) set in Program 0906 to extensions. An extension user can use Universal Answer to answer a call if the ringing trunk is in its assigned route.
- **1008 - Basic Extension Port Setup (Part B), Item 4: Ring Cycle for Keysets**
  Use this option to change the way calls ring keysets. Use this option along with Program 1001 Item 6 to change the way calls ring single line telephones.
- **1006 - Programming Function Keys**
  To have outside calls ring specific keys, assign trunks to line keys (codes 001-128). You can also have incoming and outgoing loop keys for Trunk Groups (code 1012 + trunk group).
- **2205 - OPA Message Assignment**
  If the DIL No Answer Destination set in Program 0919 is 127 (384i) or 15 (124i), use this program to assign the VAU message (1-16) that should play when the VAU Automated Attendant answers.

Related Features

Direct Inward Line
Direct Inward Lines ring an extension directly, without Ring Group or Access Map programming.

Night Service
Use Universal Answer to pick up Universal Night Answer calls.

Programmable Function Keys
Line keys and loop keys simplify answering outside calls.

Ringing Line Preference
An extension user can answer an outside call just by lifting the handset.

Tenant Service
An extension user cannot answer trunks that belong to another tenant group. The user can, however, answered trunk calls transferred from another tenant group.

Operation

To answer an incoming trunk call:

1. Lift handset.
2. At keyset, press flashing line key.

If you don't have a line or loop key for a trunk call ringing your phone, it rings an idle CALL key.

If you have Ringing Line Preference, lifting the handset answers the call.

You can dial after answering the call. This allows you, for example, to respond to computer-generated incoming calls.

To use Universal Answer to answer a call ringing over the Paging system:

1. At keyset, press idle CALL key
   OR
   At single line set, lift handset.
2. Dial #0.

If you hear error tone, your extension's Class of Service prevents Universal Answer.

To listen to the incoming trunk ring choices (keyset only):

1. Press idle CALL key.
2. Dial 811 + 2.
3. Select the pitch (1 = High, 2 = Medium and 3 = Low) and the range (1-4) you want to check.

Refer to Table 1-7 for the four Trunk Ring Tone Ranges and the selections within each range.

4. Go back to step 4 to listen to additional choices or press SPK to hang up.

To change the pitch of your incoming trunk ring (keyset only):

1. Press idle CALL key.
2. Dial 820 + 2.
3. Select the pitch (1 = High, 2 = Medium and 3 = Low).
4. Press SPK to hang up.

Central Office Calls, Placing

Description

124i ☞	Available — 52 trunks.
-	Customizing CODEC Gains and setting up Alternate Trunk Access Codes require Base 2.13, EXCPRU 2.18 or higher.
-	The ability to turn DTMF tones for outgoing trunk calls on and off requires Base 2.13, EXCPRU 2.18 or higher.

384i ☞	Available — 128 trunks.
-	Customizing CODEC Gains and setting up Alternate Trunk Access Codes require system software 3.04 or higher.
-	The ability to turn DTMF tones for outgoing trunk calls on and off is not available.

The system provides flexibility in the way each extension user can place outgoing trunk calls. This lets you customize the call placing options to meet site requirements and each individual's needs. A user can place a call by:

- Pressing Line Keys or "Loop Keys"
- Pressing a Trunk Group (i.e., loop) key
- Pressing a Trunk Group Routing (dial 9) key
- Dialing a code for a specific trunk (#9 + the trunks number)
- Dialing a code for a Trunk Group (804 + group number)
- Dialing a code for Trunk Group Routing or ARS (9)
- Dialing an Alternate Trunk Route Access Code (which you must define)

Conditions

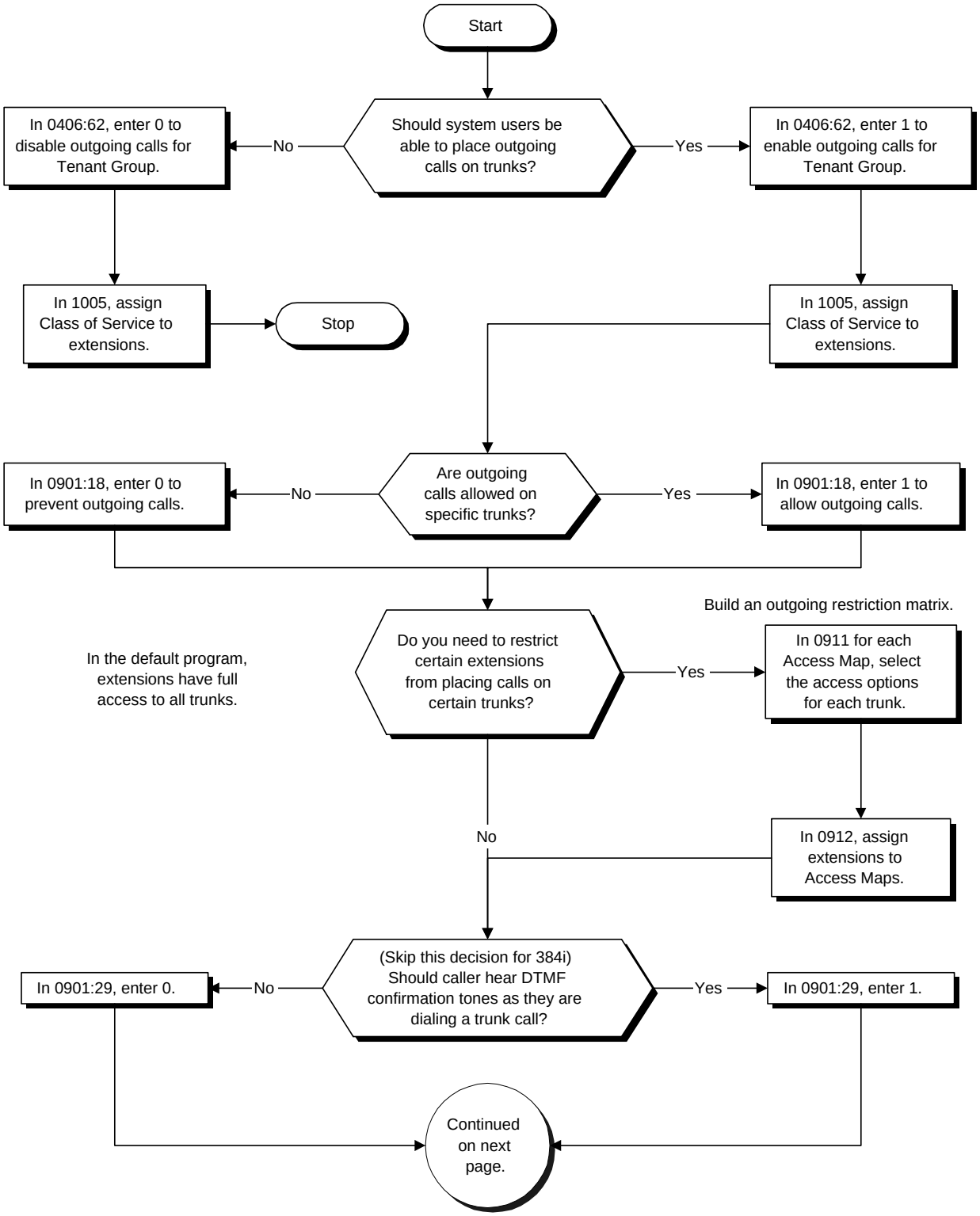
(A.) The system provides analog trunk CO service via ATRU PCBs. ATRU PCBs can connect to either loop start or ground start CO lines. However, ground start operation requires the installation of additional ATRU daughter boards. Refer to the system hardware manual for additional details.

(B.) Analog Trunk (ATRU) PCBs do not require circuit type programming. In addition, the system automatically detects the ATRU ground start daughter boards, if installed.

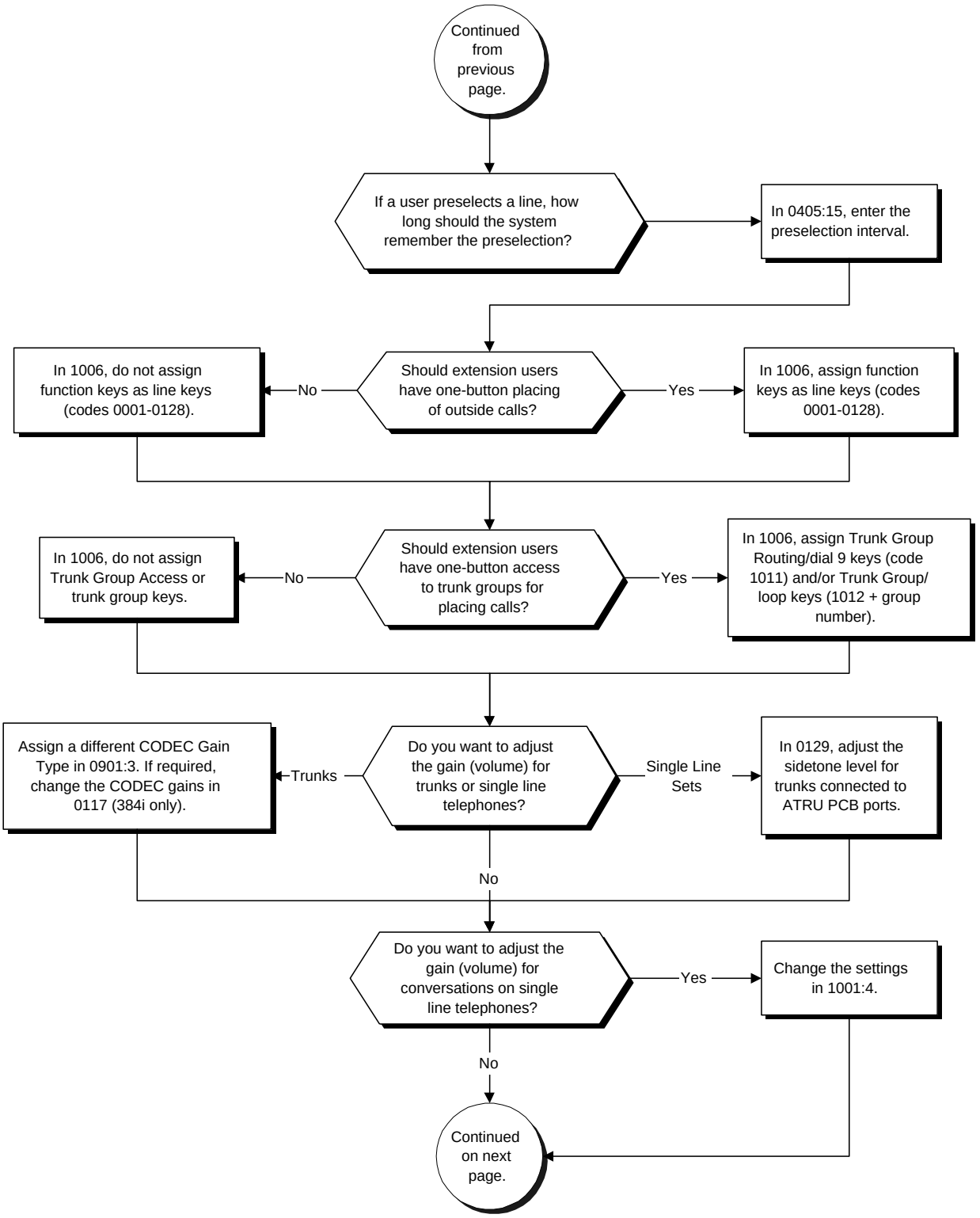
Default Setting

- Enabled.

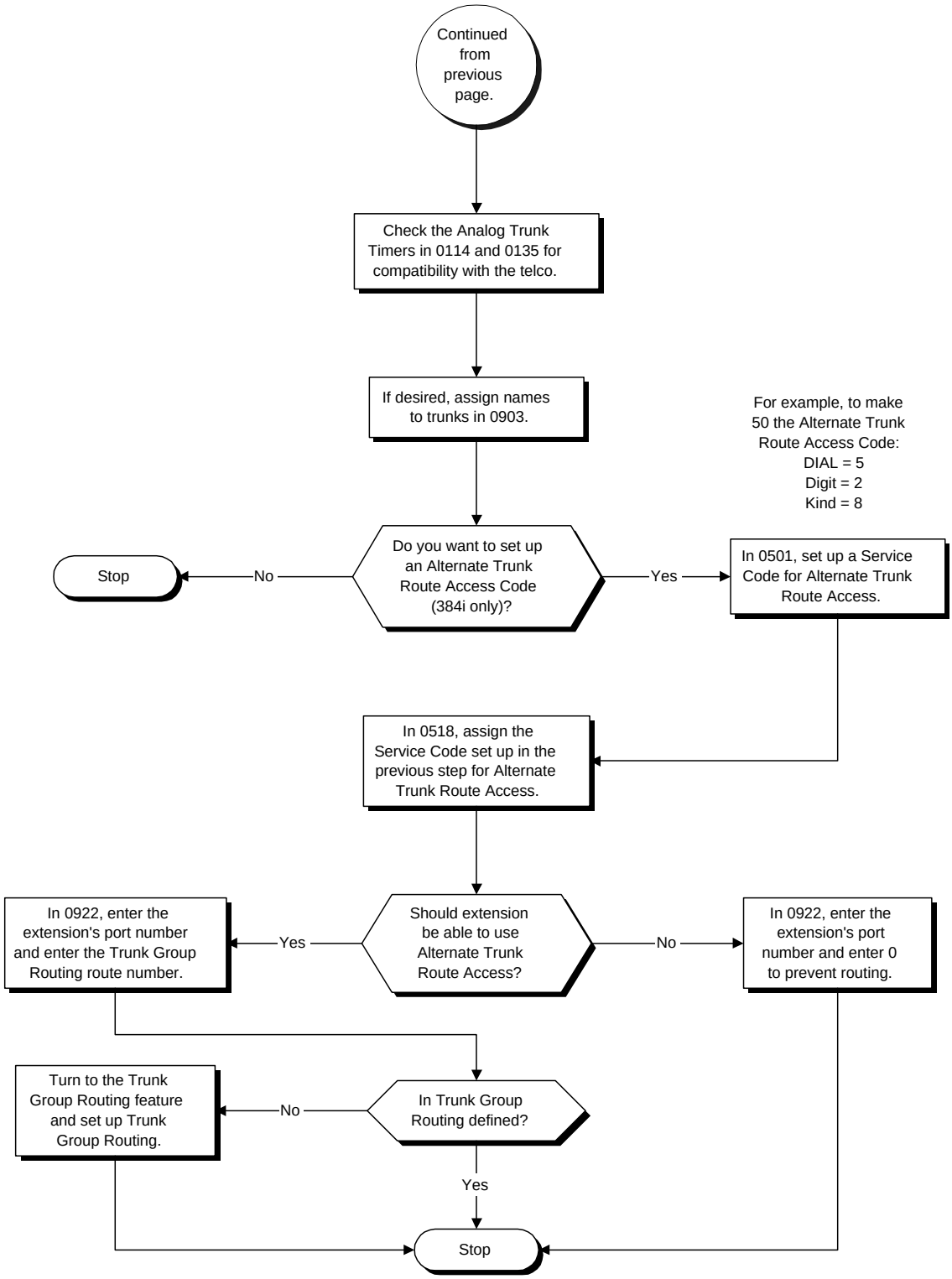
Programming



Programming (Cont'd)



Programming (Cont'd)



Programming (Cont'd)

- **0114 - Analog Trunk (ATRU PCB) Timers (Part A)**
  0135 - Analog Trunk (ATRU PCB) Timers (Part B)
  Review the Analog Trunk Timers for compatibility with the connected telco.
- **0117 - Trunk CODEC Gain Type Settings**
  Customize the transmit and receive levels of the CODEC Gain Types assigned in 0901 Item 3.
- ***(384i Only)*** **0129 - Analog Trunk (ATRU PCB) Side tone Setting**
  Set the side tone level for analog trunks connected to ATRU PCB ports.
- **0405 - System Timers (Part A), Item 15: Preselection Time**
  Set the preselection interval (0-64800 seconds). When a keyset user preselects a line key, the system remembers the preselection for this interval.
- **0406 - COS Options, Item 62: Trunk Calls**
  In an extension's Class of Service, enable (1) or disable (0) trunk calling.
- **0501 - System Numbering**
  Set up a Service Code for Alternate Trunk Route Access. This requires system software 3.04 or higher.
- **0510 - Trunk Access Code**
  If required, change the single-digit Trunk Access Code (normally 9). If you change this code, you must also review the settings in 0501 for the new code selected.
- **0518 - Alternate Trunk Route Access Code**
  Assign the Service Code set up in 0501 for Alternate Trunk Route Access.
- **0901 - Basic Trunk Port Setup (Part A), Item 3: CODEC Gain Type**
  Set the CODEC Gain Type for each trunk. Use 0117 to customize the transmit and receive levels of each CODEC Gain Type.
- **0901 - Basic Trunk Port Setup (Part A), Item 18, Outgoing Calls**
  For each trunk, allow (1) or prevent (0) outgoing calls.
- **0901 - Basic Trunk Port Setup (Part A), Item 29: DTMF Tones for Outgoing Calls**
  For each trunk, enable (1) or disable (0) DTMF tones for outgoing trunk calls.
- **0903 - Trunk Names**
  To make identifying calls easier, assign a name to each trunk.
- **0911 - Trunk Access Map Setup**
  Set up the Trunk Access Maps (1-128). This sets the access options for trunks.
- **0912 - Extension Access Map Assignment**
  Assign Trunk Access Maps (1-128) to extensions.
- **0922 - Alternate Trunk Route for Extensions**
  Designate the trunk route accessed when a user dials the Alternate Trunk Route Access Code. Refer to "Trunk Group Routing" to set up outbound routing.
- **1001 - Basic Extension Port Setup (Part A), Item 4: CODE Gain Type**
  Adjust the gain settings for single line telephones.
- **1005 - Class of Service**
  Assign a Class Of Service (1-15) to an extension.
- **1006 - Programming Function Keys**
  To simplify placing calls, assign function keys for placing trunk calls: Line keys (code 1-128), Trunk Group Routing/dial 9 keys (code 1011) and Trunk Group/loop keys (code 1012 + group).

Related Features

Alphanumeric Display/Call Timer

If the trunk name seize display is enabled in programming (Program 0406: Item 37=1), Call Timer starts automatically after the user places a trunk call. Disabling the trunk name seize display (Program 0406:Item 37=0) also disables the Call Timer.

Dial Tone Detection

Refer to this feature for the specifics on how the system handles Dial Tone Detection.

Handsfree

With Automatic Handsfree, an extension user can press a line key to place a trunk call without first lifting the handset or pressing SPK. Users without Automatic Handsfree can preselect a line key before lifting the handset or pressing SPK.

Loop Keys

Loop keys simplify placing Central Office Calls.

Programmable Function Keys

Line keys and loop keys simplify placing outside calls.

Tenant Service

An extension user cannot place calls on another tenant's trunks. The user can, however, receive trunk calls transferred from another tenant group.

Operation

To place a call over a trunk group:

1. At keyset, press idle CALL key
   OR
   At single line set, lift handset.
2. Dial 804.
3. Dial line group number (1-9, 01-99 or 001-128).
4. Dial number.

OR

1. At keyset, press trunk group key (PGM 1006 or SC 851: 1012 + group).

   Also see the "Loop Keys" feature.
2. Dial number.

To place a call using Trunk Group Routing:

1. At keyset, press idle CALL key.
   OR
   At single line set, lift handset.
2. Dial 9.

   If your system has an Alternate Trunk Route Access code, you may dial that instead.
3. Dial number.

OR

1. At keyset, press Trunk Group Routing key (PGM 1006 or SC 851: 1011).

   Also see the "Loop Keys" feature.
2. Dial number.

Operation (Cont'd)

To place a call over a specific trunk:

1. At keyset, press idle CALL key.
   OR
   At single line set, lift handset.
2. Dial #9.
3. Dial line number (e.g., 005 for line 5).
4. Dial number.

OR

1. At keyset, press line key (PGM 1006 or SC 851: 0001 to 0128).
2. Also see the "Loop Keys" feature.
3. Dial number.

Description

124i ☞	Available — 10 Classes of Service and 96 extension/virtual extension ports.
-	An extension's Class of Service cannot be changed via a Service Code.

384i ☞	Available — 15 Classes of Service in each Tenant Group and 384 extension/virtual extension ports.
-	In system software 3.07.31 or higher, an extension's Class of Service can be changed via Service Code 177.

Class of Service (COS) sets various features and dialing options (called items) for extensions. The system allows any number of extensions to share the same Class of Service. An extension can have a different Class of Service for each of the Night Service modes. This lets you program a different set of dialing options for daytime operation, nighttime operation and even during lunch breaks. An extension's Class of Service can be changed in system programming or via a Service Code (normally 177).

Conditions

None

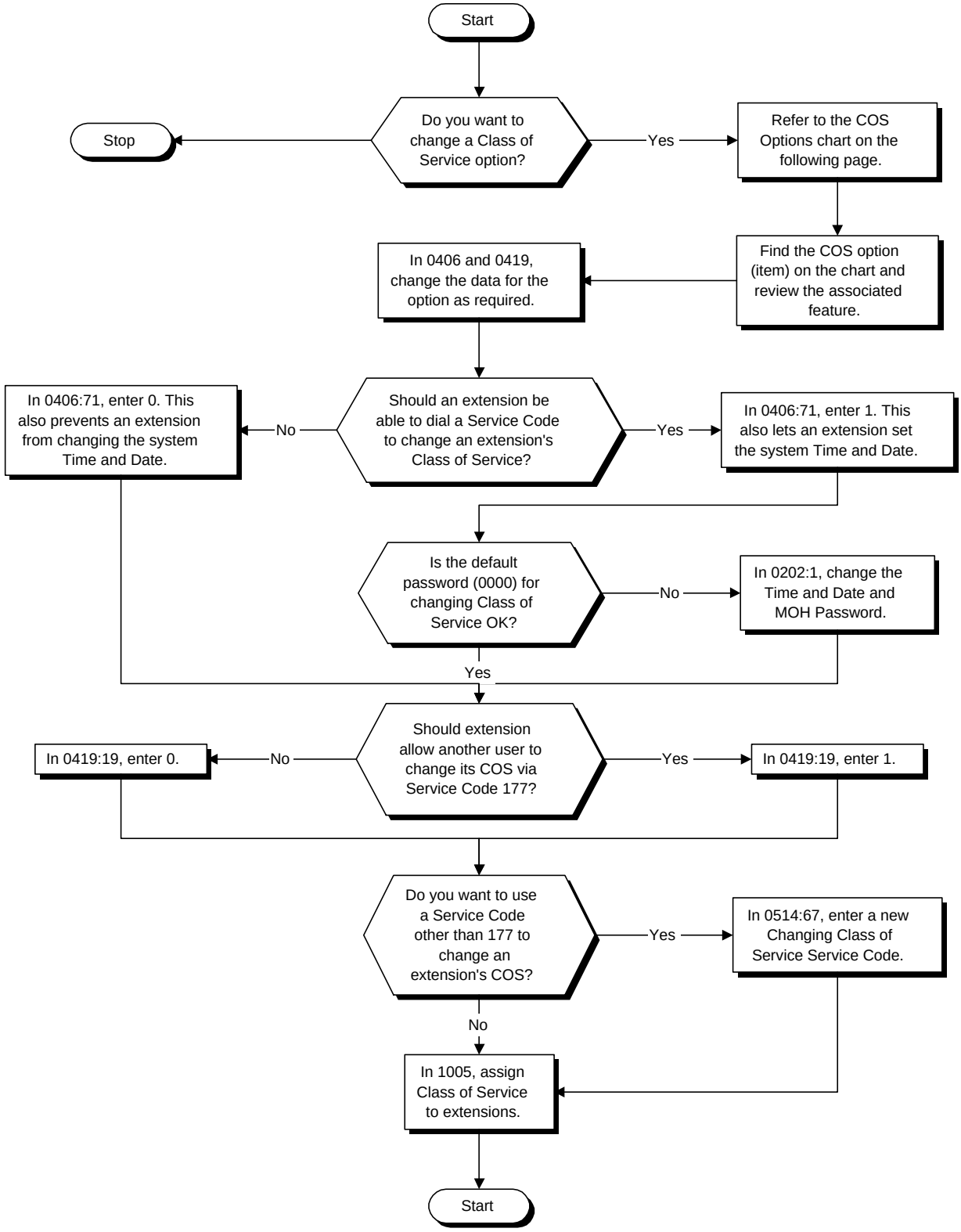
Default Setting

- ***(384i Only)*** The attendant (port 01/extension 301) has Class of Service 15 in all Night Service modes. All other extensions have Class of Service 1 in all Night Service modes.
- ***(124i Only)*** The attendant (port 01/extension 301) has Class of Service 10 in all Night Service modes. All other extensions have Class of Service 1 in all Night Service modes.
- See the charts beginning on page 2 for the default settings of the individual options.

If changing Class of Service via Service Code:

- The password required to change Class of Service via Service Code 177 is 0000 (Program 0202 Item 1 = 0000).
- An extension can use Service Code 177 to change another extension's Class of Service (Program 0406 Item 71 = 1).
- An extension automatically blocks another extension's attempt to change their Class of Service via Service Code 177 (Program 0419 Item 19 = 0).
- The default Service Code for this option is 177 (Program 0514 Item 67 = 177).

Programming



Programming (Cont'd)

➢ **0406 - Class of Service Options (Part A)**
0419 - Class of Service Options (Part B)
Set the options in a Class of Service.

➢ **1005 - Class of Service**
Assign a Class Of Service (1-15 in 384i, 1-10 in 124i) to extensions. Any Class of Service assignments you changing using Service Code 177 (see below) automatically update this program.

If changing Class of Service via Service Code:

➢ **0202 - Setting User Passwords, Item 1: Time and Date and MOH Password**
Use this option to set the password a user dials (normally 0000) when using Service Code 177 to change an extension's Class of Service.

➢ **0406 - Class of Service Options (Part A), Item 71: Time and Date**
Use this option to enable (1) or disable (0) an extension's ability to use Service Code 177 to change an extension's Class of Service. This option also controls an extension's ability to set the system Time and Date.

➢ **0419 - Class of Service Options (Part B), Item 19: Allow Station COS to be Changed**
Use this option to permit (1) or block (0) another extension from changing this extension's Class of Service via Service Code 177.

➢ **0514 - Service Code Setup (Part B): Item 67: Changing Class of Service**
If required, use this option to change the Service Code a user dials to change an extension's Class of Service.

Class of Service Options (Part A), Program 0406

Item	Name	This option...	Is used with...	Default	
				384i COS 1-14 *124i* COS 1-9	*384i* COS 15 *124i* COS 10
1	Flash for Single Line Telephones	Enables/disables Flash for single line (500/2500 type) telephones	"Flash"	1 (Enabled)	
2	Manual Night Service Enable	Enables/disables an extension's ability to use manual Night Service Switching	"Night Service"	0 (Disabled)	1 (Enabled)
3	Long Conversation Alarm	Enables/disables the Warning Tone for Long Conversation (not for SLTs)	"Warning Tone for Long Conversation"	*(384i)* (Disabled [0] 3.05. or higher. Enabled [1] prior to 3.05) *(124i)* 0 (Disabled)	
4	Call Forwarding/DND Override	Enables/disables an extension's ability to use Call Forwarding/DND Override	"Call Forwarding/DND Override"	1 (Enabled)	
5	Off Hook Signaling Receive	Allows/prevents an extension busy on a call from receiving off-hook signaling	"Off-Hook Signaling"	0 (Disabled)	1 (Enabled)
6	Automatic Off Hook Signaling	Allows an extension to manually (0) or automatically (1) send off hook signals to a busy extension.	"Off-Hook Signaling"	0 (Manual)	1 (Automatic)
7	Data Privacy	Enables/disables an extension's ability to switch privacy at their extension	"Privacy"	1 (Enabled)	

Class of Service Options (Part A), Program 0406					
Item	Name	This option...	Is used with...	Default	
				384i COS 1-14 *124i* COS 1-9	*384i* COS 15 *124i* COS 10
8	Group Call Pickup (Within Group)	Enables/disables Group Call Pickup for calls ringing an extension's own Pickup Group (Service Code *#)	"Group Call Pickup"	1 (Enabled)	
9	Group Call Pickup (Another Group)	Enables/disables Group Call Pickup for calls ringing outside a group (Service Code 869)	"Group Call Pickup"	1 (Enabled)	
10	Group Call Pickup for Specific Group	Enables/disables Group Call Pickup for calls ringing a specific group (Service Code 868)	"Group Call Pickup"	1 (Enabled)	
11	Unscreened Transfer	Enables/disables an extension's ability to use Unscreened Transfer	"Transfer"	1 (Enabled)	
12	Do Not Disturb	Enables/disables an extension's ability to use Do Not Disturb	"Do Not Disturb"	1 (Enabled)	0 (Disabled)
13	Intercom Abandoned Call Display	Enables/disables an extension's Intercom Abandoned Call display	"Intercom Abandoned Call Display"	1 (Enabled)	
14	Meet Me Conference and Paging	Enables/disables an extension's ability to use Meet Me Conference and Paging	"Meet Me Conference Meet Me Paging"	1 (Enabled)	
15	Message Waiting	Enables/disables an extension's ability to leave Messages Waiting	"Message Waiting"	1 (Enabled)	
16	Conference	Enables/disables an extension's ability to initiate a Conference or Meet Me Conference	"Conference Meet Me Conference"	1 (Enabled)	
17	Voice Call Conference	Enables/disables an extension's ability to initiate a Voice Call Conference	"Voice Call Conference"	1 (Enabled)	
18	Storing Abbreviated Dialing Entries	Enables/disables an extension's ability to store Abbreviated Dialing numbers	"Abbreviated Dialing	1 (Enabled)	
19	Common Abbreviated Dialing	Enables/disables an extension's ability to use Common Abbreviated Dialing	"Abbreviated Dialing"	1 (Enabled)	
20	Group Abbreviated Dialing	Enables/disables an extension's ability to use Group Abbreviated Dialing	"Abbreviated Dialing"	1 (Enabled)	

Class of Service Options (Part A), Program 0406					
Item	Name	This option...	Is used with...	Default	
				384i COS 1-14 *124i* COS 1-9	*384i* COS 15 *124i* COS 10
21	Department Group Step Calling	Enables/disables an extension's ability to use Department Group Step Calling	"Department Group Step Calling"	1 (Enabled)	
22	External Paging	Enables/disables an extension's ability to make an External Page	"Paging, External"	1 (Enabled)	
23	Call Forwarding (Both Ringing)	Enables/disables an extension's ability to activate Call Forwarding with Both Ringing (Service Code *27)	"Call Forwarding"	1 (Enabled)	
24	Extension Camp On /Callback	Enables/disables an extension's ability to dial Service Code 2 for a Camp On or Callback	"Call Waiting / Camp On Callback"	1 (Enabled)	
25	Trunk Queuing (Camp On)	Enable/disable an extension's ability to Camp On to a busy trunk	"Trunk Queuing"	1 (Enabled)	
26	Call Forwarding with Follow Me	Enables/disables an extension's ability to initiate Call Forwarding with Follow Me	"Call Forwarding with Follow Me"	1 (Enabled)	
27	Alarm	Enables/disables an extension's ability to set an alarm	"Alarm"	1 (Enabled)	
28	DSS Console Alternate Answer	Enables/disables an extension's ability to use DSS Console Alternate Answer	"Direct Station Selection (DSS) Console"	1 (Enabled)	
29	Long Toll Call Alert	TBD	TBD	1 (Enabled)	
30	Call Transfer	TBD	TBD	1 (Enabled)	
31	Call Forward When Busy	Enables/disables an extension's ability to use Call Forward When Busy (Service Code *22)	"Call Forwarding"	1 (Enabled)	
32	Call Forwarding When Unanswered	Enables/disables an extension's ability to use Call Forward When Unanswered (Service Code *26)	"Call Forwarding"	1 (Enabled)	
33	Toll Restriction Override	Enables/disables Toll Restriction Override (Service Code 875)	"Toll Restriction Override"	1 (Enabled)	0 (Disabled)
34	Transfer Without Holding	Enables/disables an extension's ability to use Transfer Without Holding	"Transfer"	0 (Disabled)	
35	Group Hold Initiate	Enables/disables an extension's ability to initiate a Group Hold	"Hold"	1 (Enabled)	

Class of Service Options (Part A), Program 0406					
Item	Name	This option...	Is used with...	Default	
				384i COS 1-14 *124i* COS 1-9	*384i* COS 15 *124i* COS 10
36	Group Hold Answer	Enables/disables an extension's ability to pick up a call on Group Hold	"Hold"	1 (Enabled)	
37	Trunk Name Display, Seizing	Enables/disables the displaying of a trunk's name/number when the user seizes the trunk	"Central Office Calls, Placing" "Name Storing"	1 (Enabled)	
38	Trunk Name Display, Incoming	Enables/disables the displaying of a trunk's name/number when the trunk is ringing	"Central Office Calls, Answering" "Name Storing"	1 (Enabled)	
39	Extension Name Display, Answer	Enables/disables the displaying of the incoming Intercom caller's name/number after answer	"Intercom" "Name Storing"	1 (Enabled)	
40	Intercom Name Display, Incoming	Enables/disables the pre-answer display of the incoming Intercom caller's name and number	"Intercom" "Name Storing"	1 (Enabled)	
41	Extension Ringdown	Enables/disables Ringdown Extension for extensions with this COS	"Ringdown Extension"	0 (Disabled)	
42	Transfer Display	Enables/disables an extension's incoming Transfer pre-answer display	"Transfer"	1 (Enabled)	
43	Not used				
44	Barge In Mode	Enables the extension's Barge In speech mode (0) or Monitor mode (1).	"Barge In"	0 (Speech)	
45	Changing the Music on Hold Tone	Enable/disable an extension's ability to change the Music on Hold tone	"Music on Hold"	0 (Disabled)	1 (Enabled)
46	Call Timer	Enable/disable an extension's Call Timer	"Call Timer"	1 (Enabled)	
47	Memo Dial	Enable/disable an extension's ability to use Memo Dial	"Memo Dial"	1 (Enabled)	
48	Last Number Redial	Enable/disable an extension's ability to use Last Number Redial	"Last Number Redial"	1 (Enabled)	
49	Save Number Redial	Enable/disable an extension's ability to use Save Number Dial	"Save Number Dial"	1 (Enabled)	

Class of Service Options (Part A), Program 0406					
Item	**Name**	**This option...**	**Is used with...**	**Default**	
				384i COS 1-14 *124i* COS 1-9	*384i* COS 15 *124i* COS 10
50	Dial Number Preview	Enable/disable an extension's ability to use Dial Number Preview	"Dial Number Preview"	1 (Enabled)	
51	Group Call Pickup Information Display	Enable/disable an extension's Group Call Pickup display	"Group Call Pickup"	1 (Enabled)	
52	Internal Paging	Enable/disable an extension's ability to use Internal Paging	"Paging, Internal"	1 (Enabled)	
53	Background Music	Enable/disable an extension's ability to turn Background Music on and off (Service Code 825)	"Background Music"	1 (Enabled)	
54	Room Monitor, Initiating Extension	Enable/disable an extension's ability to initiate Room Monitor	"Room Monitor"	0 (Disabled)	
55	Room Monitor, Extension Being Monitored	Enable/disable an extension's ability to be monitored	"Room Monitor"	0 (Disabled)	
56	Dial Pad Confirmation Tone	Allow/prevent an extension from enabling/disabling the Dial Pad Confirmation Tone	"Dial Pad Confirmation Tone"	0 (Prevented)	
57	Continued Dialing	Enable/disable an extension's ability to use Continued Dialing	"Continued Dialing"	1 (Enabled)	
58	ISDN Connected Line Identification	Refer to the PRI Manual (P/N 92000PRI**) or the BRI Manual (92000BRI**)			
59	Selectable Ring Tone Selection	Enable/disable an extension's ability to change the incoming ring tones	"Selectable Ring Tones"	1 (Enabled)	
60	Not used				
61	Intercom Calls	Enable/disable Intercom calling for the extension	"Intercom"	1 (Enabled)	
62	Trunk Calls	Enable/disable trunk calling for the extension	"Central Office Calls, Placing"	1 (Enabled)	
63	Group Call Pickup	Enable/disable an extension's ability to pick up a call ringing into a Pickup Group (Service Codes *# and 868)	"Group Call Pickup"	1 (Enabled)	
64	Department Calling	Enable/disable an extension's ability to call a department number	"Department Calling"	1 (Enabled)	
65	Barge In, Initiate	Enables/disables Barge In at initiating extension	"Barge In"	1 (Enabled)	

Class of Service

Class of Service Options (Part A), Program 0406					
Item	**Name**	**This option...**	**Is used with...**	**Default**	
				384i COS 1-14 *124i* COS 1-9	*384i* COS 15 *124i* COS 10
66	Barge In, Receive	Blocks/allows Barge In at the receiving extension	"Barge In"	1 (Allowed)	
67	Secretary Call	Enables/disables an extension's ability to use Secretary Call	"Secretary Call"	1 (Allowed)	
68	Setting Handsfree Answerback and Forced Intercom Ringing	Allows/prevents an extension from enabling Handsfree Answerback or Forced Intercom Ringing for their incoming Intercom calls	"Handsfree Answerback / Forced Intercom Ringing"	1 (Allowed)	
69	Programmable Function Key Programming	Enables/disables an extension's ability to program their function keys	"Programmable Function Keys"	1 (Enabled)	
70	DCI Auto Answer	Enables/disables an extension's ability to set the DCI Auto Answer Mode (Service Code 883)	"Data Communications"	1 (Enabled)	
71	Time and Date	Enables/disables an extension's ability to set the Time and Date and an extension's Class of Service via Service Code 177.	"Time and Date" "Class of Service"	1 (Enabled)	
72	Switching from Handsfree Answerback to Forced Intercom Ringing	Enables/disables an extension's ability to force Handsfree Answerback or Forced Intercom Ringing for outgoing Intercom calls	"Handsfree Answerback / Forced Intercom Ringing"	1 (Enabled)	
73	Microphone Cutoff	Enables/disables and extension's ability to use Microphone Cutoff	"Microphone Cutoff"	1 (Enabled)	
74	Repeat Redial	Enables/disables an extension's ability to use Repeat Redial	"Repeat Redial"	1 (Enabled)	
75	Selectable Display Messaging	Enables/disables an extension's ability to use Selectable Display Messaging	"Selectable Display Messaging"	1 (Enabled)	
76	Automatic On Hook Transfer	Enables/disables an extension's ability to use Automatic On Hook Transfer	"Transfer"	1 (Enabled)	
77-79	Not used				
80	ISDN Calling Party Number	Refer to the PRI Manual (P/N 92000PRI**) or the BRI Manual (92000BRI**)			
81,82	Not used				

Class of Service Options (Part A), Program 0406					
Item	**Name**	**This option...**	**Is used with...**	**Default**	
				384i COS 1-14 *124i* COS 1-9	*384i* COS 15 *124i* COS 10
83	ISDN Calling Party Subaddress	Refer to the PRI Manual (P/N 92000PRI**) or the BRI Manual (92000BRI**)			
84	*(384i prior to 3.07.10 and 124i)* Account Codes	Enables/disables an extension's ability to enter Account Codes	"Account Codes"	0 (Disabled)	
84	*(384i 3.07.10 or higher)* Account Codes	Enables/disables operator alert when an extension improperly enters an Account Code.	"Account Codes"	0 (Disabled)	
85	Extension Name	Enables/disables an extension's ability to program its name	"Name Storing"	1 (Enabled)	
86	Checking Selectable Ring Tones	Enables/disables an extension's ability to check the Selectable Ring Tones	"Selectable Ring Tones"	1 (Enabled)	
87-90	Not used				
91	Operator Transfer After Hold Callback	Not used			
92	Directed Call Pickup	Not used			
93	E-Hold (2nd)	Not used			
94	E-Hold Answer (2nd)	Not used			
95	Transfer Callback Display	Enables/disables the Transfer Callback display. If enabled, second line of display shows recall source.	"Transfer"	0 (Disabled)	1 (Enabled)
96	VAU Record	Enables/disables extension's ability to record, erase and listen to VAU messages	"Voice Announce Unit"	0 (Disabled)	1 (Enabled)
97	General Message Listen	Enables/disables extension's ability to dial 4 or Service Code 111 and listen to the General Message	"Voice Announce Unit"	1 (Enabled)	
98	General Message Record	Enables/disables extension's ability to dial Service Code 112 and record, listen to or erase the General Message	"Voice Announce Unit"	0 (Disabled)	1 (Enabled)
99	Personal Greeting	Enables/disables extension's ability to dial Service Code *47 to record, listen to or erase a Personal Greeting. This option also affects Park and Page.	"Voice Announce Unit"	1 (Enabled) (Disabled [0] in 384i prior to 3.05)	

Class of Service Options (Part A), Program 0406					
Item	**Name**	**This option...**	**Is used with...**	**Default**	
				384i COS 1-14 *124i* COS 1-9	*384i* COS 15 *124i* COS 10
100	Voice Over Initiate	Enables/disables an extension's ability to initiate Voice Over	"Voice Over"	0 (Disabled)	1 (Enabled)
101	Voice Over Receive	Enables/disables an extension's ability to receive Voice Over	"Voice Over"	1 (Enabled)	0 (Disabled)
102-104	Not used				
105	Group Listen	Enables/disables an extension's ability to use Group Listen	"Group Listen"	0 (Disabled)	
106	Not used				
107	Long Conversation Cutoff (Incoming)	Not used			
108	Long Conversation Cutoff (Outgoing)	Not used			
109	Hotel DND Set - Other Phone	Refer to the Hotel/Motel Guide (P/N 92000HMT**)			
110	Hotel Wake Up Call - Other Phone				
111	Hotel Set Call Restriction Between Rooms				
112	Hotel Set Toll Restriction of Other Rooms				
113	Hotel Check-in Operation				
114	Hotel Check-out Operation				
115	Hotel Clean Room Set - Own Phone				
116	Hotel Clean Room Set - Other Phone				
117	Hotel Room Status Printer Control				
118	Hotel DND Set - Own Phone				
119	Hotel Wake Up Call - Own Phone				

Class of Service Options (Part A), Program 0406					
Item	**Name**	**This option...**	**Is used with...**	**Default**	
				384i COS 1-14 *124i* COS 1-9	*384i* COS 15 *124i* COS 10
120	Forced Trunk Disconnect	Enables/disables an extension's ability to use Forced Trunk Disconnect	"Forced Trunk Disconnect"	0 (Disabled)	1 (Enabled)
121,122	Not used				
123	Caller ID Display	Enables/disables the Caller ID display at an extension	"Caller ID"	1 (Enabled)	
124	Edit Caller ID	Enables/disables an extension's ability to edit the stored Caller ID information	"Caller ID"	1 (Enabled)	
125	Automatic Handsfree Incoming	Enables/disables Automatic Handsfree for incoming calls on line/loop keys	"Handsfree and Monitor"	(384i) 1 (Enabled) (124i) 0 (Disabled)	(384i) 0 (Disabled) (124i) 0 (Disabled)
126	Universal Answer	Enables/disables an extension's ability to dial the Universal Answer code (#0)	"Universal Answer"	0 (Disabled)	
127	Not used				
128	Call Forwarding Off-Premise	Enables/disables an extension's ability to set up Call Forwarding Off-Premise for their phone	"Call Forwarding, Off-Premise"	0 (Disabled)	

Class of Service Options (Part B), Program 0419					
Item	Name	This option...	Is used with...	Default	
				384i COS 1-14 124i COS 1-9	384i COS 15 124i COS 10
1	***(384i 3.05.10 or higher)*** Manual Tandem Trunking	Allows an extension user to set up a tandem call by pressing their CONF (TRF) key.	"Tandem Trunking (Unsupervised Conference)"	0 (Disabled)	
2	***(384i 3.05.10 or higher)*** Tandem Trunking on Hang up	Allows an extension user to set up a tandem call automatically when they hang up.	"Tandem Trunking (Unsupervised Conference)"	0 (Disabled)	
3	***(384i 3.05 or higher)*** VAU Reminder Messages	Enables/disables the Call Forwarding, Message Waiting and Voice Mail reminder messages.	"Voice Announce Unit"	0 (Disabled)	
4	ACD Queue Status Display	Enables/disables the Queue Status Display for the ACD Group Supervisor's COS. Refer to the ACD Manual (P/N 92000ACD**) for additional information.	ACD "Queue Status Display"	0 (Disabled)	
5	Not used				
6	***(384i 3.06.06 or higher)*** Enhanced Dial Buffering	Use this option to enable (1) or disable (0) Enhanced Dial Buffering. If disabled, the system uses the standard dial buffering.	"Park"	0 (standard dial buffering enabled)	
7	Not used				
8	***(384i 3.07.10 or higher)*** Display 911 Dialed Station Name and Number	Enable (1) or disable (0) an extension's ability to display the name and number of the extension that activated E911 service. (If disabled, option 9 below is also disabled.)	"E911 Compatibility"	0 (Disabled)	
9	***(384i 3.07.10 or higher)*** E911 Alarm Ring	Enable (1) or disable (0) an extension' s ability to play the E911 alarm ring. (This can only occur if option 8 above is also enabled.)	"E911 Compatibility"	0 (Disabled)	
10	***(384i 3.07.10 or higher)*** Clear E911 Alarm Ring	If enabled (1), an extension user can dial 886 to turn off the E911 alarm ring. If disabled, an extension user cannot dial 886.	"E911 Compatibility"	0 (Disabled)	

Class of Service Options (Part B), Program 0419					
Item	**Name**	**This option...**	**Is used with...**	**Default**	
				384i COS 1-14 124i COS 1-9	384i COS 15 124i COS 10
11	***(384i 3.07.12 or higher)*** TAPI Auto Idle Mode (Driver ID)	Enter 0 for this option if you are installing the Nitsuko TAPI Service Provider 1.02.01 driver. Enter 1 for this option if you are installing the Nitsuko 384i Proprietary Mode Telephony SPV 1.00.01 (or higher) driver.	"TAPI Compatibility"	0 (Nitsuko TAPI Service Provider 1.02.01)	
12	***(384i 3.07.24 or higher)*** DID Off Hook Ringing	Enable (1) or disable (0) an extension's Off Hook Signaling for incoming DID calls.	"Off Hook Signaling"	0 (DID Off Hook Ringing disabled)	
13	***(384i 3.07.24 or higher)*** Block Manual Off Hook Signaling	Enable (1) or disable (0) an extension's ability to block off hook signals manually sent from a co-worker.	"Off Hook Signaling"	0 (Block Manual Off Hook Signaling disabled)	
14	***(384i 3.07.24 or higher)*** Block Camp On	Enable (1) or disable (0) an extension's ability to block callers from dialing 2 to Camp On.	"Off Hook Signaling"	0 (Block Camp On disabled)	
15	***(384i 3.07.24 or higher)*** DID Call Waiting	Enable (1) or disable (0) DID Call Waiting for an extension.	"Off Hook Signaling"	0 (DID Call Waiting disabled)	
16-18	Not used				
19	***(384i 3.07.31 or higher)*** Allow COS to be Changed	Enable (1) or disable (0) the ability of an extension's COS to be changed via Service Code 177.	"Class of Service"	0 (Extension's COS cannot be changed)	
16-64	Not used				

Class of Service

Related Features

Night Service

An extension can have a different Class of Service for each Night Service mode: Day, Night, Midnight or Rest.

Operation

To change an extension's Class of Service (via Service Code 177):

1. Press idle CALL key.
2. Dial 177.

   You see: Enter Password-
3. Dial password and press HOLD.

   Use the Time and Date and MOH password (normally 0000). You see: Enter Station#.

   You'll hear error tone and have to start over if you dial an incorrect code.
4. Dial the extension number you want to change.

   You see: DAY:nn

   Press HOLD to leave the current value unchanged.

   The extension you dial may be set to block your attempt to change their Class of Service.
5. Enter the Day Mode Class of Service for the extension you selected in step 4 and press HOLD.

   You see: NIGHT:nn

   Press HOLD to leave the current value unchanged.
6. Enter the Night Mode Class of Service for the extension you selected in step 4 and press HOLD.

   You see: MIDNIGHT:nn

   Press HOLD to leave the current value unchanged.
7. Enter the Midnight Mode Class of Service for the extension you selected in step 4 and press HOLD.

   You see: REST:nn

   Press HOLD to leave the current value unchanged.
8. Enter the Rest Mode Class of Service for the extension you selected in step 4 and press HOLD.

   You see: Enter Station#
9. Go to step 4 and enter another extension number.

   OR

   Press SPK to hang up.

Computer Telephony Integration (CTI) Applications

Description

124i ☞	Available.
384i ☞	Available.

Computer Telephony Integration (CTI) applications automate your office with TAPI compatibility and external PC control. CTI puts your telephone system on the cutting edge of modern office productivity with:

Personal Computer Interface (PCI)

Use a DCI Module installed in your Super Display or 32-Button Display keyset as a Personal Computer Interface. Installing Nitsuko's TAPI software driver (P/N 94000) and TAPI compatible software in your personal computer will allow your PC to operate your telephone. Nitsuko's TAPI software driver provides all TAPI Basic Services and a host of TAPI Supplemental Services. See "TAPI Compatibility" for more.

Note: You can obtain TAPI Driver P/N 94000 separately or as part of the TAPI Kit (P/N 92966B). The TAPI Kit consists of the TAPI Driver in addition to DCI Module P/N 92266B.

Telemarketing Dial

Telemarketing Dial is PC-based dialing that enables your staff to canvas prospects quickly and efficiently. Use third-party database software installed on your PC as auto-dialer which can automatically look up your clients and dial their numbers. See "Data Communications Interface (DCI)" for more on setting up this feature.

Database Lookup

Provided through Caller ID and TAPI Compatible third-party software (such as Symantec's ACT!), Database Lookup displays your caller's account information before their call is even answered. Go to "Data Communications Interface (DCI)" for the details on programming the system to enable this feature.

Open Architecture Interface (OAI)

OAI allows unique PC-based system functions via third-party development.

Conditions

None

Default Setting

None

Programming

Refer to the "Data Communications Interface (DCI)" feature for programming specifics.

Related Features

Data Communications Interface (DCI)

Turn to this feature for more on connecting and programming DCI Modules and 3-DCI Units.

TAPI Compatibility

See this feature for the details on the TAPI services provided by the system and Nitsuko's TAPI driver.

Operation

None

Conference

Description

124i ☞	The system allows either 8 four-party conferences or 4 eight-party conferences.
-	Split (From Conference) is not available.
-	Adding a parked call to a Conference requires Base 4.02, EXCPRU 4.02 or higher.
-	The Conference initiator cannot place conferenced trunks on Hold.
-	The Trunk Answer Code (867) requires Base 4.02, EXCPRU 4.02 or higher.

384i ☞	Each DTU-A/C allows either 4 four-party conferences or 2 eight-party conferences per PCB.
-	Split (From Conference) requires system software 3.07.24 or higher.
-	Adding a parked call to a Conference requires system software 3.07.24 or higher.
-	System software 3.07.24 or higher allows the initiator to place conferenced trunks on Hold.
-	The Trunk Answer Code (867) requires system software 3.07.24 or higher.

Conference lets an extension user add additional inside and outside callers to their conversation. With Conference, a user may set up a multiple-party telephone meeting without leaving the office. The system allows either four or eight parties maximum per conference. No more than two parties in Conference can be outside callers.

Split (From Conference)
Split allows a user to alternate (i.e., switch) between their callers in Conference. This will allow a dispatcher, for example, to control a telephone meeting between themselves, a customer and a service technician. The dispatcher can meet together with all parties, privately set up a service strategy with the technician and then meet again to set the schedule.

Split cycles through the Conference in the same order in which the Conference was initially set up. If a user places an outside call, conferences extension 302 followed by extension 303, Split will cycle from the trunk, to 302 and finally to 303. The Split cycle then repeats.

Conditions

(384i Only) Conference requires either a DTU-A or DTU-C PCB (eight PCBs maximum per system).

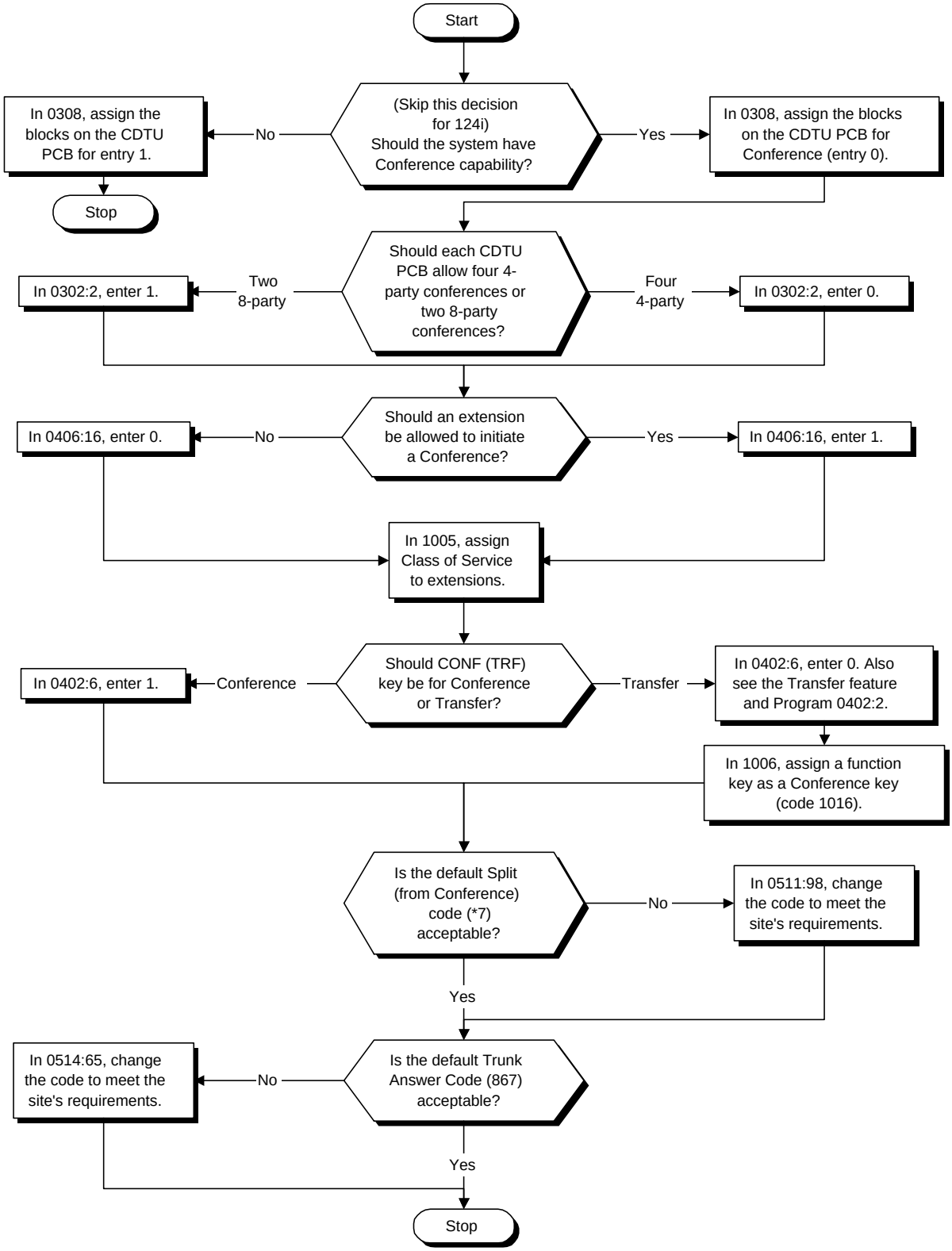
Default Setting

- Enabled.

Programming

— For Your Notes —

Conference


Start
(Skip this decision for 124i) Should the system have Conference capability?
No
In 0308, assign the blocks on the CDTU PCB for entry 1.
Stop
Yes
In 0308, assign the blocks on the CDTU PCB for Conference (entry 0).
Should each CDTU PCB allow four 4-party conferences or two 8-party conferences?
Two 8-party
In 0302:2, enter 1.
Four 4-party
In 0302:2, enter 0.
Should an extension be allowed to initiate a Conference?
No
In 0406:16, enter 0.
Yes
In 0406:16, enter 1.
In 1005, assign Class of Service to extensions.
Should CONF (TRF) key be for Conference or Transfer?
Conference
In 0402:6, enter 1.
Transfer
In 0402:6, enter 0. Also see the Transfer feature and Program 0402:2.
In 1006, assign a function key as a Conference key (code 1016).
Is the default Split (from Conference) code (*7) acceptable?
No
In 0511:98, change the code to meet the site's requirements.
Yes
Is the default Trunk Answer Code (867) acceptable?
No
In 0514:65, change the code to meet the site's requirements.
Yes
Stop

Programming

- **0302 - Music on Hold and Conference Setup, Item 2: Conference Setup**
  (124i Only) Set the Conference mode of the system. The system allows either 8 four-party conferences (0) or 4 eight-party conferences (1).
  (384i Only) Set the Conference mode of each DTU-A or DTU-C PCB. The system allows either 4 four-party conferences (0) or 2 eight-party conferences (1) per PCB.
- **0308 - Conference Circuit Setup**
  (384i Only) Assign the circuits on the DTU-A or DTU-C PCBs as Conference circuits (0).
- **0402 - Tenant Group Options (Part B), Item 6: CONF (TRF) Key Operating Mode (Part B)**
  For each Tenant Group, assign the CONF (TRF) key for Transfer (0) or Conference (1). If set for Transfer, also see Program 0402 Item 2, CONF (TRF) Key Operating Mode (Part A).
- **0511 - Service Code Setup (Part A), Item 98: Call Waiting Answer/Split**
  If required, use this program to change the code users dial to Split while on a Conference call. This code is normally *7.
- **0514 - Service Code Setup (Part B), Item 65: Trunk Answer Code**
  If required, use this program to change to code users dial to retrieve a Conferenced trunk on Hold.
- **0406 - COS Options, Item 16: Conference**
  In an extension's COS, enable (1) or disable (0) the extension's ability to initiate a Conference.
- **1005 - Class of Service**
  Assign a Class Of Service (1-15) to an extension.
- **1006 - Programming Function Keys**
  Assign a function key for Conference (code 1016).

Related Features

Conference, Voice Call
Set up a Conference with a co-worker in your immediate work area.

Meet Me Conference
Meet Me Conference lets an extension user set up a Conference via Paging.

Meet Me Paging
Meet Me Paging lets an extension user set up a two-party meeting via Paging.

Programmable Function Keys
In order for keyset to have Conference, it must have a Conference function key.

Transfer
You can optionally program the CONF (TRF) key for Transfer. In this case, the keyset must have a Conference function key.

Conference

Operation

To establish a Conference:

Keyset

1. Establish Intercom or trunk call.
2. Press CONF (TRF) or Conference key (PGM 1006 or SC 851: 1016).

   Beginning with 384i system software 3.01.02 and in 124i, you can press HOLD instead.
3. Dial extension you want to add.

   OR

   Access outside call

   OR

   Retrieve call from Park orbit.

   To get the outside call, you can either press a line key or dial a trunk/trunk group code.

   You can optionally go back to step 2 to add more parties to your Conference.
4. When called party answers, press CONF (TRF) or Conference key twice.

   If you cannot add additional parties to your Conference, you have exceeded the system's Conference limit.
5. Repeat steps 2-4 to add more parties.

Single Line Set

1. Establish Intercom or trunk call.
2. Hookflash and dial #1.
3. Dial extension you want to add.

   OR

   Access trunk call.

   OR

   Retrieve call from Park orbit.
4. Hookflash and repeat step 3 to add more parties.

   OR

   Hookflash twice to set up the Conference.

   If you cannot add additional parties to your Conference, you have exceeded the system's Conference limit.

To Split (alternate) between the parties in Conference:

Keyset

1. Press CONF (TRF) or Conference key (PGM 1006 or SC 851: 1016).
2. Dial *7.

   Repeat this procedure to alternate between the remaining parties in the Conference. Press CONF or Conference key twice to set up the Conference again.

Single Line Set

1. Hookflash and dial*7.

   Repeat this procedure to alternate between the remaining parties in the Conference. Hookflash twice to set up the Conference again.

Operation (Cont'd)

To place a Conference with outside callers on Hold (and return to it later on):

Keyset

1. Set up the Conference with your outside callers.
2. Press HOLD.

   Your outside callers hear Music on Hold..
3. To speak individually to one of the outside callers on Hold:
   - Press flashing line key.

   OR

   - Dial 867 and the line number (e.g., 001 for line 1).

   Press HOLD and repeat the above step to speak individually with other callers on Hold.
4. Press CONF (TRF) to re-establish the Conference.

Single Line Set

1. Set up the Conference with your outside callers.
2. Hookflash.
3. To speak individually to one of the outside callers on Hold, dial 867 and the line number (e.g., 001 for line 1).

   Hookflash and repeat the above step to speak individually with other callers on Hold.
4. Hookflash twice to re-establish the Conference.

To exit a Conference without affecting the other parties:

Keyset

5. Press HOLD.

   If you press Hold while on a call with two outside callers, the outside callers hear Music on Hold.

Single Line Set

1. Hang up.

   If you are not permitted to use Tandem Trunking, outside callers may hear Music on Hold.

Conference, Voice Call/Privacy Release

Description

124i ☞	The system allows either 8 four-party conferences or 4 eight-party conferences.

384i ☞	Each DTU-A/C allows either 4 four-party conferences or 2 eight-party conferences per PCB.

Voice Call Conference lets extension user's in the same work area join in a trunk Conference. To initiate a Voice Call Conference, an extension user just presses the Voice Call Conference key and tells their co-workers to join the call. The system releases the privacy on the trunk, and other users can just press the trunk's line key to join the call.

Voice Call Conference does not use the telephone system features to announce the call. The person initiating the Voice Call Conference just announces it "through the air."

Conditions

(384i Only) Conference requires either a DTU-A or DTU-C PCB (eight PCBs maximum per system).

Default Setting

- Disabled.

Programming

Refer to the Programming Flowchart on the following page.

➢ **0302 - Music on Hold and Conference Setup**
(124i Only) Set the Conference mode of the system. The system allows either 8 four-party conferences (0) or 4 eight-party conferences (1).
(384i Only) Set the Conference mode of each DTU-A or DTU-C PCB. The system allows either 4 four-party conferences (0) or 2 eight-party conferences (1) per PCB.

➢ **0308 - Conference Circuit Setup**
(384i Only) Assign the circuits on the DTU-A or DTU-C PCBs as Conference circuits (0).

➢ **0405 - System Timers (Part A), Item 9: Meet Me Conference Time**
Set the interval users have to join a Voice Call Conference after it is announced. (Note that this interval is also used for Meet Me Conference.)

➢ **0406 - COS Options, Item 17: Voice Call Conference**
In an extension's COS, enable (1) or disable (0) an extension's ability to initiate a Voice Call Conference.

➢ **1005 - Class of Service**
Assign a Class Of Service (1-15) to an extension.

➢ **1006 - Programming Function Keys**
Assign a function key for Voice Call Conference (code 1017).

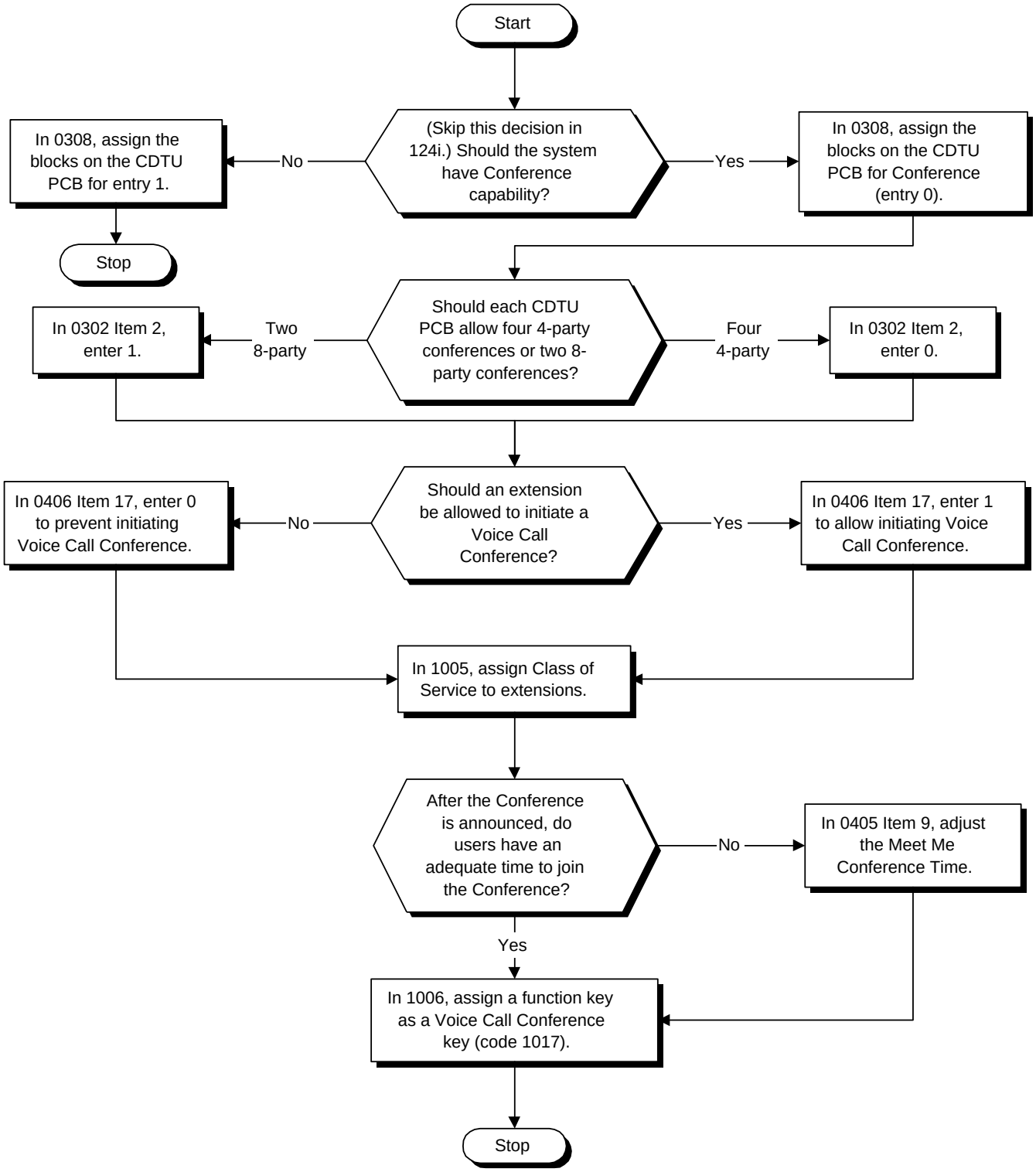
Related Features

Conference
Set up a multiple-party telephone meeting without leaving the office.

Programmable Function Keys
Voice Call Conference requires a Voice Call Conference function key.

Single Line Telephones
This feature is not available at single line telephones.

Programming (Cont'd)



Conference, Voice Call/Privacy Release

Operation

To set up a Voice Call Conference with a co-worker in your immediate work area:

1. Place or answer trunk call.
2. Press Voice Call Conference key (PGM 1006 or SC 851: 1017).
3. Announce Conference.

   Just tell your co-worker about the call. Do not use telephone system features to announce it.

To join a Voice Call Conference (if invited).

1. After Conference request, press indicated line key.

To exit a Voice Call Conference without affecting the other parties:

1. Press SPK to hang up.

Description

124i ☞	Available.

384i ☞	Available.

Continued Dialing allows an extension user to dial a call, wait for the called party to answer and then dial additional digits. This helps users that need services like Voice Mail, automatic banking and Other Common Carriers (OCCs).

There are two types of Continued Dialing:

- **Continued Dialing for Intercom Calls**
  Depending on an extension's Class of Service, a keyset user may be able to dial additional digits after their Intercom call connects. In systems with Voice Mail, for example, Continued Dialing lets extension users dial the different options after the Voice Mail answers. Without Continued Dialing, extension users cannot access these Voice Mail options.

- **Continued Dialing for Trunk Calls**
  Continued Dialing gives a user access to outside services like automatic banking, an outside Automated Attendant, bulletin boards and Other Common Carriers (OCCs). After the outside service answers, the user can dial digits for whatever options the services allow. Without Continued Dialing, the system's Toll Restriction will cut off the call after a specific number of dialed digits. See Programming below for additional information.

NOTICE
Continued Dialing may make the system more susceptible to toll fraud.

Conditions

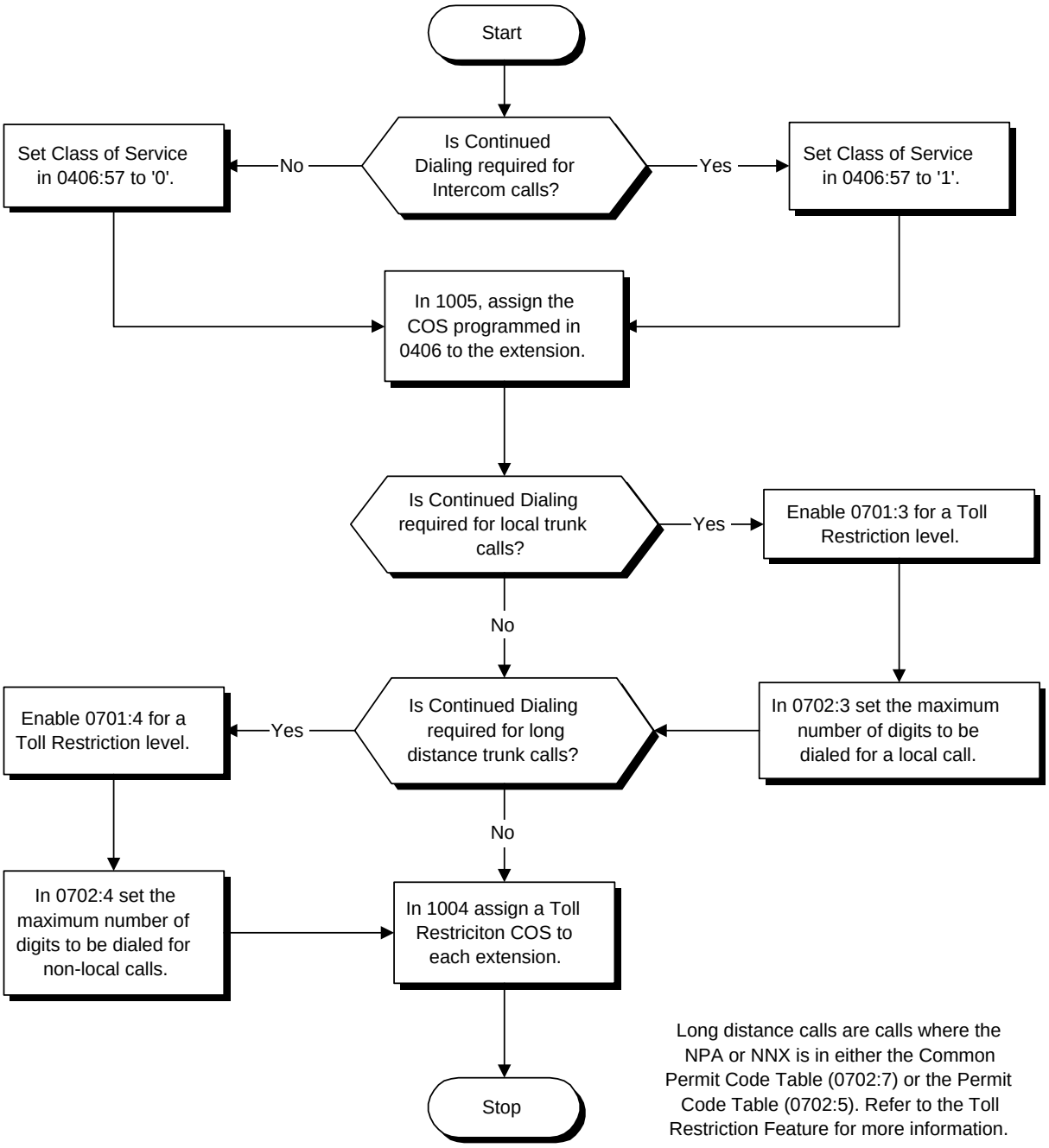
Since a 2500 set dial pad is always active, the system does not limit Intercom Continued Dialing from these phones.

Default Setting

- Enabled.

Continued Dialing

Programming



Programming (Cont'd)

- **0406 - COS Options, Item 57: Continued Dialing**
  In an extension's Class of Service, enable (1) or disable (0) an extension's ability to use Continued Dialing for Intercom calls to 2500 type devices.
- **0701 - Toll Restriction Class, Item 3: Maximum Number of Digits in Local Call**
  Assign Program 0702 Item 3 entries to each Toll Restriction class.
- **0701 - Toll Restriction Class, Item 4: Maximum Number of Digits in Non-Local Call**
  Assign Program 0702 Item 4 entries to each Toll Restriction class.
- **0702 - Toll Restriction Tables, Item 3: Maximum Number of Digits in Local Call**
  If enabled in 0701 Item 3, user cannot dial a local call longer than this number of digits.
- **0702 - Toll Restriction Tables, Item 4: Maximum Number of Digits in Non-Local Call**
  If enabled in 0701 Item 4, user cannot dial a long distance call longer than this number of digits. Non-Local Calls are calls where the NPA or NNX is in either the Common Permit Code Table (Program 0702 Item 7) or the Permit Code Table (Program 0702 Item 5). Refer to the Toll Restriction feature for additional information.
- **1004 - Toll Restriction Class**
  Assign a Toll Restriction Class (1-15) to an extension.
- **1005 - Class of Service**
  Assign a Class Of Service (1-15) to an extension.

Related Features

Pulse to Tone Conversion
Users can place calls to services over Dial Pulse trunks - and then dial DTMF digits after the service answers.

Toll Restriction
The ability to use Continued Dialing on trunk calls is set by Toll Restriction programming.

Operation

To use Continued Dialing:

1. Place Intercom or trunk call.
2. Continue dialing after call connects.

Toll Restriction and Class of Service programming may limit Continued Dialing.

Cordless Telephone (Nitsuko 900i)

Description

124i ☞	Available — requires Base 3.03 or EXCPRU 3.03 or higher.

384i ☞	Available — requires system software 3.07.10 or higher.

The Nitsuko 900i (P/N 85456D) is a 900 MHz digital cordless telephone that provides mobility, flexibility and convenience for those who spend much of the workday away from their desk. Fully integrated with the telephone system, the Nitsuko 900i offers many standard features such as Park, Page, Do Not Disturb, Hotline Voice Over and Voice Mail. The Nitsuko 900i is normally paired with a companion keyset during installation for improved one-button call coverage capabilities.

Complemented by four fully programmable function keys (with LEDs), the Nitsuko 900i achieves a whole new level of convenience and mobility. An easy-to-read LCD display, volume controls, a rechargeable battery and a handy belt clip round out the elegant and affordable Nitsuko 900i.

For complete installation and operation instructions, refer to the Nitsuko 900i Cordless Phone Installation and User Guide (P/N 85456DINS**).

Conditions

None

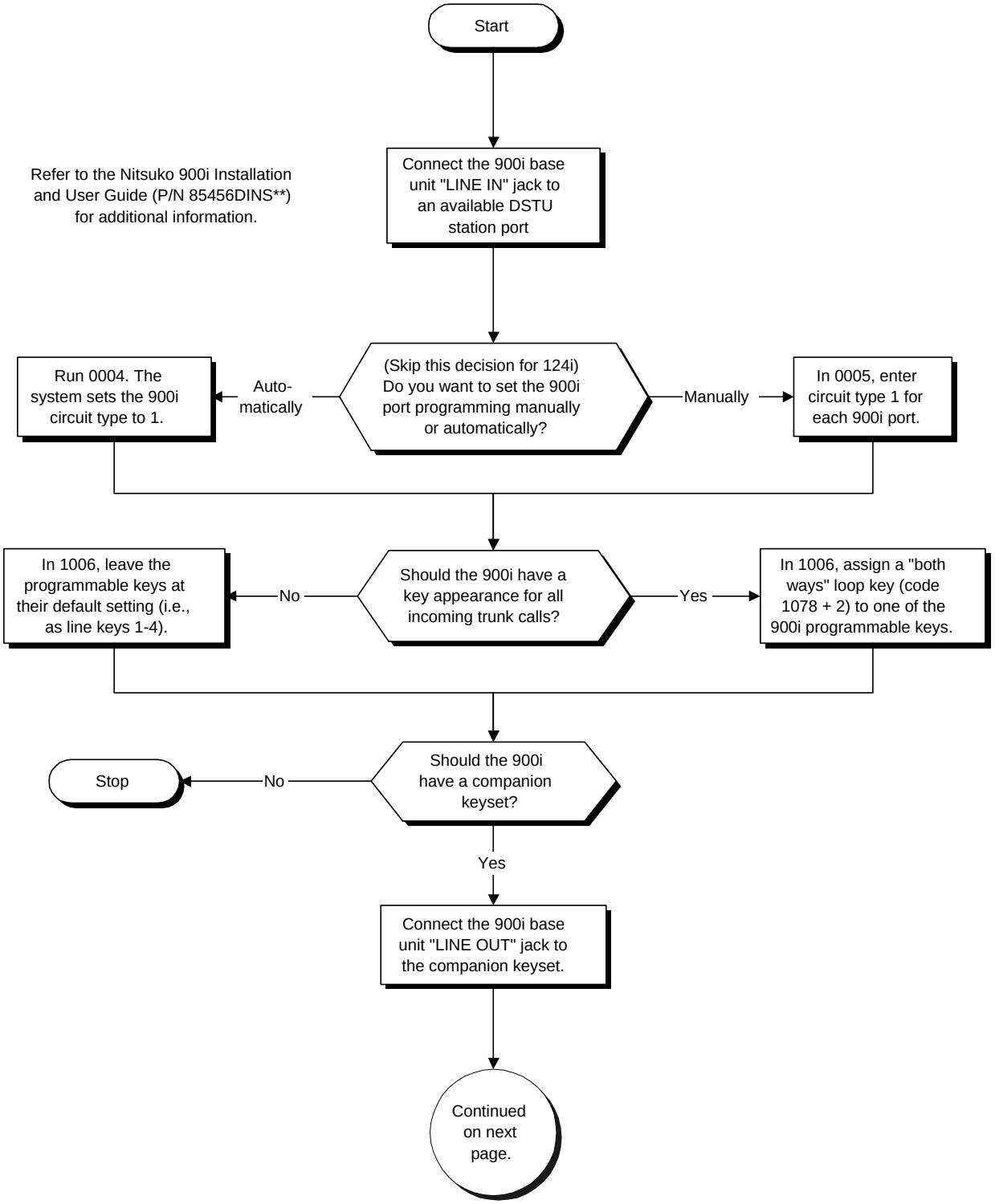
Default Setting

- Disabled.

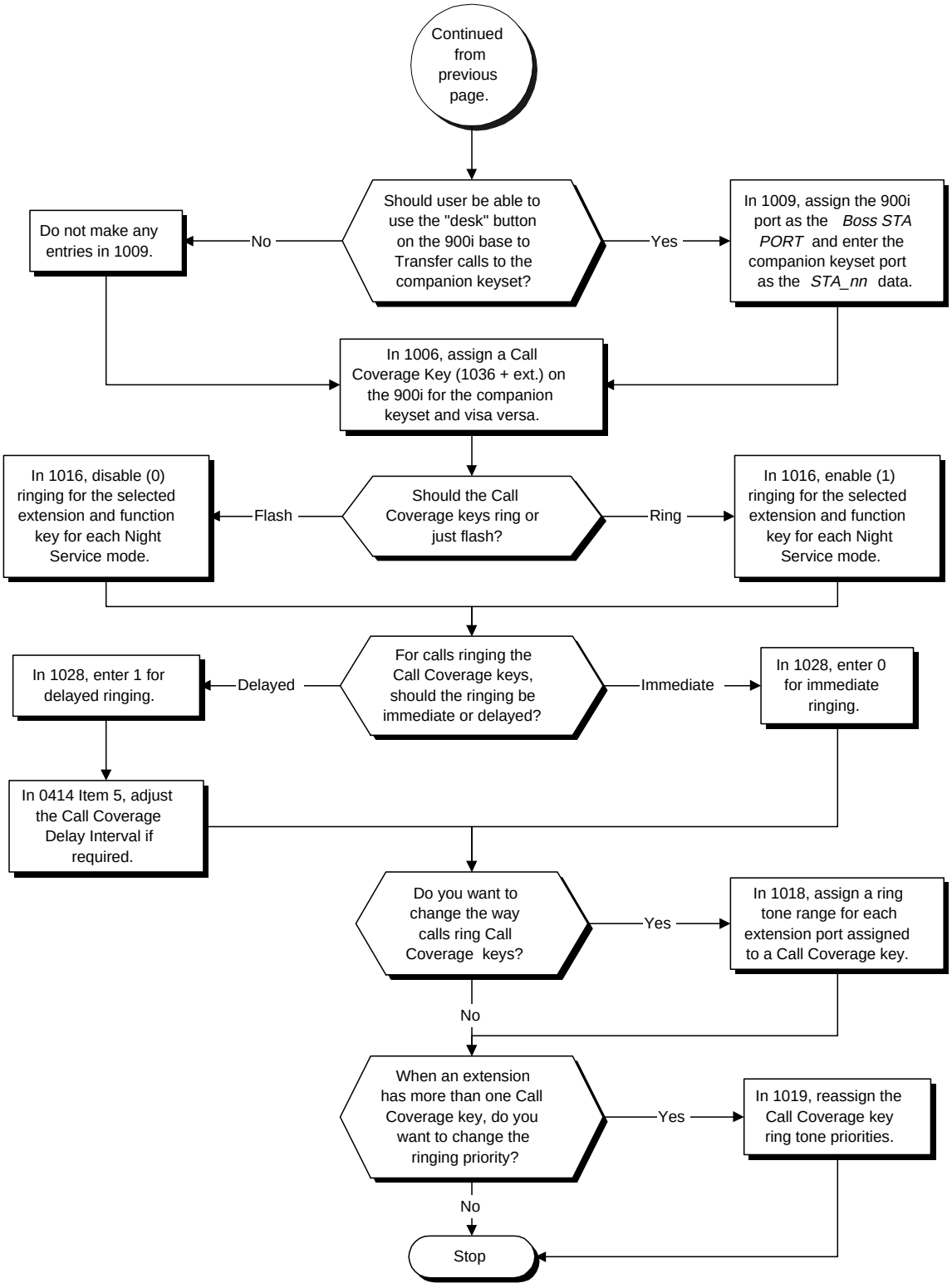
Priority	Ring Tone (set in Program 1019)
1	0
2	1
3	2
4	3

- All Call Coverage keys immediately ring (Program 1028 = 0).

Programming



Programming (Cont'd)



Programming (Cont'd)

➢ ***(384i Only)*** **0004 - Automatic Extension Circuit Type Setup**
Use this program to automatically set up the Nitsuko 900i station port. When you run Program 0004, the system automatically assigns circuit type 1 to all the Nitsuko 900i ports.

➢ ***(384i Only)*** **0005 - Manual Extension Circuit Type Setup**
If you don't want to use Program 0004, use this program instead. Use the Type option to set the circuit type of the Nitsuko 900i station port to circuit type 1. Refer to *Understanding Port Assignments* on page 626 for more explanation.

➢ **0414 - System Timers (Part B), Item 5: Call Coverage Delay Interval**
Multiple Directory Number/call Coverage Keys set for Delayed Ringing (see Program 1028 below) ring the covering extension after this interval.

➢ **1006 - Programming Function Keys**
- Assign a *Loop Key* (code 1078 + option) to the Nitsuko 900i to make placing and answering outside calls easier. For example, code 1078 + 2 will provide a both ways loop key. The user can press the key to place a call on the "dial 9" Trunk Group. In addition, the key provides an appearance for any incoming call that is not specifically assigned to one of the Nitsuko 900i line keys.
- Assign a *Call Coverage Key* (code 1036 + covered) to both the Nitsuko 900i and the companion keyset. The Nitsuko 900i should cover the companion and visa versa. This gives the Nitsuko 900i and the companion keyset on-button access to each others calls.

➢ **1009 - Cordless/Desktop Extension Assignment**
Make entries into this program if you want to enable the DESK button on the Nitsuko 900i base unit. For the *Boss STA PORT?* prompt, enter the Nitsuko 900i port number. For the *STA_nn* prompt, enter the companion desk set's port number.

➢ **1016 - Setting Ringing for Multiple Directory Numbers**
Individually program the Nitsuko 900i and companion keyset Call Coverage keys to either ring (1) or not ring (0).

➢ **1018 - Multiple Directory Number Ring Tone Range**
Use this program to assign a unique ring tone range (0-4) to each port assigned to a Call Coverage key. This is important if the Nitsuko 900i and/or companion keyset have more than one Call Coverage key. The unique ring tone helps the user quickly determine which key is ringing.

➢ **1019 - Multiple Directory Number Ring Tone Priority**
Use this program to set the priority (1-4) for the tones assigned in Program 1018 above. You make one assignment for each port. When multiple Call Coverage key calls ring an extension simultaneously, the tone with the highest priority (e.g., 1) rings. The other keys just flash.

➢ **1028 - Multiple Directory Number Key Delayed Ringing**
Individually program an extension's Call Coverage keys for Delayed Ringing (1) or Immediate ringing (0). Also see Program 0414 Item 5 above.

Related Features

Refer to the Nitsuko 900i Cordless Phone Installation and User Guide (P/N 85456DINS**) for Related Feature information.

Operation

Refer to the Nitsuko 900i Cordless Phone Installation and User Guide (P/N 85456DINS**) for the specifics on feature operation.

Data Communications Interface (DCI)

Description

124i ☞	Available — 72 DCI software ports, allocated between 72 DCI Modules and six 3-DCI Units (two per cabinet) maximum.

384i ☞	Available — 288 DCI software ports, with 144 DCI Modules and 48 3-DCI Units maximum. System software prior to 3.04 uses different DCI Types. System software 3.05 and higher has default assignments for the first 3-DCI installed.

With the Data Communications Interface (DCI), you can use your telephone system to set up a data network. DCI networking lets system users share common office resources such as PCs, modems and printers. Since the phone system handles the network communications, you can eliminate the expense of separate wiring, network adapters and network driver software. The DCIs can switch asynchronous RS-232-C data at speeds from 300 to 19.2K baud. Internal X.25 packet switching ensures maximum data reliability with a minimum of disruption to other system activities.

There are three types of DCIs:

- **RS-232-C DCI Module (DCI-A: P/N 92266)**
  The DCI-A is a single port data module that installs in a multibutton phone for *serial* (RS-232-C) communications. Although it installs in the phone, the DCI-A has its own unique port and extension number. Use DCI-A to easily add RS-232-C data capabilities to any keyset. The 384i system can have up to 144 DCI Modules; the 124i up to 72 (DCI-A *plus* DCI-B - see below).

- **Centronics DCI Module (DCI-B: P/N 92267)**
  The DCI-B is also a single port data module that installs in a multibutton telephone, but it is used for *parallel* (Centronics) communication. Like the DCI-A, DCI-B also has its own unique port and extension number. Use the DCI-B to connect a parallel printer to your data network. The DCI-B operates in one direction only. A switch on the DCI-B lets you send data OUT (from DCI-B to printer) or IN (from printer to DCI-B). The 384i system can have up to 144 DCI Modules,; the 124i up to 72 (DCI-A *plus* DCI-B - see above). The DCI-B requires a unique cable — consult with your sales representative.

- **3-Port DCI Unit (3DCI-A: P/N 92258)**
  The 3DCI-A is a stand-alone unit that connects to a single DSTU PCB port and provides three RS-232-C ports. The 3DCI units are helpful in areas that have a high concentration of data devices. Since you can have three devices connected to each 3DCI, you use up 1/3 the number of DTSU PCB ports (when compared to the DCI Module). Keep in mind, however, that 3DCI Units do not have an associated telephone. The 384i system can have up to 48 3DCI Units (144 data ports); the 124i up to three (six data ports).

DCI Features

- **Keyset-Originated Data Call**
  Place a call to another DCI by using your telephone dial pad. The data call automatically sets up if the called DCI answers.

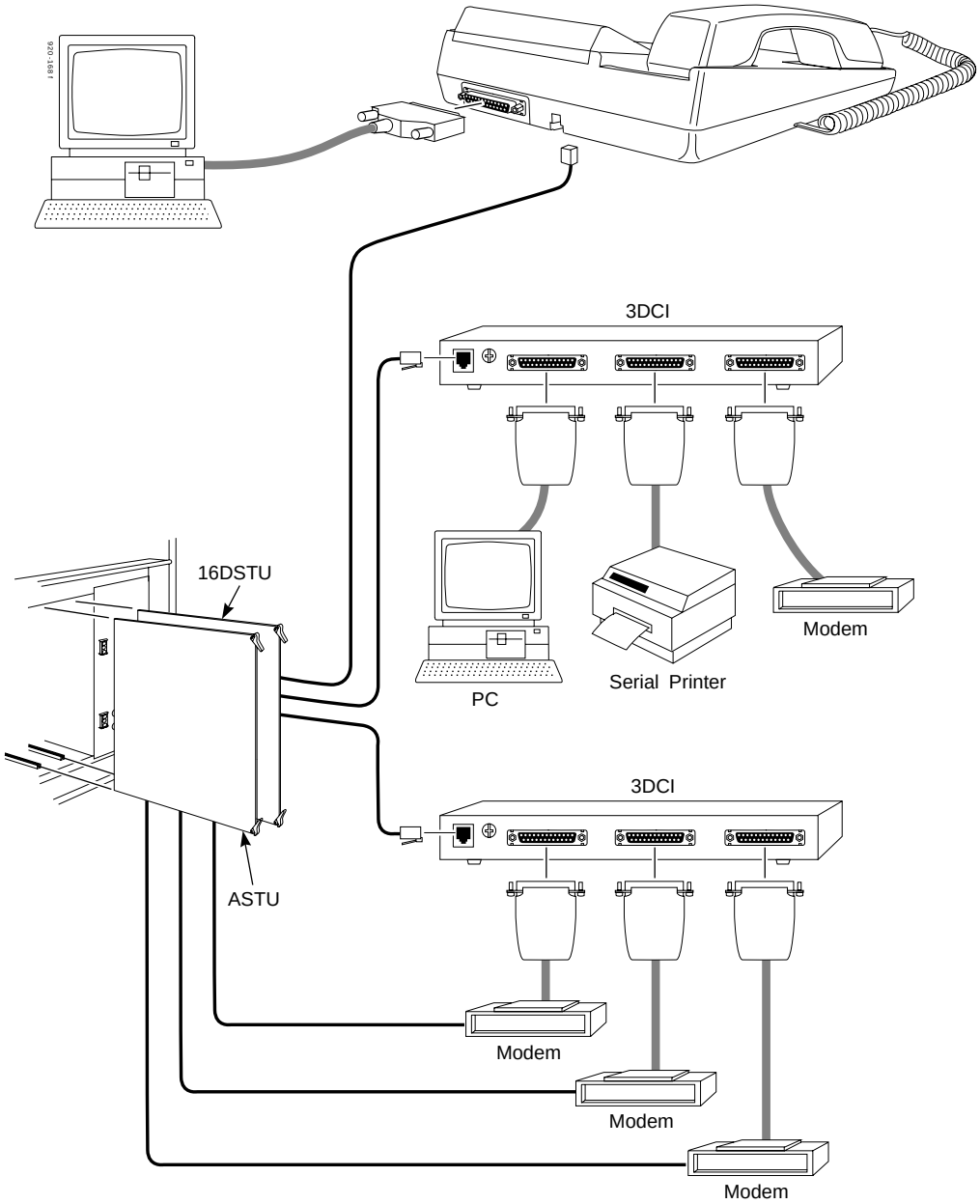
- **Terminal-Originated Data Call**
  Place data calls directly from your PC. You can dial using Hayes compatible dialing commands (e.g., ATDT) or use the powerful auto-dialing features of your communications software.

- **Terminal-Originated Voice Call (Telemarketing Dial)**
  Use your PC to place an outgoing call, then switch to a voice call after the number dials out. This is a great feature for telemarketers that have a list of names to call stored in their communications software. Let the communications software dial the call - then switch it to a voice call after the stored number dials out. Each phone with Telemarketing Dial should have a Telemarketing Dial key (code 1045). See *Programming* for more.

Description (Cont'd)

- **DCI Department Group**
  Group DCIs into departments for pooled DCI operation. For example, you can program several network printers into a DCI Department Group (see the illustration below). When a user calls the department, they connect to the first available printer.

  DCI Department Groups also allow modem pooling for trunk calls without using a proprietary Modem Pooling PCB (see the illustration below). Users placing outside calls select one of the pooled modems as part of the dialing sequence. Refer to the Hardware Manual for additional installation details.



(384i System Shown)

Description (Cont'd)

- **Hayes Compatibility**
  The DCI is compatible with many Hayes AT commands. For example, you can use S-registers to change DCI communications parameters (refer to Table DCI-2). In addition, Result Codes help you monitor the progress of your call (refer to Table DCI-4). You can also enter over 20 Hayes commands from your terminal to control dialing and terminal options, Result Code display and S-register programming (refer to Table DCI-5).

- **DCI Hotline**
  DCI Hotline sets up a "nailed-up" (permanent) connection between a DCI Module and another DCI. During programming, you set the DCI Module as the "source" and the other DCI as the "target." When the user at the source presses the keyset data key, the system automatically sets up the data link to the target DCI. You could use a DCI Hotline at a terminal connected through the phone system to a mini-computer. When the terminal user presses the keyset Hotline key, the terminal goes on-line to the mini-computer.

- **Speed Conversion**
  The system can automatically compensate for speed differences between two connected data devices. For example, a PC receiving at 2400 baud can accept files sent by another PC at 19.2K baud. There is no need for the two devices to match their communications speed

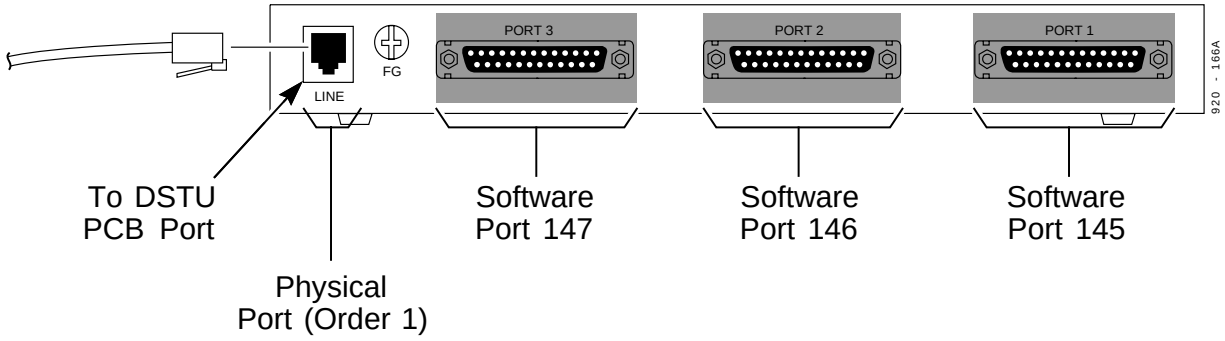
Physical Ports and Software Ports

DCIs have physical ports and corresponding software ports. The software ports are used during system programming. For DCI Modules, the physical port is the same as the phone port into which the module is installed. In 384i, the software port (1-144) depends on the installation order (set in Program 0005). Order 1 specifies software port 1; order 144 specifies software port 144. Normally you'll assign DCI Order 1 to the first DCI Module you install and Order 144 to the last. In 124i, the software port is the same as host telephone's physical port. The total of all 124i data device software ports cannot exceed 72.

Each 3DCI consists of a physical port for connection to the phone system and three software ports. The physical port is the station port into which the 3DCI line cord is plugged. In 384i, the 3DCIs have a different software port numbering scheme which is also determined by the installation order set in Program 0005. The 3DCI with order 1 (shown below) has software ports 145, 146 and 147. The 3DCI with order 48 (the highest 3DCI order number available) has software ports 286, 287 and 288. Normally, you assign 3DCI Order 1 to the first 3DCI you install and Order 48 to the last. In 124i, the software port is the same as the extension port to which the module is connected and the *next two consecutive ports*. The total of all 124i data device software ports cannot exceed 72.

384i Data Communications Interface Devices			
Device	**Total Number of Physical Ports**	**Installation Order Numbers**	**Software Ports**
DCI Modules	144 (in phone)	1-144	1-144
3DCI Units	48	1-48	145-288

Description (Cont'd)



(384i System Shown)

During programming, you assign DCI extension numbers, Department Group options and Tenant Group options to DCI software ports, not physical ports. During installation, the equipment plugged into the connectors correspond to the DCI software ports. Refer to the system Hardware Manual for more installation details.

Conditions

None

Default Setting

- Disabled.

Description (Cont'd)

DCI S-Registers (Register Type 1)			
Register	**Description**	**Range**	**Default**
0	**Number of Rings Until Auto-Answer** The number of rings required before the DCI port answers the call.	0 (No auto-answer) 1-255 (2-510 seconds)	0
1	**Ring Count** The register that stores the number or rings detected by the DCI	0-255 (0-510 seconds)	0
2	**Escape Character** The decimal value of the ASCII character used for Escape	0-127 (decimal)	43
3	**Carriage Return Character** The decimal value of the ASCII character used for carriage return	0-127 (decimal)	13
4	**Line Feed Character** The decimal value of the ASCII character used for line feed.	0-127 (decimal)	10
5	**Backspace Character** The decimal value of the ASCII character used as a backspace.	0-32, 127 (decimal)	8
7	**Wait for Carrier After Dial** During call setup, sets time DCI waits for carrier from remote modem before hanging up. Also Sets time DCI pauses when it encounters a W in the dial string.	1-255 (seconds)	30
9	**Carrier Detect Response Time** Minimum duration of valid carrier signal.	1-255 (10-2550 mS)	6 (60 mS)
10	**Lost Carrier to Hang Up Delay** Length of time DCI waits before hanging up after loss of carrier (must be greater than register 9)	1-255 (10-2550 mS)	14 (140 mS)
12	**Escape Code Guard Time** Delay (guard) time before and after entering escape character.	0, 1-255 (0, 20-5100 mS)	50 (1 second)
25	**Delay to DTR** In synchronous mode, sets interval between connection and examination of DTR. Also After connection, sets minimum duration of valid DTR signal.	1-255 (10-1550 mS)	5 (50mS)

DCI S-Registers (Register Type 1)			
Register	**Description**	**Range**	**Default**
58	**DTE/DCE Terminal Type** You can configure a DCI-A Module (P/N 92266) as either a DCE of DTE device. Use the DCE (1) configuration if you have a straight-thru cable and you want to connect directly to a terminal or PC serial port. Use the DTE (0) configuration if you have a straight-thru cable and you want to connect directly to a modem. (This option requires system software 3.04. Prior to 3.04, this options was Register 59, Data Watchdog Timer.)	0 = DTE 1 = DCE	0 (DTE)
59	**Data Watchdog Timer (Low)** If a data low condition exists for longer than this interval, the system disconnects the data call. ***This option is only available in system software prior to 3.04.***	1-255 seconds 0=disabled	0 (disabled)
60	**Data Watchdog Timer (High)** If a data high condition exists for longer than this interval, the system disconnects the data call. ***This option is only available in system software prior to 3.04.***	1-255 seconds 0 = disabled	0 (disabled)
61	**Packet Size** Sets the size of the data packet. Packets exceeding this size are transmitted. Packets less than this size are not (unless timeout occurs - see register 63).	0-255 (0-255 byte)	255
62	**Terminate Code** The decimal value of the ASCII code used to end (terminate) a command line.	0-127 (decimal)	13 (CR)
63	**Data Transmission Time** Sets how long DCI waits before transmitting an incomplete packet. Use register 61 to set packet size.	0, 1-255 (0, 50-12750 mS) 0=disabled	5 (250 mS)
64	**Result Code Send/Block** Allows/prevents sending of Result Codes to device connected to DCI.	0=Send 1=Do Not Send	0 (Send)
	Result Code Type Enables sending of Result Codes as words or numbers.	0=Numeric 1=Words	1 (Words)
	Result Code Mode Determines which set of Result Codes are sent to device connected to DCI (Basic or Extended - see Table with DCI feature).	0=Basic 1=Extended	0 (Basic)

DCI S-Registers (Register Type 1)			
Register	**Description**	**Range**	**Default**
65	**Baud Rate** Sets the baud rate of the DCI port.	1=300 BPS 2=600 BPS 3=1200 BPS 4=2400 BPS 5=4800 BPS 6=9600 BPS 7=19,200 BPS	6 (9600 BPS)
	Stop Bit Sets the number of stop bits the DCI expects in the data stream	0=1 stop bit 1=2 stop bits	0 (1 stop bit)
	Data Bits Sets the number of data bits the DCI expects in the data stream.	0=7 data bits 1=8 data bits	1 (8 data bits)
	Parity Sets the parity method the DCI expects in the data stream	0=No parity 1=Not used 2=Odd parity 3=Even parity	0 (no parity)
66	**Request to Send (RTS) Control** Enables (0) or disables (1) RTS (pin 4) control. If disabled, the DCI holds RTS on.	0=Control enabled 1=Disabled (normally on)	0 (control enabled)
	Data Terminal Ready (DTR) Control Enables (0) or disables (1) DTR (pin 20) control. If disabled, the DCI holds DTR on.	0=Control enabled 1=Disabled (normally on)	0 (control enabled)
	Clear to Send (CD Control) Enables (0) or disables (1) CTS (pin 5) control. If disabled, CTS follows RTS (pin 4).	0=Control enabled 1=Disabled (follows RTS)	*0 (control enabled)*
	Flow Control Sets flow control.	0=No flow control 1=RTS/CTS (hardware) flow control enabled 2=XON/XOFF between DCI and connected terminal 3=XON/XOFF between sender and receiver (DCI transparent)	1 (hardware flow control)

DCI X.25 Packet Switching (LAPB) Registers (Register Type 2)			
Register	**Description**	**Range**	**Default**
Internal Calls			
1	**T1 Timer** After the DCE (DCI) sends a packet, it must receive a response from the connected DTE within the T1 interval. If a response is not received, the DCE resends the packet.	0-65535 mS	500 mS
2	**T2 Timer** After the connected DTE receives a packet from the DCE, it must respond within the T2 interval. (T2 must be less than T1.)	0-65535 mS	250 mS
3	**N1** The maximum number of bits in an I (Information Transfer) frame.	0-65535 bits	2080 bits
4	**N2** After T1 expires, N2 is the maximum number of transmissions and retransmissions of a packet allowed.	0-65535 times	20 times
5	**K** The maximum number of I (Information Transfer) frames a connected device may have unacknowledged (outstanding).	0-7 frames	7 frames
External Calls			
6	**T1 Timer** After the DCE (DCI) sends a packet, it must receive a response from the connected DTE within the T1 interval. If a response is not received, the DCE resends the packet.	0-65535 mS	2000 mS
7	**T2 Timer** After the connected DTE receives a packet from the DCE, it must respond within the T2 interval. (T2 must be less than T1.)	0-65535 mS	1000 mS
8	**N1** The maximum number of bits in an I (Information Transfer) frame.	0-65535 bits	2080 bits
9	**N2** After T1 expires, N2 is the maximum number of transmissions and retransmissions of a packet allowed.	0-65535 times	7 times
10	**K** The maximum number of I (Information Transfer) frames a connected device may have unacknowledged (outstanding).	0-7 frames	7 frames

Description (Cont'd)

Table DCI-3, DCI RS-232-C Connector			
Pin	**Designation**	**Function**	**Direction**
1	FG	Protective Ground	
2	TX	Transmitted Data	To Terminal
3	RX	Received Data	To DCI
4	RTS	Request to Send	To Terminal
5	CTS	Clear to Send	To DCI
6	DSR	Data Set Ready	To DCI
7	SG	Signal Ground	
8	CD	Carrier Detect	To DCI
20	DTR	Data Terminal Ready	To Terminal
22	RI	Ring Indicator	To DCI

Description (Cont'd)

Table DCI-4, Result Codes

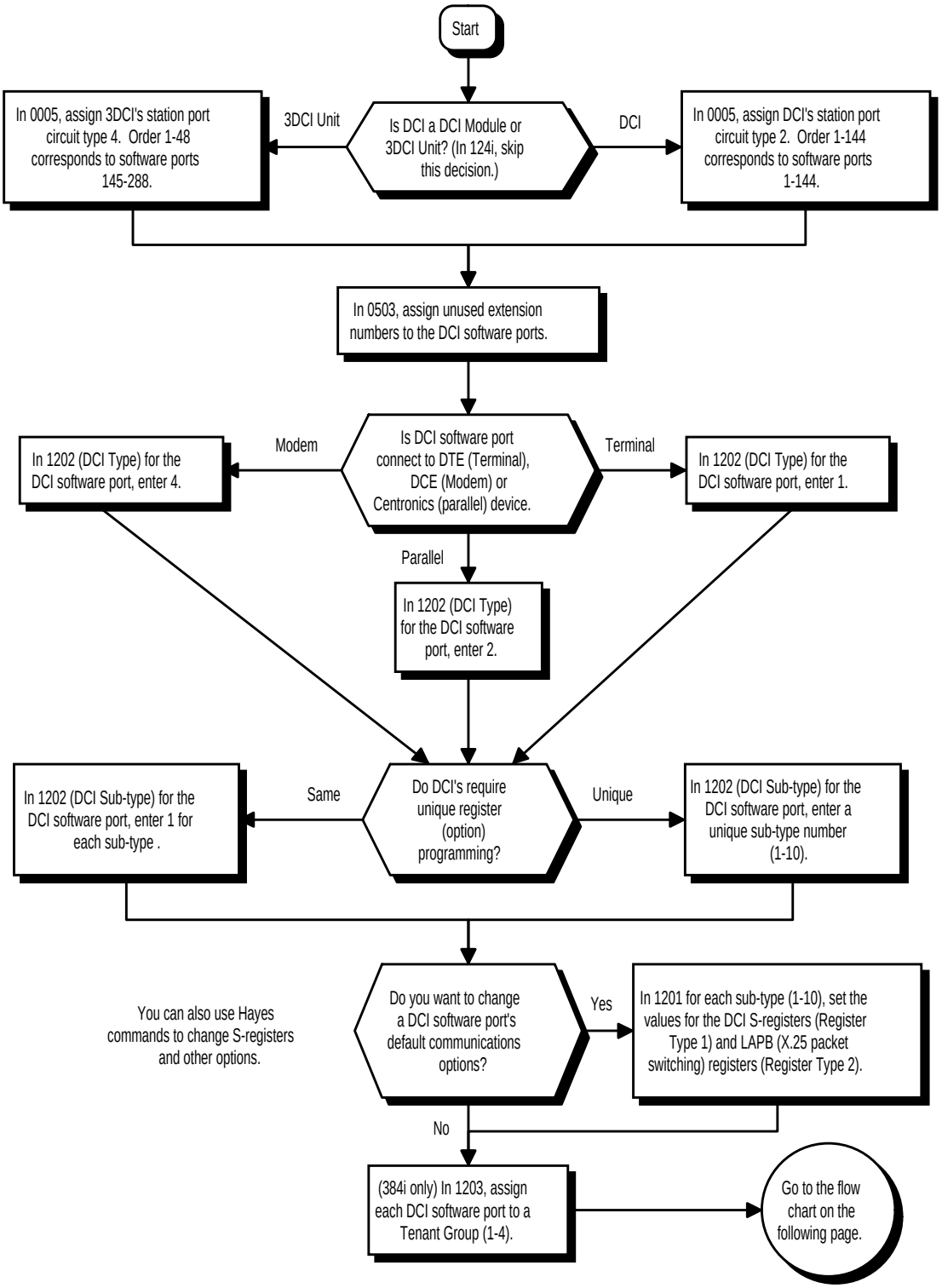
Numbers	Words	Definition	Result Code Set				
			0	1	2	3	4
0	OK	Returned when command entered without error.	✔	✔	✔	✔	✔
1	CONNECT	Connection is established (any speed) with result code set 0.	✔	✔	✔	✔	✔
2	RING	Displays at destination terminal while call is ringing.	✔	✔	✔	✔	✔
3	NO CARRIER	No carrier received from destination - call disconnected.	✔	✔	✔	✔	✔
4	ERROR	Incorrect command entered.	✔	✔	✔	✔	✔
5	CONNECT 1200	Call connected at 1200 baud.		✔	✔	✔	✔
7	BUSY	Destination extension busy or no pooled modem available.				✔	✔
8	NO ANSWER	Destination doesn't answer within allowed time.	✔	✔	✔	✔	✔
10	CONNECT 2400	Call connected at 2400 baud.		✔	✔	✔	✔
21	CONNECT 300	Call connected at 300 baud.		✔	✔	✔	✔
22	CONNECT 600	Call connected at 600 baud.		✔	✔	✔	✔
23	CONNECT 4800	Call connected at 4800 baud.		✔	✔	✔	✔
24	CONNECT 9600	Call connected at 9600 baud.		✔	✔	✔	✔
25	CONNECT 19200	Call connected at 19200 baud.		✔	✔	✔	✔
26	CAMP ON SET	After getting BUSY result code, caller uses ATK to Camp-On.	✔	✔	✔	✔	✔
27	CAMP ON FAIL	Camp on attempt fails (see CAMP On SET above).	✔	✔	✔	✔	✔
28	CAMP ON CALL BACK	Extension waiting for CAMP ON to go through	✔	✔	✔	✔	✔

Description (Cont'd)

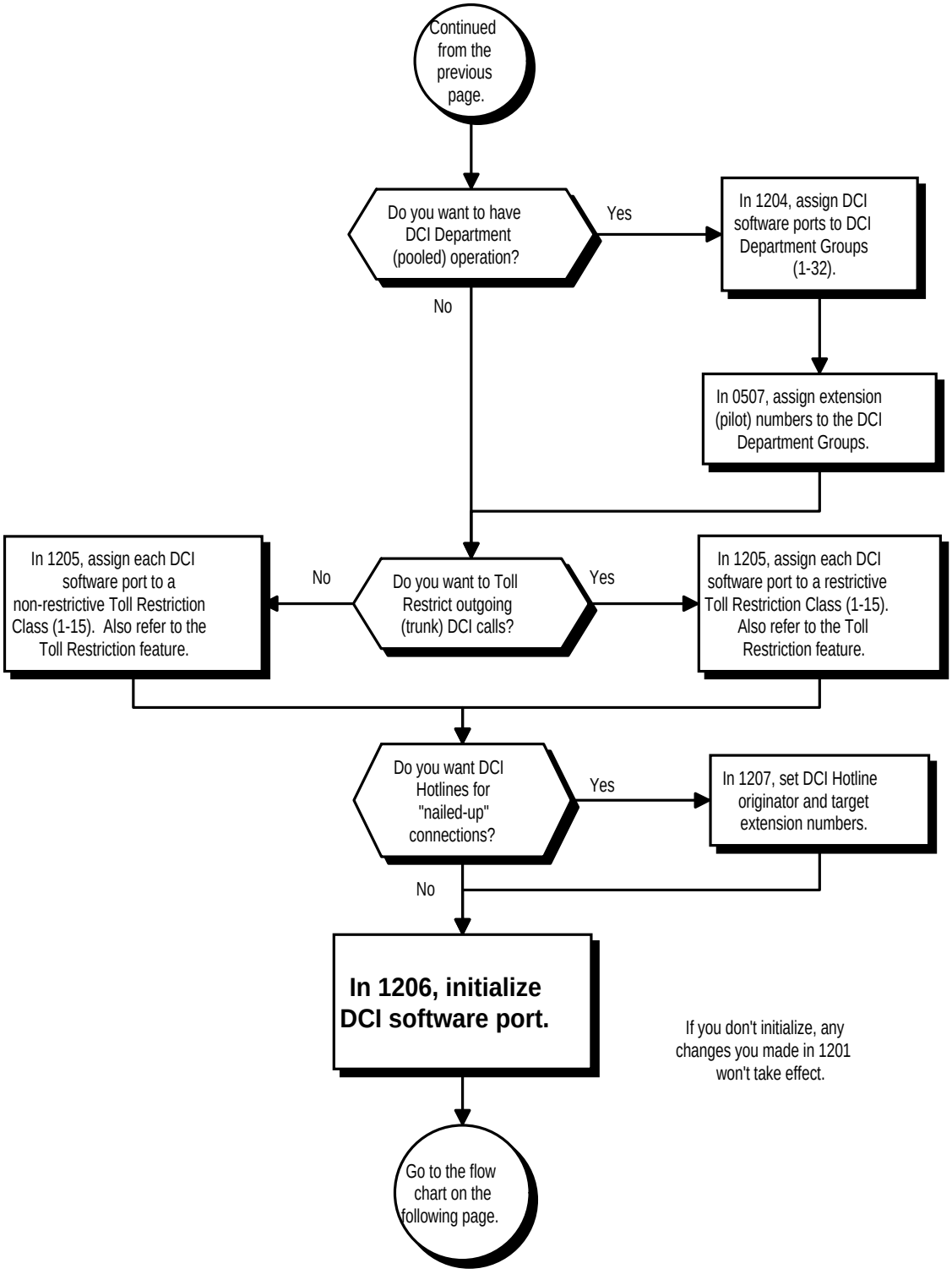
Table DCI-5, Hayes Commands

Command	Title	Description
AT	Attention	Precedes all commands - place at beginning of command line.
A/	Re-execute Command	Re-executes the most recent AT command.
A	Answer	Answers incoming call.
Dn	Dial	Dial according to the value of n, where n can be: 0-9, A to D, # and * (in telephone number) [,], - or space (used to make number easier to read, but ignored at time of dialing).
E0	Echo Off	Terminal does not echo commands input by user.
E1	Echo On	Terminal echoes commands input by user.
H	Hang Up	Hang up (disconnect) current call.
I	ROM Version	Returns the version on the ROM chip in the DCI.
K	Camp On	Camp On to busy system extension.
0	Return to Communication Mode	After entering command mode (by entering an escape sequence), use AT0 to return to the communications mode.
Q0	Result Codes On	Result codes are displayed.
Q1	Result Codes Off	Result codes are not displayed.
Sx?	Register Contents	The contents of register x are displayed (e.g., S1?) displays the contents of register 1). (x=two digits).
Sx=y	Change Register	The contents of register X are changed to entry y. (x=2 digits, y=3 digits).
V0	Numeric Result Codes Set	DCI provides numeric result codes, instead of verbal result codes. See also Q0 and Q1.
V1	Verbal Result Codes Set	DCI provides verbal result codes, instead of numeric result codes. See also Q0 and Q1.
X0	Result Code Set 0	Enable result code set 0 (basic result codes).
X1	Result Code Set 1	Enable result code set 1.
X2	Result Code Set 2	Enable result code set 2.
X3	Result Code Set 3	Enable result code set 3.
X4	Result Code Set 4	Enable result code set 4.
Z	Reset	Reset the DCI, using the last values saved by system programming or the &W command.
&F	Initialize Registers	The DCI returns all registers to their factory default settings.
&W	Store Registers	The DCI saves (stores) the current register values . Register values saved are S0, S2-S5, S12, S61-S66.

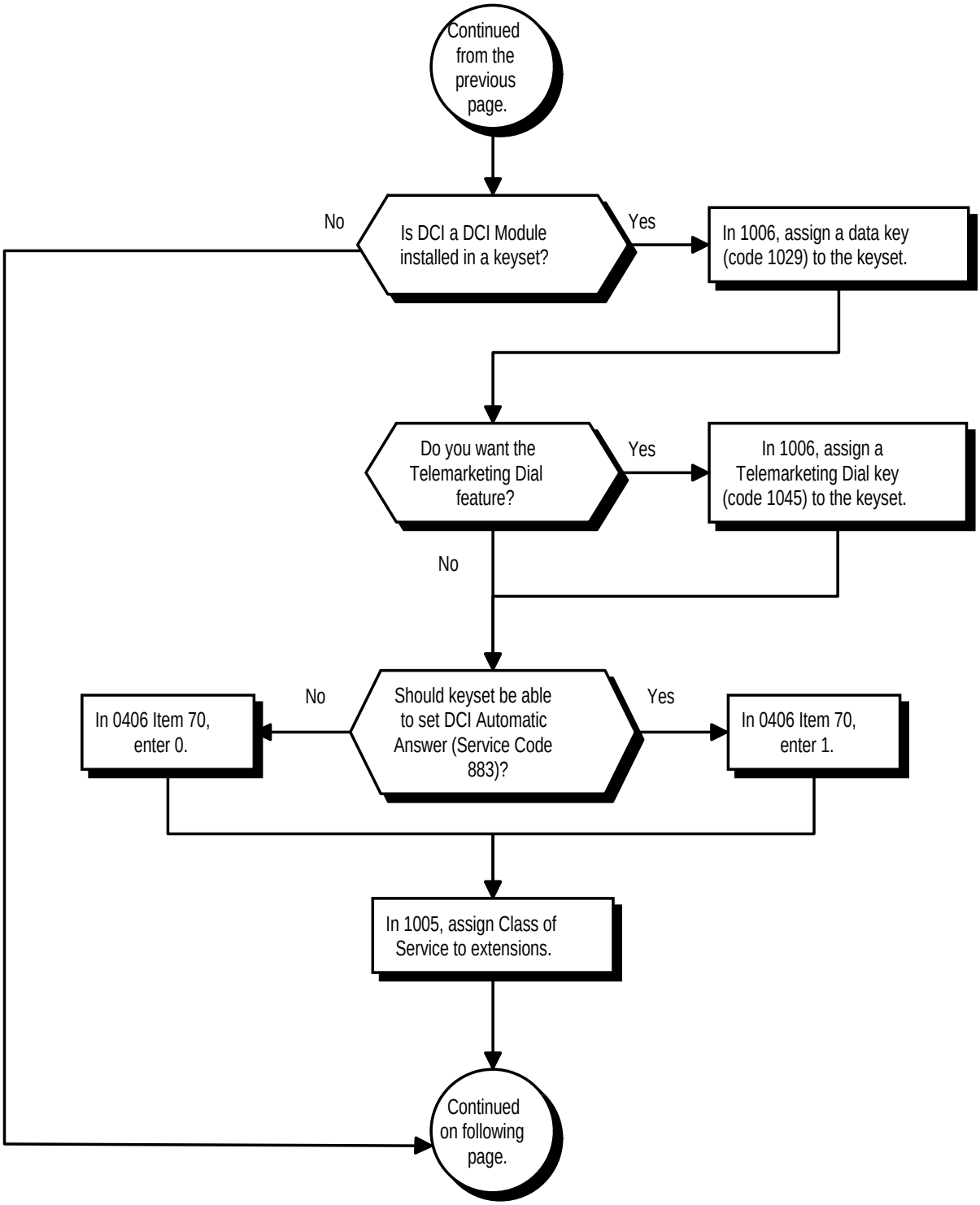
Programming



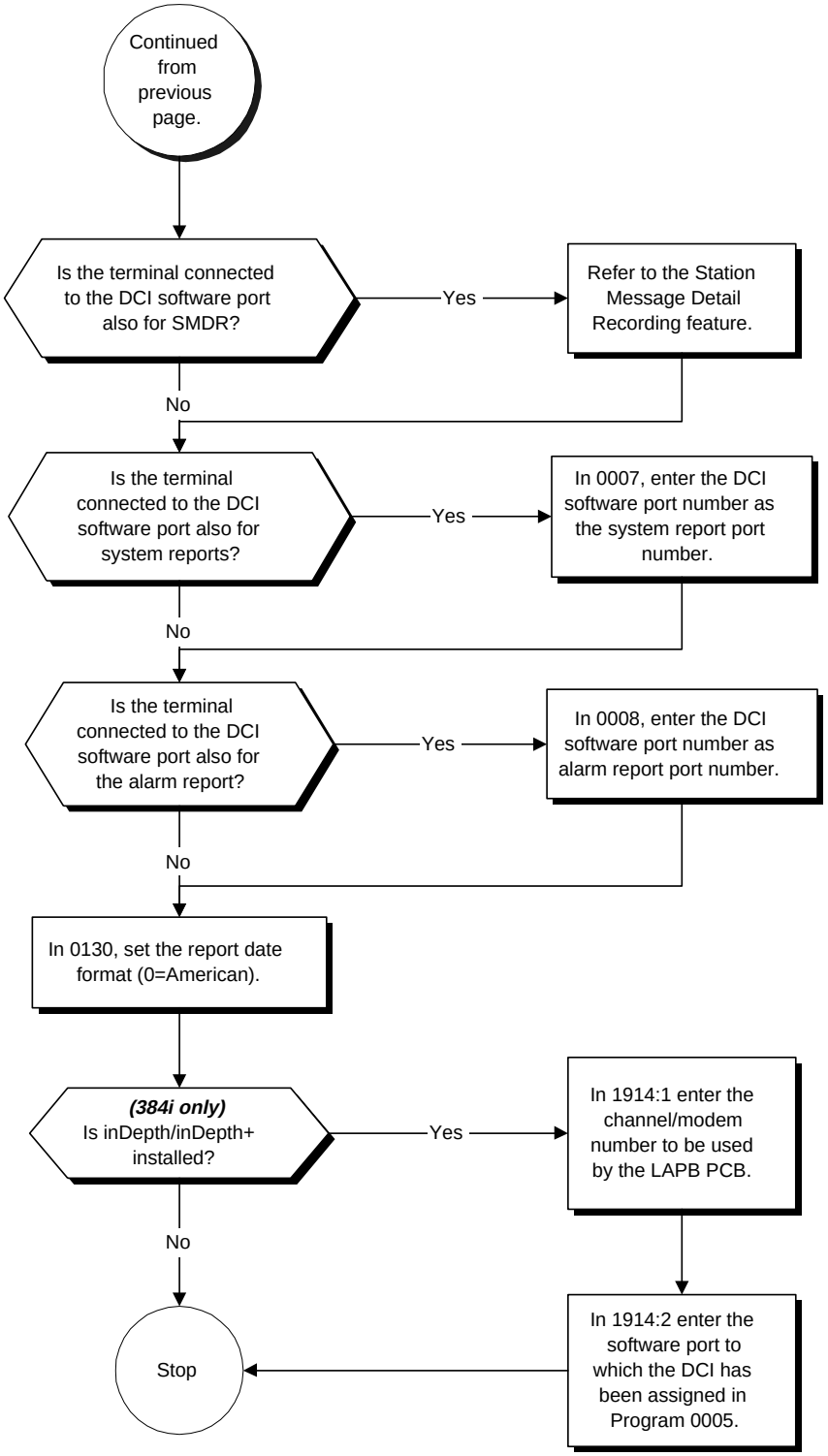
Programming (Cont'd)



Programming (Cont'd)



Programming (Cont'd)



Programming (Cont'd)

- ***(384i Only)*** **0005 - Extension Circuit Type**
  Assign circuit type 2 for keysets with a DCI Module. Assign circuit type 4 for a 3DCI Module. The "**Order**" entry sets the software port number. For DCI Modules, order 1-144 corresponds to software ports 1-144. For 3DCI Modules, order 1-144 corresponds to software ports 145-288.
- **0007 - System Report Setup**
  If the device connected to the DCI will also be for system reports, enter the DCI software port number as the system report port number.
- **0008 - Alarm Report Port Setup**
  If the device connected to the DCI will also be for alarm reports, enter the DCI software port number as the alarm report port number.
- **0130 - Date Format for SMDR and System Reports**
  Set the date format for SMDR (0=American, 1=European or 2=Japanese).
- **0406 - COS Options, Item 70: DCI Auto-Answer**
  In an extension's Class of Service, enable (1) or disable (0) the extension's ability to set the DCI auto-answer mode (Service Code 883).
- **0503 - DCI Extension Number**
  Assign an unused extension number (e.g., 500) to the DCI port. This allows other users to place data calls to the DCI.
- **0507 - DCI Department Pilot Numbers**
  Assign unused extension numbers (e.g., 500) to the DCI Department Groups set in Program 1204.
- **1005 - Class of Service**
  Assign Class of Service (1-15) to extensions.
- **1006 - Programming Function Keys**
  Assign a data key (code 1029) to each keyset with a DCI Module.
  If DCI Module user wants to use the PC to dial voice calls, assign a Telemarketing Dial key (code 1045).
- **1201 - DCI Setup**
  For each of the DCI sub-types (1-10 set in Program 1202), set the values for the modem S-registers (Register Type 1) and the X.25 packet switching (LAPB) registers (Register Type 2). Refer to Tables DCI-1 and DCI-2 provided with this feature. (You can also change these registers interactively from the DCI's terminal).
- **1202 - DCI Port Type**
  Assign a DCI port type to each DCI software port (1-144 or 145-288 in 384i; 1-72 in 124). Also, assign the sub-type (1-10 used in Program 1201) to each software port. The types are:
  0 = None
  1 = DCI connected to RS-232 DTE (terminal) port (1201 S-register 58 should be 0).
  2 = DCI connected to Centronics port
  3 = Not used
  4 = DCI connected to RS-232 DCE (modem) port (1201 S-register 58 should be 1).
  Prior to system software 3.04, the available types were 1 (RS-232-C) or 2 (Centronics).
- ***(384i Only)*** **1203 - DCI Tenant Group**
  Assign each installed DCI software port (1-144 and 145-288) to a tenant group (1-4).
- **1204 - DCI Department Group**
  To pool DCIs into a Department, assign DCI software ports (1-144 and 145-288 in 384i, 1-72 in 124i) to DCI Department Groups (1-32). Assign Pilot Numbers to DCI Departments in Program 0507.
- **1205 - DCI Toll Restriction Class**
  For outgoing data calls, set the Toll Restriction Class (1-15, used in program 0701) for each DCI software port (1-144 and 145-288).
- **1206 - Initialize DCI**
  After changing register values in Program 1201, be sure to use this program to initialize the DCI software port (1-144 and 145-288 in 384i, 1-72 in 124i). *You must initialize a DCI software port before any changes made in Program 1201 will take effect.*
- **1207 - DCI Hotline Setup**
  Use this program to set up a DCI Hotline between an extension with a DCI Module and a destination DCI. When the user at the DCI Hotline originator presses the data key, the system automatically calls the programmed destination.

Data Communications Interface (DCI)

Programming (Cont'd)

➢ ***(384i only)*** **1914 - PC Connection Port for Operation Control, Item 1: Using PDM Modem Number**
If PMS/inDepth is installed, enter the channel/modem number to be used by the LAPB PCB (01-16 maximum [4 per each LAPB PCB installed]).

➢ ***(384i only)*** **1914 - PC Connection Port for Operation Control, Item 2: DCI No. of Connecting WS**
If PMS/inDepth is installed, enter the software port to which the DCI has been assign in Program 0005 (DCI=1-144, 3DCI=145-288).

Related Features

Computer Telephony Integration (CTI) Applications
CTI applications automate the office with TAPI compatibility and external PC control.

Prime Line Selection
Do not set up Prime Line Selection for extensions with Telemarketing Dial.

Programmable Function Keys
A keyset with a Data Module must have a data key. Optionally, keysets can also have Telemarketing Dial keys.

Single Line Telephones
Single line telephones cannot use the Data Communications capabilities of the system.

Station Message Detail Recording
The system uses DCIs for SMDR and system reports.

TAPI Compatibility
The system has Telephony Programming Applications Interface (TAPI) capability.

Operation

KEYSET-ORIGINATED DATA CALL

To place a keyset-originated data call:

Your extension must have a data key (PGM 1006 or SC 851: 1029)

1. Press idle CALL key and dial DCI extension number.

   The data key lights when the call connects.

   If you see "BUSY" on your terminal display, you may be able to type ATK (Enter) to Camp On. Refer to Table DCI-4 for other Result Codes. Refer to Table DCI-5 for a complete list of Hayes-compatible commands.

   If you call a busy DCI-B, your data key continues to flash.

TERMINAL-ORIGINATED VOICE CALL (Telemarketing Dial)

To place a terminal-originated voice call:

1. Press Telemarketing Dial key (PGM 1006 or SC 851: 1045).
2. Using the terminal, type ATDT , the extension you want to call and press Enter.

   To save time, you can use your communication software's dialing directory feature.

3. Press Telemarketing Dial key after call dials out.

TERMINAL-ORIGINATED DATA CALL

To make sure your terminal is working properly:

1. Type AT (Enter).

   OK displays on the next line. If you don't see OK, check the communications parameters of your DCI and communications software.

   When calling from a DCI-B, you can only place keyset-originated data calls.

To place a call from your terminal:

1. Type ATDT nnn (where nnn is the DCI extension you want to call) press Enter.

   You see CONNECT if your call goes through. For other Result Codes you may see, refer to Table DCI-4.

Operation

To reset your DCI from your telephone (DCI Modules only):

Resetting your DCI Module drops the data call in progress.

1. Press idle CALL key.
2. Dial 880.
3. Press SPK to hang up.

USING DCI HOTLINE

To use DCI Hotline:

For DCI Hotline, the calling (source) DCI must be a DCI Module installed in a telephone.

1. Press data key (PGM 1006 or SC 851: 1029) on extension with DCI Module.

   The system automatically sets up the call.

USING HAYES COMMANDS

To use a Hayes command from your terminal:

Hayes commands let you dial numbers, change DCI registers and set other options. Refer to Table DCI-5 for the Hayes commands available with the DCI.

1. Type AT.
2. Type the command plus any options, then press enter.

   If you use ATSx=y to change S-register values, be sure to use AT&W to save your entries.

ANSWERING DATA CALLS

To answer an incoming data call:

1. Press flashing data key (PGM 1006 or SC 851: 1029).

   OR

   Your PC communications software answers the call automatically.

   You can also type the Hayes command ATA (Enter) to answer the call.

   To review the DCI information for an extension (DCI/port number), press CHECK + DND.

To enable Auto Answer for a DCI Module:

1. Press idle CALL key Dial 883.

DISCONNECTING AN ACTIVE DATA CALL

To disconnect your active data call:

1. Use your PC communications software to hang up.

   OR

   (DCI Module Only) Press idle CALL key and dial 884.

   OR

   Press data key (PGM 1006 or SC 851: 1029).

INITIALIZING A DCI MODULE

To initialize your DCI Module:

1. Press idle CALL key and dial 880.
2. Press SPK to hang up.

   You can also use Program 1206 to initialize DCIs.

Department Calling

Description

124i ☞	Available.
-	Enhanced hunting requires Base 2.13, EXCPRU 2.18 or higher.

384i ☞	Available.
-	Enhanced hunting requires system software 3.06.02 or higher.

With Department Calling, an extension user can call an idle extension within a preprogrammed Department Group by dialing the group's pilot number. The call would ring the first available extension in the group. For example, this would let a caller dial the Sales department just by knowing the Sales department's pilot number. The caller would not have to know any of the Sales department's extension numbers. The system allows up to 32 Department Calling Groups per Tenant Group.

There are two types or routing available with Department Calling: Priority Routing and Circular Routing. With Priority Routing, an incoming call routes to the highest priority extensions first. Lower priority extensions ring only if all higher priority extensions are busy. With Circular Routing, each call rings a new extension. In a Department Group with extensions 310 (Priority 1), 311 (Priority 2) and 312 (Priority 3)

- The first call rings 310.
- The second call rings 311.
- The third call rings 312.
- The fourth call rings 310 and the cycle repeats.

Note: When programming, the high priority extensions have low priority numbers. For example, priority 1 has a higher priority than priority 10.

Overflow Routing
Department Calling also provides overflow routing for extensions within the group. If a user directly dials a busy extension within a Department Group, the system can optionally route the call to the first available group member.

User Log Out/Log In
An extension user can log out and log in to a Department Calling Group. By logging out, the user removes their extension from the group. Once logged out, Department Calling bypasses their extension. When they log back in, Department Calling routes to their extension normally. All users can dial a code to log in or log out of their Department Calling Group. A keyset can optionally have a function key programmed for one-button log in and log out operation.

Description (Cont'd)

Enhanced Hunting

Department Calling is enhanced with expanded hunting capabilities. Hunting sets the conditions under which calls to a Department Group pilot number will cycle through the members of the group. The hunting choices are:

- **Busy (Option 0)**
  A call to the pilot number will hunt past a busy group member to the first available extension. (Enabling this option makes Department Calling operate the same way as it in the unenhanced system software.)

- **Not answered (Option 1)**
  A call to the pilot number will cycle through the idle members of a Department Calling group. The call will continue to cycle until it is answered or the calling party hangs up. If the Department Group has Priority Routing enabled, and the highest priority member is busy, the call will not route.

- **Busy or not answered (Option 2)**
  A call to the pilot number will cycle through the idle members of a Department Calling group. The call will continue to cycle until it is answered or the calling party hangs up. Calls into groups with Priority Routing and Circular Routing route identically.

- **Simultaneous ringing (Option 3)**
  All idle members of the Department Group ring simultaneously. Calls do not cycle between group members.

If all members of the Department Group are busy, an incoming or transferred call to the group's pilot number will queue for an available member. Each group has a queue that can hold up to 10 waiting calls. Once the queue fills, additional callers hear busy tone and cannot queue for an available member. If a display phone is waiting in queue, the user will see: *WAITING (group name)*. If a transferred call in queue is an outside call, and the system has a VAU Module installed, the queued caller will hear, *"Please hold on. All lines are busy. Your call will be answered when a line becomes free."*

The VAU Automated Attendant can also Transfer calls to Department Groups. Refer to "Voice Announce Unit" feature for more information on setting up the VAU Automated Attendant.

The system prevents hunting to a Department Group extension if it is:

- Busy on a call
- In Do Not Disturb
- Call Forwarded

Conditions

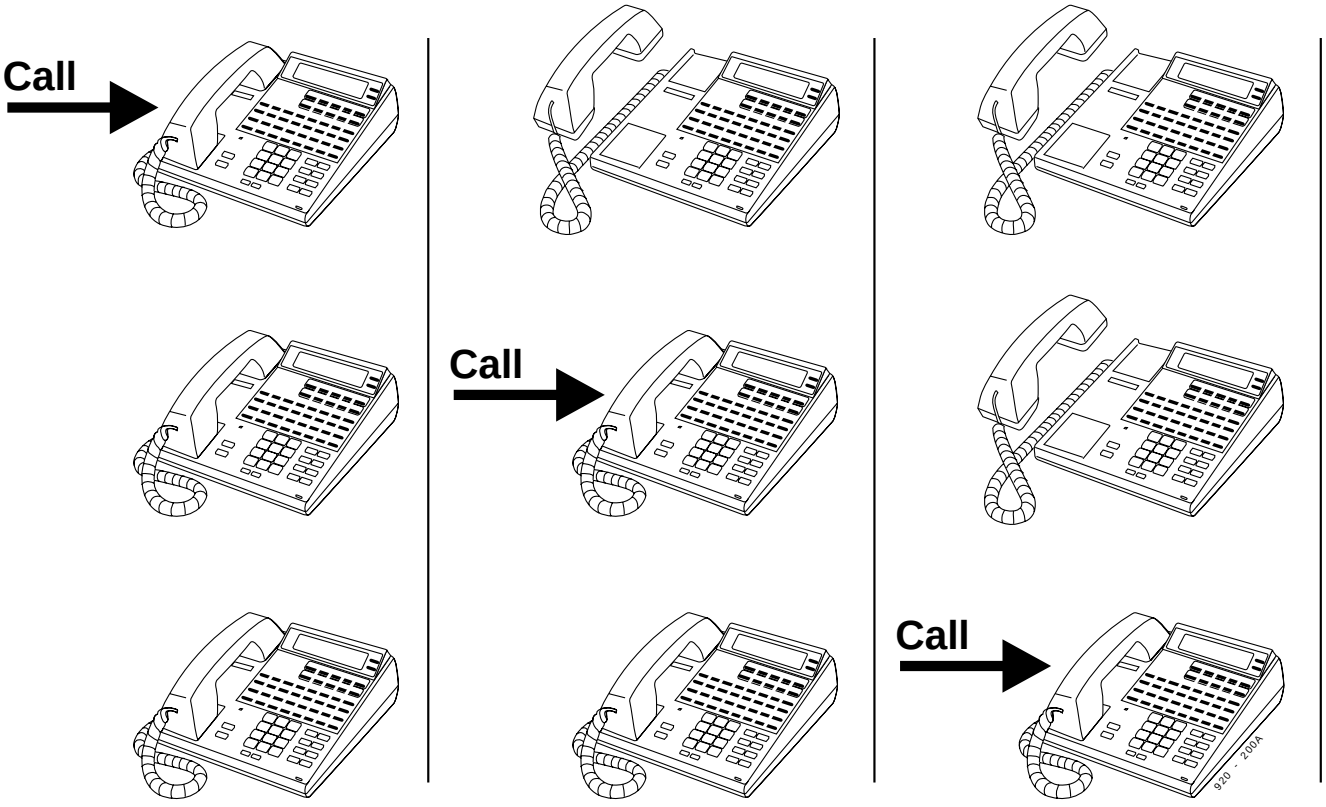
None

Default Setting

- Disabled.

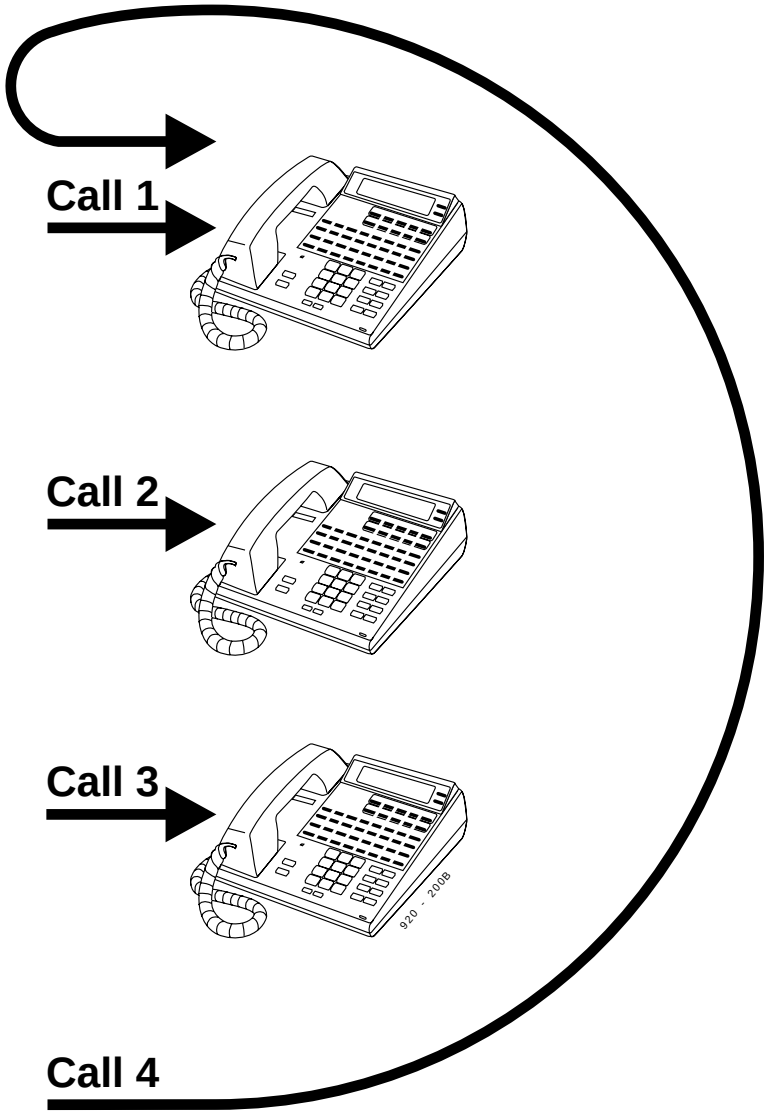
Description (Cont'd)

Priority Routing

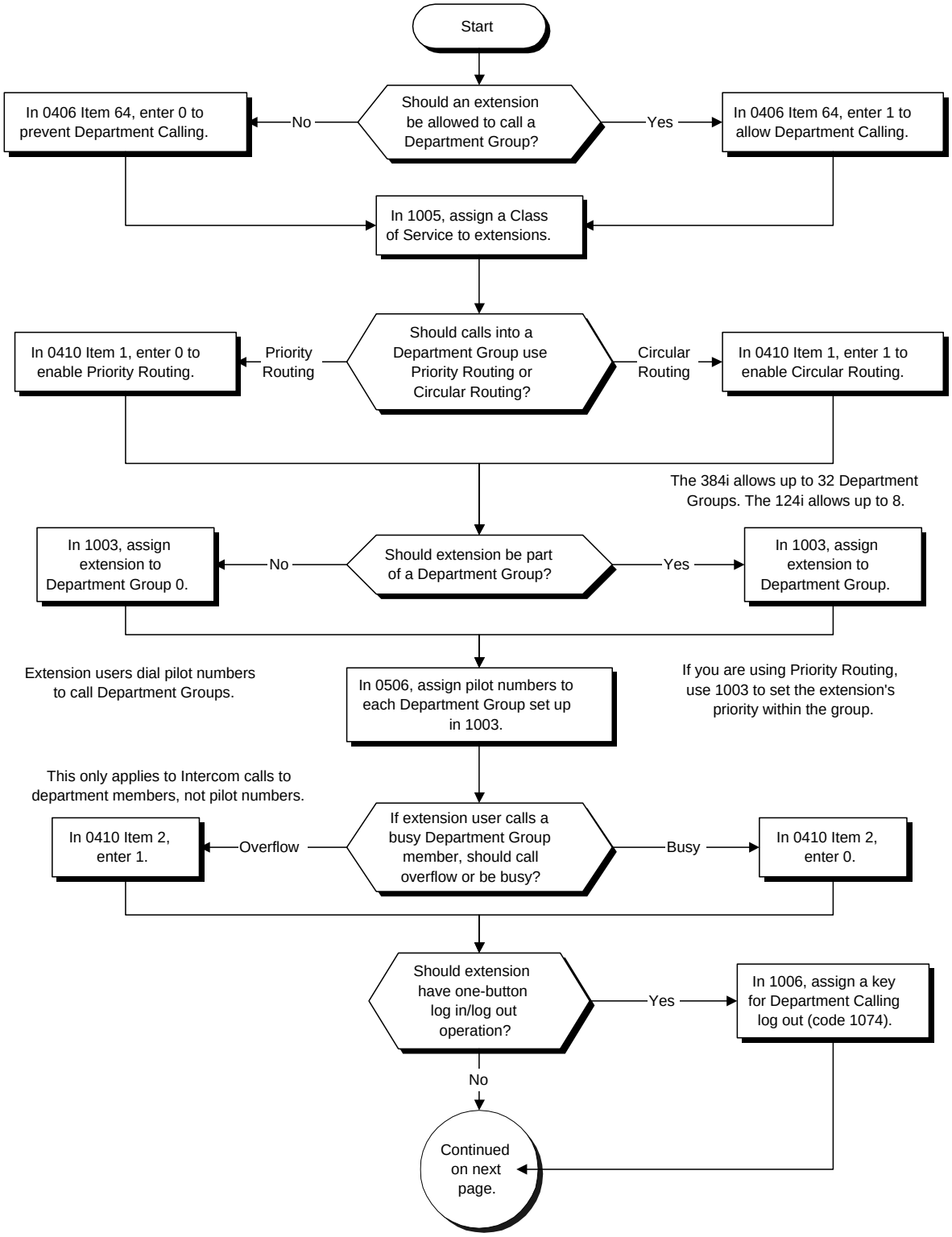


Description (Cont'd)

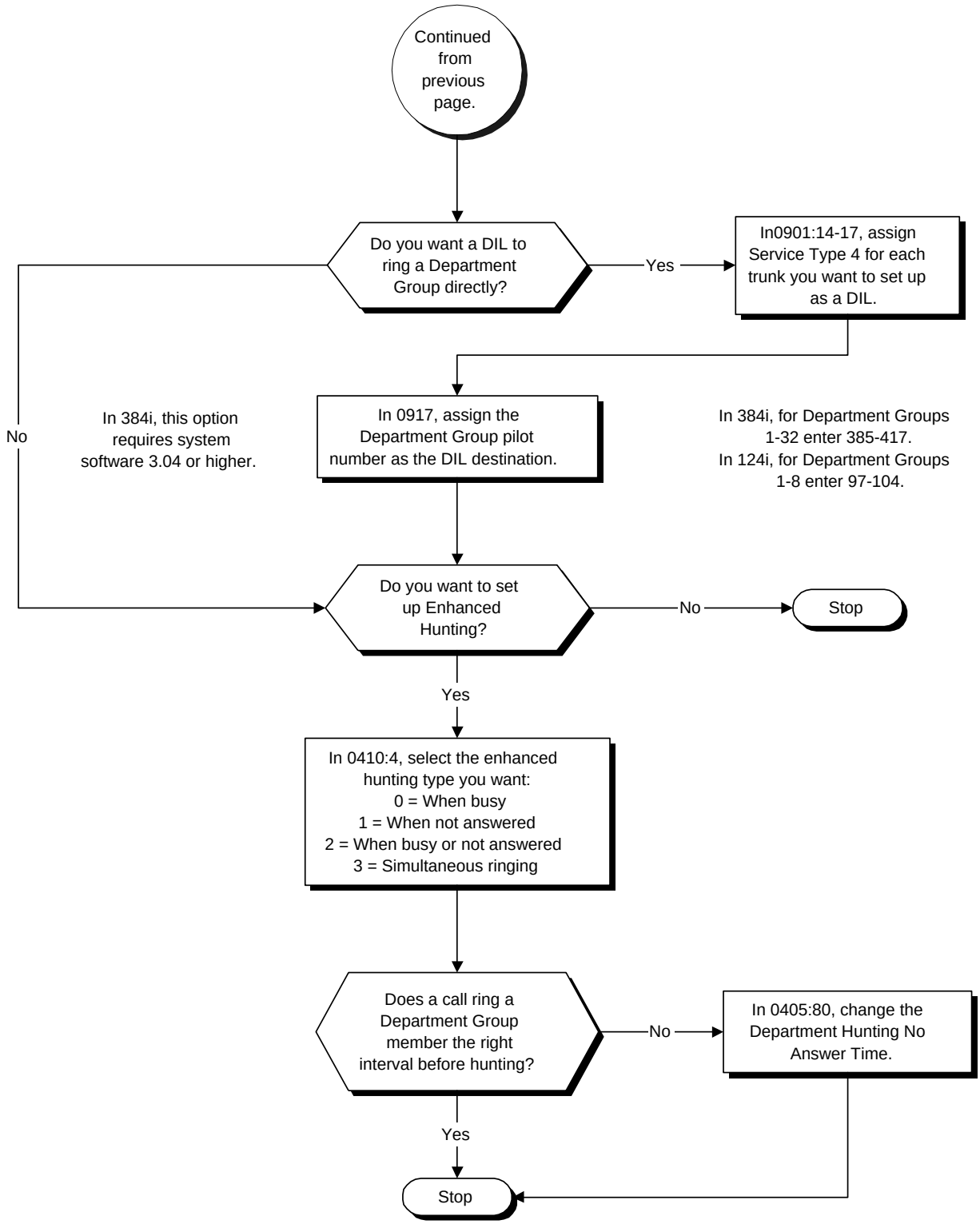
Circular Routing



Programming (Cont'd)



Programming (Cont'd)



Programming (Cont'd)

- **0405 - System Timers (Part A), Item 80: Department Hunting No Answer Time**
  Set how long a call will ring a Department Group extension before hunting occurs.
- **0406 - COS Options, Item 64: Department Calling**
  In an extension's Class of Service, allow (1) or prevent (0) Department Calling.
- **0410 - Extension (Department) Group Options, Item 1: Department Calling Cycle**
  For each tenant, set the routing cycle for calls into a department (i.e., when a user dials the department pilot number). The system can ring the highest priority extension available (Priority Routing, 0) or cycle in circular order through the group (Circular Routing, 1).
- **0410 - Extension (Department) Group Options, Item 2: Department Routing when Busy**
  For each tenant, set how the system routes an Intercom call to a busy Department Group member. The caller can hear busy tone (0) or overflow to the first available Department Group member (1). This option is for Intercom calls to an extension, not a pilot number.
- **0410 - Extension (Department) Group Options, Item 4: Hunt Type**
  Set the type of hunting for each Department Group:
  0 = Hunting when busy
  1 = Hunting when not answered
  2 = Hunting when busy or not answered
  3 = Simultaneous ringing (all members)
- **0506 - Department Group Numbers**
  Assign names and pilot numbers to the Extension (Department) Groups you set up in Program 1003.
- **0901 - Basic Trunk Port Setup (Part A), Items 14-17: Trunk Service Type**
  If you want a trunk to be a DIL to a Department Group, assign Service Type 4 for each Night Service Mode. Also see 0917 below. In 384i, this option requires system software 3.04 or higher.
- **0917 - DIL Assignment**
  For each trunk assigned Service Type 4 in 0901:14-17 above, assign the DIL destination as the Department Group pilot number.
  - In 124i, enter 97-104 for Department Groups 1-8.
  - In 384i, enter 385-417 for Department Groups 1-32. This option requires system software 3.04 or higher.
- **1003 - Extension (Department) Groups**
  Assign extensions to Department Groups (1-9 or 01-32) and set the priority assignment.
- **1005 - Class of Service**
  Assign a Class Of Service (1-15) to an extension.
- **1006 - Programming Function Keys**
  Assign a Department Calling key so extension users can install or remove themselves from the Department Calling Group.

Related Features

Department Step Calling

Easily step call to an idle Department Group member if the member called is busy.

Tenant Service

Each Tenant Group can have their own set of Department Group numbers (up to 32 per group).

Transfer

An extension user can Transfer a call to a Department Group master number. If unanswered, the call will recall the transferring extension after the Transfer Recall Time (Program 0405 Item 5).

Operation

To call a department:

1. At keyset, press idle CALL key.
   OR
   At single line set, lift handset.
2. Dial department's extension number.

   The system routes the call to the first free phone in the department.

To log out of your Department Calling Group:

While you are logged out, Department Calling cannot route calls to your extension.

1. Press idle CALL key.
2. Dial 150 + 1.

OR

1. Press Department Calling Log In key (PGM 1006 or SC 851: 1074).

   The key lights while you are logged out.

To log back in to your Department Calling Group:

While you log back in, Department Calling will route calls to your extension.

1. Press idle CALL key.
2. Dial 150 + 0.

OR

1. Press Department Calling Log In key (PGM 1006 or SC 851: 1074).

   The key goes out when you log back in.

— For Your Notes —

Description

124i ☞ Available.	***384i*** ☞ Available.

After calling a busy Department Calling Group member, an extension user can have Department Step Calling quickly call another member in the group. The caller does not have to hang up and place another Intercom call if the first extension called is unavailable. Department Step Calling also allows an extension user to cycle through the members of a Department Group.

Conditions

None

Default Setting

Enabled.

Programming

Refer to the Programming Flowchart on the Following Page

- **0406 - COS Options, Item 21: Department Step Calling**
  In an extension's Class of Service, enable (1) or disable (0) an extension's ability to use Department Step Calling.
- **0512 - Single Digit Service Code Setup**
  If required, use this option to change the Department Step Calling Single Digit Service Code (normally #).
- **1005 - Class of Service**
  Assign a Class Of Service (1-15) to an extension.
- **1006 - Programming Function Keys**
  Assign a function key Department Step Calling (code 1021).

Related Features

Department Calling

An extension user can call an idle extension within a preprogrammed Department Group by dialing the group's pilot number. Department Calling also provides overflow routing for extensions within the group - which simulates Step Calling.

Programmable Function Keys

Function keys simplify Department Step Calling operation.

Operation

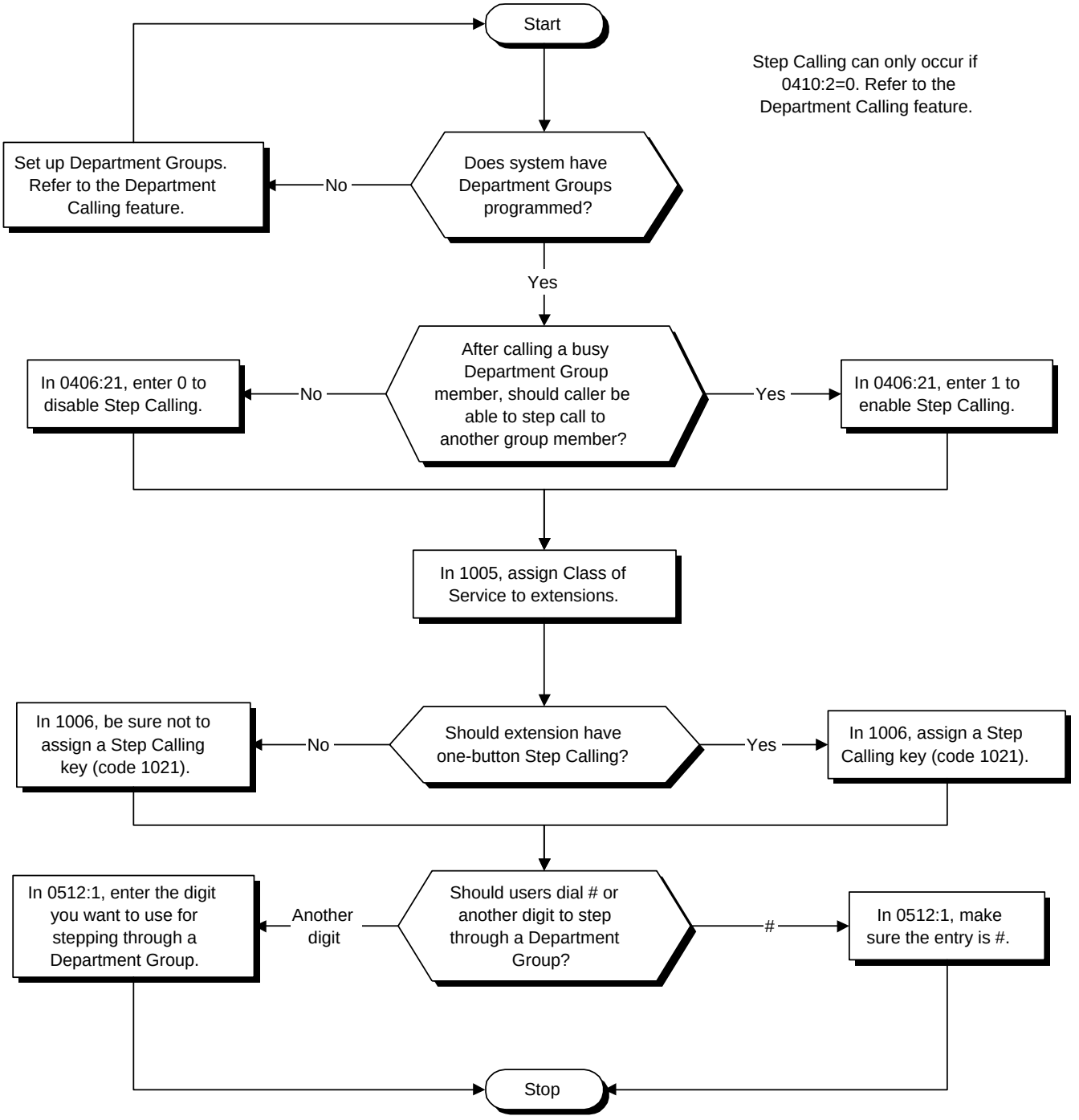
To make a Step Call:

You step through Extension Groups set in Program 1003.

1. Place call to busy Department Group member.
   OR
   Place call to Department Group pilot number.
2. Dial #.
   OR
   Press Step Call key (PGM 1006 or SC 851: 1021).
3. Repeat step 2 to call other Department Group members.

Department Step Calling

Programming (Cont'd)



Description

124i ☞ Available.	***384i*** ☞ Available.

Dialing Number Preview lets a display keyset user dial and review a number before the system dials it out. Dialing Number Preview helps the user avoid dialing errors.

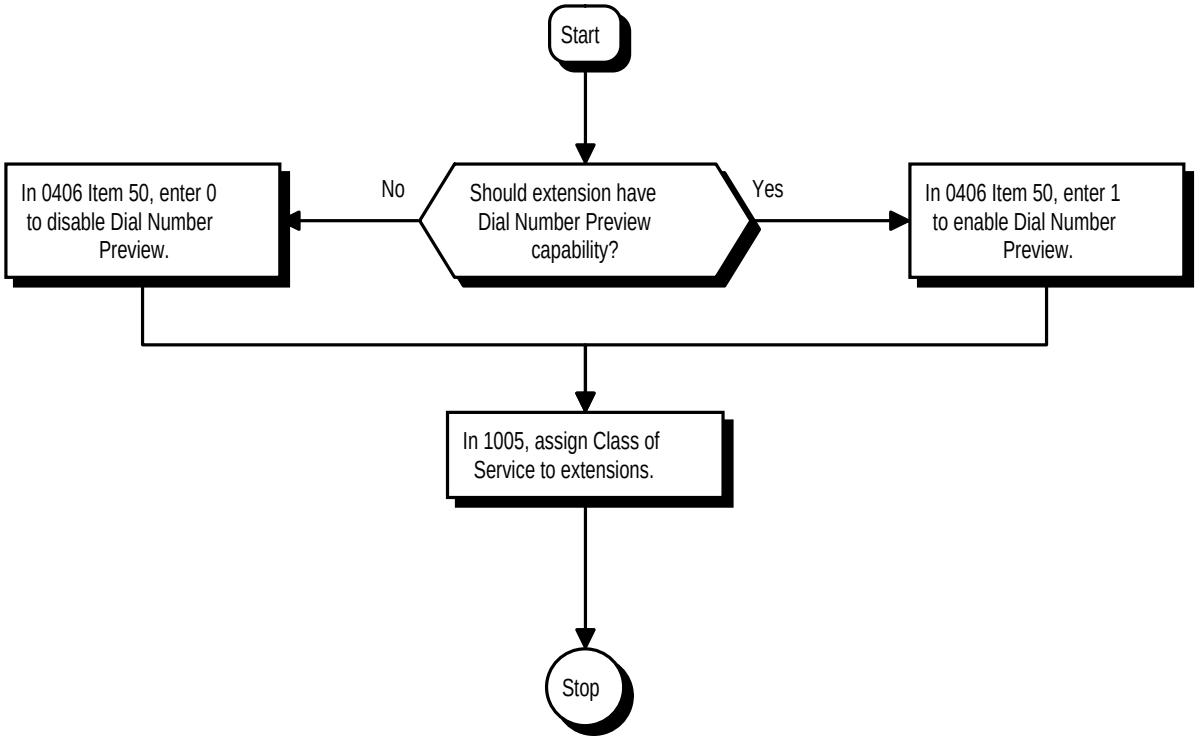
Conditions

An extension user cannot edit the displayed number.

Default Setting

Enabled.

Programming



Dial Number Preview

Programming (Cont'd)

➢ **0406 - COS Options, Item 50: Dial Number Preview**
In an extension's Class of Service, enable (1) or disable (0) an extension's ability to use Dial Number Preview.

➢ **1005 - Class of Service**
Assign a Class Of Service (1-15) to an extension.

Related Features

None

Operation

To use Dial Number Preview to place a call:

1. Do not lift the handset or press a CALL key.
2. Dial *.
3. Dial number you want to call.
   The number displays.
4. To dial out the displayed trunk number, press a line key.
   If the previewed number as a trunk access code (e.g., 9), you can press CALL instead.
   OR
   To dial out the displayed Intercom number, press a CALL key.
   OR
   To cancel the number without dialing it out, Press HOLD.

Description

124i ☞	Available.
-	Changing the tone requires Base 2.13, EXCPRU 2.18 or higher.

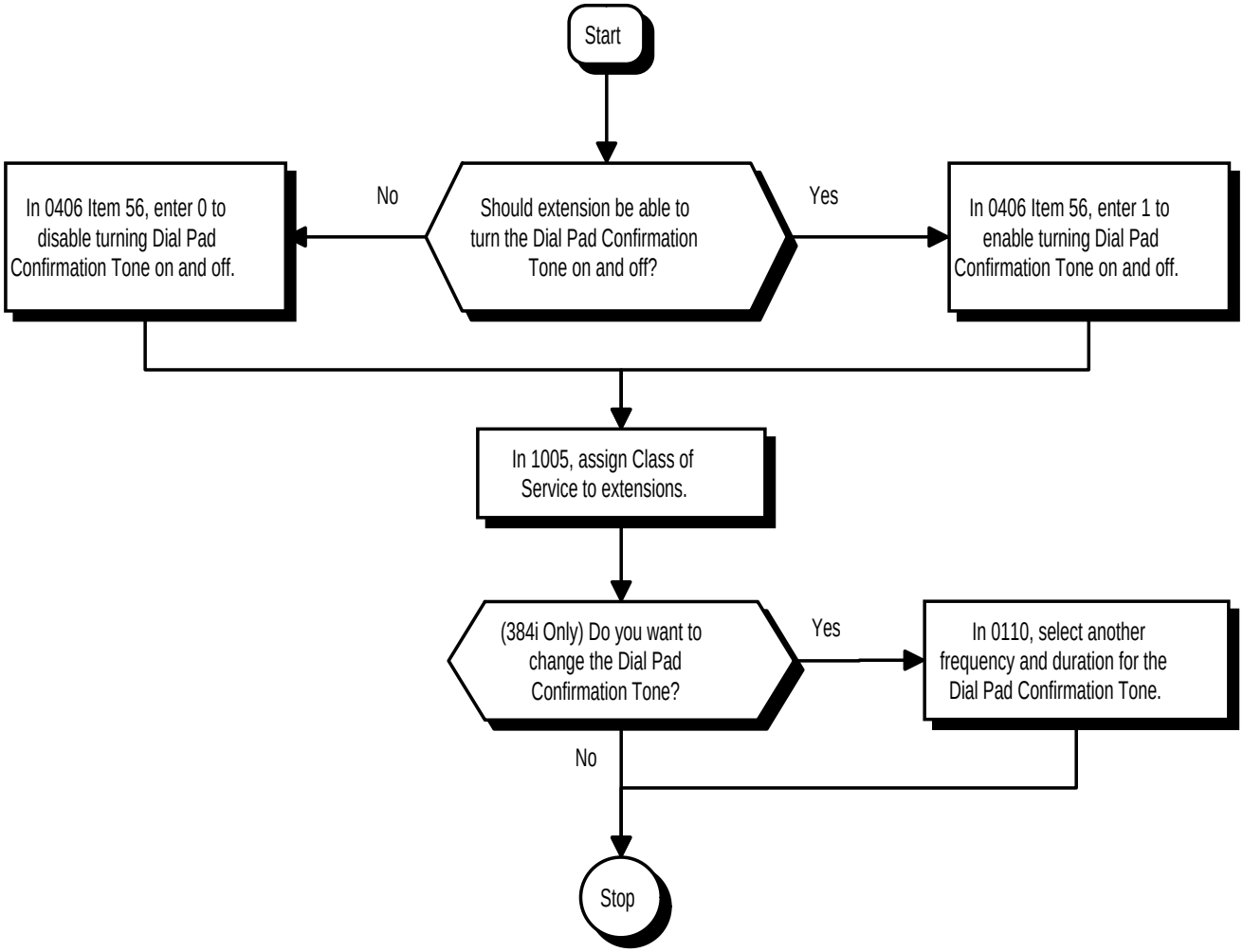
384i ☞	Available.
-	Changing the tone requires system software 3.04 or higher.

For an extension with Dial Pad Confirmation Tone enabled, the user hears a beep each time they press a key. This is helpful for Intercom calls and Dial Pulse trunk calls, since these calls provide no Call Progress tones.

Conditions
None

Default Setting
Disabled

Programming



Dial Pad Confirmation Tone

Programming (Cont'd)

- **0110 - Keyset Confirmation Tone**
  If required, change the Dial Pad Confirmation Tone frequency and duration.
- **0406 - COS Options, Item 56: Dial Pad Confirmation Tone**
  In an extension's Class of Service, enable (1) or disable (0) an extension's ability to turn Dial Pad Confirmation tone on and off.
- **1005 - Class of Service**
  Assign a Class Of Service (1-15) to an extension.

Related Features

Single Line Telephones

Dial Pad Confirmation Tone does not apply to single line telephones.

Operation

To enable/disable Dial Pad Confirmation Tone:

1. Press idle CALL key.
2. Dial 824.

Description

124i ☞	Available.
-	Allocating circuits for Dial Tone Detection is not required.
-	Tone Detection Setup requires Base 2.13, EXCPRU 2.18 or higher.
-	The Next Trunk in Rotary if No Dial Tone option requires Base 4.02, EXCPRU 4.02 or higher.

384i ☞	Available.
-	Allocating CDTU circuits for Dial Tone Detection is required.
-	Tone Detection Setup requires system software 3.04 or higher.
-	The Next Trunk in Rotary if No Dial Tone option requires system software version 3.07.10 or higher.

If a trunk has Dial Tone Detection enabled, the system monitors for dial tone from the telco or PBX when a user places a call on that trunk. If the user accesses the trunk directly (by pressing a line key or dialing #9 and the trunk's number), the system will drop the trunk if dial tone does not occur. If the user access the trunk via a Trunk Group (by dialing a trunk group code or automatically through a feature like Last Number Redial), the system can drop the trunk or optionally skip to the next trunk in the group. Refer to the chart under *Programming* below for more.

Dial Tone Detection is available for the following features:

- Automatic Route Selection
- Abbreviated Dialing
- Central Office Calls, Placing
- Last Number Redial
- Loop Keys (outbound)
- Save Number Dialed
- T1 Trunking (with ANI/DNIS Compatibility)
- Tie Lines
- Trunk Group Routing
- Trunk Groups

Conditions

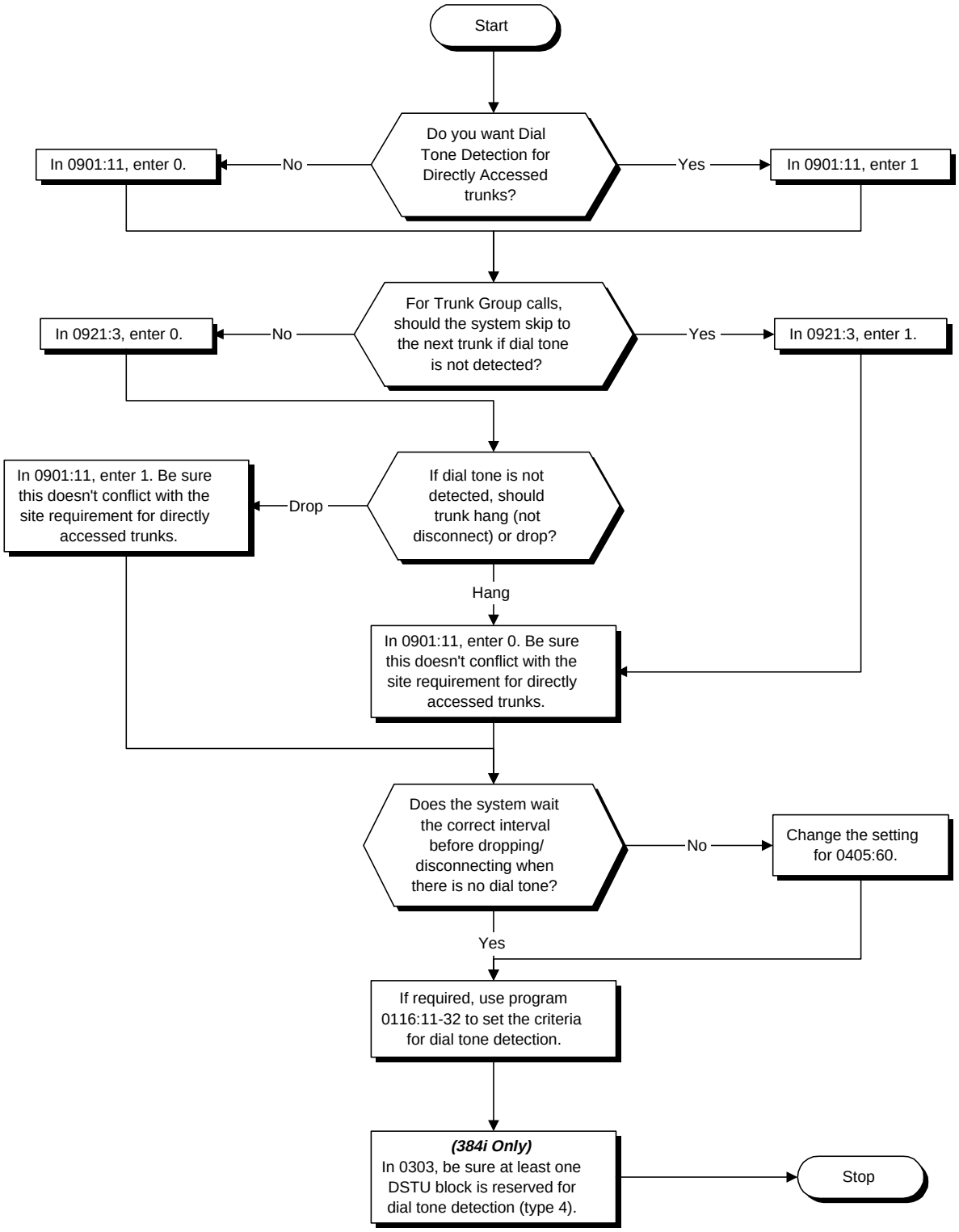
None

Default Setting

Disabled for manually dialed calls; enabled for automatically dialed calls.

Dial Tone Detection

Programming



Programming (Cont'd)

Dial Tone Detection Program Interaction			
Method	**0901:11**	**0921:3**	**Result if dial tone not present . . .**
Press a line key OR Dial #9 + Trunk number	0	0	Trunk hangs (does not disconnect)
	0	1	Trunk hangs (does not disconnect)
	1	0	Trunk drops
	1	1	Trunk drops
Dial a Trunk Group code OR Automatically through a feature	0	0	Trunk hangs (does not disconnect)
	0	1	Trunk reroutes after timeout
	1	0	Trunk drops
	1	1	Trunk reroutes after timeout

- **0116 - Tone Detection Setup**
  Use Items 11-32 to set the criteria for dial tone detection.
- ***(384i Only)* 0303 - DTMF and Dial Tone Detection Circuit Setup**
  If dial tone detection is enabled, be sure to allocate at least one CDTU block for dial tone detection (type 4).
- **0405 - System Timers (Part A), Item 60, Dial Tone Detection Timer**
  If dial tone detection is enabled, the system will wait this interval for the telco to return dial tone. When this interval expires, the system assumes dial tone is not present. To disable this timer (and have the system wait continuously), enter 0.
- **0901 - Basic Trunk Port Setup (Part A), Item 11, Dial Tone Detection for Directly Accessed Trunks**
  Enable(1) or disable (0) dial tone detection for manually dialed trunk calls. This option only pertains to calls placed using line keys or Direct Trunk Access.
- **0921 - Basic Trunk Port Setup (Part B), Item 3: Next Trunk in Rotary if No Dial Tone**
  If enabled, the system will skip over a trunk if dial tone is not detected. This option pertains to calls placed using Loop Keys, Abbreviated Dial, ARS, Last Number Redial or Save Number Dialed. It does not pertain to line key or Direct Trunk Access calls.

Related Features

See *Description* above.

Operation

Dial Tone Detection is automatic if enabled in programming.

Direct Inward Dialing (DID)

Description

124i ☞	Available — Four DID Translation Tables with 200 entries each. Prior to Base 1.2R, Wink Start Dial Pulse DID operation was unavailable.
-	Intercept routing to Voice Mail requires Base 2.13, EXCPRU 2.18 or higher.
-	DTMF DID requires a Tone Detector (DTDU) PCB. Tone Detection Setup requires Base 2.13, EXCPRU 2.18 or higher.
-	Enhanced Answer Supervision requires Base 2.13, EXCPRU 2.18 or higher. See page 844.
-	DID Routing Through the VAU Automated Attendant requires Base 2.13 or EXCPRU 2.18 or higher. Routing by trunk to a specific VAU message requires Base 4.02, EXCPRU 4.02 or higher..
-	Intercept routing to the VAU Automated Attendant requires Base 4.02, EXCPRU 4.02 or higher.

384i ☞	Available — eight DID Translation Tables with 1500 entries each.
-	Intercept routing to Voice Mail requires system software 3.02 or higher.
-	Tone Detection Setup requires system software 3.04 or higher.
-	Enhanced Answer Supervision requires system software 3.05.15 or higher. See page 844.
-	DID Routing Through the VAU Automated Attendant requires system software 3.06.16 or higher. Limited capabilities available with 3.06.09. Routing by trunk to a specific VAU message requires system software 3.07.10 or higher.
-	Intercept routing to the VAU Automated Attendant requires system software 3.07.10 or higher.

Direct Inward Dialing (DID) lets outside callers directly dial system extensions. DID saves time for callers who know the extension number they wish to reach. To place a DID call, the outside caller dials the local exchange (NNX) and additional digits to ring the telephone system extension. For example, DID number 926-5***400*** can directly dial extension 400. The caller does not have to rely on attendant or secretary call screening to complete the call.

Note: Direct Inward Dialing requires DID service from telco.

In addition to direct dialing of system extensions, DID provides:
- DID Dialed Number Translation
- Flexible DID Service Compatibility
- DID Intercept
- DID Camp-On

DID Dialed Number Translation
DID allows eight different tables for DID number translation. This gives you more flexibility when buying DID service from telco. If you can't buy the exact block of numbers you need (e.g., 301-556), use the translation tables to convert the digits received. For example, a translation table could convert digits 501-756 to extension numbers 301-556.

The 384i system has 1500 DID Translation Table entries that you can allocate among the eight DID Translation Tables. There is one translation made in each entry. For a simple installation, you can put all 1500 entries in the same table. For more flexibility, you can optionally distribute the 1500 entries among the eight tables.

The 124i system has 200 DID Translation Table entries that you can allocate among four DID Translation Tables. There is one translation made in each entry. Just as in 384i, in a simple installation you can put all 200 entries in the same table. Or, you can distribute the 200 entries among the four tables.

In addition to number conversion, each DID Translation Table entry can have a name assigned to it. When the DID call rings the destination extension, the programmed name displays.

Description (Cont'd)

Flexible DID Service Compatibility
You can program the system to be compatible with three and four digit DID service. With four digit service, the telco sends four digits to the system for translation. With three digit service, the telco sends three digits to the system for translation. Be sure to program your system for compatibility with the provided telco service. For example, if the telco sends four digits, make sure you set up the translation tables to accept the four digits.

The system is compatible with Dial Pulse (DP) and DTMF DID signaling. DID trunks can be either wink start or immediate start.

DID Intercept
DID Intercept automatically reroutes DID calls under certain conditions. There are three types of DID Intercept:

- **Vacant Number Intercept**
  If a caller dials an extension that does not exist or misdials, Vacant Number Intercept can reroute the call to the programmed DID Intercept extension ring group or Voice Mail. Without Vacant Number Intercept, the caller hears error tone after misdialing.

- **Busy Intercept**
  Busy Intercept determines DID routing when a DID caller dials a busy extension. If Busy Intercept is enabled, the call immediately routes to the programmed DID Intercept extension ring group or Voice Mail. If Busy Intercept is disabled, the call follows DID Camp-On programming (see below).

- **Ring-No-Answer Intercept**
  Ring-No-Answer Intercept sets the routing options for DID calls that ring unanswered at the destination extension. With Ring-No-Answer Intercept enabled, the unanswered call reroutes to the DID Intercept extension ring group or Voice Mail after the DID Ring-No-Answer Time interval. If Ring-No-Answer Intercept is disabled, the unanswered call rings the destination until the outside caller hangs up.

DID Camp-On
DID Camp-On sets what happens to DID calls to busy extensions when you have Busy Intercept disabled. With DID Camp-On enabled, a call to a busy extension camps-on for the DID Ring No Answer Time interval. It then diverts to the programmed DID Intercept extension ring group or Voice Mail. Without DID Camp-On, the caller to the busy extension just hears busy tone.

DID Routing Through the VAU Automated Attendant
DID calls can optionally route through the Automated Attendant. The DID caller hears an initial Automated Attendant Greeting explaining their dialing options. If the caller misdials, they can hear a second greeting with additional instructions. For example, the first Automated Attendant Greeting can be, "Thank you for calling. Please dial the extension number you wish to reach or dial 0 for the operator." If the caller inadvertently dials an extension that doesn't exist, they could hear, "The extension you dialed is unavailable. Please dial 0 for assistance or dial # to leave a message so we can call you back."

You assign Automated Attendant greetings (i.e., VAU Messages) to the numbers in each Translation Table. This provides you with extensive flexibility when determining which greetings the system should play for which dialed numbers. You could, for example, set up 926 5401 through 926 5449 to route to extensions 301-349, and have 926 5450 route to the automated attendant.

Federal Communications Commission DID Requirements
Allowing this equipment to operate in a manner that does not provide proper answer supervision signaling is in violation of Part 68 rules.

This equipment returns answer supervision to the Public Switched Telephone Network when the DID trunk is:

- Answered by the called station
- Answered by the attendant
- Routed to a recorded announcement that can be administered by the CPE user
- Routed to a dial prompt

Description (Cont'd)

Federal Communications Commission DID Requirements (Cont'd)

This equipment returns answer supervision on all DID calls forwarded back to the Public Switched Telephone Network. Permissible exceptions are when:

- A call is unanswered
- A busy tone is received
- A reorder tone is received

When ordering DID service, provide the telco with the following information:

FCC Registration Number 1ZDJPN-nnnnn-KF-E
DID Facility Interface Code.....02RV2-T
DID Service Order Code.....9.0F
DID Answer Supervision Code.....A S.2
DID USOC Jack Type.....RJ21X

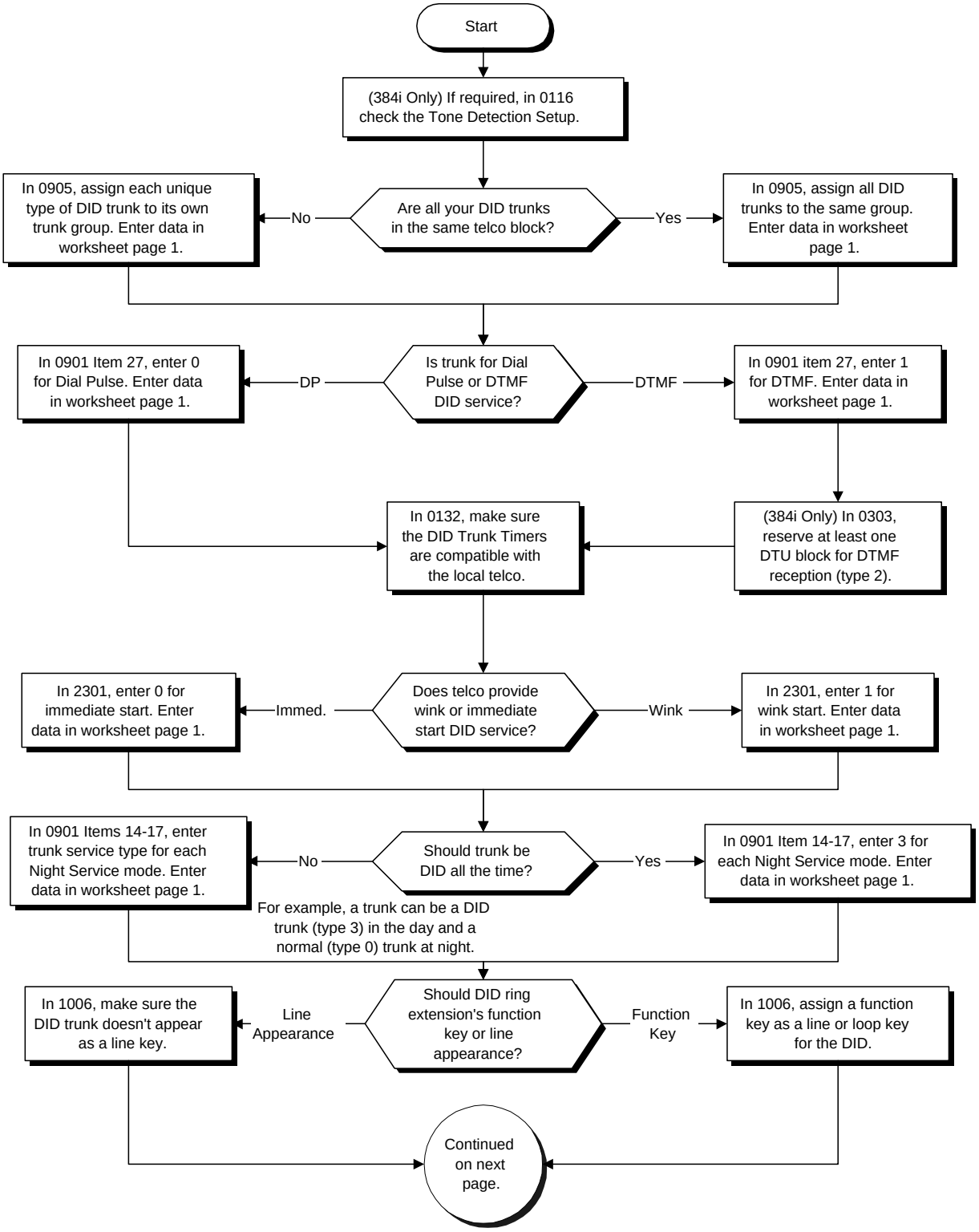
Conditions

(A.) DID requires the installation of a 4ATRU-DID PCB. Each PCB provides four DID ports but uses eight trunk software ports. For example, a DID PCB that provides trunks 1-4 automatically disables trunks 5-8. Refer to the hardware manual for additional details.
(B.) DID service must be purchased from your local telephone company.
(C.) (***124i Only***) DTMF DID requires a Tone Detector (DTDU) PCB.

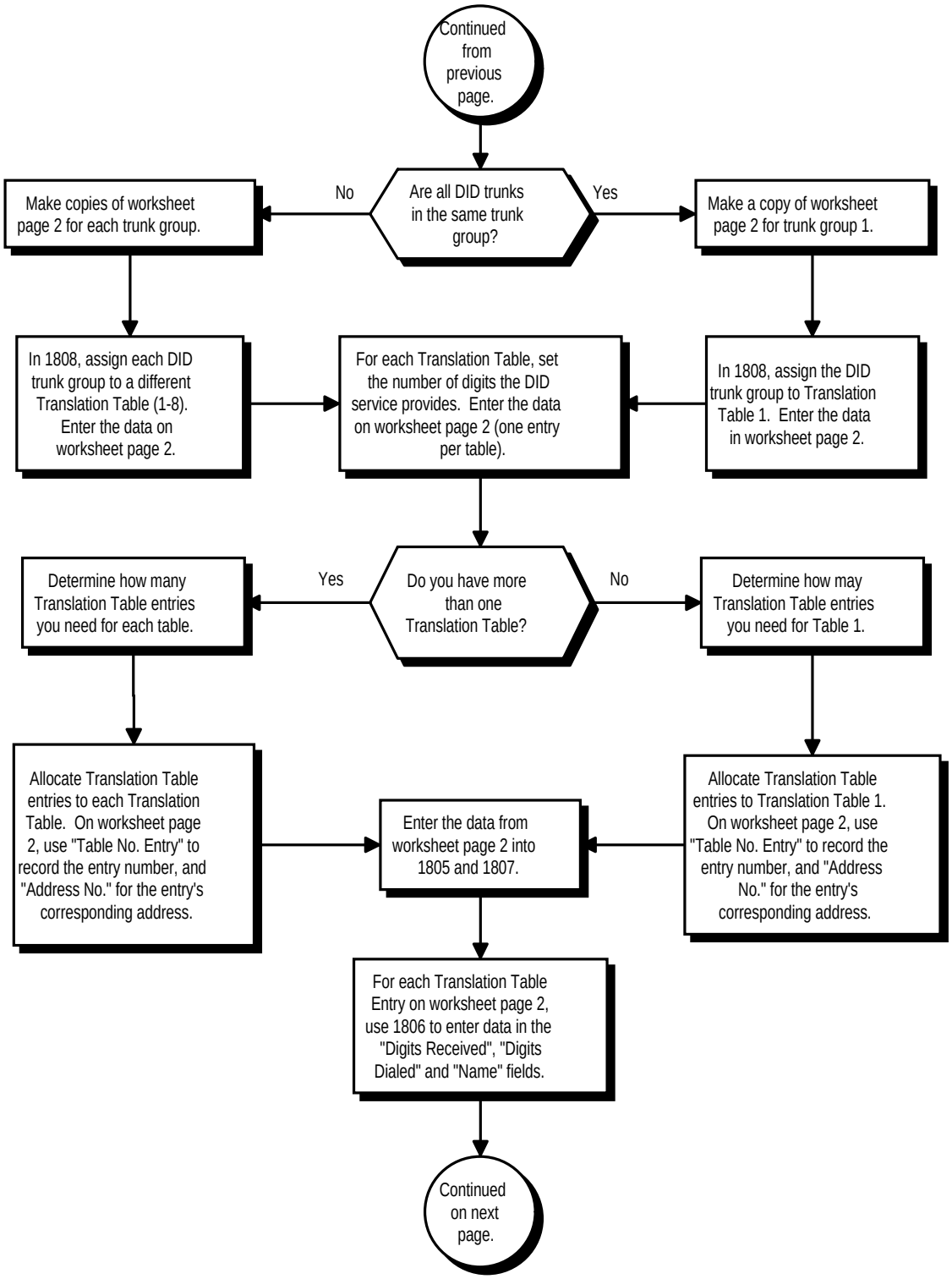
Default Setting

Disabled.

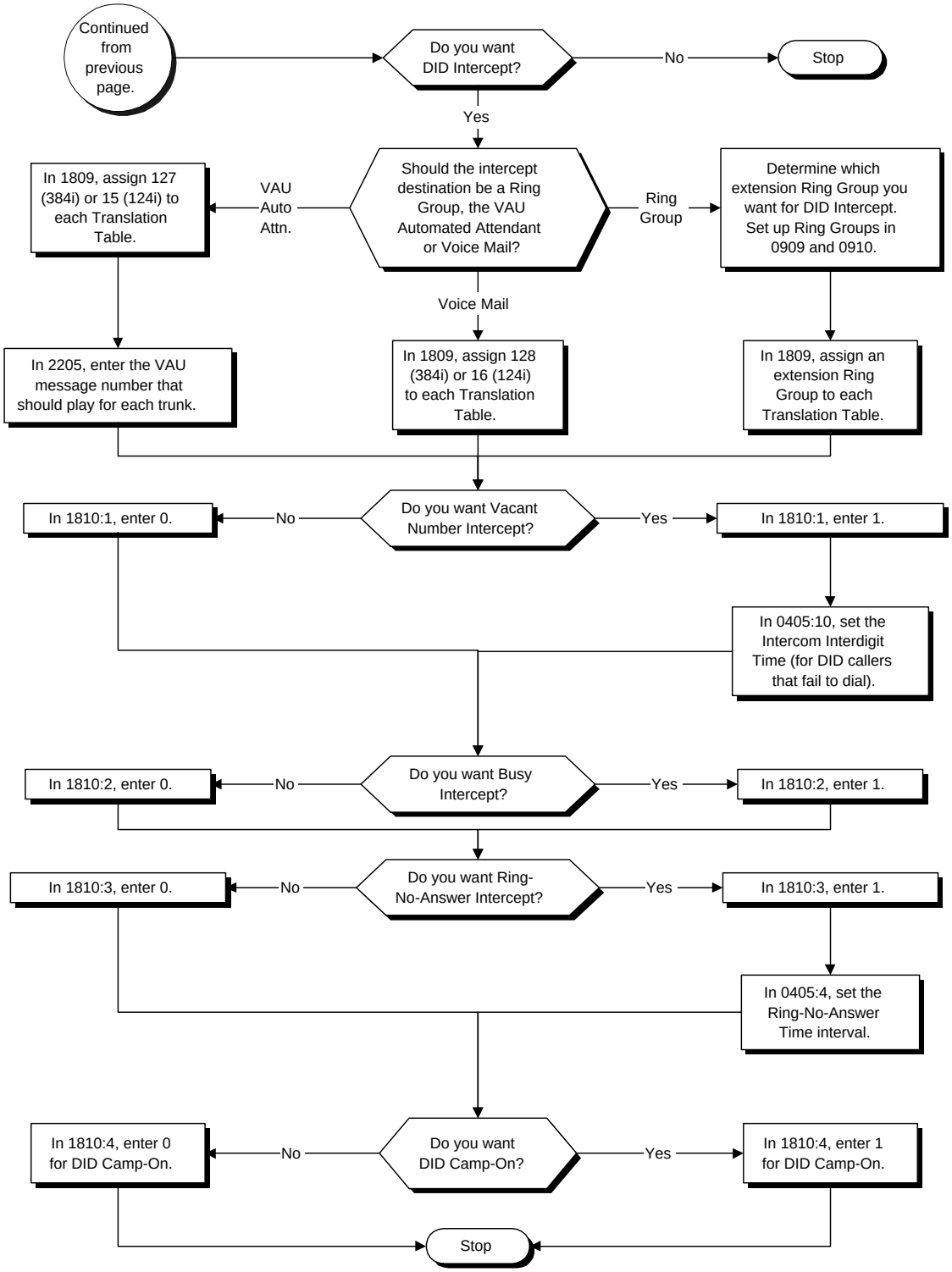
Programming



Programming (Cont'd)

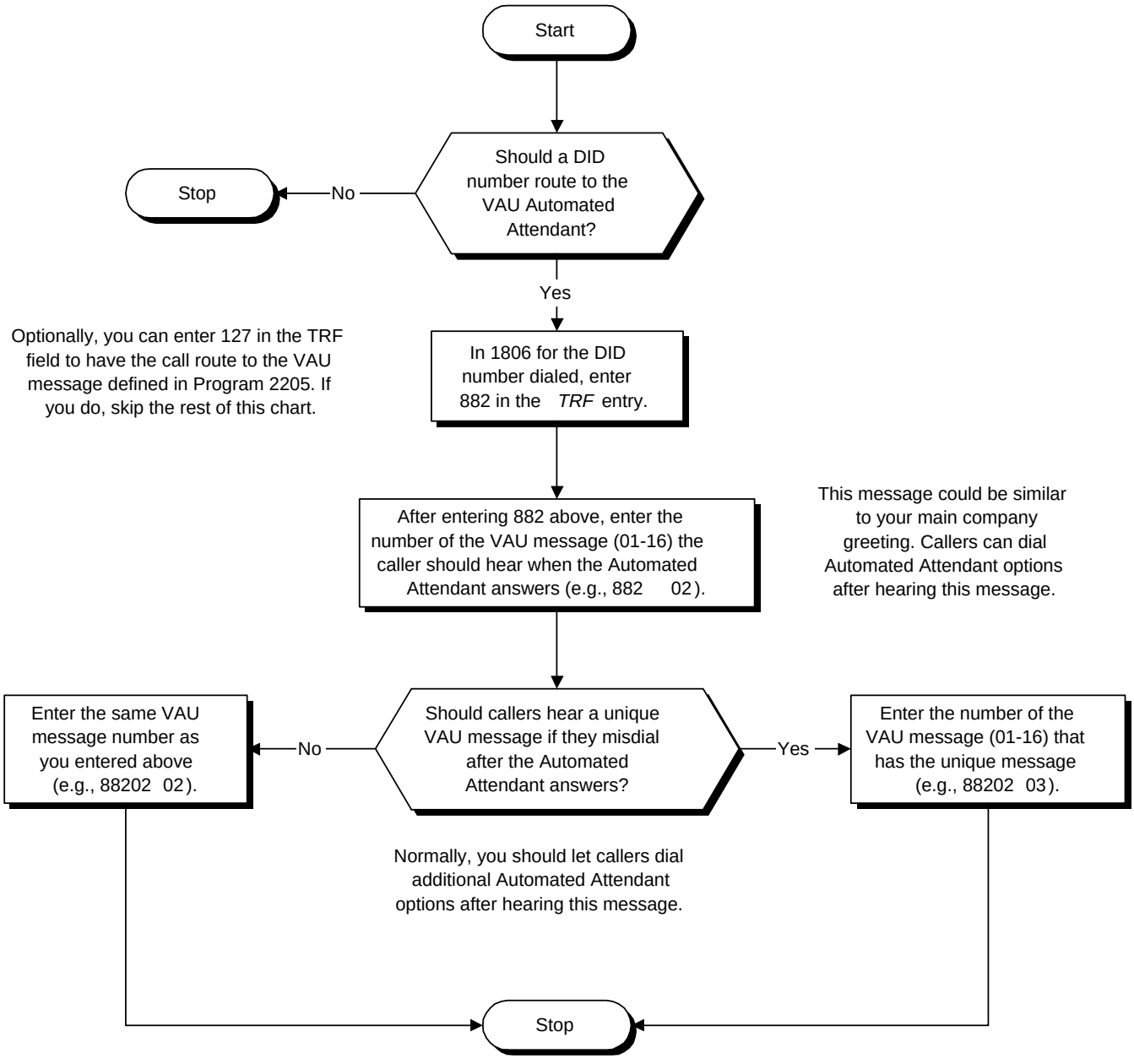


Programming (Cont'd)



Programming (Cont'd)

DID Routing Through the Automated Attendant (124i Base 2.13, EXCPRU 2.18, 384i 3.06.16 or Higher)



Programming (Cont'd)

➢ **0116 - Tone Detection Setup**
Use items 1-10 and 19-32 to set the DTMF criteria for DTMF DID calls.

➢ **0132 - DID Trunk Timers**
Make sure the DID Trunk Timer settings are compatible with your local telco.

➢ ***(384i Only)* 0303 - DTMF and Dial Tone Detection Circuit Setup**
If the system has DTMF DID trunks, be sure to reserve at least one DTU block for analog trunk DTMF reception (type 2). ***There must be an available receiver for each DTMF DID trunk.***

- Use the following as a guide when allocating DTMF receivers (i.e., DTU blocks):
  - In light traffic sites, allocate one DTMF receiver for every 10 devices that use them.
  - In heavy traffic sites, allocate one DTMF receiver for every five devices that use them.

➢ **0405 - System Timers (Part A), Item 10: Intercom Interdigit Time**
Set the time-out interval for DID callers that don't dial. After this interval, the DID call routes according to Vacant Number Intercept programming.

➢ **0405 - System Timers (Part A), Item 31: DID Ring-No-Answer Time**
Set the DID Ring-No-Answer (RNA) Intercept interval (0-64800 seconds). In systems with RNA Intercept, the DID call rings the destination extension for this interval and then rings Intercept Ring Group.

➢ **0901 - Basic Trunk Port Setup (Part A), Items 14-17: Trunk Service Type**
For each Night Service Mode, enter service type 3 when the trunk should be a DID trunk.

➢ **0901 - Basic Trunk Port Setup (Part A), Item 27: DID/E&M Receive Signaling Type**
Enter 0 if DID trunk is Dial Pulse (DP). Enter 1 if DID trunk is DTMF.

➢ **0905 - Trunk Groups**
Put DID trunks in the same trunk group (other than group 1). If you have several types of DID trunks, put each type in a separate trunk group.

➢ **0909 - Extension Ring Group Assignment**
Assign extensions to Ring Groups. Calls ring the extensions according to programming.

➢ **0910 - Trunk Ring Group Assignment**
DID Intercepts use your system's CO trunk Ring Group programming.

➢ **1006 - Programming Function Keys**
You can assign line keys for DID trunks (0001-0128). Without line keys, DID calls ring line appearance (CALL) keys.

➢ **1805 - DID Translation Table Setup**
Assign the range of DID Translation Table entries (1-1500) to each DID Translation Table (1-8). When entering data:

- For each table, specify the starting address that corresponds to the DID Translation Table entries. The address is always one less than the entry (e.g., address 0000 is entry 1).
- After specifying the starting address, enter the total number of entries in the table. For example, if table 1 begins at address 0000 and has 11 entries, the DID Translation Table entries are 1-10.

➢ **1806 - DID Translation Table Number Conversion**
For each DID Translation Table entry (1-1500), specify:

- The digits received by the system (Digits Rcvd in the worksheet) (8 digits max.).
- The extension the system dials after translation (Digits Dialed in the worksheet) (24 digits max.).

  In 124i Base 2.13, EXCPRU 2.18 or 384i system software 3.06.16 or higher, you can route the call to the VAU Automated Attendant. For the TRF entry, enter 882, the VAU message number for the first greeting followed by the VAU message number for the second greeting. The second greeting plays if the caller misdials. For example, 8820203 will cause the Automated Attendant to answer, play VAU message 02 to the caller and the play VAU message 03 if they misdial. In system software 3.06.09, you could enter only the first VAU message number (not both).

  Optionally (384i requires 3.07.10 or higher, 124i requires Base 4.02 or EXCPRU 4.02 or higher), you can enter 127(384i) or 15 (124i) in the TRF field to have the call route to the VAU message assigned to the trunk in Program 2205.

- The name that should show on the dialed extension's display when it rings (eight characters max).

Programming (Cont'd)

- **1807 - DID Translation Table Expected Number of Digits**
  For each DID Translation Table (1-8), enter the number of digits the table expects to receive from the CO. For example, for a table used with 3-digit DID service, enter 3.
- **1808 - DID Trunk Group to Translation Table Assignment**
  Assign the DID trunk groups (1-128) to translation tables. If all the DID trunks use the same type of DID service, you may have only one DID trunk group and one DID Translation Table (with many entries).
- **1809 - DID Intercept Ring Group**
  For each DID Translation Table, program the DID Intercept destination. The destination can be a Ring Group (1-127 in 384i, 1-14 in 124i), Voice Mail (128 in 384i, 16 in 124i), the VAU Automated Attendant (127 in 384i or 15 in the 124i) or the operator (0).
- **1810 - DID Intercept Options**
  Selectively enable (1) or disable (0) Vacant Number Intercept, Busy Intercept, Ring-No-Answer Intercept and DID Camp-On.
- **2205 - OPA Message Assignment**
  If the DID Intercept destination set in Program 1809 is 127 (384i) or 15 (124i), use this program to assign the VAU message (1-16) that should play when the VAU Automated Attendant answers.
- **2301 - DID/E&M Start Signaling**
  Enter 0 if DID trunk uses immediate start signaling. Enter 1 if DID trunk uses wink start signaling.

Related Features

Direct Inward System Access (DISA)
DISA also allows outside callers to dial system extensions directly.

Off Hook Signaling
The Off Hook Signaling Enhancemetns provide DID calls with additional Off Hook Signaling options. Refer to this feature for the specifics.

Programmable Function Keys
To simplify answering DID calls, assign function keys as line keys for the DID trunks.

Operation

DID calls ring extensions like normal trunk calls.

DID Options Worksheet

Option	Trunk Number	Trunk Group	Signaling Type	Start Type	Trunk Service Type: Day	Trunk Service Type: Night	Trunk Service Type: Midnight	Trunk Service Type: Rest
Program No.		0905	0901-27	2301	0901-14	0901-15	0901-16	0901-17
Entry Range	1-128	1-128	DP=0 DTMF=1	Immed.=0 Wink=1	Normal=0 DISA=2 DID=3	Normal=0 DISA=2 DID=3	Normal=0 DISA=2 DID=3	Normal=0 DISA=2 DID=3
Sample Entries	1	2	0	1	3	0	0	3
	2	2	0	1	3	0	0	3
	3	2	0	1	3	0	0	3
Your Entries								

DID Options Worksheet

	AREA						TABLES				
Option	Trunk Group	DID Table Number [1]				Expected Digits	Table No. Entry	Address No.	Digits Rcvd	Digits Dialed	Name
Program No.	1808	1805				1807	1805	1805	1806	1806	1806
Entry Range	1-128	1-8				1-8	1-1500	0000-1499	8 dgts max.	24 dgts max.	8 char max.
Sample Entries	2	1	1	1	1	3	1	0000	218	218	DID
	2	1	1	1	1	3	2	0001	220	220	DID
	2	1	1	1	1	3	3	0002	224	224	DID
Your Entries											

[1] Make one entry for each Night Service mode.

Description

124i ☞	Available — 52 trunks, 96 extensions/virtual extensions and eight Department Groups.
-	Department Group as DIL destination always available.
-	DIL overflow to Voice Mail requires Base 2.13, EXCPRU 2.18 or higher.
-	DIL overflow to the VAU Automated Attendant is not available.

384i ☞	Available — 128 trunks, 384 extensions/virtual extensions and 32 Department Groups.
-	Department Group as DIL destination requires system software 3.04 or higher.
-	DIL overflow to Voice Mail requires system software 3.05.15 or higher.
-	DIL overflow to the VAU Automated Attendant requires system software 3.07.10 or higher.

A Direct Inward Line (DIL) is a trunk that rings an extension, virtual extension or Department Group directly. Since DILs only ring one extension or group (i.e., the DIL destination), employees always know which calls are for them. For example, a company operator can have a Direct Inward Line for International Sales Information. When outside callers dial the DIL's phone number, the call rings the operator on the International Sales line key. The DIL does not ring other extensions.

DIL Delayed Ringing
Extensions in a Ring Group can have delayed ringing for another extension's DIL. If the DIL is not answered at its original destination, it rings the DIL No Answer Ring Group. This could help a Technical Service department, for example, that covers calls for an Inside Sales department. If the Inside Sales calls are not answered, they ring into the Technical Service department.

Conditions

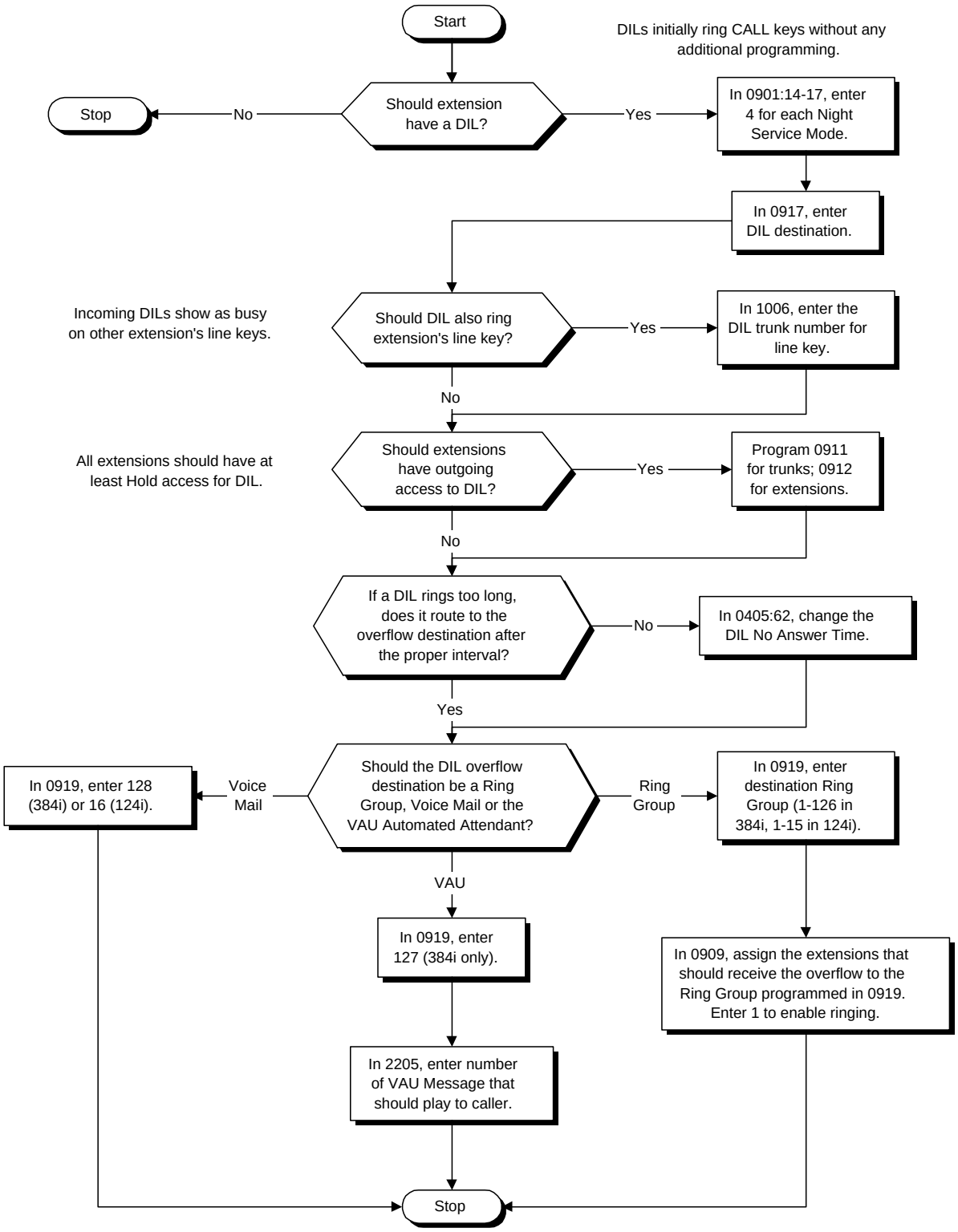
(A.) If unanswered, a DIL without delayed ringing rings an extension until the outside party hangs up. The DIL does not automatically reroute.

(B.) If a DIL rings a Department Group and all agents are busy, the system routes the call as follows:
1. The trunk rings the overflow destination assigned in 0919.
2. If there is no 0919 assignment, the trunks rings the PC Attendant Console (if installed).
3. If there is 0919 assignment or PC Attendant, the call rings according to the Ring Group assignments in 0909 and 0910.
4. If none of the destinations in steps 1-3 above are available, the call continues to ring until a destination becomes free.

Default Setting

Disabled.

Programming



Programming (Cont'd)

- **0405 - System Timers (Part A), Item 62: DIL No Answer Time**
  Set the DIL No Answer Time (0-64800 seconds). If DIL Delayed Ringing is set in program 0919, this option sets the DIL Delayed Ring interval.
- **0901 - Basic Trunk Port Setup (Part A), Items 14 to 17: Trunk Service Type**
  Assign each DIL Service Type 4. Make an entry for each Night Service mode.
- **0909 - Extension Ring Group Assignment**
  Assign the extensions that should receive the overflow to the ring group programmed in 0919 (0=trunks don't ring [just flash line keys], 1=trunks ring).
- **0911- Trunk Access Map Setup**
  Set up the Trunk Access Maps. All extensions should have at least Hold access to the DIL (entry 3). Without Hold access, transferred DILs and DILs on hold can be answered only while they are ringing or recalling.
- **0912 - Extension Access Map Assignment**
  Assign Trunk Access Maps (1-128) to extensions.
- **0917 - DIL Assignment**
  Set the destination extension port for each DIL — for each Night Service mode. The destination can be:
  - An extension port (1-256 in 384i, 1-72 in 124i).
  - A virtual extension port (257-384 in 384i, 73-96 in 124i).
  - A Department Group (384-416 for groups 1-32 in 384i, 97-104 for groups 1-8 in 124i).
- **0919 - DIL No Answer Destination**
  For each DIL with delayed ringing, enter the DIL No Answer Ring Group. An unanswered DIL rings this group after the DIL No Answer Time. In 384i, enter 127 to overflow to the VAU or 128 to overflow to Voice Mail. In 124i, enter 16 to overflow to Voice Mail. Make an entry for each Night Service mode.
- **1006 - Programming Function Keys**
  To have the DIL ring a key, program a line key for the DIL trunk.
- ***(384i Only)* 2205 - OPA Message Assignment**
  If the Transfer Destination set in Program 0919 is 127, use this program to assign the VAU message (1-16) that should play when the VAU Automated Attendant answers.

Related Features

Call Forwarding
Call Forwarding does not reroute DILs. If an extension forwards their trunk calls, the trunk rings according to Ring Group programming.

Central Office Calls, Placing
You can place DILs in trunk groups to make outgoing DIL calls easier.

Department Calling
A DIL cannot have an Extension (Department) Group as its destination.

Do Not Disturb
If an DILs destination extension is in DND, an incoming call rings according to Ring Group programming.

Group Call Pickup
A user can activate Group Call Pickup to intercept a DIL ringing another extension.

Name Storing
Program a name for a DIL. This makes it easier to identify the incoming call.

Private Line
To simulate Private Line operation, create a unique Access Map for the DIL that allows full access only for the destination. Give all other extensions only Hold access

Off Hook Signaling
If a keyset's first channel is busy, a DIL always signals the idle second channel if available. If the second channel already has a call waiting, DIL waits in line for a channel to become free. The outside caller hears ringback tone while this occurs.

Programmable Function Keys
If an extension has a line key for a DIL, the call will ring the key. If not, the call rings an available line appearance. For other extensions, the DIL indicates as busy.

Ring Groups
A DIL will ring its assigned extension without Ring Group programming. A DIL *only* rings its assigned extension. If will not ring other extensions in a Ring Group.

Direct Inward Line (DIL)

Operation

To answer a call on your Direct Inward Line:

1. Lift handset.
2. At keyset, press flashing line key for DIL.

   If you don't have a line key for the DIL, the DIL rings an idle CALL key.

   If you have Ringing Line Preference, lifting the handset answers the call.

   If you don't answer the call, it may ring other extensions (i.e., the DIL No Answer Ring Group).

To place a call on your Direct Inward Line:

1. Lift handset.
2. At keyset, press line key for DIL

   OR

   Dial #9 and the DIL trunk number (e.g., 005).

   OR

   Dial 804 and the DIL trunk group number (e.g., 05).

   OR

   Dial 9 for Trunk Group Access
3. Dial number.

Description

124i ☞	Available — 15 users, 8 DISA Classes of Service and 52 trunks.
-	Requires DTDU PCB for DTMF DISA trunks.
-	Enhanced Answer Supervision requires Base 2.13, EXCPRU 2.18 or higher. See page 844.
-	Oveflow routing to Voice Mail requires Base 2.13, EXCPRU 2.18 or higher.
-	Tone Detection Setup and setting the CODEC Gain Type transmit and receive levels requires Base 2.13, EXCPRU 2.18 or higher.
-	Overflow routing to the VAU Automated Attendant is not available.

384i ☞	Available — 15 users per Tenant Group, 15 DISA Classes of Service and 128 trunks.
-	Requires DTMF receivers on CDTU PCB for DTMF DISA trunks.
-	Enhanced Answer Supervision requires system software 3.05.15. See page 844.
-	Overflow routing to Voice Mail is avaiable.
-	Tone Detection Setup and setting the CODEC Gain Type transmit and receive levels requires system software 3.04 or higher.
-	Overflow routing to the VAU Automated Attendant requires system software 3.07.10 or higher.

DISA permits outside callers to directly dial system extensions, trunks and selected features. This could help an employee away from the office that wants to directly dial co-workers or use the company's trunks for long distance calls. To use DISA, the employee:

- Dials the telephone number that rings the DISA trunk
- Waits for the DISA trunk to automatically answer with a unique dial tone
- Dials the 6-digit DISA password (access code)
- Waits for a second unique dial tone
- Accesses a system trunk, uses a selected feature or dials a system extension

DISA calls ring system extensions like other outside calls. If an extension has a line key for the DISA trunk, the call rings that key. If the extension does not have a line key, the call rings an idle CALL key.

You can set DISA operation differently for each Night Service mode. For example, a trunk can be a normal trunk during the day and a DISA trunk at night. You can also set the routing for DISA trunks when the caller dials a busy or unanswered extension, dials incorrectly or forgets to dial.

DISA Class of Service

DISA Class of Service provides features and dialing restrictions for DISA callers. This allows you to control the capabilities of the DISA callers dialing into your system. When a DISA caller first accesses the system, they must enter a DISA password before proceeding. The system associates the password entered with a specific user number, which in turn has a Class of Service. If the Class of Service allows the action (such as making outgoing trunk calls), the call goes through. If the DISA Class of Service doesn't allow the action, the system prevents the call. The DISA Class of Service options are:

- **Trunk Group Routing/ARS Access**
  When a DISA caller dials into the system, they may be able to dial 9 and place outside calls. Any toll charges are incurred by the system. The call follows the system's Trunk Group Access or Automatic Route Selection - whichever is enabled.

Description (Cont'd)

- **Trunk Group Access**
  DISA callers may be able to access a specific trunk group for outgoing calls through the system. To access a Trunk Group, the user dials Service Code 804 followed by the Trunk Group number (e.g., 1). This allows the DISA caller to place an outgoing call over the selected group. Trunk Group Access bypasses the system's Trunk Group Routing/ARS. As with dial 9 access, any toll charges are incurred by the system. Also see Direct Trunk Access below.

- **Common Abbreviated Dialing**
  The system's Common Abbreviated Dialing bins may be available to DISA callers. This could save the DISA caller time when dialing.

- **Operator Calling**
  A DISA caller may be able to dial 0 for the system's operator.

- **Paging**
  Internal and External Paging may be available to DISA callers. This allows co-workers in adjacent facilities, for example, to broadcast announcements to each other.

- **Direct Trunk Access**
  DISA callers may be able to select a specific trunk for outgoing calls through the system. To directly access a trunk, the user dials Service Code #9 followed by the trunk's number (e.g., 001). This allows the DISA caller to place an outgoing call over the selected trunk. Direct Trunk Access bypasses the system's Trunk Group Routing/ARS. As with dial 9 access, any toll charges are incurred by the system. Also see Trunk Group Access above.

DISA Toll Restriction
The digits a DISA caller dials for an outgoing call may be subject to the system's Toll Restriction. For example, Toll Restriction can prevent users from dialing a 1-900 service. When an incoming DISA caller tries to use system trunks to dial 1-900, Toll Restriction will deny the call.

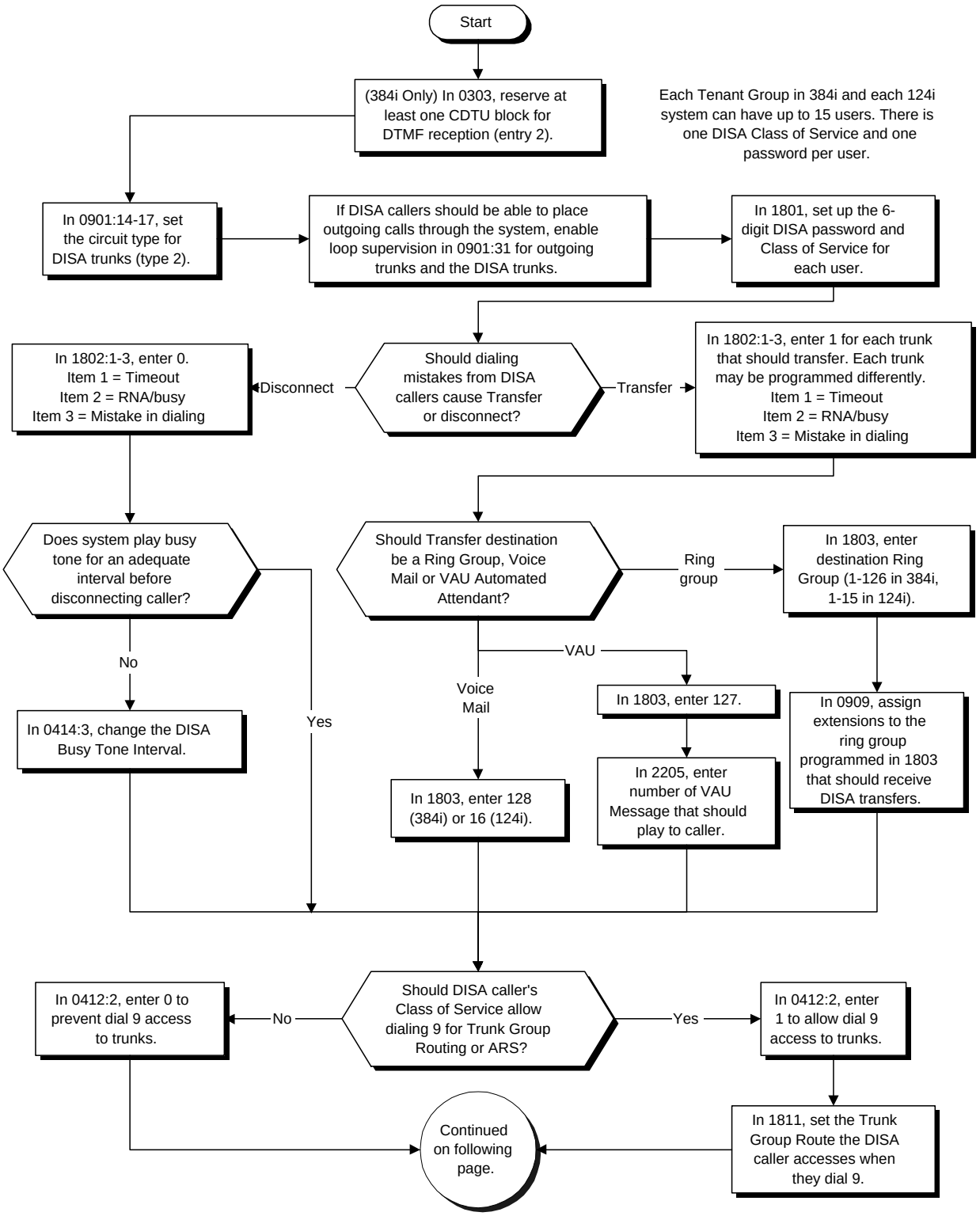
DISA Operating Modes
The DISA Operating Modes determine what happens when a DISA caller forgets to dial, calls a busy or unanswered extension or dials incorrectly. The system can either drop the call or send it to a preset Ring Group (called a the DISA Transfer Destination).

Department Calling with Overflow Message
If a DISA caller dials a busy Department Calling Group, the system can periodically play the voice prompt, "*Please hold on. All lines are busy. Your call will be answered when a line becomes free.*" while the caller waits. The interval between the voice prompts is the DISA Overflow Message Time. When an extension in the Department Group becomes available, the call automatically goes through. If the Department Calling Group remains busy past the DISA No Answer time (see the flow chart on page 251), the DISA call routes to the overflow destination or disconnects. (What happens to the unanswered call is set by the DISA Operating Mode). The Overflow Message requires a Voice Announce Unit.

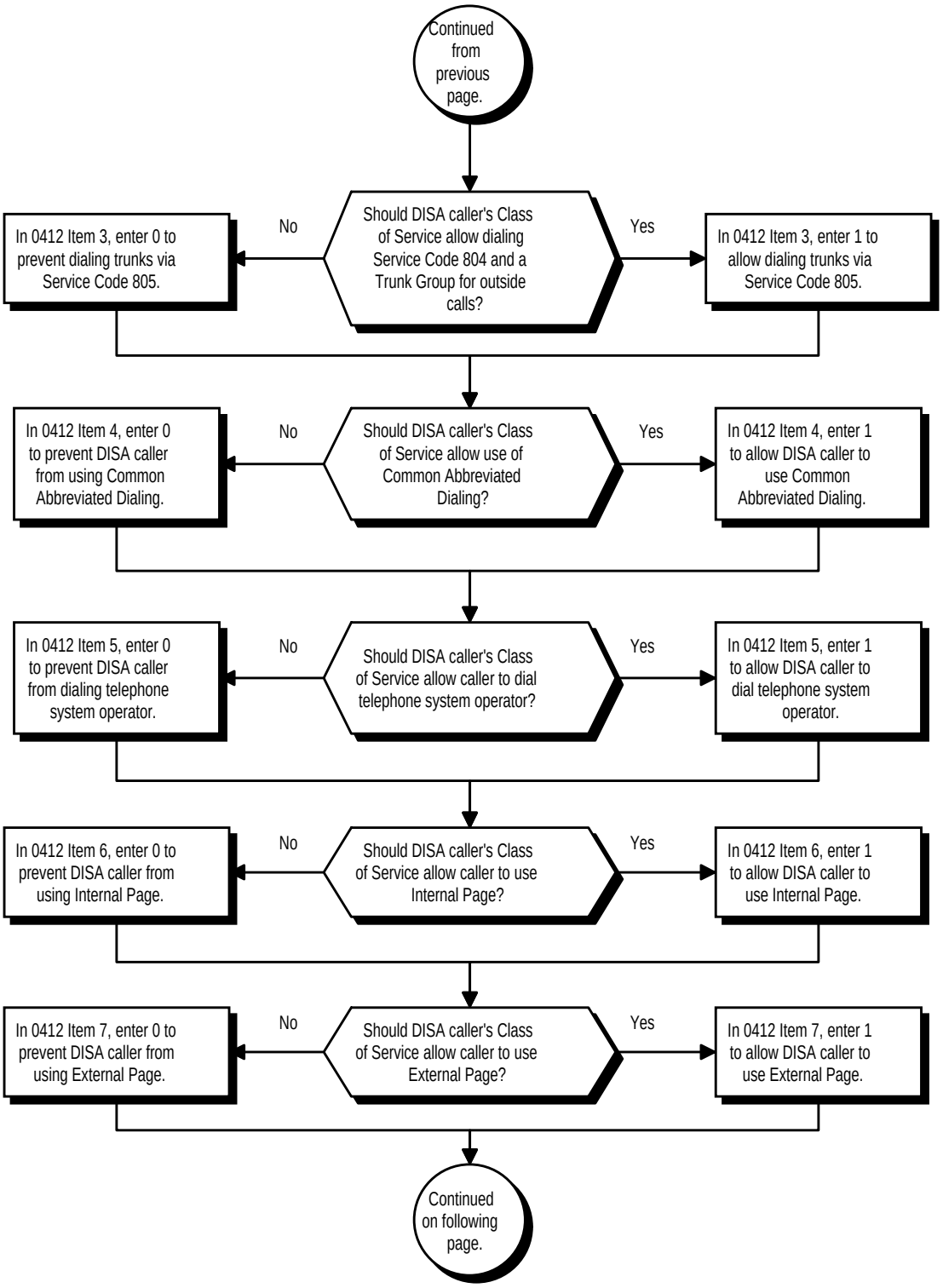
Conditions
The DISA caller must use a 2500 type (DTMF) telephone. DISA is compatible with calling devices that meet the DTMF signaling requirements of EIA Specification RS-464. DISA trunks must be ground start or supervised loop start.

Default Setting
Disabled.

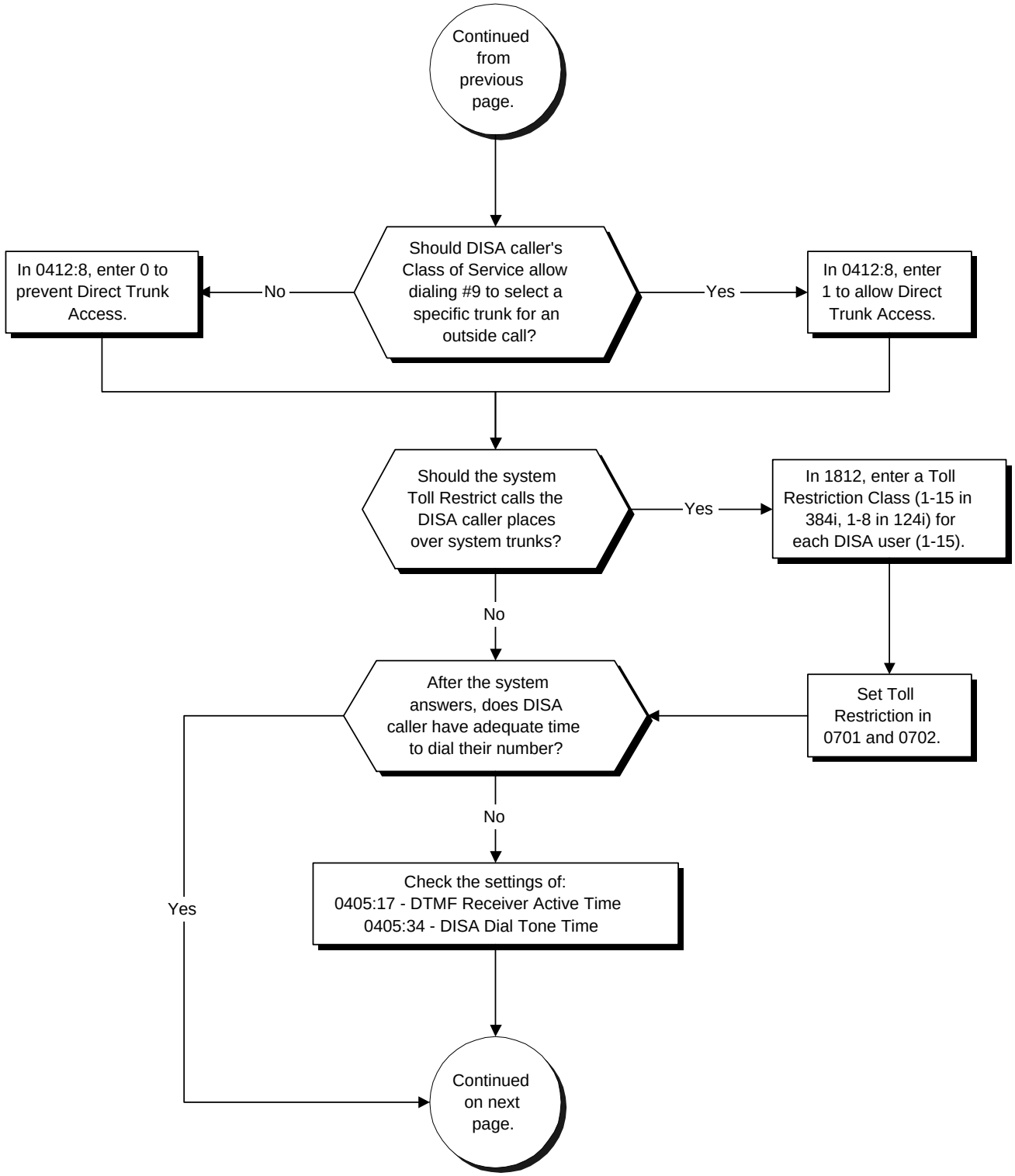
Programming



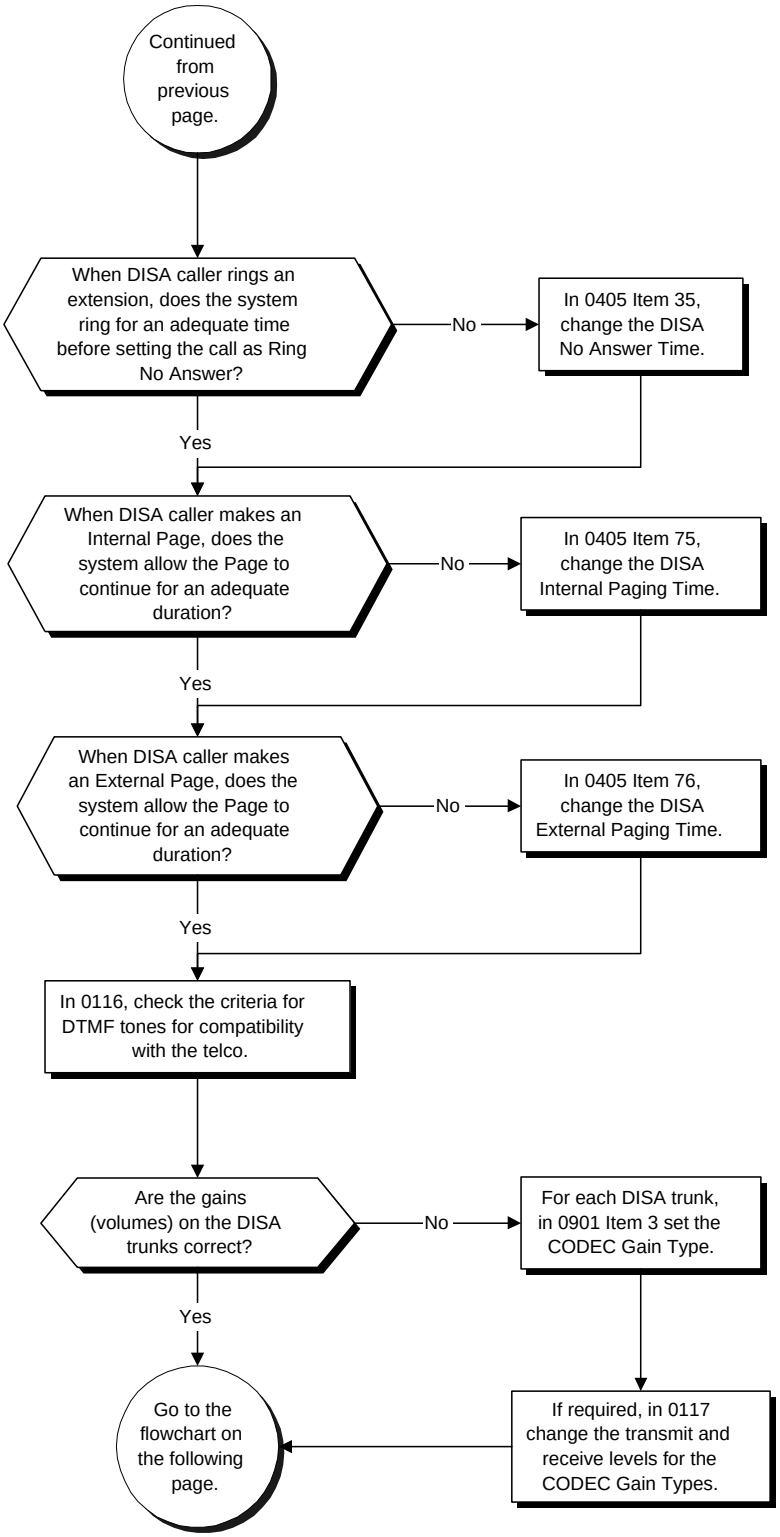
Programming (Cont'd)



Programming (Cont'd)

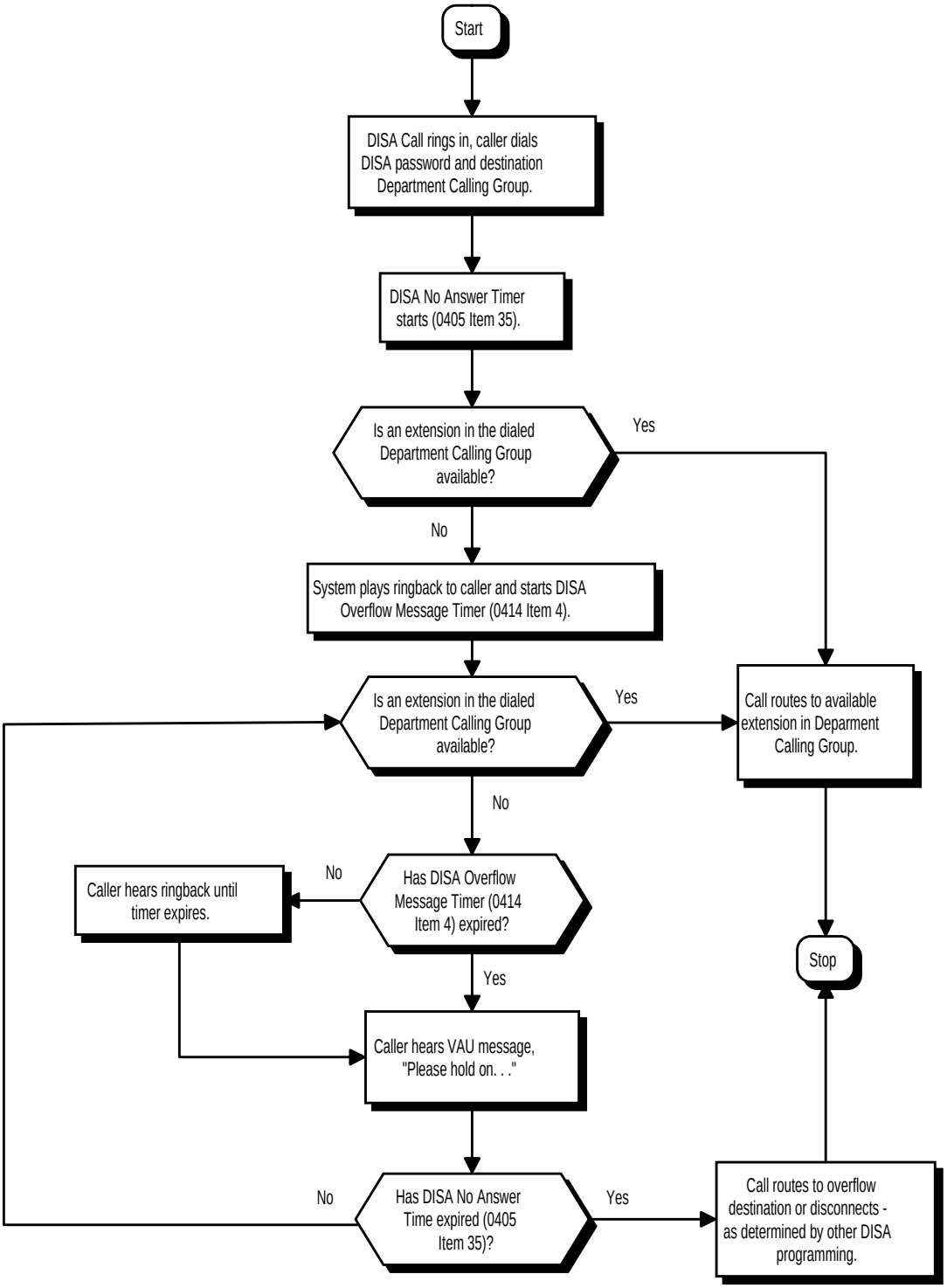


Programming (Cont'd)



Programming (Cont'd)

Department Calling with Overflow Message



Programming (Cont'd)

➢ **0116 - Tone Detection Setup**
Use Items 1-10 to set the criteria for DTMF tones for inbound DTMF DISA calls.

➢ **0117 - Trunk CODEC Gain Type Settings**
Customize the CODEC gain types (transmit and receive levels) for DISA trunks. Use 0901 Item 3 to assign gain types to trunk circuits.

➢ ***(384i Only)*** **0303 - DTMF and Dial Tone Detection Circuit Setup**
Reserve at least one CDTU DTMF receiver for analog trunks DTMF reception (entry 2).

- Use the following as a guide when allocating DTMF receivers (i.e., DTU blocks):
  - In light traffic sites, allocate one DTMF receiver for every 10 devices that use them.
  - In heavy traffic sites, allocate one DTMF receiver for every five devices that use them.

➢ **0405 - System Timers (Part A), Item 17: DTMF Receiver Active Time**
After answering the call, the system attaches a DTMF receiver to the DISA trunk for this interval (0-64800 seconds).

➢ **0405 - System Timers (Part A), Item 34: DISA Dial Tone Time**
After answering the DISA trunk, the system waits this interval (0-64800 seconds) for the caller to dial the first digit of the password. If the caller fails to dial within this interval, the system drops the call.

➢ **0405 - System Timers (Part A), Item 35, DISA No Answer Time**
A DISA caller can ring an extension for this interval (0-64800 seconds) before the system sets the call as a Ring No Answer. After this interval expires, the call follows the programmed Ring No Answer routing (see Program 1802 below).

➢ **0405 - System Timers (Part A), Item 75: DISA Internal Paging Time**
This is the maximum length of an Internal Page placed by a DISA caller. If the Page continues longer than this interval (0-64800 seconds), the system terminates the DISA call.

➢ **0405 - System Timers (Part A), Item 76: DISA External Paging Time**
This is the maximum length of an External Page placed by a DISA caller. If the Page continues longer than this interval (0-64800 seconds), the system terminates the DISA call.

➢ **0412 - DISA Class of Service Options**
Enable (1) or disable (0) the following options for each DISA Class of Service (1-16 in 384i, 1-10 in 124i):

- Trunk Group Routing/ARS Access (Item 2)
- Trunk Group Access (Item 3)
- Common Abbreviated Dialing (Item 4)
- Operator Calling (Item 5)
- Internal Paging (Item 6)
- External Paging (Item 7)
- Direct Trunk Access (Item 8)

➢ **0414 - System Timers (Part B), Item 3: DISA Busy Tone Interval**
If a DISA caller dials a busy extension (and Program 1803 Item 2 = 0), the system plays busy tone for this interval before disconnecting.

➢ **0414 - System Timers (Part B), Item 4: VAU ACD Overflow Message Delay Time (T1)**
This timer sets how often the overflow voice prompt repeats while a DISA caller waits for an extension in a busy Department Calling Group to become free.

➢ **0901 - Basic Trunk Port Setup (Part A), Item 3: CODEC Gain Type**
Select the CODEC Gain Type (1-5) for each DISA trunk. Customize the CODEC Gain Type transmit and receive levels in 0117.

➢ **0901 - Basic Trunk Port Setup (Part A), Items 14-17: Trunk Service Type**
For DISA operation, set the trunk service type to 02. You can have a different service type for each Night Service mode.

➢ **0901 - Basic Trunk Port Setup (Part A), Item 31: Loop Supervision**
If DISA caller can place outgoing calls through the system (see Program 0412), enable loop supervision (1) for the DISA trunk. If DISA caller cannot use the system's trunks for outgoing calls, enter 0 to disable loop supervision.

➢ **0909 - Extension Ring Group Assignment**
Assign the extensions that should receive the overflow (0=trunks don't ring [just flash line keys], 1=trunks ring).

Programming (Cont'd)

- **1801 - DISA Password**
  For each DISA user, set the 6-digit password and DISA Class of Service for each user. In 384i, there are 15 users per Tenant Group, with one password and DISA Class of Service (1-15) for each user. This allows for up to 60 assignments. In 124i, there are 15 users with one password and one DISA Class of Service assignment (1-10) for each user. ***The DISA Class of Service cannot be 0.*** You cannot use Programs 0406 and 1005 to assign Class of Service to DISA trunks.
- **1802 - DID and DISA Operating Modes**
  Set the operating mode of each DISA trunk. This sets what happens to the call when the DISA caller doesn't dial (Item 1), calls a busy or unanswered extension (Item 2) , dial incorrectly (Item 3). The call can either disconnect (0) or Transfer to an alternate destination (1). Set the alternate destination in program 1803.
- **1803 - DID and DISA Transfer Destination**
  If you set a DISA trunk's operating mode at 1, use this program to assign the transfer destination. You make a different entry for each Night Service mode. The destination can be a Ring Group (1-127 in 384i, 1-15 in 124i), Voice Mail (128 in 384i, 16 in 124i) or the VAU Automated Attendant (127 in 384i only).
- **1811 - DISA Route**
  Use this program to assign the Trunk Group Route (1-64 in 384i, 1-36 in 124i) chosen when a user places a DISA call into the system and dials 9. Set Trunk Group Routing in Program 0906. If the system has ARS, dialing 9 accesses ARS. The route chosen is based on the DISA Class of Service, which is determined by the password the caller dials.
- **1812 - DISA Toll Restriction Level**
  If the system uses Toll Restriction, enter a Toll Restriction Class (1-15 in 384i, 1-8 in 124i) for each DISA user (1-15). The system uses the Toll Restriction Class you enter in Program 0701. The Toll Restriction Class assigned to a DISA call is based on the DISA Class of Service, which is determined by the password the caller dials. ***You cannot use Program 1004 to assign Toll Restriction to DISA trunks.***
- **1813 - Alternate Trunk Route for DISA Calls**
  Assign the trunk route that DISA Caller's access if they dial the Alternate Trunk Route Access Code. Refer to "Central Office Calls, Placing" for more on setting up Alternate Trunk Route Access.
- **2205 - OPA Message Assignment**
  If the Transfer Destination set in Program 1803 is 127, use this program to assign the VAU message (1-16) that should play when the VAU Automated Attendant answers.

Related Features

Automatic Route Selection

In a system with ARS enabled:
When a DISA caller dials 9 for an outside call (if allowed), the system routes the call via ARS.

In a system with ARS disabled:
When a DISA caller dials 9 for an outside call (if allowed), the system uses the routes programmed for Trunk Group Routing.

Direct Inward Dialing (DID)

Direct Inward Dialing also allows outside callers to directly access system extensions.

Voice Announce Unit

Department Calling with Overflow Message requires a VAU Module.

Direct Inward System Access (DISA)

Operation

To place a DISA call into the system (from any 2500 type telephone):

1. Dial the telephone number that rings the DISA trunk.
2. Wait for the DISA trunk to automatically answer with a unique dial tone.
3. Dial the 6-digit DISA password (access code).
4. Wait for a second unique dial tone.
5. Dial an extension (300-556).
   OR
   Dial 9 for Trunk Group Routing or ARS.
   OR
   Dial Alternate Trunk Route Access Code (if enabled).
   OR
   Dial 804 + a trunk group number (1-128 in 384i, 1-16 in 124i) for an outside call.
   OR
   Dial #9 + a trunk number (1-128 in 384i, 1-52 in 124i) for an outside call.
   OR
   Dial #2 + Common Abbreviated Dialing bin number.
   OR
   Dial 0 for the operator.
   OR
   Dial 801 + an Internal Paging Zone number (1-9 or 01-32, 0 or 00 for All Call).
   OR
   Dial 803 + an External Paging Zone number (1-8 or 0 for All Call).

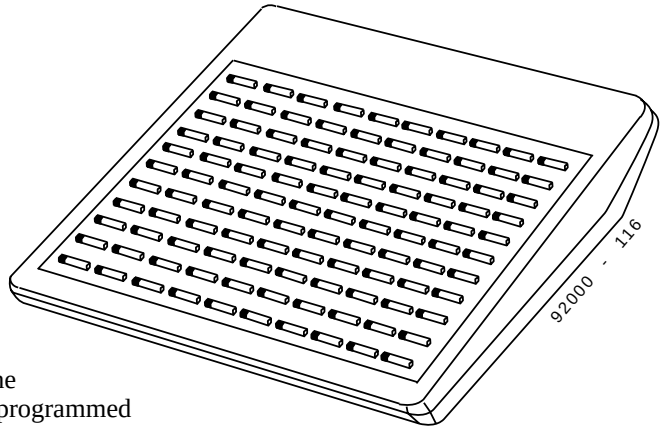
Description

124i ☞	Available
-	Eight consoles maximum (two maximum per extension).
-	Storing additional digits after a Service Code requires system software Base 2.13 or EXCPRU 2.18 or higher.
-	DSS Console flash rates may be customized in Base 4.02 or EXCPRU 4.20 or higher.

384i ☞	Available
-	32 consoles maximum (four maximum per extension.
-	Storing additional digits after a Service Code requires system software 3.06/14 or higher.
-	DSS Console flash rates may be customized in system software 3.07.14 or higher.

The DSS Console (P/N 92255) gives a keyset user a Busy Lamp Field (BLF) and one-button access to extensions, trunks and system features. This saves time for users that do a lot of call processing (e.g., operators or dispatchers). The DSS Console simplifies:

- Calling extensions and Door Boxes
- Placing, answering and transferring outside calls
- Making an External or Internal Page
- Switching the Night Service mode
- Activating DSS Console Alternate Answer



The DSS Console also provides DSS Console Alternate Answer. This lets a keyset user with a DSS Console quickly reroute their calls to a co-worker. When the user places their console off-duty (by pressing the ALT. key), their calls route automatically to the programmed co-worker.

You can also program the DSS Console keys to store Service Codes and Programmable Feature Key codes (up to four digits long). This provides the DSS Console user with many of the features available on One-Touch and Programmable Feature Keys. The DSS Console keys can optionally store additional associated digits after the Service Code. For example, storing 8041 under a DSS Console key accesses Trunk Group 1 when the console user presses the key.

The system allows a specific number of extensions to have DSS Consoles. These are called the *DSS Console Installations.* In 384i, each installation can have up to four consoles. In 124i, each installation can have up to two consoles. (These are termed the *DSS Console Connections.*) The maximum number of DSS Consoles allowed in 384i is 32 (8 console installations x 4 consoles maximum per extension). The maximum allowed in 124i is eight (4 console installations x 2 consoles maximum per extension). Refer to the chart below. If an extension has more than one DSS Console, each additional console requires a separate power supply.

DSS Console Capacities		
System	**Console Installations**	**Max. per Extension**
384i	8	4
124i	4	2

Description (Cont'd)

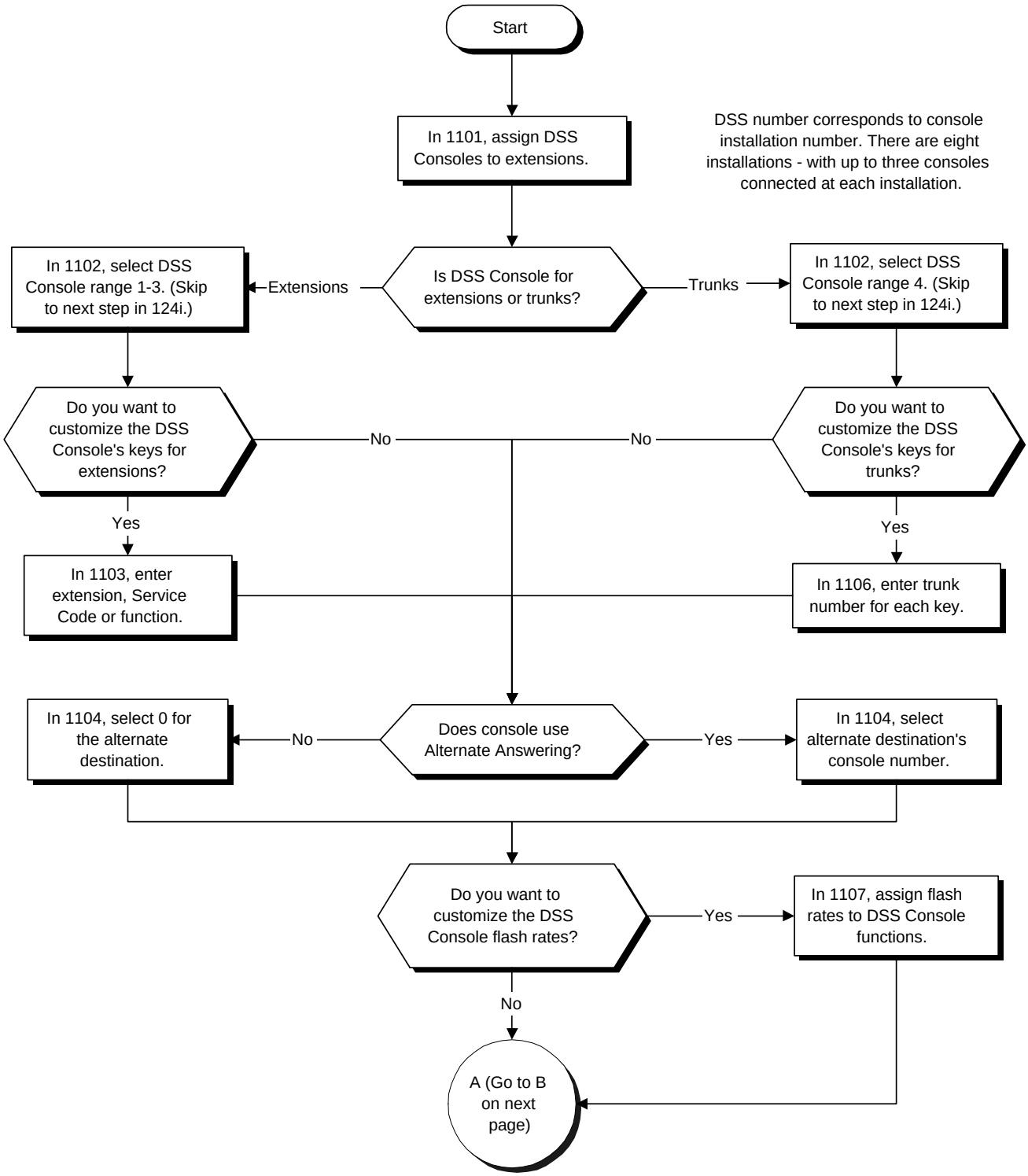
Conditions

If a 384i extension has four DSS Consoles connected, program one of the consoles for Direct Line Selection (i.e., placing and answering outside calls). In 124i, press EXT.2 to access Direct Line Selection.

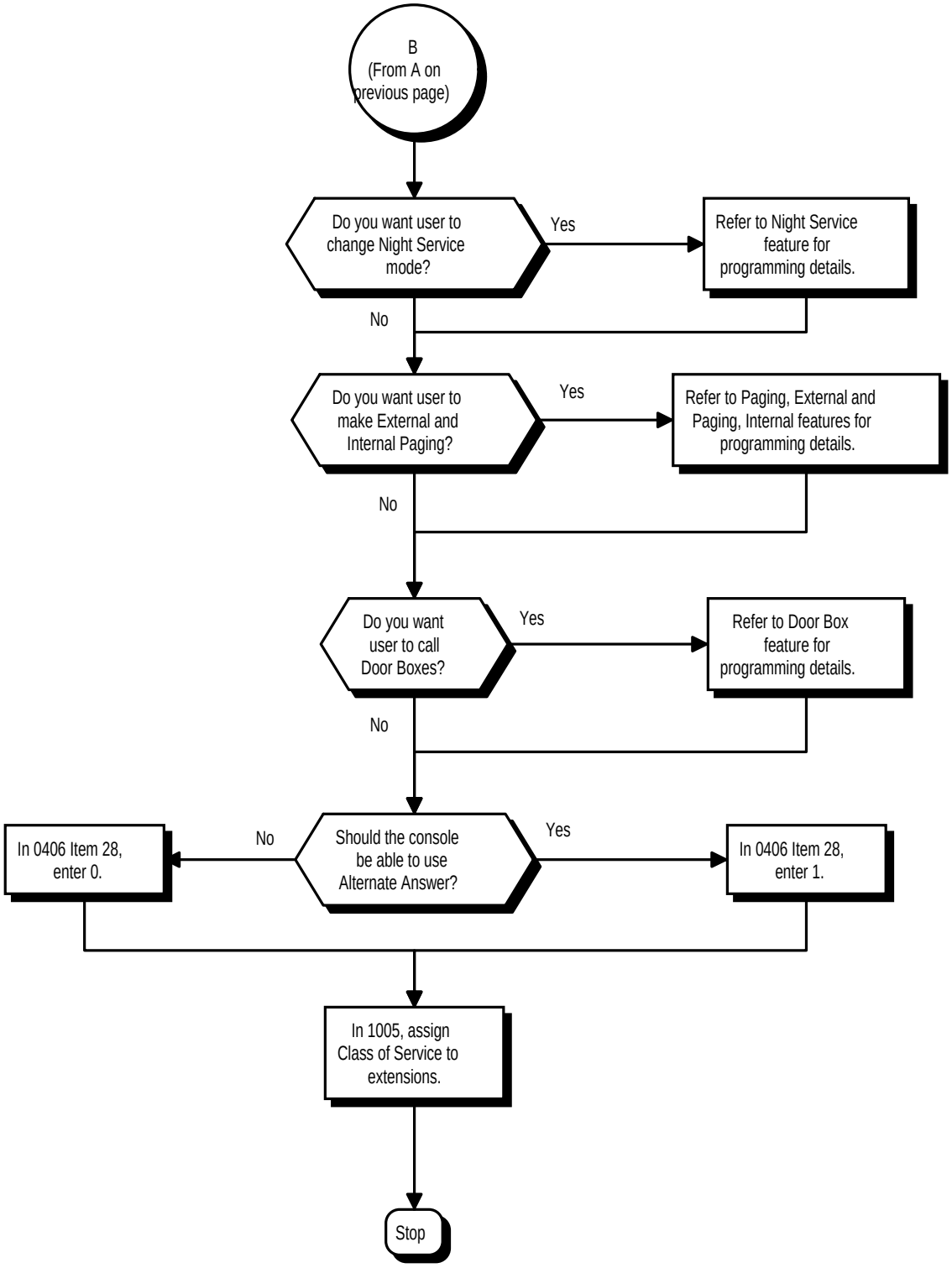
Default Setting

Disabled.

Programming



Programming (Cont'd)



Programming (Cont'd)

➢ **0401 - Tenant Group Options, Part A, Item 20: BLF Control and**
0406 - COS Options, Item 6: Automatic Off Hook Signaling
Programs 0401 Item 20 and 0406 Item 6 set the conditions under which a Hotline, Reverse Voice Over or DSS Console key indicates that an extension is busy. With condition 1 in the following chart, the BLF LED is on only when both extension line appearances are busy. In conditions 2-4, the BLF LED is on when one line appearance is busy.

	Program 0406: Item 6	Program 0401: Item 20	BLF [1] Status	Busy Status
1	1	0	Off	No
2	1	1	On	Yes
3	0	0	On	Yes
4	0	1	On	Yes

[1] BLF is on for extension receiving a voice announced Intercom call.

➢ **0406 - COS Options, Item 28: DSS Console Alternate Answer**
In an extension's COS, enable (1) or disable (0) the extension's ability to use DSS Console Alternate Answer.

➢ **1005 - Class of Service**
Assign Class of Service (1-15) to extensions.

➢ **1101 - DSS Console Extension Assignment**
Designate the DSS Console installations (i.e., the extensions that have DSS Consoles connected to them).

➢ ***(384i Only)*** **1102 - DSS Console Key Range**
For each connection at each console installation, designate the range of the DSS Console's keys: 1 (extension ports 1-200), 2 (extension ports 201-400), 3 (extension ports 401-600) or 4 (DLS).

➢ **1103 - DSS Console Key Assignment**
Customize DSS Console keys to function as DSS keys, function keys and Service Code keys.

➢ **1104 - DSS Console Alternate Answering**
If the console should have Alternate Answering, use this program to assign the Alternate Answering Destination.

➢ **1106 - Direct Line Selection**
If a DSS Console has program 1102 set for option 4 (DLS), use this program to assign trunks to DSS Console keys.

➢ **1107 - DSS Lamp Table**
If required, use this program to customize the DSS Console flash rates. Also see the chart on page 55.

Direct Station Selection (DSS) Console

Related Features

Central Office Calls, Answering and Placing

A DSS Console can have line keys for placing and answering calls.

Door Box

The DSS Console provides one-touch calling and a Busy Lamp Field for Door Boxes. Refer to the Door Box Feature when programming Door Boxes.

Night Service

The DSS Console provides one-touch Night Service switching. Refer to the Night Service feature when programming Night Service options.

One-Touch Calling

Like a One-Touch Key, a user can have DSS Console keys for Direct Station Selection, Trunk Calling and Service Code access.

Paging, External and Internal

The DSS Console provides one-touch External and Internal Page zone access. Refer the External Paging and Internal Paging features when programming Paging.

Programmable Function Keys

A DSS Console can have any of the functions of a Programmable Function key.

Operation

Calling an extension from your DSS Console:

1. *(Optional for 384i)* Press EXT.1 or EXT.2 to select the range.
   In 124i, pressing EXT.2 accesses Direct Line Selection.
2. Press DSS Console key.
   If the call voice-announces, you can make it ring by dialing 1.
   If you don't have Handsfree, you must lift handset to speak.

Extension Busy Lamp Field	
When the DSS key is...	The assigned extension is...
On	Busy on a call
Off	Idle
Flashing fast	In Do Not Disturb

Placing a trunk call from your DSS Console:

1. *(124i Only)* Press EXT.2.
2. Press DSS Console key assigned to trunk.
3. Dial outside number.
   If you don't have Handsfree, you must lift the handset to speak.

Trunk Busy Lamp Field	
When the DSS key is...	The assigned trunk is...
On	Busy on a call
Off	Idle
Flashing slowly	Ringing

Answering a trunk call from your DSS Console:

1. Press flashing DSS Console key assigned to trunk.
   If you don't have Handsfree, you must lift the handset to speak.

Calling a Door Box from your DSS Console:

1. Press DOOR.
2. Press DSS Console key for Door Box you want to call (1-8).
   If you don't have Handsfree, you must lift the handset to talk to the Door Box.

Door Box Busy Lamp Field	
When the DSS key is...	The assigned Door Box is...
On	Busy or ringing in
Off	Idle

Operation (Cont'd)

Transferring a call using your DSS Console:

1. Place or answer call.
   If you are on an Intercom call, press HOLD before going to the next step.
2. Press DSS key for extension that will receive transfer.
   You cannot Transfer to an extension that is busy or in Do Not Disturb.
3. (Optional) Announce call.
   If called party doesn't want the call, press flashing line or CALL key to retrieve it.
4. Press SPK to hang up.

Making a External Page using your DSS Console:

1. Press PAGE.
2. Press DSS Console External Page zone key (1-8).
   If the zone you want is busy, try again later.
   If you don't have Handsfree, lift the handset to make your announcement.

External Page Busy Lamp Field

When the DSS key is...	The External Page zone is...
On	Busy
Off	Idle

Making an Internal Page using your DSS Console:

1. Press GROUP.
2. Press DSS Console Internal Page zone key (Group key 1-32).
   If the zone you want is busy, try again later.
   If you don't have Handsfree, lift the handset to make your announcement.

Internal Page Busy Lamp Field

When the DSS key is...	The Internal Page zone is...
On	Busy
Off	Idle

Switching the Night Service mode from your DSS Console:

1. Press Night Service key (NIGHT, DAY, BREAK or NITE 2).

Night Service Busy Lamp Field

When this key is ON...	The system is in the...
NIGHT	Night Mode
DAY	Day Mode
BREAK	Rest Mode
NITE2	Midnight Mode

Operation (Cont'd)

Activating DSS Console Alternate Answer:

1. Press ALT.

   You hear a short confirmation tone.

   If you hear a long tone, you cannot enable Alternate Answer. Another user has already enabled your console as their Alternate Answer destination.

Alternate Answer Busy Lamp Field	
When the ALT key is...	Alternate Answer is...
On	Enabled
Off	Disabled

Using a DSS Console key as a One-Touch or Programmable Function Key:

You can store Service codes, Programmable Function Key codes and other digits under DSS Console keys. The stored code can not be longer than four digits.

1. Press DSS Console key for function.

   For example, you can Forward your calls by pressing CALL + DSS Key + 1 + destination. Your DSS key must have been previously programmed for the Call Forward feature.

Directed Call Pickup

Description

124i ☞	Available.
384i ☞	Available.

Directed Call Pickup permits an extension user to intercept a call ringing another extension. This allows a user to conveniently answer a co-worker's call from their own telephone. With Directed Call Pickup, an extension user can pick up:

- Trunk calls (i.e., Ring Group calls)
- Direct Inward Lines
- Transferred trunk calls
- Transferred Intercom calls
- Ringing and voice-announced Intercom calls

Conditions

(A.) Directed Call Pickup does not pick up calls recalling an extension (such as Hold and Transfer recalls).
(B.) An extension can use Directed Call Pickup to intercept calls to which it is denied access in Programs 0911 and 0912.

Default Setting

Enabled.

Programming

None

Related Features

For other features which let you cover a co-worker's calls, refer to:

- Department Calling
- Group Call Pickup
- Hotline
- Multiple Directory Numbers
- Secretary Call Pickup

Voice Mail

Voice Mail Park and Page also uses the Directed Call Pickup code.

Operation

To use Directed Call Pickup to intercept a call to a co-worker's extension:

1. At keyset, press idle CALL key.
   OR
   At single line set, lift handset.
2. Dial **.
3. Dial number of extension whose call you want to intercept.

If more than one call is coming in, the system sets the priority for which call it will answer first.

Description

124i ☞	Not available.
-	Requires Base 2.13 or EXCPRU 2.18 or higher.

384i ☞	Available.
-	Requires system software 3.06.02 or higher.

Directory Dialing allows a display or Super Display keyset user to select a co-worker or outside call from a list of names, rather than dialing the phone number. There are four types of Directory Dialing:

- **C** - Company (Common) Abbreviated Dialing
- **D** - Department (Group) Abbreviated Dialing
- **P** - Personal Abbreviated Dialing (One-Touch) Keys
- **X** - Co-worker's extensions

Conditions

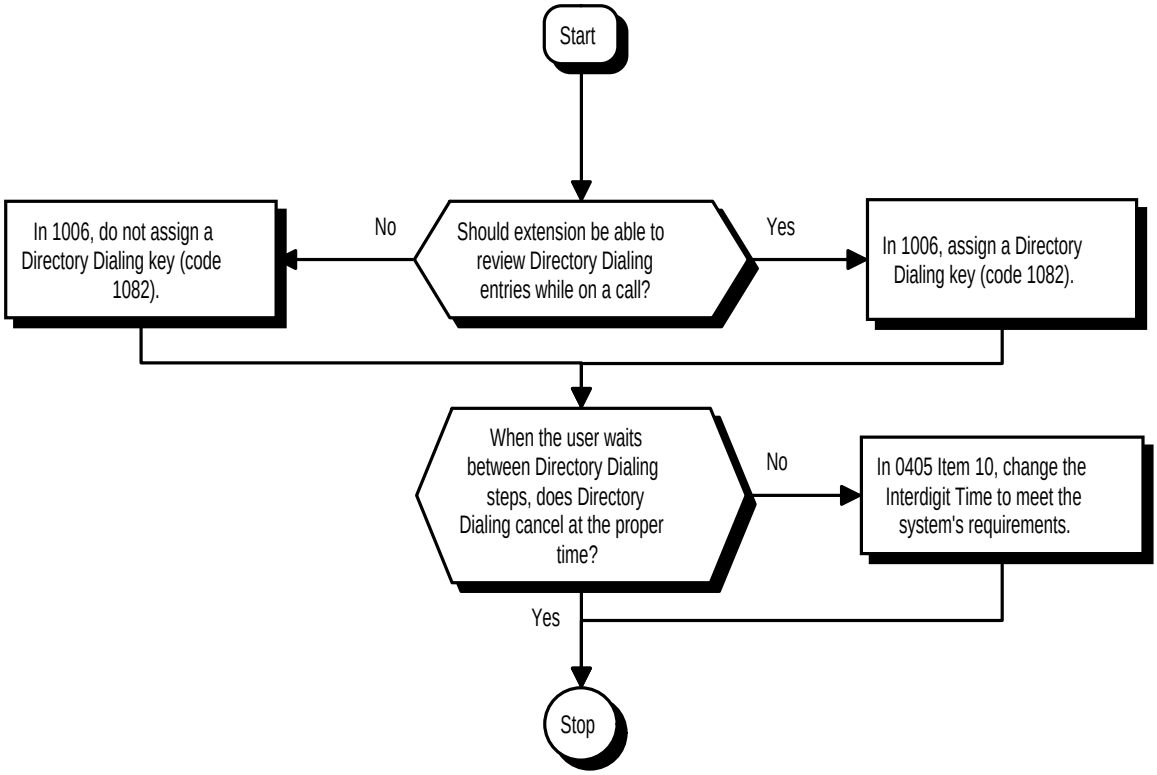
(A.) Directory Dialing sorts directory names in alphabetical order (based on the first four characters of the name) when the system starts up or reboots. In addition, the system will re-sort extension names when:
– You change Program 1002 (Extension Tenant).
– You change Program 0502 (Extension Numbers and Names).
– Any user dials 800 and changes their extension's name.

(B.) Directory Dialing follows all the programmed options and conditions for Abbreviated Dialing, Intercom Calling and One-Touch Calling.

Default Setting

Enabled.

Programming



Directory Dialing

Programming (Cont'd)

➢ **0405 - System Timers (Part A), Item 10: Intercom Interdigit Time**
If a user waits longer than this interval between Directory Dialing steps, Directory Dialing automatically cancels.

➢ **1006 - Programming Function Keys (Part A)**
If you want a display keyset to be able to review Directory Dialing entries while on a call, assign a Directory Dialing key (code 1082).

Related Features

None

Operation

To use Directory Dialing from a display keyset:

1. Do not lift handset or press SPK.
2. Dial 3.
   OR
   Press Directory Dialing key (PGM 1006 or SC 851: 1082).
   OR
   Press DIRECTORY (Super Display only).

   If you wait too long between your selections, Directory Dialing automatically cancels.
3. Dial type of Directory Dialing from the table below.

Pressing this key . . .		Selects Directory Dialing for . . .
2	**C**	Company (Common) Abbreviated Dialing
3	**D**	Department (Group) Abbreviated Dialing
7	**P**	Personal Abbreviated Dialing (One-Touch) Keys
9	**X**	Extensions

   Directory Dialing follows any feature restrictions that your system may have enabled. For example, if your extension cannot normally use Common Abbreviated Dialing, Directory Dialing can't access it either.

   If you dial 7 from a Super Display keyset, your One-Touch Key names will display. Pressing ▲ or ▼ scrolls through the names in key number order (not alphabetically).
4. Dial the first letter/number for the name/number you want to call.

   For example, dial 2 if the name begins with A, B, C or 2.

   If the name begins with Q or Z, dial 0.
5. Look at your phone's display and dial the digit for the letter/number selected in step 4 above.

   For example, if you dialed 2 in step four, you'll see: 1=A 2=B 3=C 4=2. You'll want to dial 1 to select the letter A, 2 to select B and so on.

   The first name/number that begins with your selection displays.

   If you see, "UNLISTED NAME," there is no name stored for your selection.

   If you have a Super Display keyset, the first 10 numbers that match your selection will display. To see the next 10 matches, press [SCROLL]. To see the previous 10 matches, press [->].
6. Press VOLUME ▲ or ▼ to scroll through all the names/numbers that begin with that letter/number.
   OR
   Lift handset or press DIAL, CALL1 or SPK to place the selected call.

   If you selected an outside call, the call will route according to your system's Trunk Group Routing/ARS setup.

Operation (Cont'd)

To cancel Directory Dialing:

7. Press CLEAR.

To review your Directory Dialing entries while on a call:

1. Press Directory Dialing key (PGM 1006 or SC 851: 1082).

Distinctive Ringing, Tones and Flash Patterns

Description

124i ☞	Available.
-	Customizing the Keyset Splash Tone, Keyset Confirmation Tone, Trunk Ring Tone, Intercom Ring Tone and Alarm Ring Tone requires Base 2.13, EXCPRU 2.18 or higher.

384i ☞	Available.
-	Customizing the Keyset Splash Tone, Keyset Confirmation Tone, Trunk Ring Tone, Intercom Ring Tone and Alarm Ring Tone requires system software 3.04 or higher.

Distinctive Ringing, Tones and Flash Patterns provide extension users with audible and visual call status signals. This lets users tell the types of calls by listening to the ringing/tones and watching the keys. It also helps users monitor the progress of their calls. In addition, Distinctive Ringing lets keyset users customize their Intercom and trunk call ringing. This is helpful for users that work together closely. For example, if several co-workers set their keysets to ring at different pitches, the co-workers can always tell which calls are for them. Refer to the following tables at the beginning of this section:

Table 1-7	System Tones
Table 1-9	System Ring Rates
Table 1-10	System Flash Rates

You can also customize the tones the system uses for splash tone, confirmation tone, trunk ring tone, Intercom ring tone and Alarm ring tone. Refer to the chart below and the Programming section for more details.

Distinctive Ringing, Tones and Flash Patterns

Program	Description
0109 - Keyset Splash Tone	Set the frequency of the system's splash tone. This is the tone the system uses, for example, to alert the user of an incoming voice-announced Intercom call.
0110 - Keyset Confirmation Tone	Set the frequency and duration of the Dial Pad Confirmation Tone. When an extension user enables Dial Pad Confirmation Tone (Service Code 824), they hear this tone each time they press a key.
0111 - Trunk Ring Tone	Set the trunk ring tones, which are the tones a user hears when a trunk rings an extension.
0112 - Intercom and Alarm Ring Tone	Set the Intercom and the External Alarm Sensor ring tones.

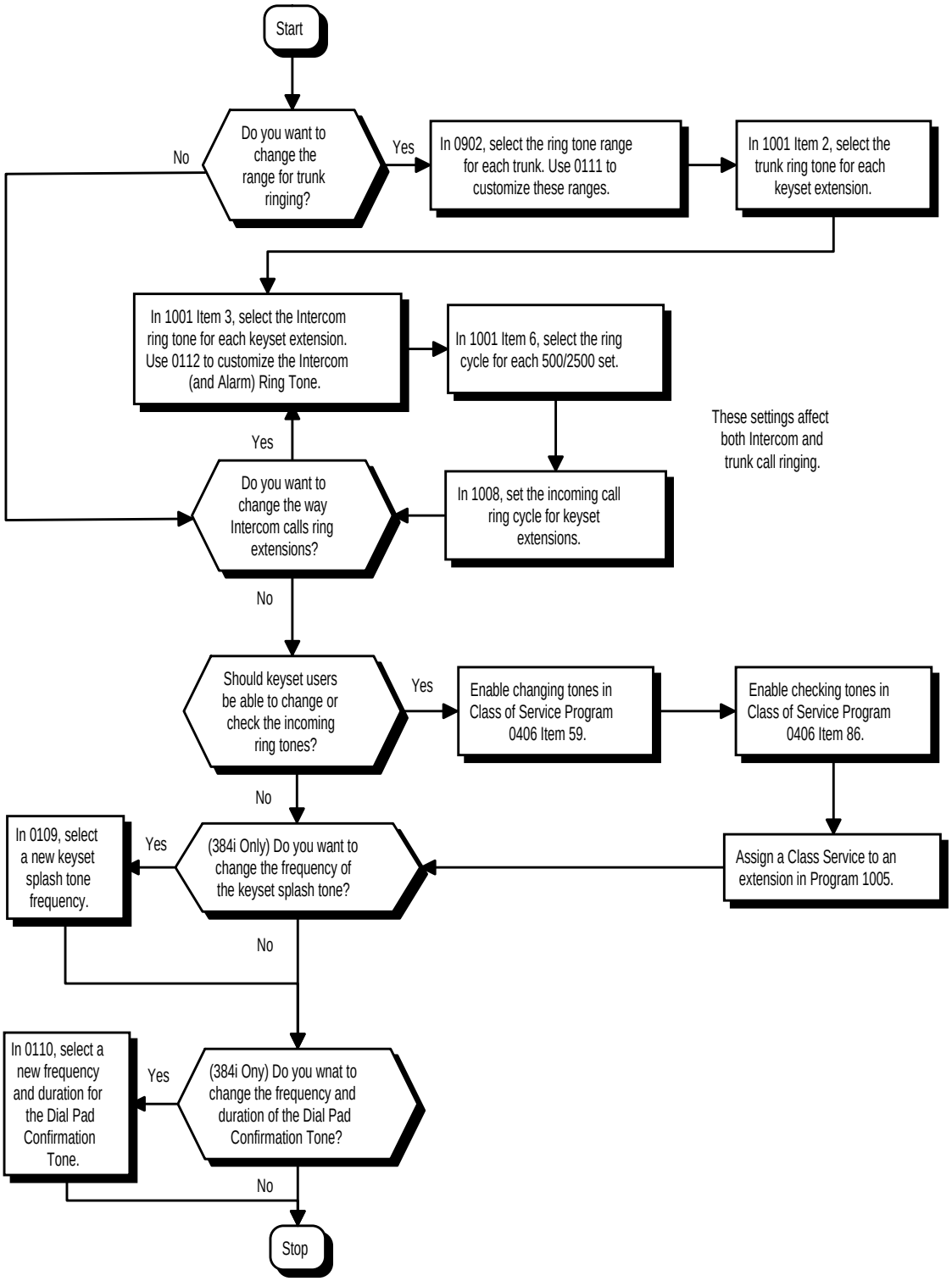
Conditions

None

Default Setting

Enabled.

Programming



Programming (Cont'd)

- **0109 - Keyset Splash Tone**
  Set the frequency of the system's splash tone.
- **0110 - Keyset Confirmation Tone**
  Set the frequency and duration of the Dial Pad Confirmation Tone.
- **0111 - Trunk Ring Tone**
  Customize the trunk ring tones (i.e., the tones a user hears when a trunk rings an extension).
- **0112 - Intercom and Alarm Ring Tone**
  If desired, change the Intercom and External Alarm Sensor ring tones.
- **0406 - COS Options, Item 59: Selectable Ring Tone Selection**
  In an extension's COS, enable (1) or disable (0) an extension's ability to change the incoming ring tones.
- **0406 - COS Options, Item 86: Checking Selectable Ring Tones**
  In an extension's Class of Service, enable (1) or disable (0) an extension's ability to check the selectable Ring Tones.
- **0902 - Trunk Ring Tone Range**
  Set the ring tone range (1-4) for each trunk.
- **1001 - Basic Extension Port Setup (Part A), Item 2: Trunk Ring Tone**
  From the range specified in Program 0902, select the keyset extension's trunk ring tone (High=1, Med=2 or Low=3). Refer also to ***Trunk Ring Tone Range*** on Table 1-7.
- **1001 - Basic Extension Port Setup (Part A), Item 3: Intercom Ring Tone**
  Select the extension's intercom ring tone (High=1, Med=2 or Low=3). Refer to ***Extension Ring Tone Range*** on Table 1-7.
- **1001 - Basic Extension Port Setup (Part A), Item 6: Ring Cycle for 500/2500 Sets**
  Select the incoming call ring cycle for 500/2500 sets. The choices are 0 (short bursts) or 1 (long bursts). For single line phones, this option interacts with Program 1008 Item 4. Refer to Program 1001 Item 6 and Program 1008 Item 4 for more information.
- **1005 - Class of Service**
  Assign a Class Of Service (1-15) to an extension.
- **1008 - Basic Extension Port Setup (Part B), Item 4: Ring Cycle for Keysets**
  Set the incoming call ring cycle for each keyset extension. The choices are two bursts with a pause (0), continuous (1) or single short burst with a pause (2). Refer to Program 1008 Item 4 for additional information.

Related Features

Single Line Telephones

Single line telephone users cannot listen to or change the pitch of their phone's incoming ring.

.

Operation

To listen to the incoming ring choices (keyset only):

1. Press idle CALL key.
2. Dial 811.
3. Dial 1 to check ringing for Intercom calls
   OR
   Dial 2 to check ringing for trunk calls.
4. For Intercom calls, select the pitch you want to check (1= High, 2 = Medium and 3 = Low).
   OR
   For trunk calls, select the pitch (1 = High, 2 = Medium and 3 = Low) and the range (1-4) you want to check.

   Refer to Table 1-7 for the four Trunk Ring Tone Ranges and the selections within each range.
5. Go back to step 4 to listen to additional choices or press SPK to hang up.

To change the pitch of your incoming ring (keyset only):

1. Press idle CALL key.
2. Dial 820.
3. Dial 1 to change ringing for Intercom calls.
   OR
   Dial 2 to change ringing for trunk calls.
4. Select the pitch (1 = High, 2 = Medium and 3 =Low).
5. Press SPK to hang up.

Do Not Disturb

Description

124i ☞ Available.	***384i*** ☞ Available.

Do Not Disturb blocks incoming calls and Paging announcements. DND permits an extension user to work by the phone undisturbed by incoming calls and announcements. The user can activate DND while their phone is idle or while on a call. Once activated, incoming trunk calls still flash the line keys. The user may use the phone in the normal manner for placing and processing calls.

There are five Do Not Disturb options available at each extension:

1 = Incoming trunk calls blocked
2 = Paging, incoming Intercom, Call Forwards and transferred trunk calls blocked
3 = All calls blocked
4 = Incoming Call Forwards blocked
0 = Do Not Disturbed canceled

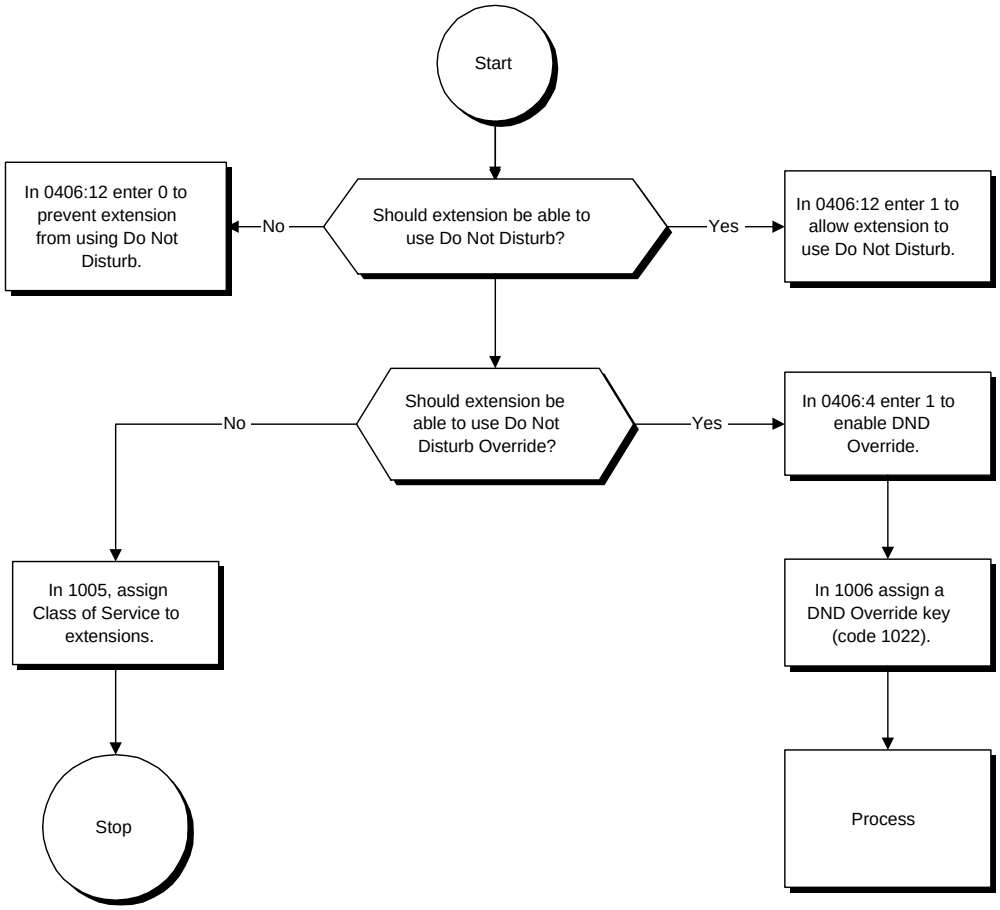
Conditions

None

Default Setting

Enabled for all extensions except the attendant.

Programming



Programming (Cont'd)

- **0406 - COS Options, Item 4: Call Forward/DND Override**
  Determine whether or not an extension should be able to override DND (0=denied, 1=allowed)
- **0406 - COS Options, Item 12: Do Not Disturb**
  In an extension's Class of Service, enable (1) or disable (0) an extension's ability to use Do Not Disturb.
- **0511 - Service Code Setup (Part A), Item 2: Call Forwarding/DND Override**
  In order to use the DND Override service code if voice mail is installed, the single digit service code (0512:9) must be deleted or changed as it conflicts with the DND Override code.
- **0512 - Single Digit Service Code Setup, Item 6: DND/Call Forward Override**
  If a single digit service code is to be used, assign an available code number.
- **1005 - Class of Service**
  Assign a Class Of Service (1-15) to an extension.

Related Features

Call Forwarding

If an extension user activates DND option 4, the system prevents other extensions from forwarding calls to them. If an extension already receiving forwarded calls activates DND option 4, callers to the forwarded extension hear DND tone.

Call Forwarding/Do Not Disturb Override

An extension user can override Call Forwarding or Do Not Disturb at another extension.

Operation

To activate or deactivate Do Not Disturb while your extension is idle:

Keyset

1. Do not lift the handset.
2. Press DND key.
   OR
   Press idle CALL key and dial 847.

   If you wait longer than 10 seconds before going to the next step, the system automatically enables option 3 below. If you have already enabled DND, waiting more than 10 seconds before the next step automatically cancels DND.
3. Dial the DND option code
   0 = Cancel DND
   1 = Incoming trunk calls blocked
   2 = Paging, incoming Intercom, Call Forwards and transferred trunk calls blocked
   3 = All calls blocked
   4 = Call Forwards blocked

Single Line Telephone

1. Lift handset.
2. Dial 847.
3. Dial the DND option code
   0 = Cancel DND
   1 = Incoming trunk calls blocked
   2 = Paging, incoming Intercom, Call Forwards and transferred trunk calls blocked
   3 = All calls blocked
   4 = Call Forwards blocked

Operation (Cont'd)

To activate or deactivate Do Not Disturb while you are on a call:

Keyset Only

1. Press DND.

   The system enables DND immediately (if not activated) or disables DND immediately (if already activated).

   Your display indicates your DND status when you hang up.

Description

124i ☞	Available — eight Door Boxes and one Chime Tone.

384i ☞	Available — eight Door Boxes and three Chime Tones.

The Door Box is a self-contained Intercom unit typically used to monitor an entrance door. A visitor at the door can press the Door Box call button (like a door bell). The Door Box then sends chime tones to all extensions programmed to receive chimes. To answer the chime, the called extension user just lifts the handset. This lets the extension user talk to the visitor at the Door Box. The Door Box is convenient to have at a delivery entrance, for example. It is not necessary to have company personnel monitor the delivery entrance; they just answer the Door Box chimes instead. Any number of system extensions can receive Door Box chime tones.

Each Door Box has a pair of normally open relay contacts that can connect to an electric door strike. Use these contacts to remotely control the entrance door. After answering the Door Box chimes, a keyset user can press FLASH to activate the Door Box contacts. This in turn releases the electric strike on the entrance door. The device connected to the Door Box contacts cannot exceed the contact ratings shown in the table below:

Door Box Specifications	
Contact Configuration	Normally Open
Macimum Load	60mA@30 VDC 10mA@90 VDC
Maximum Initial Contact Resistance	50 mOhms

The system can have up to eight Door Boxes.

Conditions

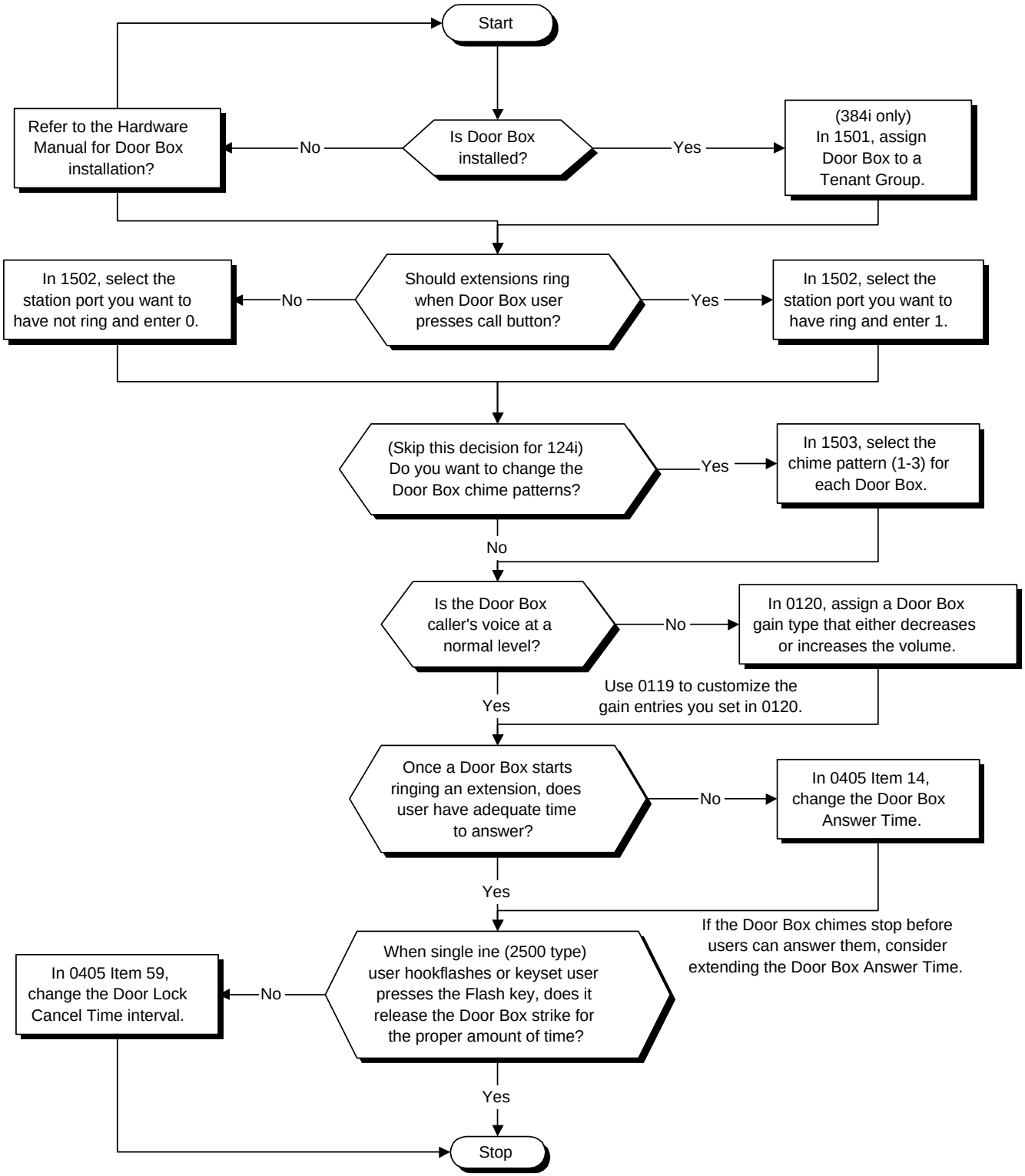
For each Door Box port, slide the selector switch on the PGDU PCB to the DH position. Refer to the system hardware manual for additional details.

Default Setting

Disabled.

Door Box

Programming



Programming (Cont'd)

- **0119 - External Page and Door Box CODEC Gain Type Setup**
  Set the five CODEC gain types for External Page and Door Box ports.
- **0120 - External Page and Door Box CODEC Gain Setup**
  Assign a CODEC gain type to the External Page and Door Box ports.
- **0405 - System Timers (Part A), Item 14: Door Box Answer Time**
  Set the interval within which a user must answer the Door Box chimes.
- **0405 - System Timers (Part A), Item 59: Door Lock Cancel Time**
  Set the length of time the Door Box strike stays open when the single line user hookflashes or keyset user presses Flash.
- ***(384i Only)* 1501 - Door Box Tenant**
  Assign a tenant (1-4) to each Door Box.
- **1502 - Door Box Ring Assignments**
  Determine which Door Boxes (1-8) should ring which extensions (0=no ring, 1=ring).
- **1503 - Door Box Chime Pattern**
  Set the chime pattern (1-3) for each Door Box. In 124i, you can only choose chime 1.

Related Features

Paging, External

If a PGDU PCB has a Door Box connected, you cannot use that port for External Paging.

Operation

To call a Door Box:

Keyset

1. Press idle CALL key.
2. Dial 802.
3. Dial Door Box Number (1-8).

Single Line 2500 Type

1. Lift handset.
2. Dial 802.
3. Dial Door Box Number (1-8).

To activate the Door Box strike:

Keyset

1. While talking to the Door Box, press the Flash key.

Single Line 2500 Type

1. While talking to the Door Box, hookflash.

To answer a Door Box chime:

1. Lift handset.

Dual Line Appearance

Description

124i ☞ Available.	***384i*** ☞ Available.

Each keyset has two line appearance keys (CALL1 and CALL2) for placing and answering calls. These line appearance keys, assigned to the extension's number, simplify operations for busy users. For example, the user can easily process a new call on one appearance with a call in progress on the other.

Conditions

None

Default Setting

Enabled.

Programming

None

Related Features

Off Hook Signaling

Off Hook Signaling rings an extension's second line appearance when the first appearance is busy.

Operation

None

Description

124i ☞	Available — Requires system software Base and EXCPRU 4.02 or higher.

384i ☞	Available — Requires system software 3.07.10 or higher.

E911 Compatibility ensures that emergency calls always get through. If an emergency occurs, a user simply goes to any phone, lifts the handset and dials 911. The system's built-in E911 compatibility places the emergency call even if the user forgets to dial an access code or press a line key. The E911 capabilities include:

- **Attendant Notification**
  The attendant receives a notification each time a co-worker dials an emergency 911 call. This notification is the co-worker's name and number display optionally accompanied by an audible alarm. Notification occurs regardless of whether the attendant is idle or busy on a call. You can optionally extend this capability to other supervisory extensions as well.

- **Emergency Routing**
  When an extension user dials 911, the system can automatically find a trunk for the call. The system can choose a route to which the user normally does not have access. If all normal routes are busy, the system can even disconnect an active call and place the emergency call. E911 Compatibility uses the flexibility of the Automatic Route Selection Call Route Options to route 911 emergency calls (even in systems in which ARS is not enabled).

- **Compatibility with Customer Provided E911 Equipment**
  The system can automatically send a 911 call to customer-provided E911 equipment (such as the Proctor 911 ANI-LINK System II). The E911 equpment will intercept the call, dial emergency service and provide the caller's extension number to the emergency personnel.

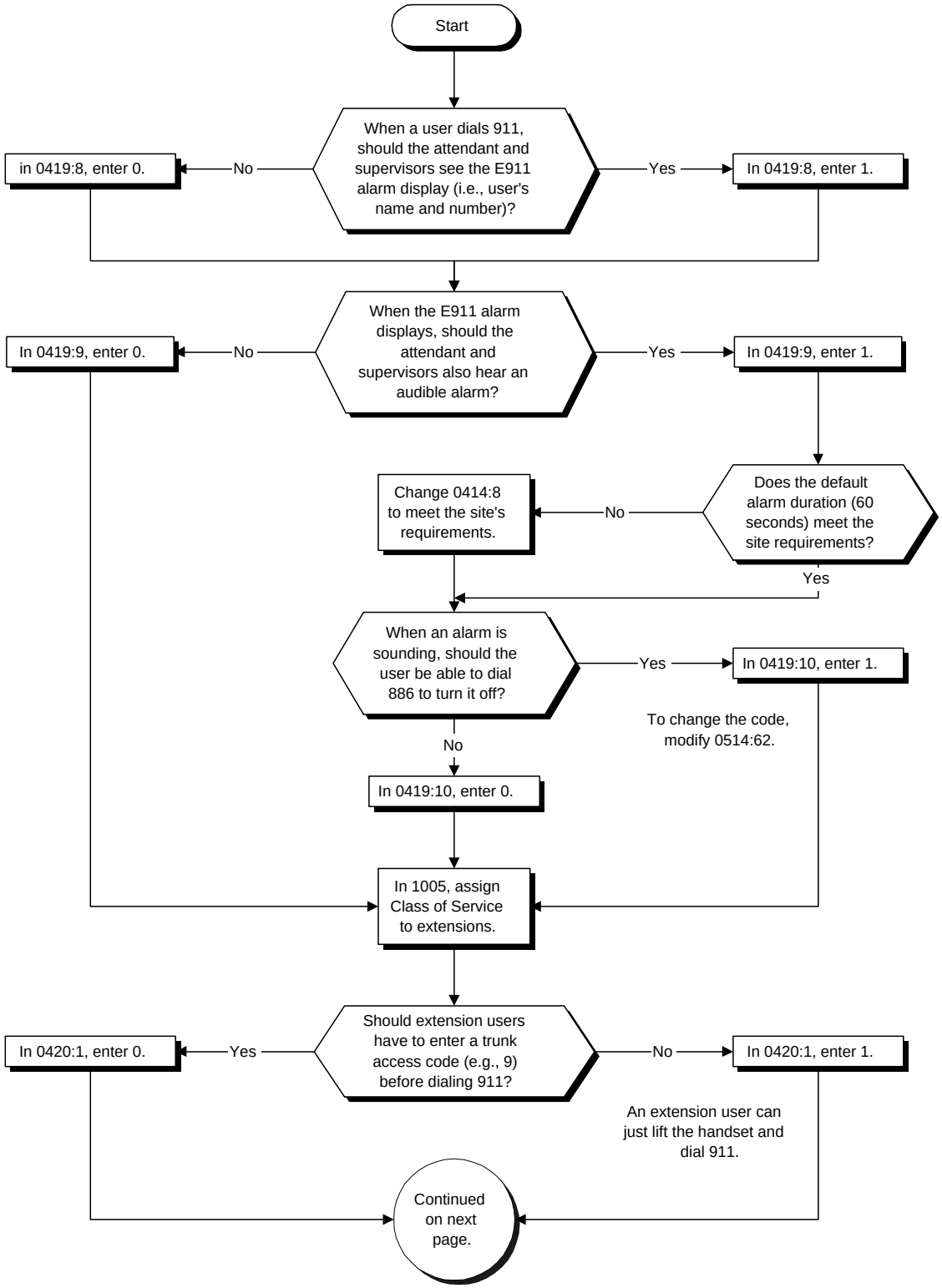
Conditions

None

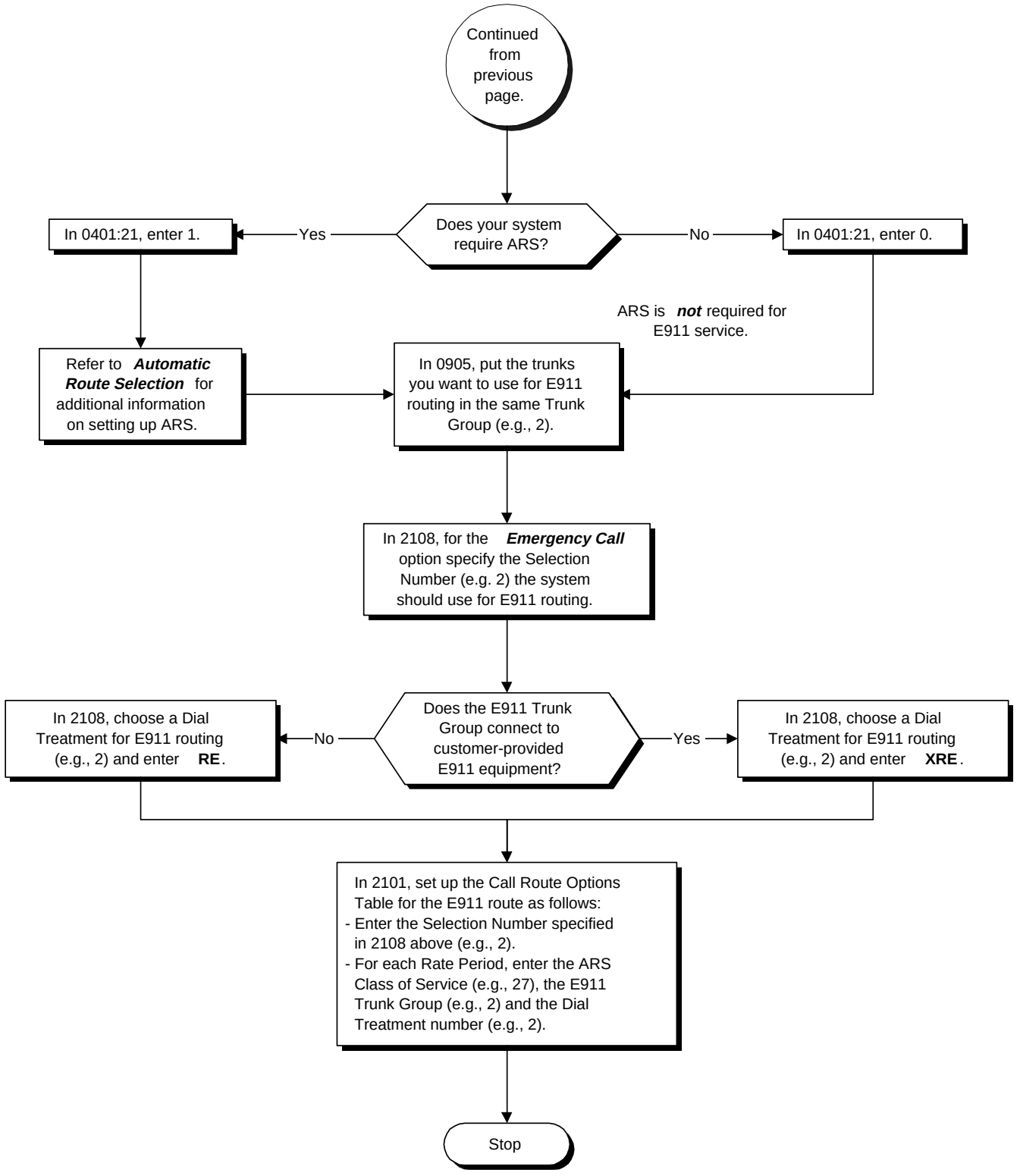
Default Setting

Disabled.

Programming



Programming (Cont'd)



Programming (Cont'd)

For additional explanation of ARS options 2101, 2107 and 2108, refer to the Automatic Route Selection Feature on page 96.

- **0401 - Tenant Group Options (Part A), Item 21: ARS Enable**
  Use this option to enable (1) or disable (0) ARS. E911 routing follows the routing specified in 2101 and 2108 below regardless of whether or not it is enabled in this option. For more information on Automatic Route Selection, refer to page 96.
- **0414 - System Timers (Part B), Item 8: E911 Alarm Ring Timer**
  Use this option to set the duration of the E911Alarm Ring Time. If set for 0, the E911 Alarm rings for 60 seconds and then stops.
- **0419 - Class of Service Options (Part B), Item 8, Display 911 Dialed Station Name and Number**
  In an extension's Class of Service, enable (1) or disable (0) the the extension's ability to display the name and number of the extension that activated E911 service. If disabled (0), the E911 Alarm (set in 0419:9 below) will never occur.
- **0419 - Class of Service Options (Part B), Item 9, E911 Alarm Ring**
  In an extension's Class of Service, enable (1) or disable (0) the extension's ability to play the Alarm Ring. This can only occur if 0419:8 above is also enabled (1).
- **0419 - Class of Service Options (Part B), Item 10, Clear E911 Alarm Ring**
  In an extension's Class of Service, enable (1) or disable (0) the extension's ability to dial 886 to turn off the E911 alarm ring.
- **0420 - E911 Options, Item 1: Dial 911 Routing Without Trunk Access**
  If enabled (1), extension users can dial 911 without first dialing a trunk access code or pressing a line key. This allows a user to go to any phone in an emergency, lift the handset and dial 911 for emergency service. If disabled (0), extension users must dial a trunk access code (e.g., 9) or press a line key before diaing 911.
- **0514 - Service Code Setup (Part B), Item 62: E911 Alarm Shut Off**
  Select the Service Code (normally 886) that an extension user can dial to shut off the E911 Alarm Ring.
- **0905 - Trunk Groups**
  Assign the outbound trunks you want to use for E911 service to the same Trunk Group (1-128).
- **1005 - Class of Service**
  Assign a Class of Service to an extension (1-15).
- **2101 - ARS Call Route Options Table**
  Use this program to assign the call routing parameters for the Selection Number you specified in 2108 below. To make entries in this program:
  - Enter the Selection Number you specified in 2108 below.
  - Enter the Rate Period you want to program. There are three default Rate Periods (1-3) that correspond to the normal work schedule. Be sure to program all three Rate Periods. See the table below for the default Rate Periods.

Rate Period[1]	Time/Day
1	Mon-Fri, 8:00 AM to 5:00 PM
2	Mon-Fri, 5:00PM to 11:00 PM Sat, Sun, Holiday, 8:00 AM to 11:00 PM
3	All days, 11 PM to 8:00 AM
4-8	Not defined
[1]Sundays and holidays use the same Rate Periods as Saturday.	

(Continued)

Programming (Cont'd)

- Enter the ARS Class of Service that should be able to access the E911 route you are programming. To give all extensions the ability to use the E911 route, enter 27.
- Enter the Trunk Group the system will use for routing E911 calls. This is the entry you made in Program 0905 above.
- Enter a Dial Treatment that the system will use exclusively for E911 routing. If your system doesn't use ARS, consider using Dial Treatment 2. The Dial Treatment data must must be **XRE**.

➢ **2107 - ARS Dial Treatments**
Use this option to enter the data for the ARS Dial Treatment you chose for the E911 route specified in 2101 above. The data should be XRE. If your system doesn't use ARS, consider using Dial Treatment 2.

➢ **2108 - Separate ARS Routing Options**
Use the *Emergency Call* option in this program to specify the Selection Number (1-64) the system will use for routing E911 calls. The system uses this assignment regardless of whether or not ARS is enabled. The system uses the Selection Number you choose in Program 2101 above. If your system doesn't use ARS, consider using Selection Number 2.

Related Features

Automatic Route Selection
Refer to the ARS feature for more information on setting up Selection Numbers, Dial Treatments, Call Route Options and Work Periods.

Operation

To place an emergency 911 call:

When *Dial 911 Routing Without Trunk Access* is enabled . . .

1. Go to any phone.
2. Lift handset or press idle CALL key.
3. Dial 911.

When *Dial 911 Routing Without Trunk Access* is disabled . . .

1. Go to any phone.
2. Lift handset or press idle CALL key.
3. Dial a trunk access code (e.g., 9) or press a line key.
4. Dial 911.

To turn off the E911 Alarm at your telephone:

1. Lift handset or pres idle CALL key.
2. Dial 886.

The alarm goes off. If the alarm does not turn off, your Class of Service prevents this option.

OR (if you have a display telephone)

1. Press CLEAR once to turn of the alarm.
2. Press CLEAR again to clear the alarm display.

External Alarm Sensors

Description

124i ☞	Each PGDU PCB has 4 sensors, with 8 maximum per system (2 PCBs). All sensors set for alarm.
-	Changing the Alarm Ring Tone frequencies requires Base 2.13, EXCPRU 2.18 or higher.

384i ☞	Each PGDU has 8 sensors, with 16 maximum per system (2 PCBs). Sensors 1-4 and 9-12 as set for alarm. Sensors 5-8 and 13-16 set for fax.
	Changing the Alarm Ring Tone frequencies requires system software 3.04 or higher.

The system provides up to 16 alarm sensors that you can connect to customer-provided alarm contacts. When the alarm contact activates, designated extensions broadcast a unique alert tone. This lets the extension users know that the alarm has been activated. External Alarm Sensors could help a receptionist, for example, that frequently has to leave the reception desk to do some filing. When a visitor opens the company's door, an alarm contact on the door could signal a telephone in the filing area. When the receptionist hears the alarm alert tone, they know it's time to return to the reception area and greet the visitor. The alarm alert tone continues as long as the door remains open.

Conditions

(A.) Each external alarm uses an alarm sensor circuit in the PGDU PCB. The PGDU alarm sensor circuit requires a 10-30 VDC power supply in series with the alarm contacts. Refer to the hardware manual for additional details.

(B.) The alarm sensors in the 124i are polarity sensitive. Be sure to follow the instructions in the hardware manual when connecting alarm sensors.

Default Setting

Disabled.

Programming

Refer to the Programming Flowchart on the following page.

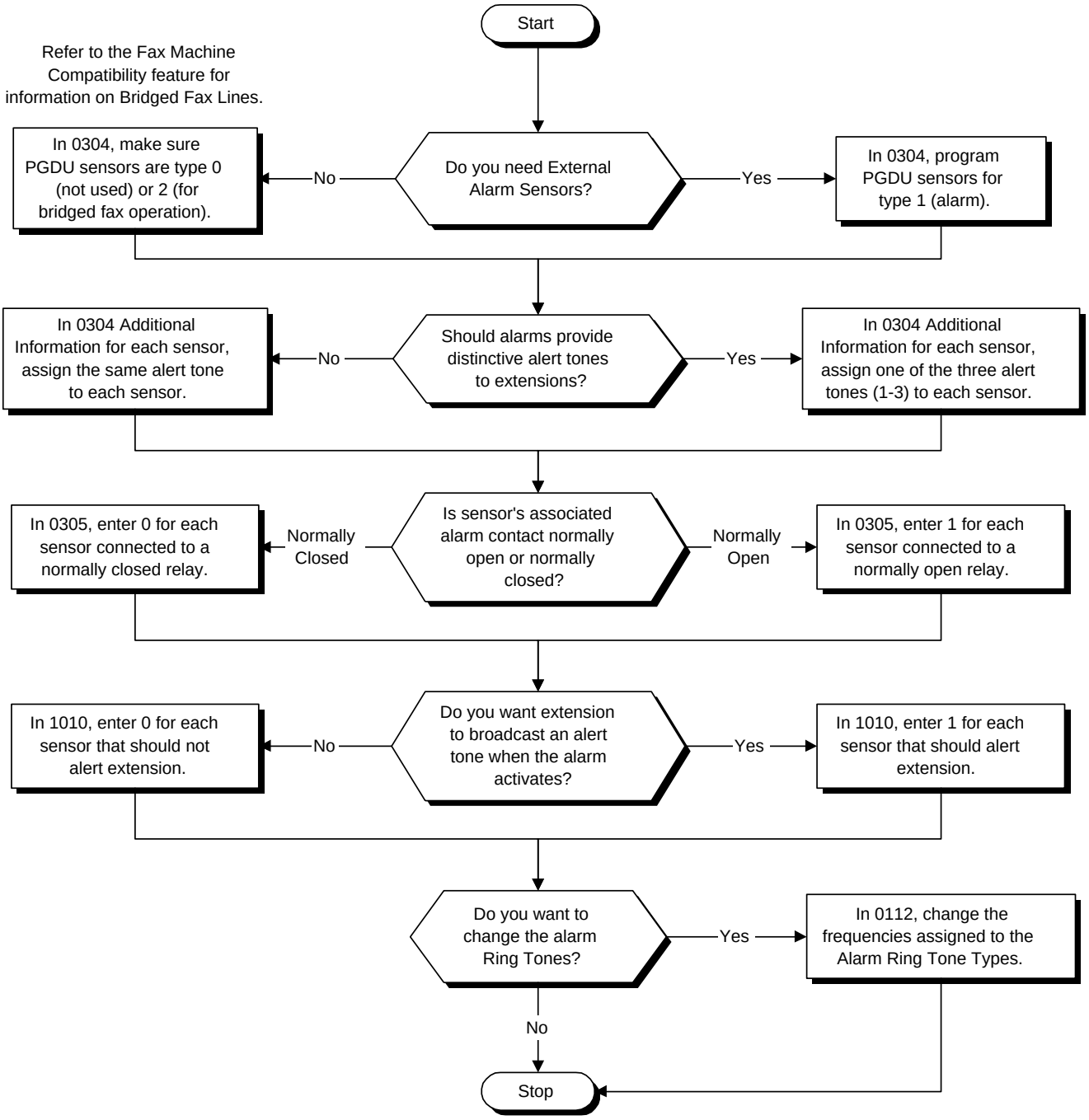
➢ **0112 - Intercom and Alarm Ring Tone**
If required, change the Alarm Ring Tone frequencies. This option requires system software 3.04 or higher.

➢ **0304 - PGDU PCB Alarm/Fax Sensor Setup**
For external alarm sensors, program the PGDU sensor for alarm (type 1) and alarm ring tone (1-3).

➢ **0305 - PGDU PCB Sensor Activation Mode**
Program each alarm sensor for normally closed (0) or normally open (1) operation.

➢ **1010 - External Alarm Extensions**
Determine which alarms should alert which extensions. For each sensor, enter 1 to ring extension or 0 to not ring extension.

Programming (Cont'd)



External Alarm Sensors

Related Features

Fax Machine Compatibility

Bridged Fax Lines also use PGDU PCB sensors.

Operation

If you program an extension to activate for an alarm and the alarm occurs, the alarm alert tone continues at the extension until the alarm condition goes away.

Description

124i ☞	Each PGDU PCB has 4 sensors, with 8 maximum per system (2 PCBs). All sensors set for alarm.

384i ☞	Each PGDU has 8 sensors, with 16 maximum per system (2 PCBs). Sensors 1-4 and 9-12 as set for alarm. Sensors 5-8 and 13-16 set for fax.

Fax Machine Compatibility lets you integrate a customer-provided fax machine into your telephone system. You have the following options:

- **Transfer to Fax**
  Transfer to Fax allows an extension user to Transfer their active voice call to a company fax machine. After the Transfer completes, the user's outside caller can start their fax machine and send the fax. This would benefit a salesperson on the road, for example. The salesperson could call their secretary and give a general report - and then fax detailed figures when the conversation is over.

- **Direct Inward Line to Fax**
  DILs provide direct routing to fax machines installed as system extensions. Use a DIL for a "fax only" line for unattended sending and receiving of faxes.

- **Bridged Fax Line**
  With a Bridged Fax Line, a trunk is shared by the fax machine and the system. When a call comes in, both the system and the fax machine ring. If the fax machine answers the call, a relay closure in the fax machine (if provided) signals the system. The system then busies out the fax line to other users. Since a Bridged Fax Line is in front of the system, fax operation is not affected by a system power failure or programming.

Conditions

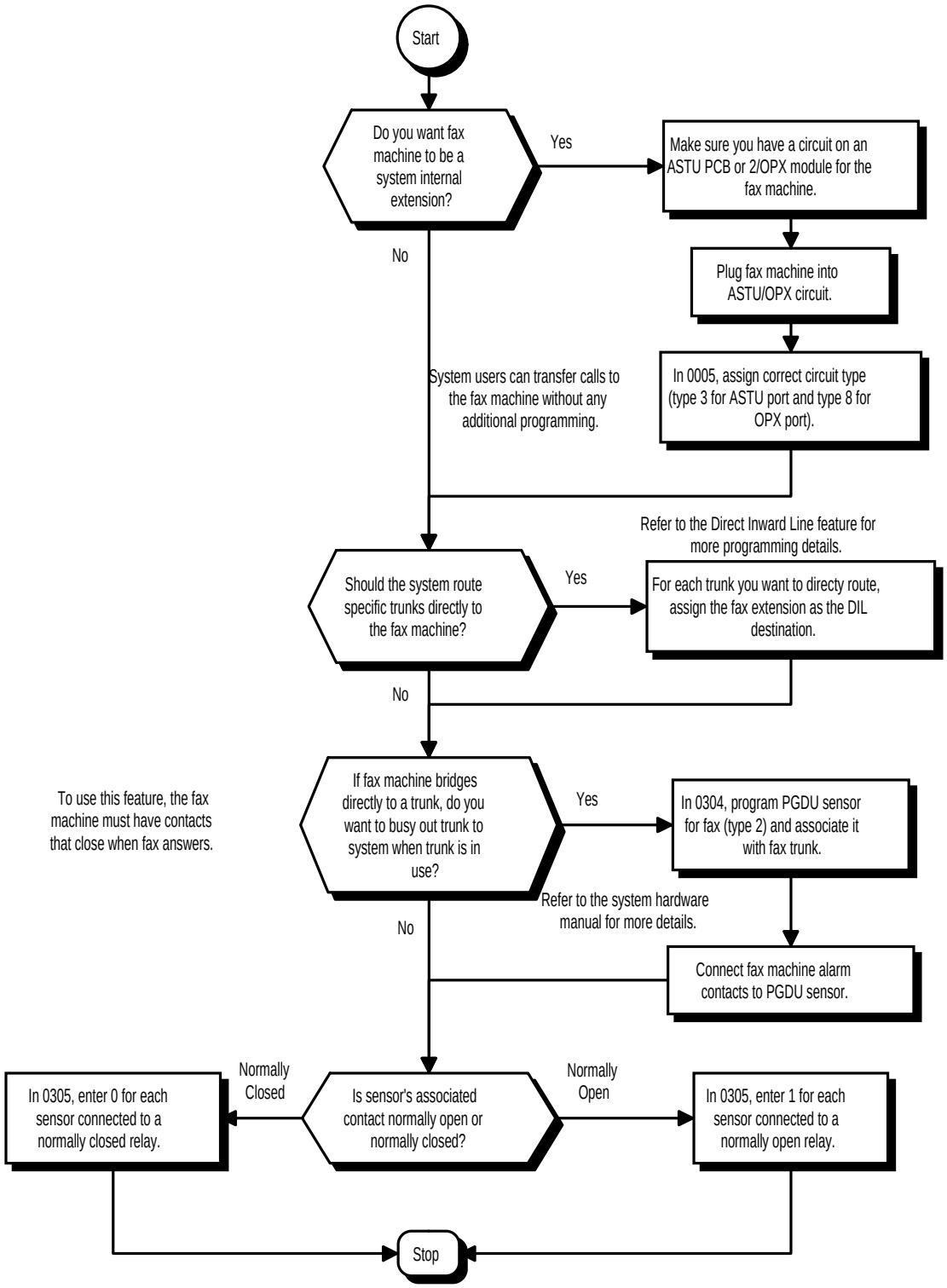
The Bridged Fax Line feature uses a fax sensor circuit in the PGDU PCB. The PGDU fax sensor circuit requires a 10-30 VDC power supply in series with the fax machine relay contacts. Refer to the hardware manual for additional details.

Default Setting

Disabled.

Fax Machine Compatibility

Programming



Programming (Cont'd)

➢ ***(384i Only)*** **0005 - Manual Extension Circuit Type Setup**
If fax machine is a system extension, assign correct circuit type for port:
ASTU PCB port = Circuit type 3
2/OPX port = Circuit type 8

➢ **0304 - PGDU PCB Alarm/Fax Sensor Setup**
For bridged trunks, program the PGDU sensor for fax (type 2) and associate it with the fax trunk.

➢ **0305 - PGDU PCB Sensor Activation Mode**
Program each alarm sensor for normally closed (0) or normally open (1) operation.

Related Features

Direct Inward Line
Use DILs to route system trunks directly to fax machines installed as extensions.

External Alarm Sensors
External alarm sensors also use PGDU PCB sensor circuits.

One-Touch Calling
One-Touch Keys provide one-button transfer to fax machines installed as extensions.

Operation

To transfer a call to the fax machine:

Keyset

1. Press HOLD.
   You hear Transfer dial tone.
2. Dial fax machine extension number.
   If you have Automatic On Hook Transfer and the extension you call is busy, pressing CONF (TRF) returns you to the call.
   If the called extension doesn't answer, you can dial another extension number or press CALL to return to the call.
3. Hang up.
   If you don't have Automatic On Hook Transfer, you must press CONF (TRF) to Transfer the call.

Single Line Set

1. Hookflash.
2. Dial fax machine extension number.
   If the called extension doesn't answer, you can dial another extension number or hookflash to return to the call.
3. Hang up.

Flash

Description

124i ☞	Available.
384i ☞	Available.

Flash allows an extension user to access certain CO and PBX features by interrupting trunk loop current. Flash lets an extension user take full advantage of whatever features the connected telco or PBX offers. You must set the Flash parameters for compatibility with the connected telco or PBX.

Conditions

The system does not provide a ground flash.

Default Setting

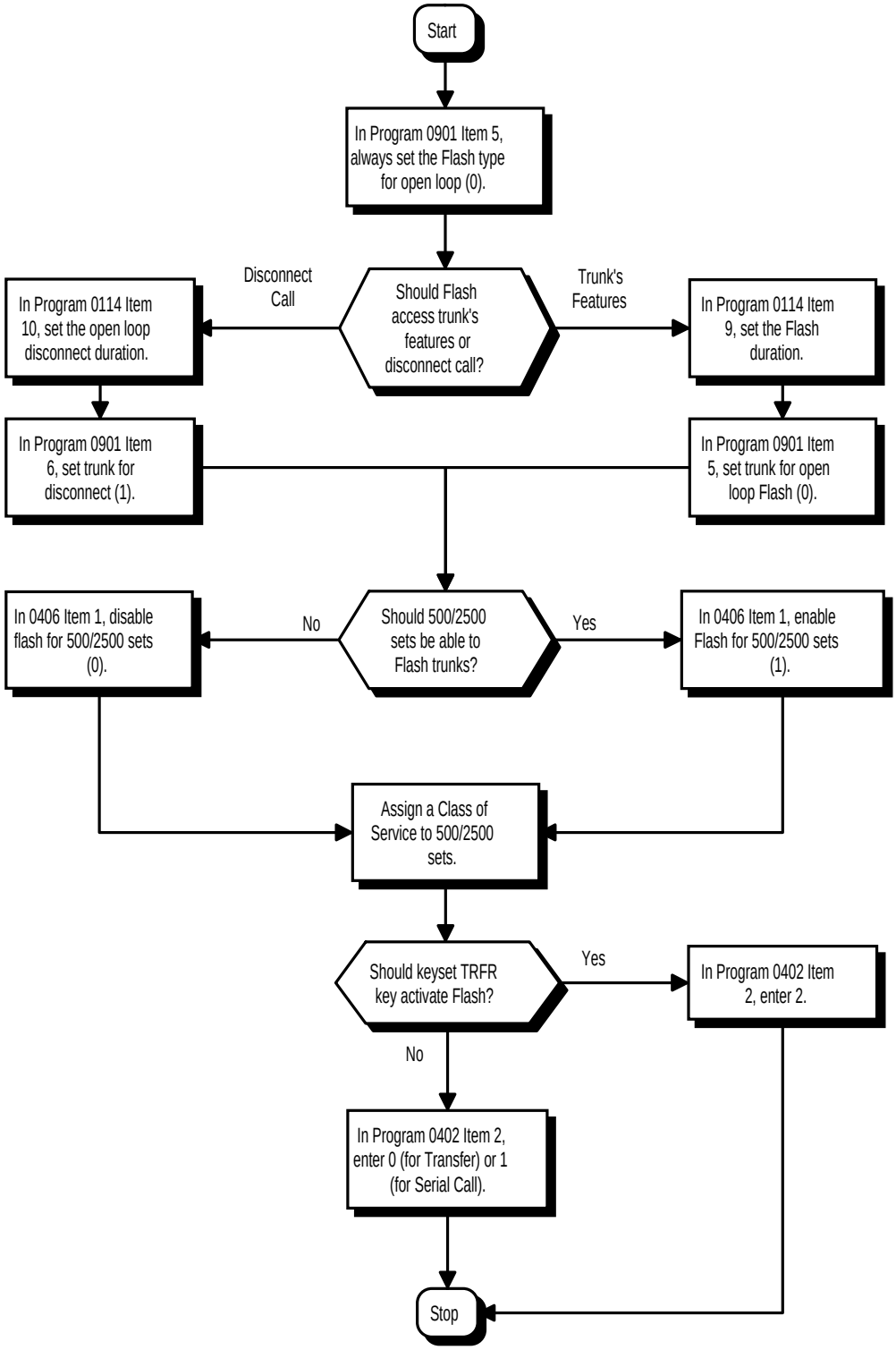
Enabled.

Programming

Note: See programming flow chart on the following page.

- **0114 - Analog Trunk Timers, Item 9: Flash (Hooking 1)**
  Set the Flash duration (16-4080 mS) for analog trunk (ATRU PCB) circuits.
- **0114 - Analog Trunk Timers, Item 10: Flash (Hooking 2)**
  Set the open loop disconnect duration (16-4080 mS) for analog trunk (ATRU PCB) circuits.
- **0402 - Tenant Group Options, Part B, Item 2: CONF (TRF) Key Operating Mode (Part A)**
  If CONF (TRF) key should access Flash, enter 2. Otherwise, enter 0 or 1.
- **0406 - COS Options, Item 1: Flash for Single Line Telephones**
  In a single line (500/2500 type) telephone's Class of Service, enable (1) or disable (0) the ability to hook-flash for system feature access.
- **0901 - Basic Trunk Port Setup (Part A), Item 5: Flash Type**
  Make sure this item is set for open loop Flash (0).
- **0901 - Basic Trunk Port Setup (Part A), Item 6: Flash for Timed Flash or Disconnect**
  For each trunk, indicate if Flash is for Flash (0) or open loop disconnect (1).
- **1005 - Class of Service**
  Assign a Class Of Service (1-15) to an extension.

Programming (Cont'd)



Flash

Related Features

PBX Compatibility

If the system is behind a PBX, Flash normally gives the extension user access to many PBX features.

Toll Restriction

The system applies Toll Restriction (if applicable) to the number a user dials after flashing a trunk.

Operation

To flash the trunk you are on:

Keyset

1. Press FLASH.

OR

Single Line Set

1. Hookflash.
2. Dial #3.

Description

124i ☞	Available.
-	Complete numbering flexibility requires Base 2.13, EXCPRU 2.18 or higher.

384i ☞	Available.
-	Complete numbering flexibility requires system software 3.04 or higher.

Flexible System Numbering lets you reassign the system's port-to-extension assignments. This allows an employee to retain their extension number if they move to a different office. In addition, factory technicians can make comprehensive changes to your system's number plan. You can have factory technicians:

- Set the number of digits in internal (Intercom) functions. For example, extension numbers can be up to four digits long.
- Change your system's Service Code numbers
- Assign single digit access to selected Service Codes

Talk to your sales representative to find out if this program is available to you.

You can also use Flexible System Numbering to change the system's Trunk Group Routing code. Although the default code of 9 is suitable for most applications, you can alter the code if you have to.

For more information on the systems standard numbering, refer to Tables 1-1, 1-2 and 1-5 at the beginning of this section.

The system provides a completely flexible system numbering plan. Refer to the chart below and the Programming section for more details.

Flexible System Numbering	
Program	**Description**
0501 - System Numbering	Set the system's internal (Intercom) numbering plan. The numbering plan includes the digits an extension user must dial to access features and other extensions.
0510 - Trunk Access Code	Assign the single-digit trunk access code (normally 9). This is the code users dial to access Automatic Route Selection or Trunk Group Routing.
0511 - Service Code Setup (Part A)	Customize the first set of Service Codes. Also see program 0514.
0512 - Single Digit Service Code Setup	Assign the Single Digit Service Codes. These are the post-dialing codes a user can dial after placing an Intercom call to a co-worker.
0514 - Service Code Setup (Part B)	Customize the second set of Service Codes.

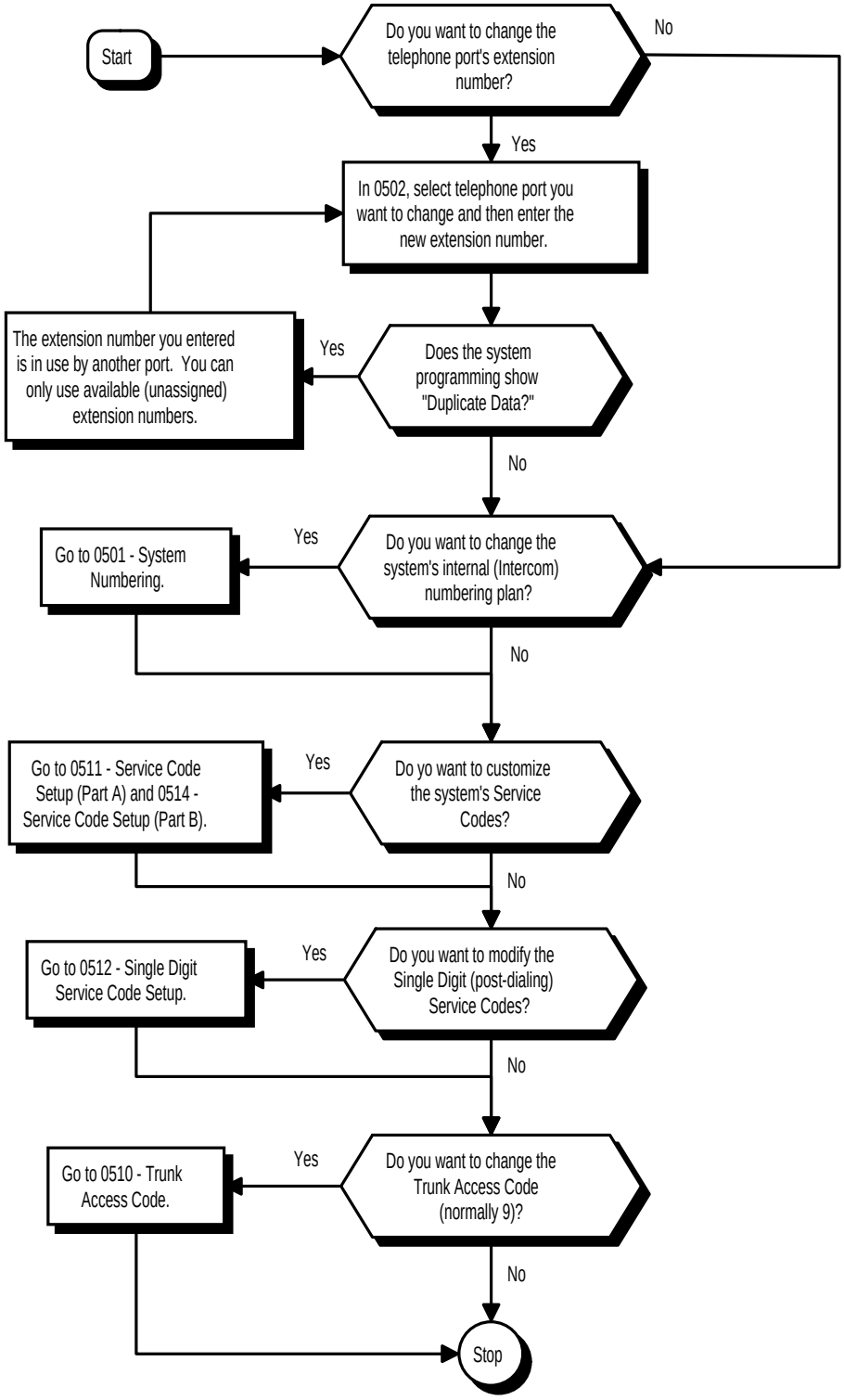
Conditions

Programming follows a telephone's port number, not the extension number. If you relocate a phone, you may need to change additional programming.

Default Setting

Extensions are numbered consecutively from 301 (port 001) to 556 (port 256) (Program 0502). Refer to Table 1-6 for the system's default numbering plan.

Programming



Programming (Cont'd)

- ***0501 - System Numbering***
  Customize the system's internal (Intercom) numbering plan.
- **0502 - Extension Numbers and Names**
  Assign extension numbers to extension ports. The telephone's programming identity follows the port number - not the extension number.
- ***0510 - Trunk Access Code***
  Assign the single-digit trunk access code (normally 9) for ARS/Trunk Group Routing.
- **0511 - Service Code Setup (Part A)**
  Customize the first set of Service Codes. Also see Program 0514.
- ***0512 - Single Digit Service Code Setup***
  Assign the Single Digit (post-dialing) Service Codes.
- ***0514 - Service Code Setup (Part B)***
  Customize the second set of Service Codes. Also see Program 0511.

Related Features

Tenant Service

The system may allow tenant groups to use the same extension numbers.

Operation

Refer to Tables 1-1, 1-2 and 1-5 at the beginning of this section.

Forced Trunk Disconnect

Description

124i ☞ Available	***384i*** ☞ Available

Forced Trunk Disconnect allows an extension user to disconnect (release) another extension's active outside call. The user can then place a call on the released trunk. Forced Trunk Disconnect lets a user access a busy trunk in an emergency, when no other trunks are available. Maintenance technicians can also use Forced Trunk Disconnect to release a trunk on which there is no conversation. This can happen if a trunk does not properly disconnect when the outside party hangs up.

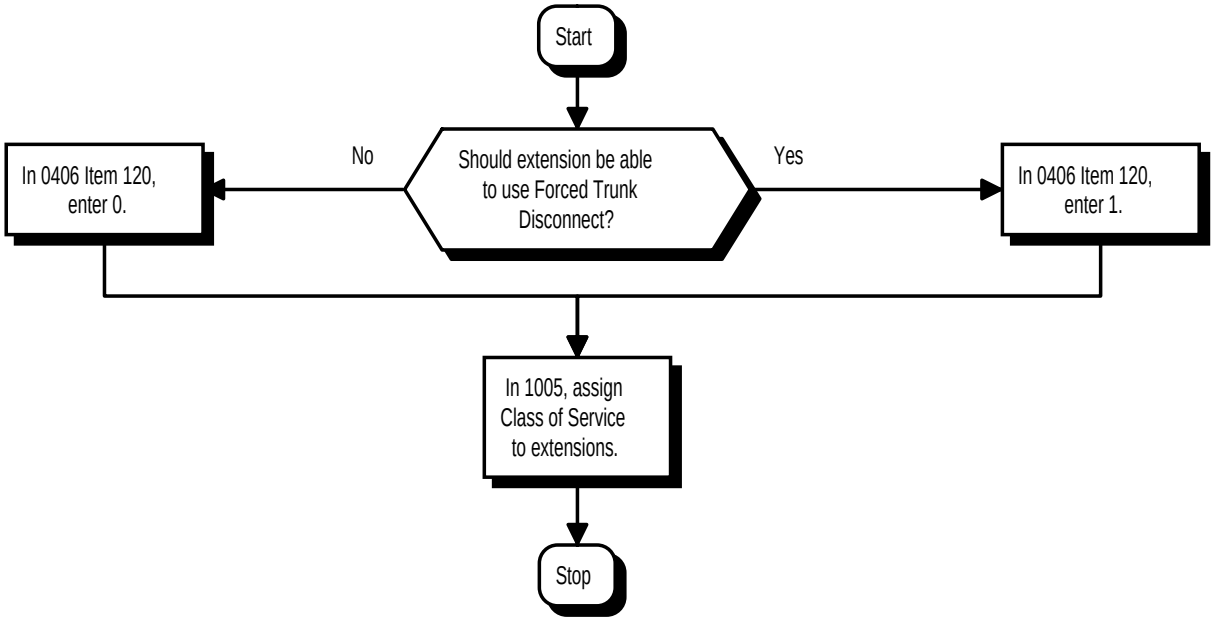
CAUTION

Forced Trunk Disconnect abruptly terminates the active call on the line. Only use this feature in an emergency and when no other lines are available.

Conditions
None

Default Setting
Disabled.

Programming



➢ **0406 - COS Options, Item 120: Forced Trunk Disconnect**
In an extension's Class of Service, enable (1) or disable (0) the ability to use Forced Trunk Disconnect.

➢ **1005 - Class of Service**
Assign a Class of Service (1-15) to an extension.

Related Features

Central Office Calls, Placing

A user can use Forced Trunk Disconnect only for trunks to which it would normally have access.

Operation

To disconnect a busy trunk:

Keyset

1. Press line key for trunk.
   OR
   Dial trunk access code (#9 + trunk number).
   You hear busy tone. Trunk numbers are 001-128.
2. Dial *3.
   You hear confirmation beeps as the system disconnects the trunk.
   You can now place a call on the free trunk.

Single Line Telephone

1. Dial trunk access code (#9 + trunk number)
   You hear busy tone. Trunk numbers are 001-128.
2. Dial *3.
   You hear confirmation beeps as the system disconnects the line.
3. Hookflash.
   You hear dial tone. You can now place a call on the free line.

Group Call Pickup

Description

124i ☞	Available — eight Call Pickup Groups.

384i ☞	Available — 32 Call Pickup Groups.

Group Call Pickup allows an extension user to answer a call ringing an extension in a Pickup Group. This permits co-workers in the same work area to easily answer each other's calls. The user can intercept the ringing call by dialing a code or pressing a programmed Group Call Pickup key. If several extensions within the group are ringing at the same time, Group Call Pickup intercepts the call based on the extension's priority within the Pickup Group.

With Group Call Pickup, a user can intercept the following types of calls:

- A call ringing the user's own pickup group
- A call ringing another pickup group when the user knows the group number
- A call ringing another pickup group when the user doesn't know the group number

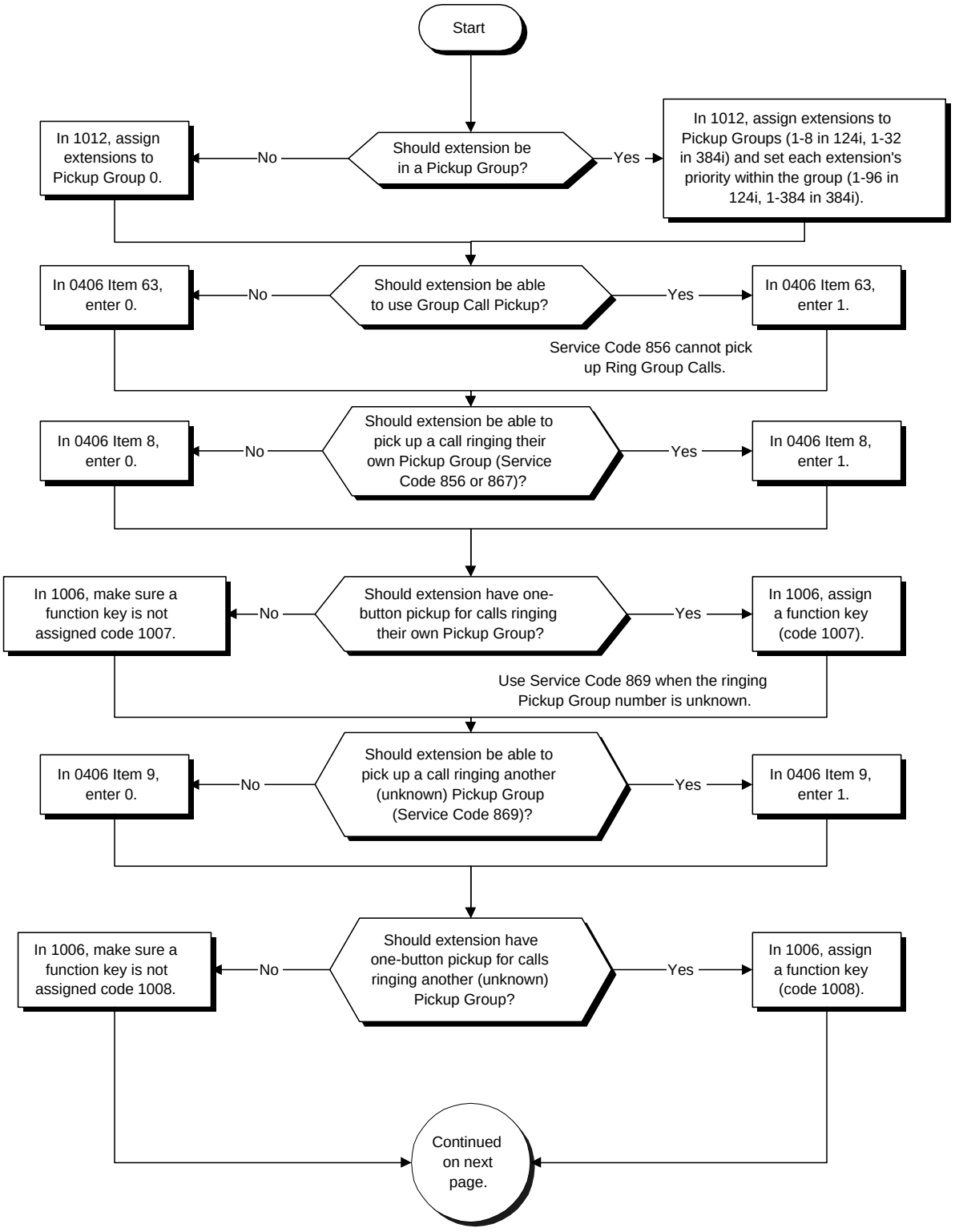
Conditions

A Call Pickup Group cannot have an associated name.

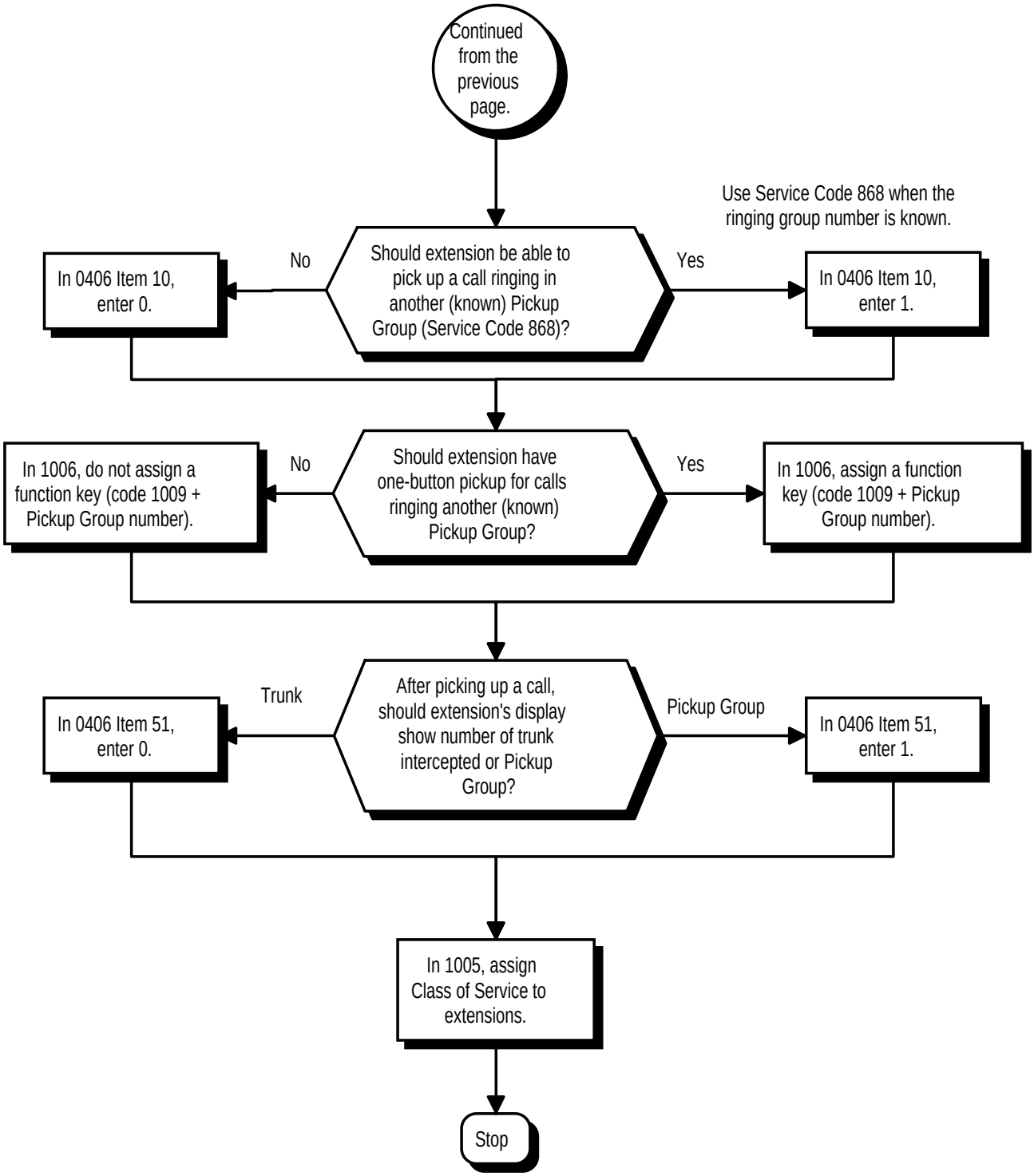
Default Setting

- Enabled.

Programming



Programming (Cont'd)



Programming (Cont'd)

- **0406 - COS Options, Item 8: Group Call Pickup Within Group**
  In an extension's Class of Service, enable (1) or disable (0) an extension's ability to pick up calls ringing their pickup group (Service Code 856 or *#).
- **0406 - COS Options, Item 9: Group Call Pickup from Another Group**
  In an extension's Class of Service, enable (1) or disable (0) an extension's ability to pick up calls ringing telephones that are not in their pickup group (Service Code 869).
- **0406 - COS Options, Item 10: Group Call Pickup for Specific Group**
  In an extension's Class of Service, enable (1) or disable (0) an extension's ability to pick up calls ringing a specific group (Service Code 868).
- **0406 - COS Options, Item 51: Group Call Pickup Information Display**
  In an extension's Class of Service, enable (1) or disable (0) an extension's Group Call Pickup display. If disabled, extension's display shows the number of the trunk intercepted, not the pickup group.
- **0406 - COS Options, Item 63: Group Call Pickup**
  In an extension's Class of Service, enable (1) or disable (0) an extension's ability to use Group Call Pickup.
- **1005 - Class of Service**
  Assign a Class Of Service (1-15) to an extension.
- **1006 - Programming Function Keys**
  Assign Group Call Pickup keys:
  Code 1007 for an extension's own Pickup Group (Service Code *#)
  Code 1008 for a phone ringing in another Pickup Group (Service Code 869)
  - used when the caller doesn't know the group number
  Code 1009 (+ group) for a phone ringing in another specific Pickup Group (Service Code 868)
- **1012 - Call Pickup Groups**
  Assign extensions to Pickup Groups (1-9, 01-32). 124i has eight Call Pickup Groups (1-8). 384i has 32 Call Pickup Groups (1-32). Also, use this option to assign an extension's priority within a Pickup Group (1-96 in 124i, 1-384 in 384i).

Related Features

Programmable Function Keys
Function keys simplify Group Call Pickup operation.

Group Call Pickup

Operation

To answer a call ringing another phone in your Pickup Group:

1. At keyset, press idle CALL key.
   OR
   At single line telephone, lift handset.
2. (Keyset only) Press Group Call Pickup key (PGM 1006 or SC 851: 1007).
   OR
   Dial 856 or *#.

   *Service Code *# can pick up any call. Service Code 856 cannot pick up Ring Group calls.*

To answer a call ringing a phone in another Pickup Group when you don't know the group number:

1. At keyset, press idle CALL key.
   OR
   At single line telephone, lift handset.
2. (Keyset only) Press Group Call Pickup key (PGM 1006 or SC 851: 1008).
   OR
   Dial 869.

To answer a call ringing a phone in another Pickup Group when you know the group number:

1. At keyset, press idle CALL key.
   OR
   At single line telephone, lift handset.
2. (Keyset only)
   Press Group Call Pickup key (PGM 1006 or SC 851: 1009 + group).
   OR
   Dial 868 and the group number (1-9 or 01-32).

Description

124i ☞	Available.
-	Enhanced operation is available in Base 2.13, EXCPRU 2.18 or higher.

384i ☞	Available.
-	Enhanced operation available in system software 3.05.15 or higher.

Group Listen permits a keyset user to talk on the handset and have their caller's voice broadcast over the telephone speaker. This lets the keyset user's co-workers listen to the conversation. Group Listen turns off the keyset's Handsfree microphone so the caller does not pick the coworker's voices during a Group Listen.

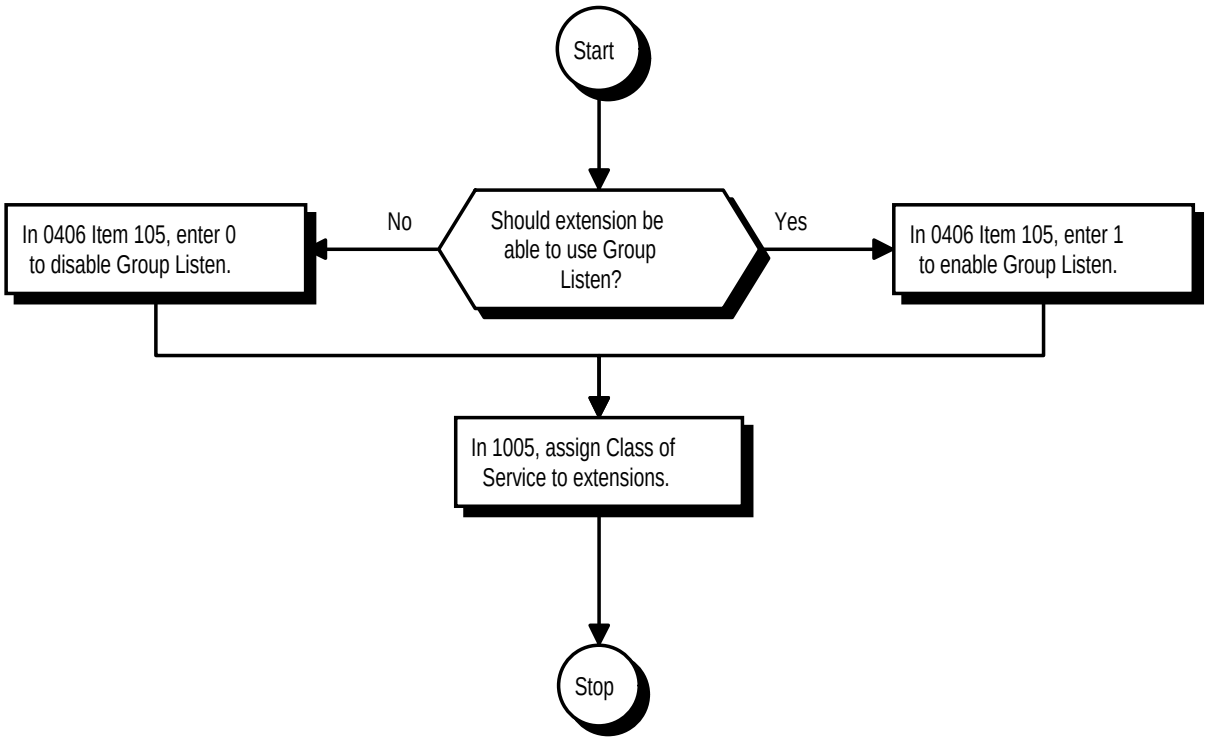
Conditions

None

Default Setting

Disabled.

Programming



Group Listen

Programming (Cont'd)

➢ **0406 - COS Options, Item 105: Group Listen**
In an extension's Class of Service, enable (1) or disable (0) the ability to activate Group Listen.

➢ **1005 - Class of Service**
Assign a Class of Service (1-15) to an extension.

Related Features

Headset Operation
An extension in the headset mode cannot use Group Listen.

Single Line Telephones
Group Listen is not available to single line telephones.

Operation

(Enhanced Operation)
To initiate Group Listen:

1. Place or answer call using the handset.
2. Press SPK twice (but do not hang up).

SPK flashes slowly.

You can talk to the caller through your handset. Your co-workers hear your caller's voice over your phone's speaker.

When you press SPK once, you turn your Speakerphone on and your handset off. The second press turns on Group Listen.

To Talk Handsfree after initiating Group Listen:

1. Hang up.

You must have a speakerphone for Handsfree operation.

To cancel Group Listen (without hanging up your call):

1. Do not hang up.
2. Press flashing SPK.

You can talk to your caller over your handset. Your co-workers can no longer hear your caller's voice.

(Operation in Older Systems)
To initiate Group Listen:

1. Place or answer call using the handset.
2. Press SPK, but do not hang up.

Your SPK key flashes slowly.

You can talk to your caller through your handset. Your co-workers hear your caller's voice over the speaker in your telephone.

To talk to your caller Handsfree, just hang up the handset. (You must have a Speakerphone for Handsfree operation.)

To cancel Group Listen (without hanging up your call):

1. Do not hang up.
2. Press flashing SPK.

You can talk to your caller over your handset. Your co-workers can no longer hear your caller's voice.

Description

124i ☞	Available.

384i ☞	Available.

Handsfree allows a keyset user to process calls using the speaker and microphone in the telephone (instead of the handset). Handsfree is a convenience for workers who don't have a free hand to pick up the handset. For example, a terminal operator could continue to enter data with both hands while talking on the phone.

The system provides three variations of Handsfree operation:

Handsfree	User can place and answer calls by pressing SPK instead of using the handset.
Automatic Handsfree	User can press a line or line appearance key without first lifting the handset or pressing SPK. An extension can have Automatic Handsfree for just outgoing calls or both outgoing calls and incoming line/loop key calls. Normally, extensions without Speakerphones should have Automatic Handsfree for outgoing calls only.
Monitor	User can place a call without lifting the handset, but must lift the handset to speak.

Conditions

Handsfree is only available on keysets with Speakerphones. Keysets without Speakerphones have Handsfree Answerback for Intercom calls and Monitor.

Default Setting

- Enabled.

Programming

Refer to the Programming Flowchart on the following page.

➢ **0401 - Tenant Group Options (Part A), Item 6: Automatic Handsfree**
Enable (1) or disable (0) Automatic Handsfree. If enabled, user can press a line or line appearance key without first lifting the handset.

➢ **0406 - COS Options, Item 125: Automatic Handsfree Incoming**
In an extension's Class of Service, enable (1) or disable (0) Automatic Handsfree for incoming calls on line/loop keys.

➢ **1005 - Class of Service**
Assign Class of Service (1-15) to extensions.

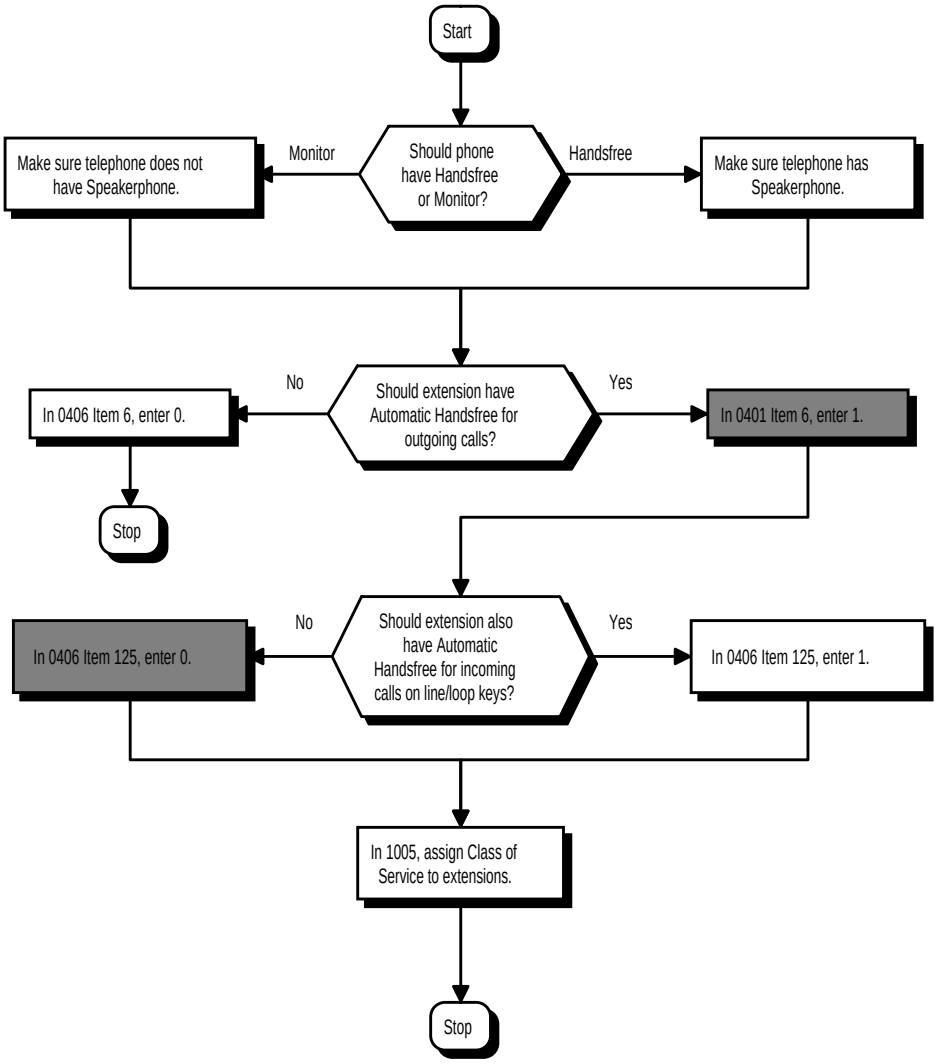
Related Features

Handsfree Answerback
Answer Intercom calls without lifting the handset - just speak toward the phone.

Microphone Cutoff
For privacy, mute the phones microphone while on a call.

Single Line Telephones
Group Handsfree and Monitor are not available to single line telephones.

Programming (Cont'd)



Operation

To talk Handsfree:

1. Press SPK, CALL key or line key.
2. Place call.
3. Speak toward phone when called party answers.

To change a handset call into a Handsfree call:

1. Press SPK.
2. Press SPK to hang up.

To change a Handsfree call into a handset call:

1. Lift handset.

Handsfree Answerback/Forced Intercom Ringing

Description

124i ☞ Available.	***384i*** ☞ Available.

Handsfree Answerback permits an extension user to respond to a voice-announced Intercom call by speaking toward the phone, without lifting the handset. Like Handsfree, this is a convenience for workers who don't have a free hand to pick up the handset.

Conditions

Handsfree Answerback does not require a Speakerphone.

Default Setting

Enabled.

Programming

Refer to the Programming Flowchart on the following page.

- **0401 - Tenant Group Options (Part A), Item 10: Forced Intercom Ringing**
  Enable (1) or disable (0) Forced Intercom Ringing. If disabled (0), Intercom calls voice-announce.
- **0406 - COS Options, Item 68: Setting Handsfree Answerback/Forced Intercom Ringing**
  In an extension's Class of Service, enable (1) or disable (0) an extension's ability to set Handsfree Answerback (Service Code 821) and Forced Intercom Ringing (Service Code 823) for incoming Intercom calls.
- **0406 - COS Options, Item 72: Switching from Handsfree Answerback to Forced Intercom Ringing**
  In an extension's Class of Service, enable (1) or disable (0) an extension's ability to toggle between Handsfree Answerback and Forced Intercom Ringing for outgoing Intercom calls (dial 1 or Service Code 812).
- **1005 - Class of Service**
  Assign a Class Of Service (1-15) to an extension.

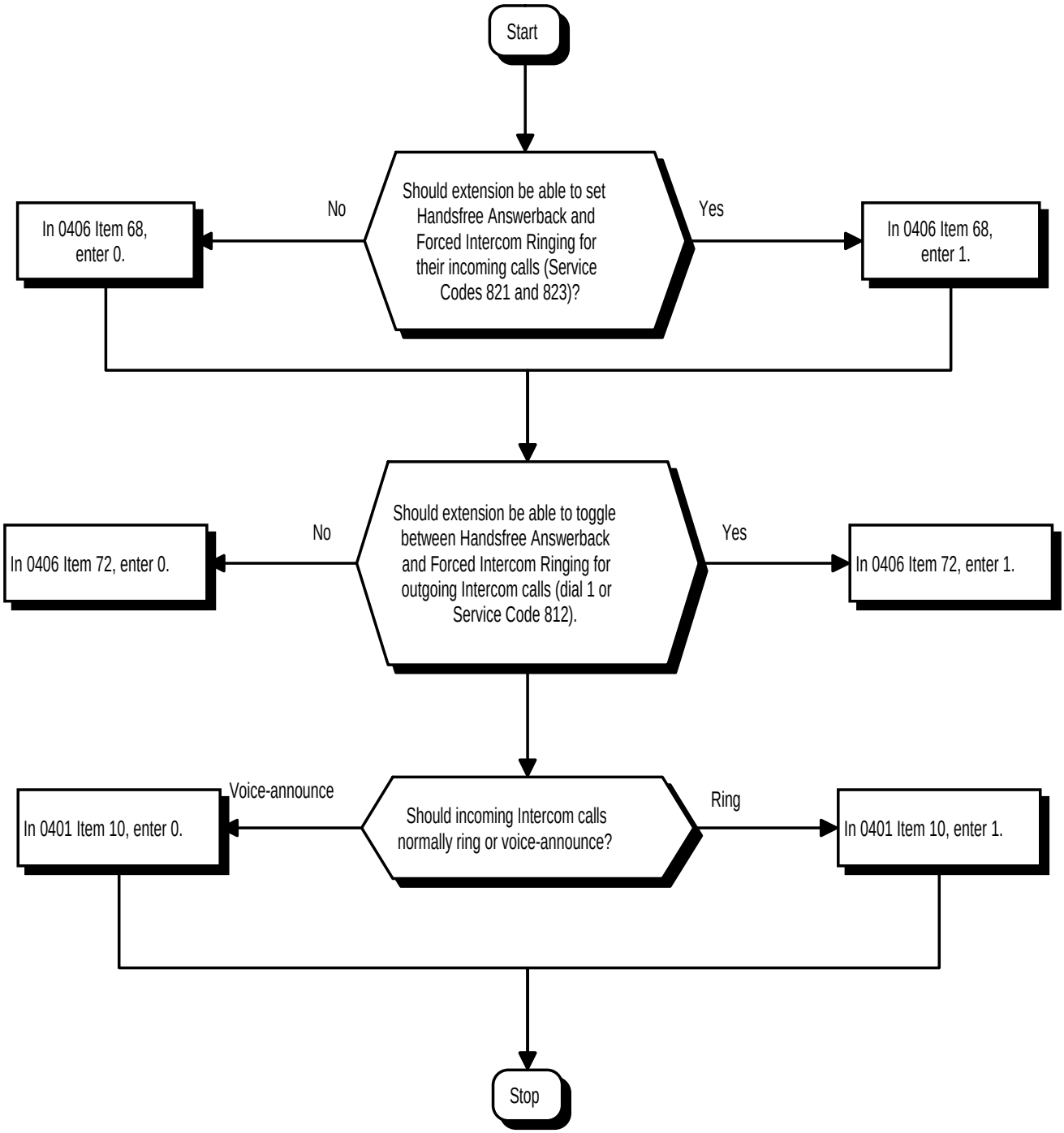
Related Features

Handsfree and Monitor
A keyset user can process calls using the speaker and microphone in the telephone (instead of the handset).

Microphone Cutoff
With Microphone Cutoff enabled, Handsfree Answerback callers to an extension hear a single beep (instead of two).

Single Line Telephones
Incoming Intercom calls always ring single line telephones.

Programming (Cont'd)



Operation

To enable Handsfree Answerback for your incoming Intercom calls:

1. Press idle CALL key.
2. Dial 821.
3. Press SPK to hang up.

   This disables Forced Intercom Ringing.

To enable Forced Intercom Ringing for your incoming Intercom calls:

1. Press idle CALL key.
2. Dial 823.
3. Press SPK to hang up.

   This disables Handsfree Answerback.

To change the way your Intercom call signals the extension you are calling:

1. Dial 1 or 812.

   If ringing, your call voice-announces. If voice-announced, your call starts to ring the destination. This option is also available at single line telephones.

Headset Operation

Description

124i ☞ Available.	***384i*** ☞ Available.

A keyset user can utilize a customer-provided headset in place of the handset. Like using Handsfree, using the headset frees up the user's hands for other work. However, Headset Operation provides privacy not available from Handsfree.

An extension in the headset mode has two options for when it appears busy to incoming callers. The headset extension can be:

- Busy to incoming callers when only one extension appearance is busy (i.e., Off-Hook Signaling prevented)
  OR
- Busy to incoming callers only when both extension appearances are busy (i.e., Off Hook Signaling allowed)

An example of a compatible headset is UNEX Model Pro-MP10A.

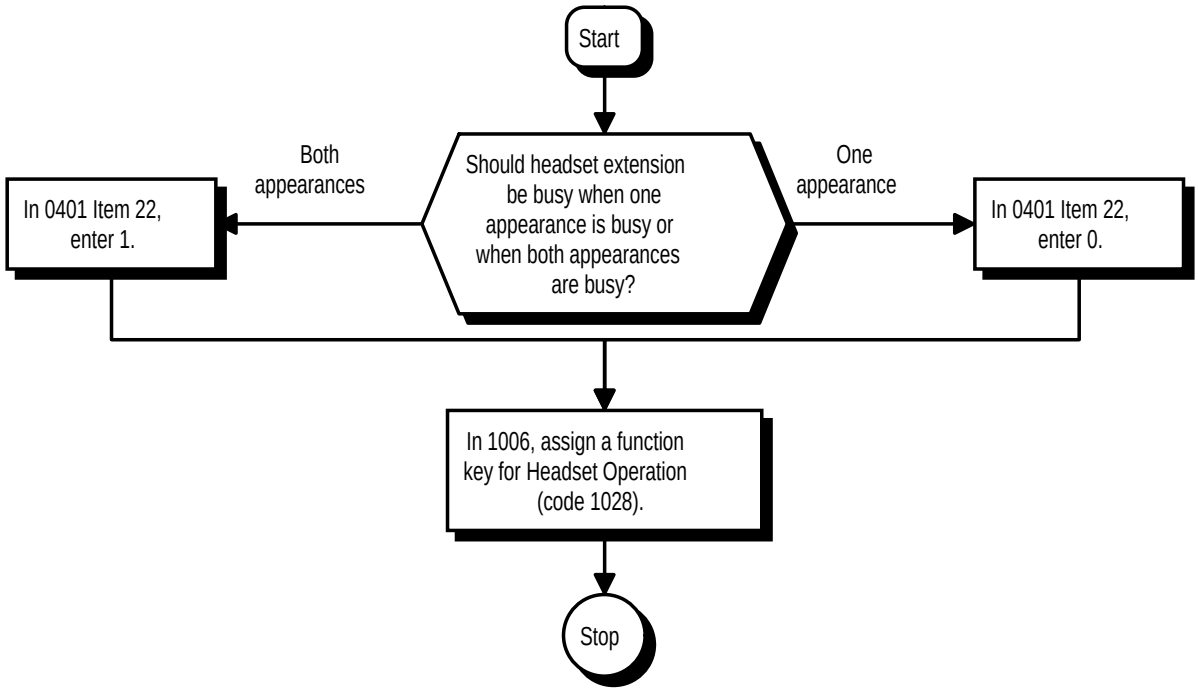
Conditions

None

Default Setting

- Disabled.

Programming



Programming (Cont'd)

➢ **0401 - Tenant Group Options, Part A, Item 22: Headset Busy Mode**
Set the conditions under which a headset extension is busy to incoming callers:

- The Headset extension is busy to incoming callers when only one extension appearance is busy (0).
  OR
- Headset extension is busy to incoming callers only when both extension appearances are busy (1).

➢ **1006 - Programming Function Keys**
Assign a function key for Headset operation (code 1028).

Related Features

Handsfree and Monitor
While in the headset mode, do not use the Speakerphone for calls.

Handsfree Answerback/Forced Intercom Ringing
An extension with Headset Operation enabled can still receive voice-announced Intercom calls and respond Handsfree.

Programmable Function Keys
Function keys simplify enabling or disabling the headset mode.

Single Line Telephones
Single line telephones cannot use the Headset feature.

While in the headset mode, the hook switch is not functional.

Operation

To enable the headset mode.

1. Unplug the telephone handset and set it aside.
2. Plug in the headset.
3. Press the Headset key (PGM 1006 or SC 851: 1028).
   OR
   Press idle CALL key and dial 834.
   You hear a confirmation beep. The Headset key lights when you enable headset mode.
   You can still receive and respond to voice-announced Intercom calls while in the headset mode.

When in the headset mode:

- Press a line key to make a trunk call.
  OR
- Press SPK to get Intercom dial tone
  OR
- If on a call, press SPK to hang up.

To disable the headset mode.

1. Unplug the headset.
2. Plug in the telephone handset.
3. Press the Headset key (PGM 1006 or SC 851: 1028).
   OR
   Press idle CALL key and dial 834.
   The Headset key goes out when you disable headset mode.

Hold

Description

124i ☞	Available.
-	Hold Recall to Operator requires system software Base 2.13 or EXCPRU 2.18 or higher.

384i ☞	Available.
-	Hold Recall to Operator requires system software 3.06.14 or higher.

Hold lets an extension user put a call in a temporary waiting state. The caller on Hold hears silence or Music on Hold, not conversation in the extension user's work area. While the call waits on Hold, the extension user may process calls or use a system feature. Calls left on Hold too long recall the extension that placed them on Hold.

There are four types of Hold:

- **System Hold**
  An outside call a user places on Hold flashes the line key (if programmed) at all other keysets. Any keyset user with the flashing line key can pick up the call.
- **Exclusive Hold**
  When a user places a call on Exclusive Hold, only that user can pick up the call from Hold. The trunk appears busy to all other keysets that have a key for the trunk. Exclusive hold is important if a user doesn't want a co-worker picking up their call on Hold.
- **Group Hold**
  If a user places a call on Group Hold, another user in the Department Group can dial a code to pick up the call. This lets members of a department easily pick up each other's calls.
- **Intercom Hold**
  A user can place an Intercom call on Hold. The Intercom call on Hold does not indicate at any other extension.

Hold Recall to Operator
Hold Recall to Operator enhances how the system handles calls that have been left on hold too long. With Hold Recall to Operator:

- A trunk call recalls the extension that placed it on Hold after the Hold/Exclusive Hold Recall time.
- The recalling trunk will ring the extension that placed it on Hold for the Hold/Exclusive Hold Recall Callback Time.
- After the Hold/ExclusiveHold Recall Callback Time, the trunk call will ring the operator.

Hold Recall to Operator applies to trunk calls placed on System Hold, Exclusive Hold and Group Hold. It does not apply to Intercom calls.

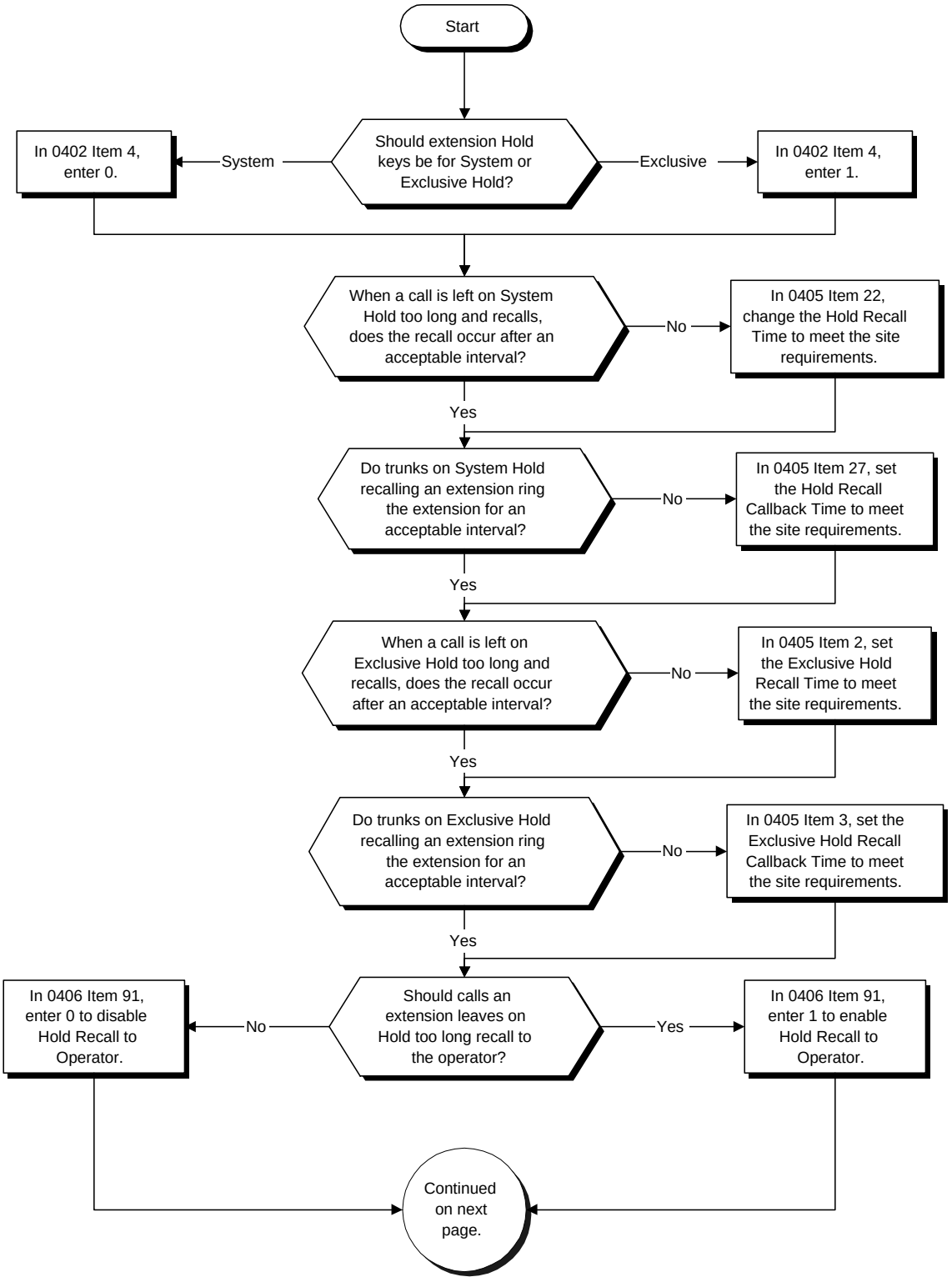
Conditions

The called extension must lift the handset or press the SPK key before the call can be placed on hold.

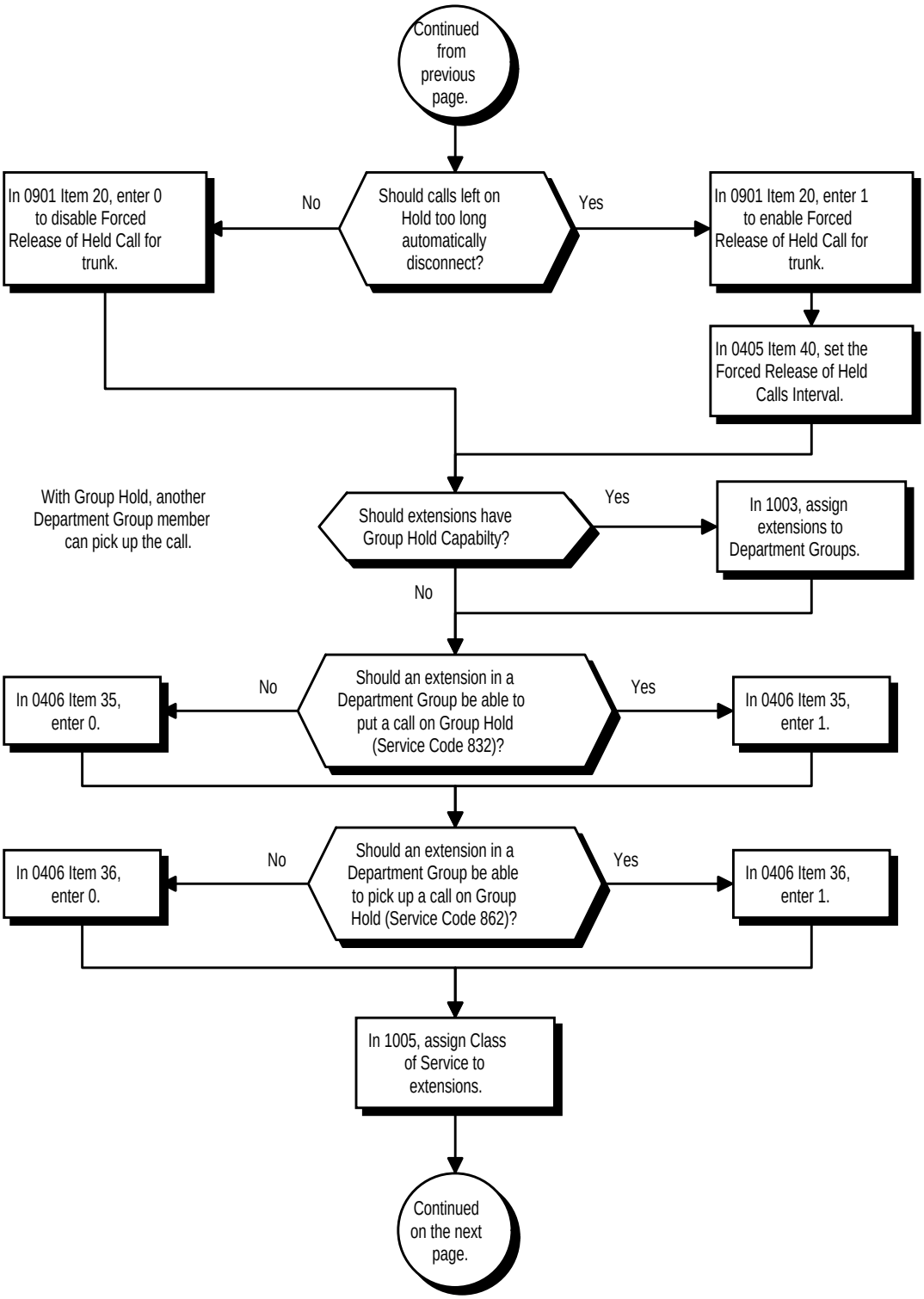
Default Setting

Enabled.

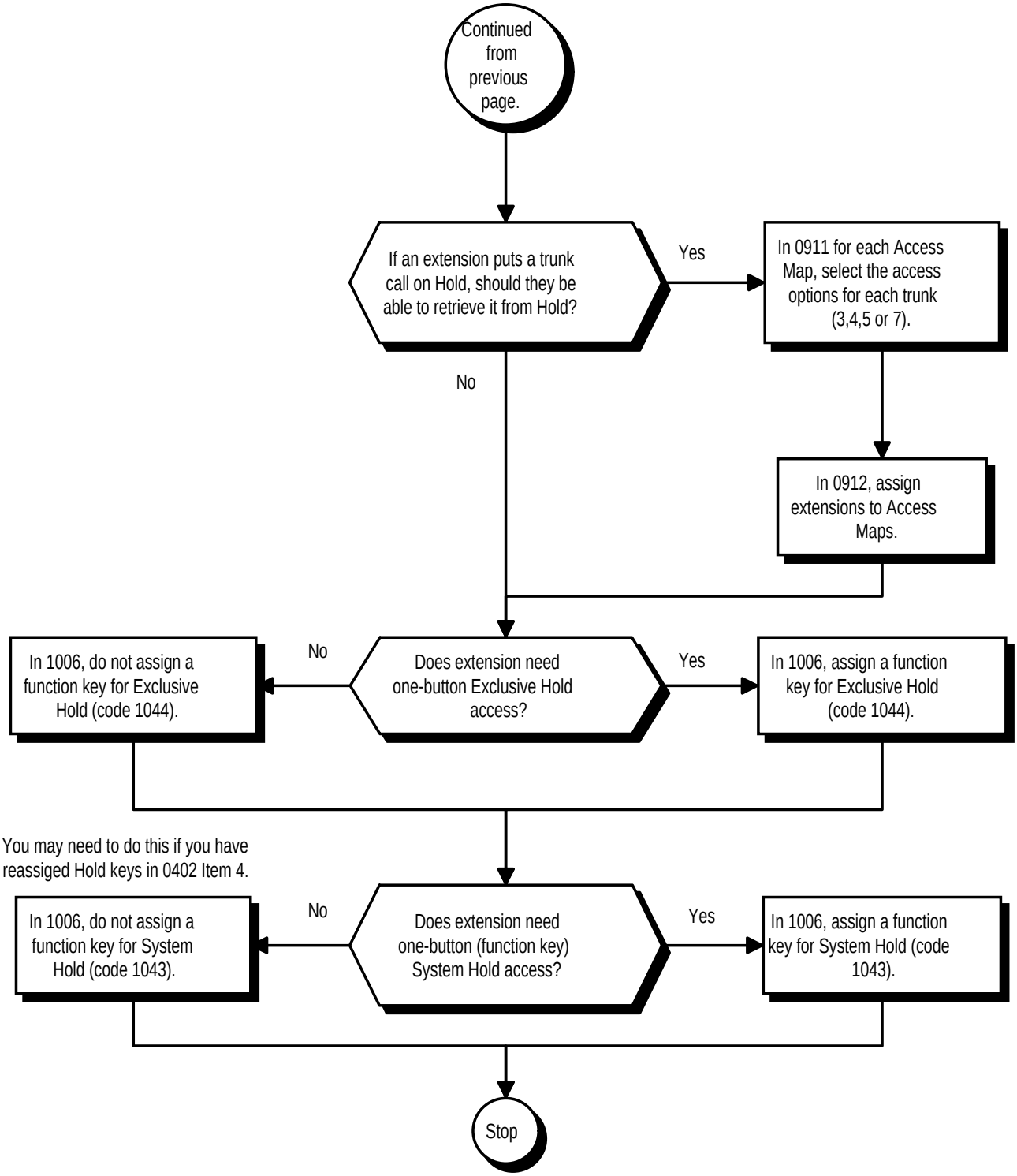
Programming



Programming (Cont'd)



Programming (Cont'd)



Programming (Cont'd)

- **0402 - Tenant Group Options (Part B), Item 4: Hold Key Operating Mode**
  Set the function of the extension's HOLD key: System (0) or Exclusive (1) Hold.
- **0405 - System Timers (Part A), Item 2: Exclusive Hold Recall Time**
  Set the Exclusive Hold Recall Time (0-64800 seconds). A call on Exclusive Hold recalls the extension that placed it on Hold after this interval.
- **0405 - System Timers (Part A), Item 3: Exclusive Hold Recall Callback Time**
  Set the Hold Recall Time (0-64800 seconds). A trunk recalling from Hold rings an extension for this interval. If still unanswered, the call changes to System Hold.
- **0405 - System Timers (Part A), Item 22: Hold Recall Time**
  Set the Hold Recall Time (0-64800 seconds). A call on Hold recalls the extension that placed it on Hold after this interval.
- **0405 - System Timers (Part A), Item 27: Hold Recall Callback Time**
  Set the Hold Recall Callback Time (0-64800 seconds). A trunk recalling from Hold rings an extension for this interval.
- **0405 - System Timers (Part A), Item 40: Forced Release of Held Calls Interval**
  Set the Forced Release of Held Calls interval (0-64800 seconds). If enabled in Program 0901 (Item 20), the system disconnects a call if on Hold longer than this interval.
- **0406 - COS Options - Item 35: Group Hold Initiate**
  In an extension's Class of Service, enable (1) or disable (0) an extension's ability to initiate Group Hold (Service Code 832).
- **0406 - COS Options - Item 36: Group Hold Answer**
  In an extension's Class of Service, enable (1) or disable (0) an extension's ability to pick up a call placed on Group Hold (Service Code 862).
- **0406 - COS Options - Item 91: Hold Recall to Operator**
  Enable (1) or disable (0) Hold Recall to Operator. If enabled, a call recalling an extension longer than the Hold/Exclusive Hold Recall Callback Time will recall the operator (normally 300). If disabled, the call will continually recall the extension that placed it on Hold.
- **0901 - Basic Trunk Port Setup (Part A), Item 20: Forced Release of Held Call**
  Enable (1) or disable (0) Forced Release of Held Call.
- **0911 - Trunk Access Map Setup**
  Set up the Trunk Access Maps (1-128). This sets the access options for trunks on Hold.
- **0912 - Extension Access Map Assignment**
  Assign Trunk Access Maps (1-128) to extensions.
- **1003 - Extension (Department) Groups**
  Assign extensions to Department Groups (1-9, 01-32).
- **1005 - Class of Service**
  Assign a Class Of Service (1-15) to an extension.
- **1006 - Programming Function Keys**
  Assign a function key for Exclusive Hold (code 1044). If an extension has its fixed Hold key reassigned (in Program 0402 Item 4), assign a function key for System Hold (code 1043).

Related Features

Music on Hold
Callers on Hold hear Music on Hold, if programmed.

Programmable Function Keys
An extension can have function keys for System Hold and Exclusive Hold.

Single Line Telephones
Single line telephones can only use Exclusive Hold and Group Hold.

Operation

System Hold

To place an outside call on System Hold:

1. Press HOLD.

   A line key flashes slowly while on Hold; flashes fast when recalling.

To pick up an outside call on System Hold:

1. Press flashing line key.

Exclusive Hold

To place an outside call on Exclusive Hold:

Keyset

1. Press Exclusive Hold key (PGM 1006 or SC 851: 1044).

   A line key flashes slowly while on Hold, flashes fast when recalling.

Single Line Telephone

1. Hookflash.
2. Dial 849.
3. Hang up.

To pick up an outside call on Exclusive Hold:

Keyset

1. Press flashing line key.

Single Line Set

1. Lift handset.
2. Dial 859.

Operation (Cont'd)

Group Hold

To place a call on Hold so anyone in your extension group can pick it up:

Keyset

1. Press HOLD.
2. Dial 832.
3. Press SPK to hang up.

Single Line Telephone

1. Hookflash.
2. Dial 832.
3. Hang up.

To pick up a call on Group Hold:

Keyset

1. Press idle CALL key.
2. Dial 862.

Single Line Telephone

1. Lift handset.
2. Dial 862.

Intercom Hold

To place an Intercom call on Intercom Hold:

1. Press HOLD.

   The CALL key flashes. (In 384i, this requires system software 3.02 and higher.)
2. Press SPK to hang up.

To pick up an Intercom call on Intercom Hold:

1. Press SPK.
2. Press flashing CALL key.

Description

124i ☞	Consult your Sales Representative for availability.
-	Year 2000 Compliance not available.

384i ☞	Available — refer to the Hotel/Motel User Guide (P/N 92000HMT**) for additional information.
-	Year 2000 Compliance requires system software 3.07.25 or higher.

The system can provide comprehensive hotel/motel services in addition to the features normally available to business users. Hotel/motel features include:

- **Do Not Disturb**
  A guest can enable and disable Do Not Disturb for their room telephone. In addition, a hotel/motel employee with a keyset can enable and disable Do Not Disturb for a specific room telephone.

- **Message Waiting**
  A hotel/motel employee with a keyset can send a Message Waiting to a room telephone. The message lamp on the room telephone flashes until the guest answers the Message Waiting.

- **Room Telephone Status**
  To better manage room usage, an employee with a keyset can change the status of a room telephone, including:
  Room Available
  Room Occupied
  Room Ready to be Cleaned

- **Room to Room Call Restriction**
  To control inter-room guest calling, a hotel/motel employee with a keyset can enable and disable room-to-room calling.

- **Room Status with Printout**
  An employee's DSS Console can indicate the status of the hotel/motel rooms. Optionally, a printer connected to a DCI Module can print out room status reports:
  Room Status (occupied, available, ready and to be cleaned)
  Room Telephone Call and Toll Restriction Information
  Do Not Disturb and Clean Up Extension List
  Message Waiting Report
  Wake-up Call No-Answer Report

- **Single Digit Extension Access**
  To simplify guest calling, room telephones can have single digit access to selected extensions. For example, this allows guests to dial 1 for the front desk, 2 for house cleaning etc.

- **Toll Restriction Changing**
  An employee can change the Toll Restriction for a guest's telephone. For example, the receptionist can enable long distance calling for each room telephone as the guests check in.

- **Wake-up Call**
  A guest can set or cancel a wake-up call request. A hotel/motel employee with a keyset can also set or cancel a wake-up call for a room telephone.

For additional information on Hotel/Motel features, refer to the Hotel/Motel User Guide (P/N 92000MHT**).

Hotel/Motel

Description (Cont'd)

Conditions

Refer to the Hotel/Motel User Guide (P/N 92000HMT**).

Default Setting

Refer to the Hotel/Motel User Guide (P/N 92000HMT**).

Programming

Refer to the Hotel/Motel User Guide (P/N 92000HMT**).

Related Features

Year 2000 Compliance

The Hotel Room Status banner shows four digits for the year (e.g., 2001).

For additional information, refer to the Hotel/Motel User Guide (P/N 92000HMT**).

Operation

Refer to the Hotel/Motel User Guide (P/N 92000HMT**).

Description

124i ☞ Available.	***384i*** ☞ Available.

Hotline gives a keyset user one-button calling and Transfer to another extension (the Hotline partner). Hotline helps co-workers that work closely together. The Hotline partners can call or Transfer calls to each other just by pressing a single key.

In addition, the Hotline key shows the status of the partner's extension:

When the key is . . .	The extension is . . .
Off	Idle
On	Busy or ringing
Fast Flash	DND – All calls (option 3) or Intercom calls (option 2)

Conditions

An extension user cannot use Hotline to pick up a call ringing their partner's extension.

Default Setting

Disabled.

Programming

➢ **0401 - Tenant Group Options, Part A, Item 20: BLF Control and**
0406 - COS Options, Item 6: Automatic Off Hook Signaling

Programs 0401 Item 20 and 0406 Item 6 set the conditions under which a Hotline, Reverse Voice Over or DSS Console key indicates that an extension is busy. With condition 1 in the following chart, the BLF LED is on only when both extension line appearances are busy. In conditions 2-4, the BLF LED is on when one line appearance is busy.

	Program 0406: Item 6	Program 0401: Item 20	BLF [1] Status	Busy Status
1	1	0	Off	No
2	1	1	On	Yes
3	0	0	On	Yes
4	0	1	On	Yes

[1] BLF is on for extension receiving a voice announced Intercom call.

➢ **1006 - Programming Function Keys**

Assign a function key for Hotline (code 1058 + partner's extension number)

Hotline

Related Features

Do Not Disturb

Hotline does not override Do Not Disturb.

Handsfree Answerback/Forced Intercom Ringing

Hotline always follows the Handsfree Answerback/Forced Intercom Ringing mode set at the called extension. The Hotline caller can override the setting, if desired.

Off Hook Signaling

If the partner's extension is busy, Hotline does not automatically activate Off Hook Signaling.

Programmable Function Keys

A Hotline is a uniquely programmed function key.

Operation

To place a call to your Hotline partner:

1. Press Hotline key (PGM 1006 or SC 851: 1058 + partner's extension number)

   You can optionally lift handset after this step for privacy.

To transfer your outside call to your Hotline partner:

1. Press Hotline key.
2. Announce call and hang up.

   OR

   Hang up to have the call wait at your Hotline partner unannounced.

   If unanswered, the call recalls like a regular transferred call.

To answer a call from your Hotline partner:

1. If you hear two beeps, speak toward phone.

   Or

1. If your telephone rings, lift handset.

Description

124i ☞	Available.
384i ☞	Available.

With External Hotline, an extension automatically dials a Common Abbreviated Dialing number when the user lifts the handset. External Hotline would be beneficial in an Airport Lobby, for example, to provide simplified access to an off-site Reservation Desk. A traveler need only lift the handset on the External Hotline phone to automatically ring for reservations. (If the Reservation Desk is an extension on the same system, use Ringdown Extension instead.)

The system allows up to 10 External Hotline extensions. All extensions can share the same Common Abbreviated Dialing number, if desired.

External Hotline is a variation of Ringdown. To find out more about Ringdown Extensions (which automatically call a co-worker when the user lifts the handset), refer to the "Ringdown Extension" feature.

Conditions

Ringdown Extension (Program 1013) has priority over External Hotline (Program 1024).

Default Setting

Disabled.

Programming

➢ **1024 - External Hotline Setup**
For each External Hotline (10 maximum), assign the External Hotline extension and the Common Abbreviated Dialing bin used.

Related Features

Abbreviated Dialing
External Hotline uses the trunk routing set in Abbreviated Dialing.

Ringdown Extension
A Ringdown Extension automatically calls another extension when the user lifts the handset.

Operation

To use External Hotline:

1. Lift handset.

Your phone automatically seizes an outgoing trunk and places a call using the Common Abbreviated Dialing number.

To bypass External Hotline (keyset only):

1. Press SPK or CL1 before lifting the handset.

You can process calls normally — the External Hotline does not go through.

InDepth and inDepth+

Description

124i ☞	Not available.

384i ☞	Available — requires system software 3.07.18 or higher.

InDepth (P/N 94100) and inDepth+ (P/N 94105) are Windows-based Management Informatin Systems that work in conjunction with the built in 384i ACD. These ACD/MIS systems enhance the 384i ACD with real time statistics and reports on ACD group traffic patterns and usage. Communicating through the 384i Open Architecture Interface (OAI), inDepth and inDepth+ are an extensive set of user-configuratble Real Time Windows and Reporter subsystems.

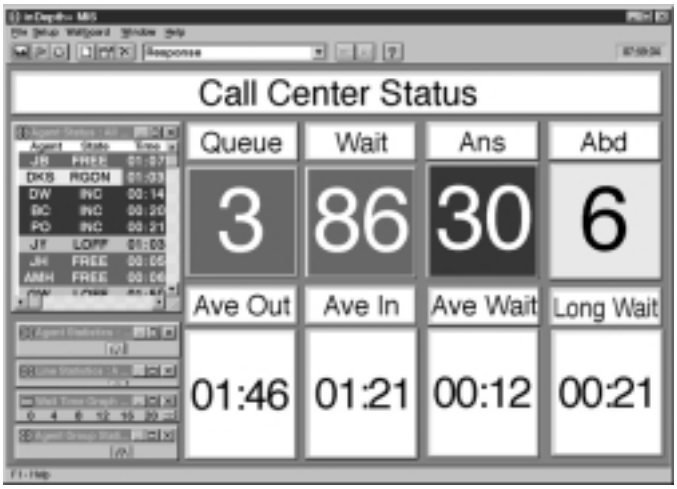
InDepth+ is the more comprehensive and capable of the ACD/MIS systems and offers:

- **Real Time Status Window**
  This window displays ACD agent status, state and connection state.

- **Real Time Statistics Window**
  The statistics window provides a visual performance summary for lines, agents and ACD Groups.

- **Call Queue and Wait Time Windows**
  These windows show the number of calls in queue, the longest wait time, as well as the number of calls answered and abandoned.

- **Wallboard Template**
  Use the wallboard template display to motivate and inform ACD agents through a dynamic display of real time statistics and messages.



- **Reporter**
  ACD administrators can create fully-configurable reports for display and printing.

Similar in many respects to inDepth+, inDepth is streamlined for more modest ACD applications. InDepth provides a single real time screen template, up to seven reports and can track report data for up to one full month. InDepth includes ACD/MIS features like Report View/Print and Audible/Visual Alarms, but excludes the Sub-Supervisor Positions and the Wallboard Support.

Description (Cont'd)

Hardware, Software and System Requirements

- PC 486 DX2-66 or higher with 8MByte RAM
- Windows 95 or Windows NT
- SVGA mode (800 x 600)
- 4 Serial ports
- Network card for multiple MIS workstations
- Sound card
- 384i LAP-B Open Architecture Interface PCB (P/N 92156)

For more information, refer to the inDepth/inDepth+ Manual (P/N 94105INS**) for the specifics.

Conditions

None

Default Setting

InDepth/inDepth+ not installed.

Programming

Refer to the inDepth/inDepth+ Manual (P/N 94105INS**) for the specifics.

Related Features

Refer to the inDepth/inDepth+ Manual (P/N 94105INS**) for the specifics.

Operation

Refer to the inDepth/inDepth+ Manual (P/N 94105INS**) for the specifics.

Intercom

Description

124i ☞	Available.
-	Changing the Intercom ring tone requires Base 2.13, EXCPRU 2.18 or higher.

384i ☞	Available.
-	Changing the Intercom ring tone requires system software 3.04 or higher.

Intercom gives extension users access to other extensions. This provides the system with complete internal calling capability.

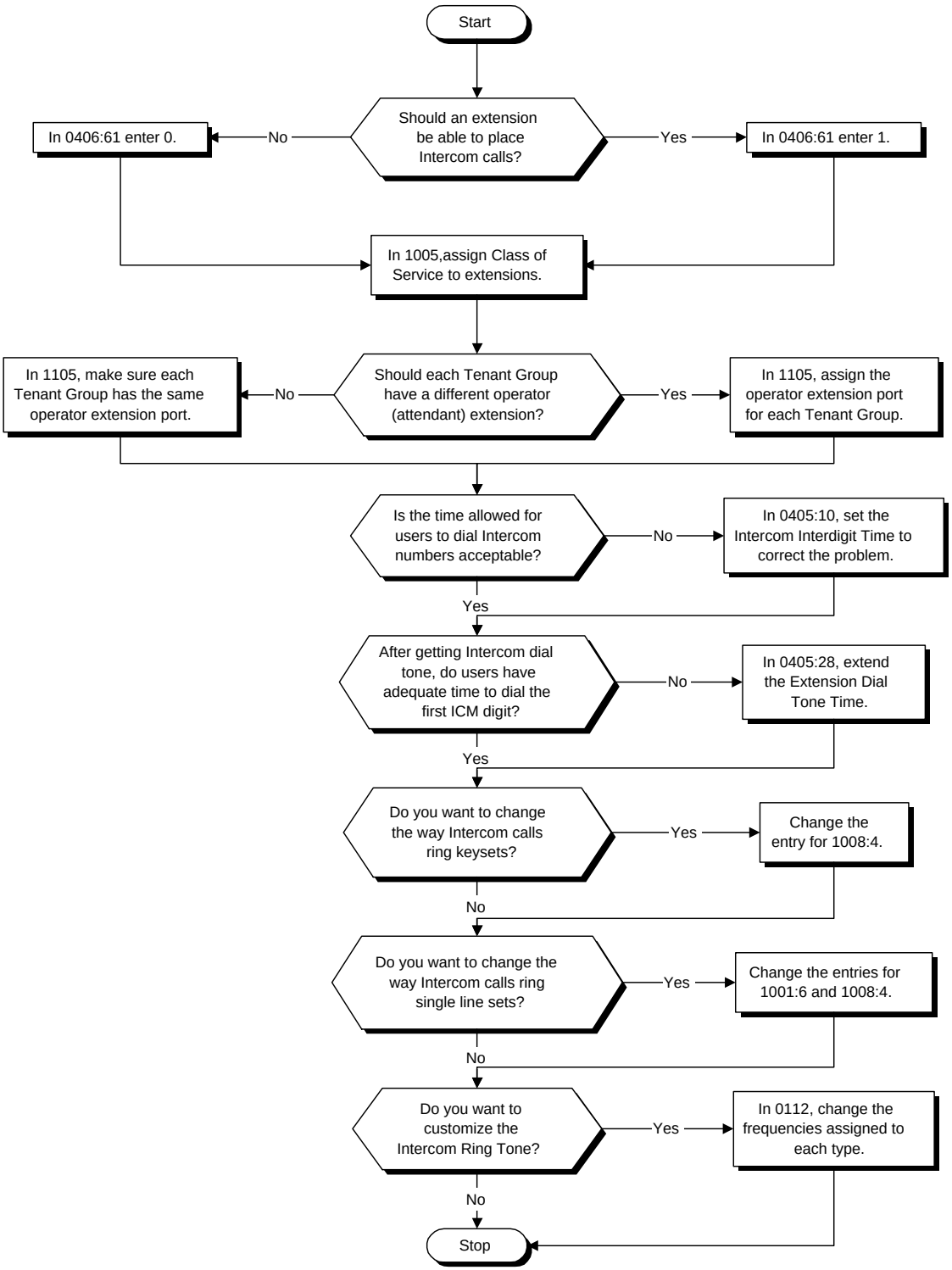
Handsfree Answerback/Forced Intercom Ringing
Handsfree Answerback permits an extension user to respond to a voice-announced Intercom call by speaking toward the phone, without lifting the handset. Like Handsfree, this is a convenience for workers who don't have a free hand to pick up the handset. Refer to Handsfree Answerback/Forced Intercom Ringing feature on page 306 for more.

Conditions
None

Default Setting
Enabled.

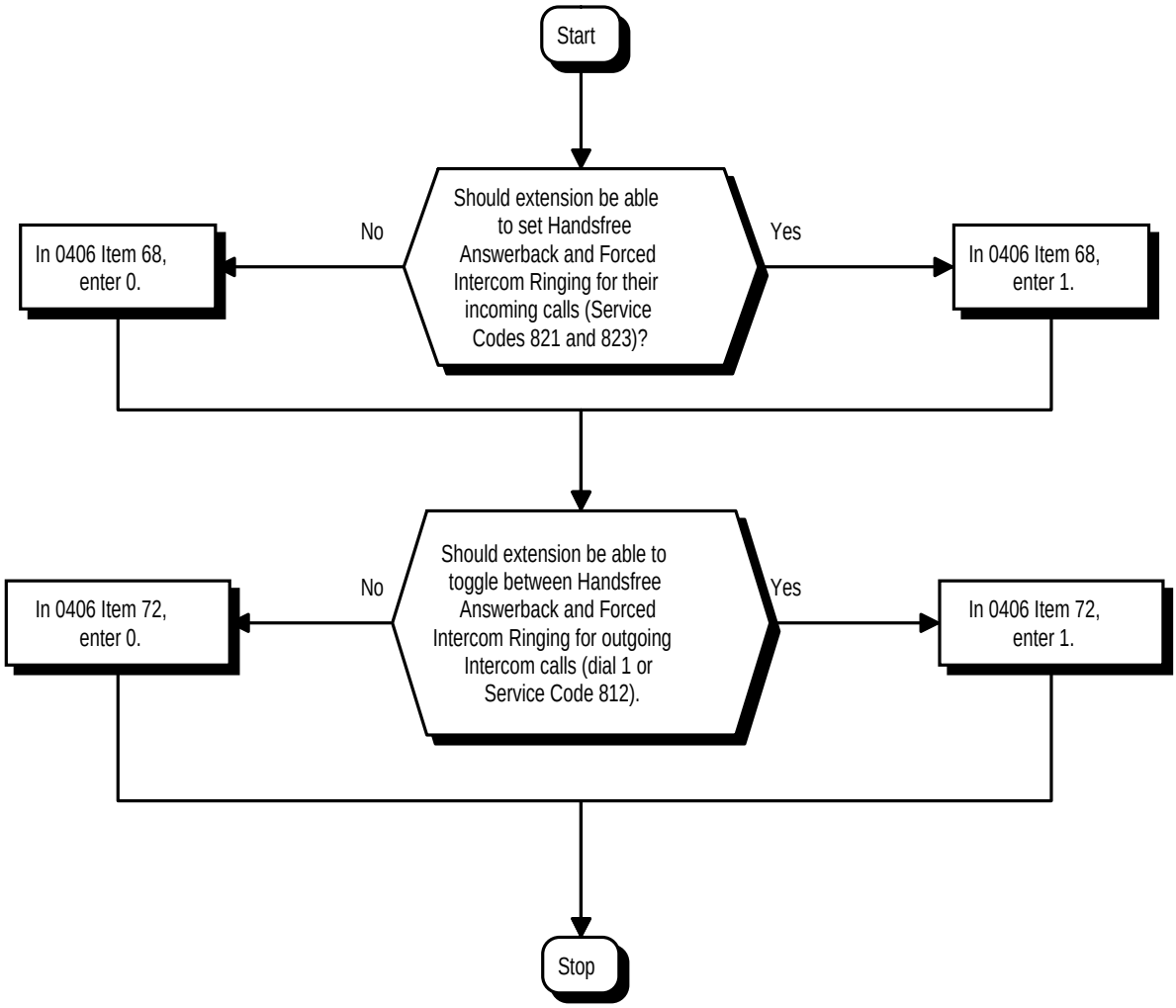
Programming

Intercom



Programming (Cont'd)

Handsfree Answerback/Forced Intercom Ringing



Programming (Cont'd)

For Intercom . . .

- **0112 - Intercom and Alarm Ring Tone**
  Customize the Intercom ring tone.
- **0405 - System Timers (Part A), Item 10: Intercom Interdigit Time**
  Set the Intercom Interdigit Time (0-64800 seconds). When placing Intercom calls, users must dial each digit within this interval.
- **0405 - System Timers (Part A), Item 28: Extension Dial Tone Time**
  Set the Extension Dial Tone Time (0-64800 seconds). After getting Intercom dial tone, a keyset user has this interval to dial the first digit of the Intercom call.
- **0406 - COS Options, Item 61, Intercom Calls**
  In an extension's Class of Service, enable (1) or disable (0) an extension's ability to place Intercom calls.
- **1001 - Basic Extension Port Setup (Part A), Item 6: Incoming Ring for 500/2500**
  Use this option along with Program 1008 Item 4 to change the way calls ring single line telephones.
- **1008 - Basic Extension Port Setup (Part B), Item 4: Ring Cycle for Keysets**
  Use this option to change the way calls ring keysets.
- **1005 - Class of Service**
  Assign a Class Of Service (1-15) to an extension.
- **1105 - Operator's Extension**
  Assign the operator's extension for each tenant.

For Handsfree Answerback/Forced Intercom Ringing . . .

- **0401 - Tenant Group Options (Part A), Item 10: Forced Intercom Ringing**
  Enable (1) or disable (0) Forced Intercom Ringing. If disabled (0), Intercom calls voice-announce.
- **0406 - COS Options, Item 68: Setting Handsfree Answerback/Forced Intercom Ringing**
  In an extension's Class of Service, enable (1) or disable (0) an extension's ability to set Handsfree Answerback (Service Code 821) and Forced Intercom Ringing (Service Code 823) for incoming Intercom calls.
- **0406 - COS Options, Item 72: Switching from Handsfree Answerback to Forced Intercom Ringing**
  In an extension's Class of Service, enable (1) or disable (0) an extension's ability to toggle between Handsfree Answerback and Forced Intercom Ringing for outgoing Intercom calls (dial 1 or Service Code 812).
- **1005 - Class of Service**
  Assign a Class Of Service (1-15) to an extension.

Related Features

Handsfree Answerback/Forced Intercom Ringing
Intercom calls can ring or be voice-announced at the called extension.

Line Preference
Ringing Line Preference can automatically answer ringing Intercom or trunk calls when the user lifts the handset.

Name Storing
An extension can have a name assigned that identifies the extension to callers.

(384i Only) **Tenant Service**
Tenant Service may restrict Intercom calling.

Intercom

Operation

To place an Intercom call:

1. At keyset, press idle CALL key.
   OR
   At single line telephone, lift handset.
2. Dial extension number (or 0 for your operator).

   Your call may voice-announce or ring the called extension. Dial 1 to change the way your call alerts the called extension.

   If the extension you call is busy or doesn't answer, you can dial another extension without hanging up.

To answer an Intercom call:

1. If you hear two beeps, speak toward phone.
   Your telephone picks up your voice.
   OR
   If your telephone rings, lift handset.

To check your extension's data:

1. Press CHECK.
2. Press CALL1.

   You display shows your telephone's extension number, port number and extension/Department Group.
3. Press CLEAR to return the normal time/date display.

Description

124i ☞ Available.	***384i*** ☞ Available.

Intercom Abandoned Call Display shows a display keyset user a list of Intercom calls placed to them that they did not answer. This is a convenience if a user has to temporarily leave their desk. When they return, they can display the list to find out who called while they were out.

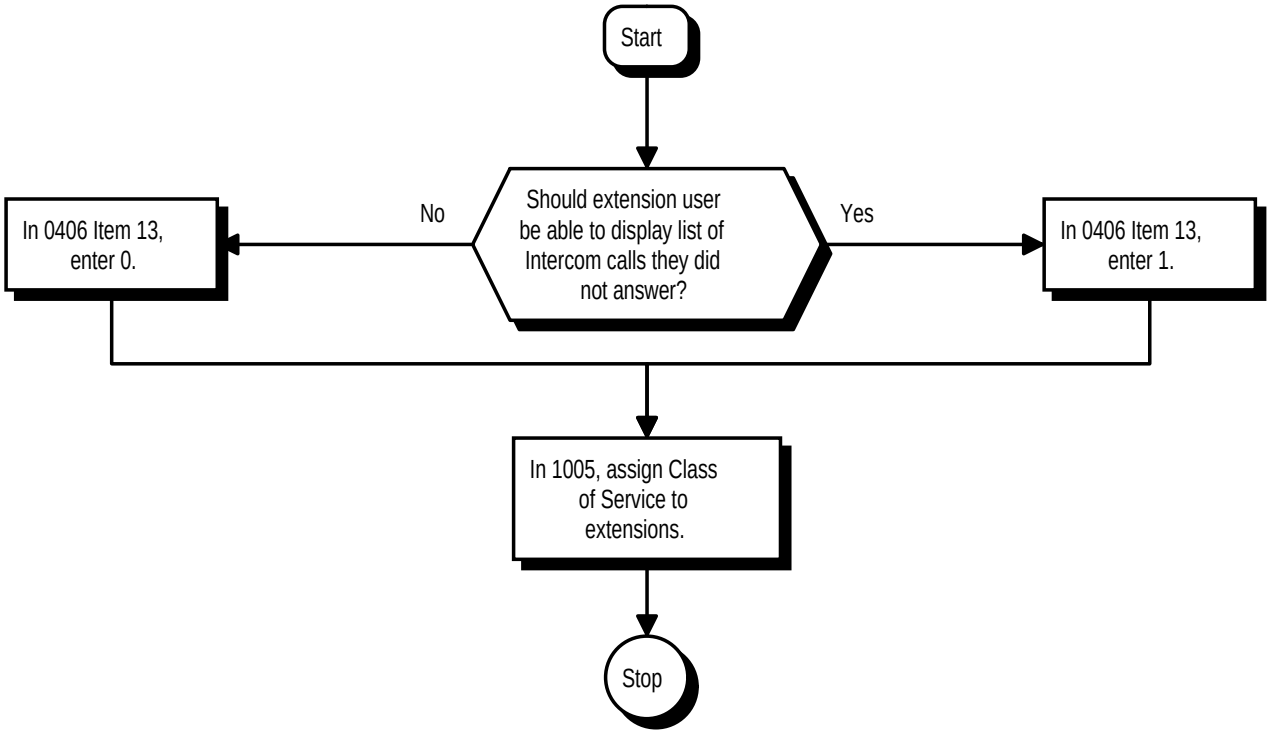
Conditions

Intercom Abandon Call Display remembers the last five Intercom calls to an extension.

Default Setting

Enabled.

Programming



- **0406 - COS Options, Item 13: Intercom Abandoned Call Display**
  In an extension's Class of Service, enable (1) or disable (0) an extension's ability to use Intercom Abandoned Call Display.
- **1005 - Class of Service**
  Assign a Class Of Service (1-15) to an extension.

Intercom Abandoned Call Display

Related Features

Intercom

Intercom gives extension users access to other extensions.

Operation

To display the list of Intercom calls you did not answer.

1. Press CHECK.
2. Press CALL2.

   Repeatedly press CALL2 until no more calls display.
3. Press CLEAR to return to the normal Time and Date display.

Description

124i ☞	Currently not implemented.

384i ☞	Contact your sales representative for availability.

!! Important !!

ISDN is an emerging technology on the leading edge of international digital communication's networking. Always check with your Nitsuko America Technical Service Representative before setting up your ISDN application. Working together will ensure maximum compatibility and reliable ISDN performance.

Primary Rate Interface (PRI)
The system is compatible with ISDN Primary Rate Interface (PRI) services. PRI services currently supported include:

- Basic PRI Call Control (BCC)
- Display of incoming caller's name and number
- Routing in the system based on the number the caller dialed
- ISDN maintenance functions (such as In Service/Out of Service Messaging)
- Speech and 3.1 KHz audio
- Capacity of 5 PRI circuits and 120 PRI channels

PRI capability requires the installation of T1/PRI Interface PCBs (P/N 92190). Each PCB (also called a PRI circuit) provides 24 PRI channels (23B + D)[1] with 64K Clear Channel response. The T1/PRI Interface PCB uses a single universal slot. Your can install up to five PCBs for a maximum of 120 PRI channels.

When installed, the T1/PRI Interface PCB uses the first block of 24 consecutive trunks. For example, if you have an ATRU PCB installed for trunks 1-8, the T1/PRI Interface PCB will automatically use trunks 9-32. If you have ATRU PCBs installed for trunks 1-8 and 17-24, the T1/PRI PCB will use trunks 25-48. The T1/PRI Interface cannot use trunks 9-16 (even if available) since they are not part of a consecutive block of 24 trunks.

Notes:

- In addition to T1/PRI Interface PCBs, PRI also requires a CSU/DSU Unit and interconnecting cables to interface with the telco.
- Each T1/PRI Interface PCB is switch selectable between T1 and PRI operation. For more on T1 Trunking, go to "T1 Trunking (with ANI/DNIS Compatiblity)".

Basic Rate Interface (BRI)
Your system also provides compatibility with ISDN Basic Rate (BRI) services, including:

- Basic BRI Call Control (BCC)
- Point-to-Point BRI Terminal Connection (no daisy-chaining)
- Multipoint BRI Terminal Connection (daisy-chaining)
- Capacity of 32 BRI circuits and 64 BRI channels

BRI services require the installation of 2ISTU BRI Interface PCBs (P/N 92191). Each BRI Interface PCB has two BRI circuits. There are two channels (ports) per circuit (2B + D), providing 64K Clear B-Channel and 16K Clear D-Channel response. The BRI Interface PCB uses a single universal slot. You can install up to 16 BRI Interface PCBs for system maximums of 32 BRI circuits and 64 BRI channels.

When installed, the BRI Interface PCB uses a block of eight consecutive trunks. Only the first four trunks in the block are available. For example, if your BRI Interface PCB is the first trunk PCB installed, it reserves trunks 1-8. Trunks 1-4 are available — trunks 5-8 are not.

[1] Each T1/PRI Interface PCB provides 23 voice (B) and 1 data (D) channel.

ISDN Compatibility

Description (Cont'd)

Note: In addition to BRI Interface PCBs, BRI Services require the installation of NT1 Network Terminators and interconnecting cabling.

ISDN services are currently not implemented in 124.

Conditions
None

Default Setting
None

Programming
Refer to the ISDN-BRI Manual (P/N 92000BRI**) and ISDN-PRI Manual (92000PRI**) for the specifics.

Related Features
Refer to the ISDN-BRI Manual (P/N 92000BRI**) and ISDN-PRI Manual (92000PRI**) for the specifics.

Operation
Refer to the ISDN-BRI Manual (P/N 92000BRI**) and ISDN-PRI Manual (92000PRI**) for the specifics.

Description

124i ☞	Available.
384i ☞	Available.

The 124i/384i Labelmaker provides template software and preprinted, precut forms for producing custom keyset labels. Use the software and forms to make unique keyset labels for each extension which can include key functions, Hotline names or your own company's imprinted logo.

The 124i/384i Labelmaker requires:

- A Windows-compatible sheet fed printer (e.g., laser or ink jet)
- Microsoft Windows 3.1 or higher
- Microsoft Excel 3.0 or higher
  OR
  Lotus 123 Release 4 or higher
  OR
  Lotus AmiPro 3.0 or higher

The 124i/384i Labelmaker is not compatible with Lotus WordPro.

Conditions

None

Default Setting

None

Programming

None

Related Features

None

Operation

None

Last Number Redial

Description

124i ☞ Available.	***384i*** ☞ Available.

Last Number Redial allows an extension user to quickly redial the last number dialed. For example, a user may quickly recall a busy or unanswered number without manually dialing the digits.

Last Number Redial saves in system memory the last 24 digits a user dials. The number can be any combination of digits 0-9, # and *. The system remembers the digits regardless of whether the call was answered, unanswered or busy. The system normally uses the same trunk group as for the initial call. However, the extension user can preselect a specific trunk if desired.

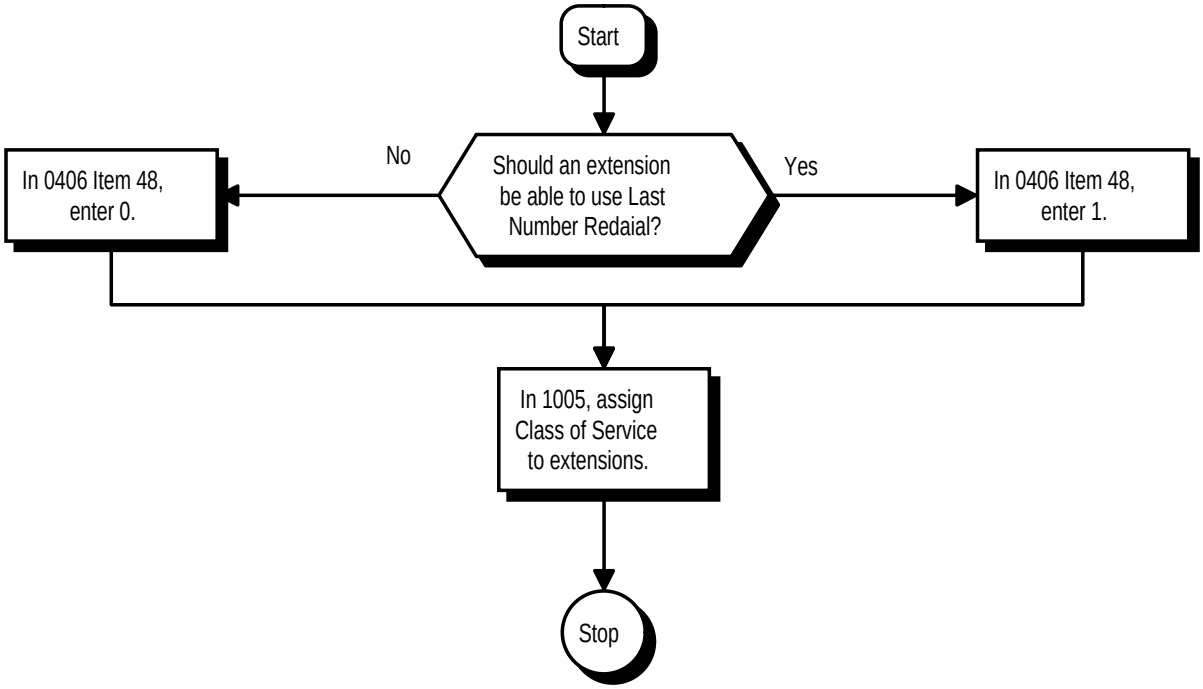
Conditions

None

Default Setting

Enabled.

Programming



- **0406 - COS Options, Item 48: Last Number Redial**
  In an extension's Class of Service, enable (1) or disable (0) an extension's ability to use Last Number Redial.
- **1005 - Class of Service**
  Assign a Class Of Service (1-15) to an extension.

Related Features

Automatic Route Selection

For systems with Automatic Route Selection, ARS selects the trunk for the call unless the user preselects.

Repeat Redial

The system can periodically redial an unanswered trunk call.

Operation

To redial your last call:

1. (Optional at keyset) Press idle line key.

   If you skip this step, the system automatically selects a trunk from the same group as your original call.

2. Press LND.
3. Press idle CALL key (if you skipped step 1).

   OR

1. At keyset, press idle CALL key.

   OR

   At single line telephone, lift handset.
2. Dial #5.

   The system automatically selects a trunk from the same group as your original call.

To check the number saved for Last Number Redial:

1. Press LND.

   The stored number displays for six seconds.

   The stored number dials out if you:

   - *Lift the handset,*
   - *Press an idle line key,*
   - *Press an idle CALL key, or*
   - *Press SPK*

2. Press CLEAR.

To erase the stored number:

1. At keyset, press idle CALL key.

   OR

   At single line telephone, lift handset.
2. Dial 876.

Line Preference

Description

124i ☞	Available.
384i ☞	Available.

Line Preference determines how a keyset user places and answers calls. There are two types of Line Preference: Incoming Line Preference and Outgoing Line Preference.

Incoming Line Preference
Incoming Line Preference establishes how a keyset user answers calls. When a call rings the keyset, lifting the handset answers either the ringing call (for **Ringing Line Preference**) or seizes an idle line (for **Idle Line Preference**). The idle line can provide either Intercom or trunk dial tone (see Outgoing Line Preference below). Ringing Line Preference helps users whose primary function is to answer calls (such as a receptionist). Idle Line Preference is an aid to users whose primary function is to place calls (such as a telemarketer).

Outgoing Line Preference
Outgoing Line Preference sets how a keyset user places calls. If a keyset has Outgoing Intercom Line Preference, the user hears Intercom dial tone when they lift the handset. If a keyset has Outgoing Trunk Line Preference, the user hears trunk dial tone when they lift the handset. Outgoing Line Preference also determines what happens at extensions with Idle Line Preference. The user hears either trunk ("dial 9") or Intercom dial tone.

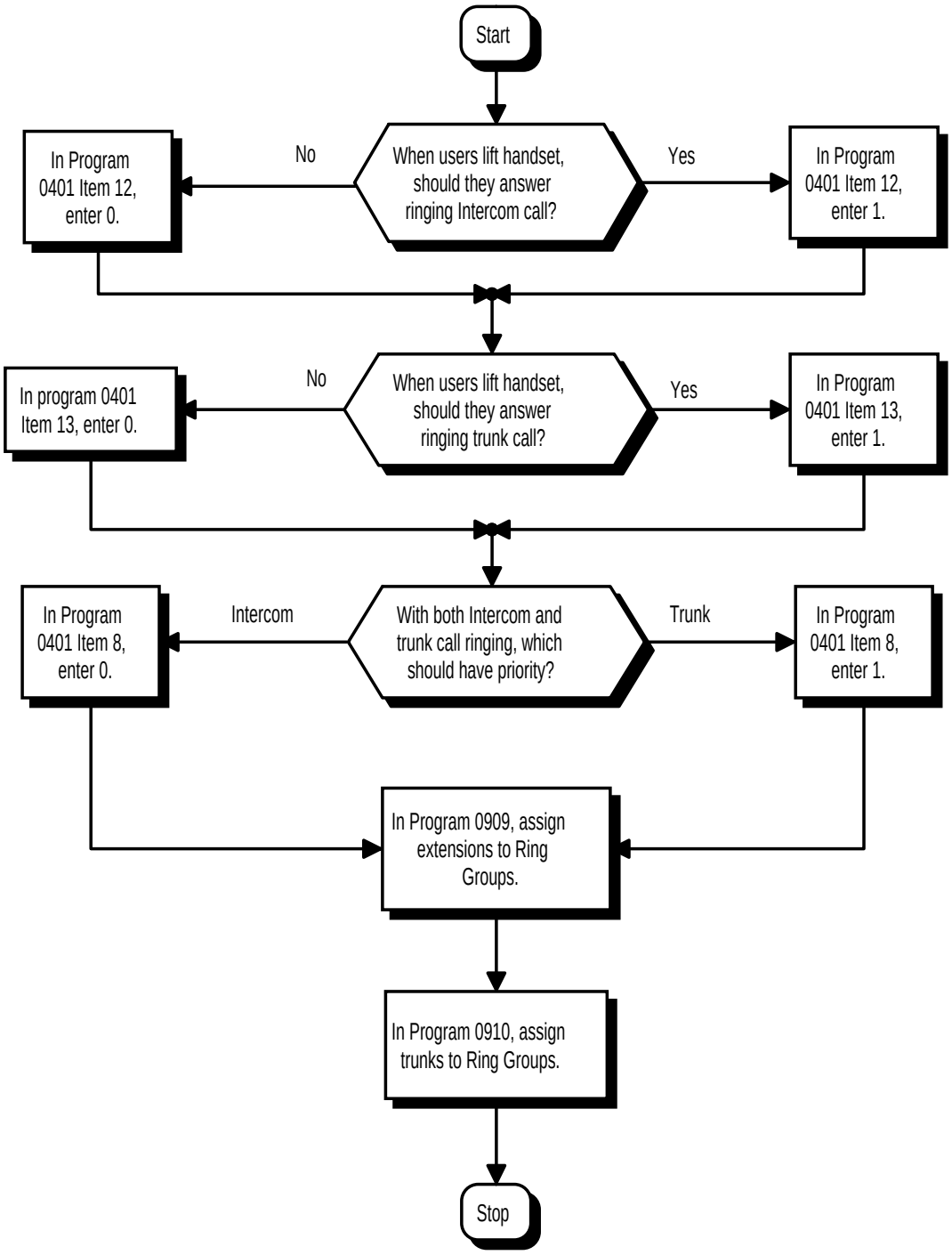
Auto-Answer of Non-Ringing Lines
With Auto-Answer of Non-Ringing Lines, an extension user can automatically answer trunk calls that ring other extensions (not their own). This would help a user that has to answer calls for co-workers that are away from their desks. When the user lifts the handset, they automatically answer the ringing calls based on Trunk Group Routing programming. The extension user's own ringing calls, however, always have priority over calls ringing other co-worker's extensions.

Conditions
If a keyset extension has more than one call ringing its line keys, Ringing Line Preference answers the calls on a first-in first-answered basis.

Default Setting
Enabled.

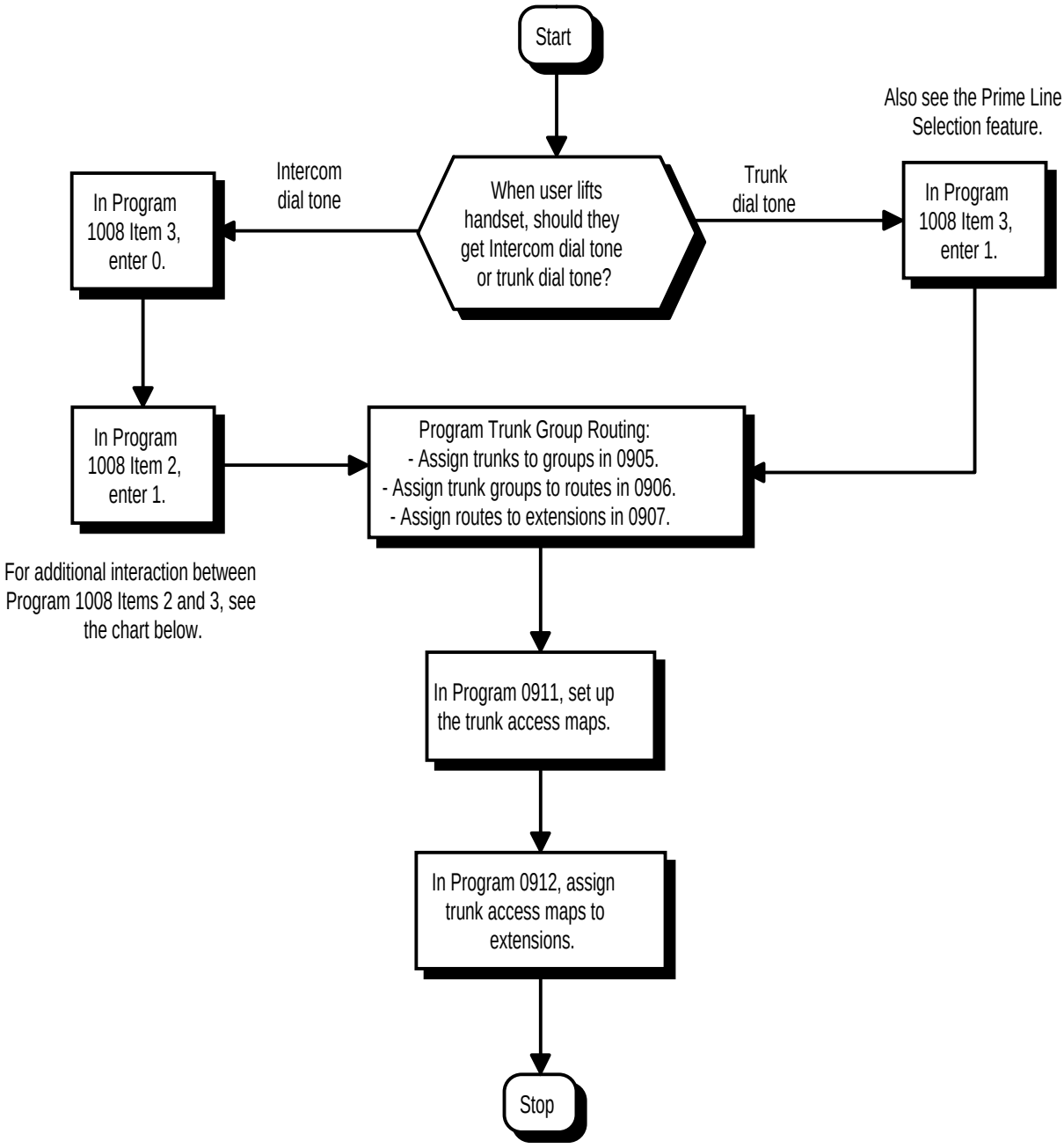
Programming

Incoming Line Preference



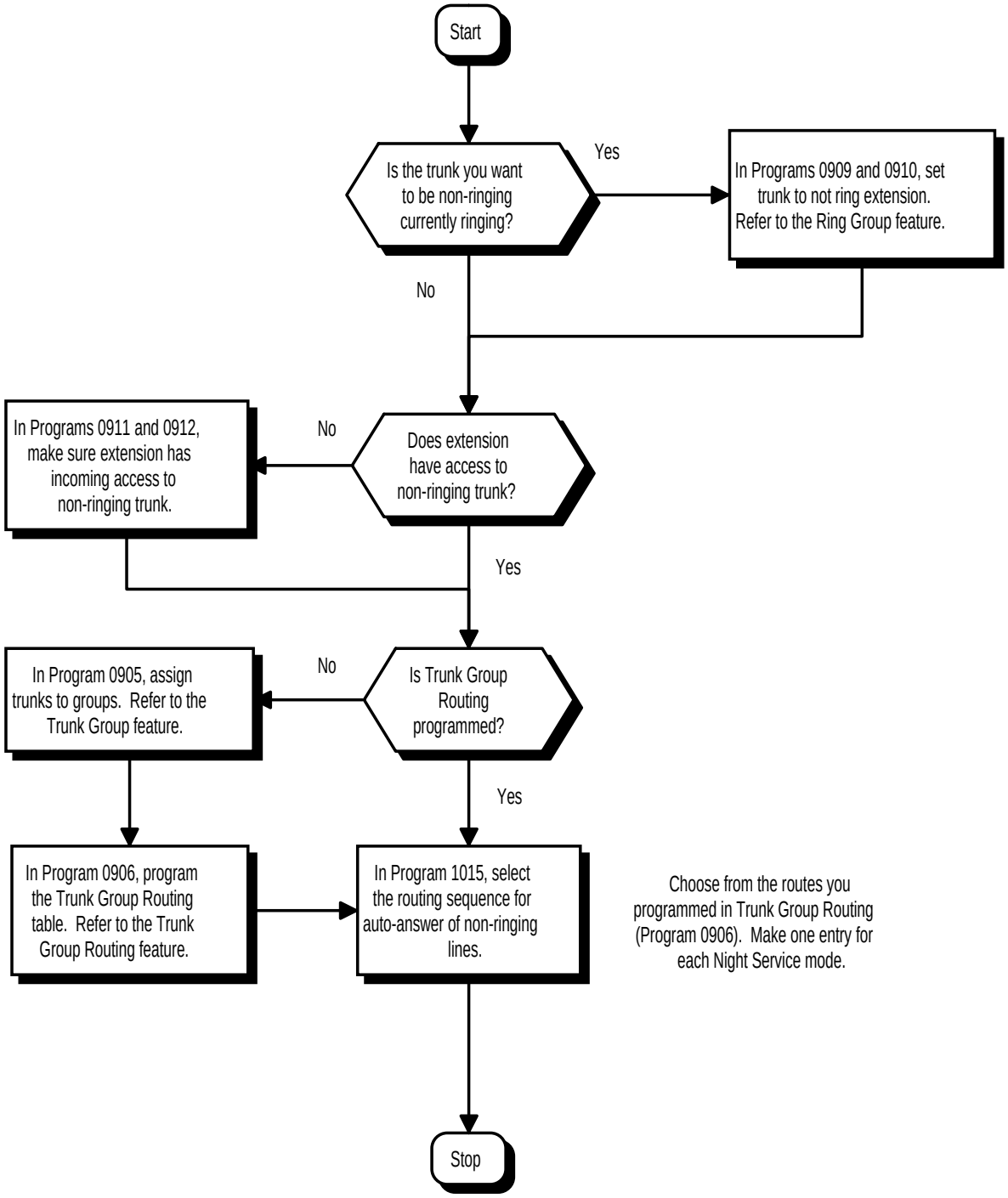
Programming (Cont'd)

Outgoing Line Preference



Programming (Cont'd

Auto-Answer of Non-Ringing Lines



Programming (Cont'd)

➢ **0401 - Tenant Group Options, Part A, Item 8: Incoming Call Priority**
For each tenant group, determine if ringing Intercom calls (0) or ringing trunk calls (1) should have answer priority. See the table below for interaction.

➢ **0401 - Tenant Group Options, Part A, Item 12: Ringing Line Preference for Intercom Calls**
For each tenant group, enable Idle (0) or Ringing (1) Line Preference for Intercom calls. See the table below for interaction.

➢ **0401 - Tenant Group Options, Part A, Item 13: Ringing Line Preference for Trunk Calls**
For each tenant group, enable Idle (0) or Ringing (1) Line Preference for trunk calls. See the table below for interaction.

Program 0401		**Ringing Intercom Call**	**Ringing Trunk Call**	**Lifting the handset**
Item 12 (Intercom Preference)	Item 13 **(Trunk Preference)**			
0	0	X	X	Seizes idle line appearance.
0	0	X	—	Seizes idle line appearance.
0	0	—	X	Seizes idle line appearance.
0	1	X	X	If Program 0401 Item 8 is 1, answers ringing trunk If Program 0401 Item 8 is 0, seizes idle line appearance.
0	1	X	—	If Program 0401 Item 8 is 1, seizes idle line appearance. If Program 0401 Item 8 is 0, seizes line appearance.
0	1	—	X	Answers ringing trunk.
1	0	X	X	Seizes idle line appearance.
1	0	X	—	Answers ringing line appearance.
1	0	—	X	Seizes idle line appearance.
1	1	X	X	If Program 0401 Item 8 is 1, answers ringing trunk. Intercom call then rings second line appearance. If Program 0401 item 8 is 0, answers Ringing line appearance.
1	1	X	—	Answers ringing Intercom call (Line appearance).
1	1	—	X	Answers ringing trunk.

Note: Program 0401 Item 8 sets Intercom (0) or trunk (1) call priority.

➢ **0905- Trunk Groups**
For Auto-Answer of Non-Ringing Lines, assign trunks to trunk groups. This is part of Trunk Group Routing programming.

Programming (Cont'd)

- **0906 - Trunk Group Routing**
  For Auto Answer of Non-Ringing Lines, program the Trunk Group Routing table. Auto Answer uses this table to determine the answer sequence for ringing calls.
- **0909 - Extension Ring Group Assignment**
  Assign extensions to ring groups (1-128). Auto-Answer for Non-Ringing Lines only works for trunks that do not ring an extension.
- **0910 - Trunk Ring Group Assignment**
  Assign trunks to ring groups (1-128). Auto-Answer for Non-Ringing Lines only works for trunks that do not ring an extension.
- **0911 - Trunk Access Map Setup**
  For Outgoing Line Preference and Auto-Answer of Non-Ringing Lines, set up the trunk Access Maps (1-128).
- **0912 - Extension Access Map Assignment**
  For Outgoing Line Preference and Auto-Answer of Non-Ringing Lines, assign trunk Access Maps to extensions.
- **1008 - Basic Extension Port Setup (Part B), Item 2: Outgoing Intercom Line Preference**
  Enable (1) or disable (0) Outgoing Intercom Line Preference for extensions. See the table below for interaction.
- **1008 - Basic Extension Port Setup (Part B), Item 3: Outgoing Trunk Line Preference**
  Enable (1) or disable (0) Outgoing Trunk Line Preference for extensions. See the table below for interaction.

Outgoing Line Preference (Program 1008, Items 2 and 3)		
Item 2 (Intercom Preference)	**Item 3 (Trunk Preference)**	**After lifting handset at idle phone...**
0	0	You hear nothing.
0	1	You hear trunk dial tone (follows "dial 9" routing).
1	0	You hear intercom dial tone.
1	1	You hear trunk dial tone (follows "dial 9" routing).

- **1015 - Universal Answer/Auto-Answer**
  For each extension, select the route that it will use for Auto-Answer for Non-Ringing Lines. The routes correspond to the Trunk Group Routing table set in Program 0906.

Line Preference

Related Features

Direct Inward Line

DILs do not affect Incoming Line Preference operation.

Ring Groups

Trunks ring extensions according to Ring Group programming.

Trunk Group Routing

If an extension gets trunk dial tone when the user lifts the handset, the system uses the "dial 9" routing to select the trunk.

Operation

To answer a ringing call if your phone has Ringing Line Preference:

1. Refer to the chart on the previous page.

To place a call if your phone has Outgoing Line Preference:

1. Refer to the chart above.

To use Auto-Answer of Non-Ringing Lines:

1. At keyset, lift handset.
   OR
   At single line telephone, lift handset and dial 872.

Description

124i ☞	Available.
384i ☞	Available.

Loop keys are uniquely programmed function keys that simplify placing and answering trunk calls. There are three types of loop keys: Incoming Only, Outgoing Only and Both Ways.

- **Incoming Only Loop Keys**
  Incoming Only loop keys are for answering trunk calls. An extension can have an incoming loop key for a specific trunk group (fixed) or a "catch all" loop key for any trunk group (switched). Fixed loop keys allow an extension user to tell the type of call by the ringing key. Switched loop keys are ideal for an extension with a large number of feature keys. In addition, switched loop keys are a destination for any trunk not on a line key or fixed loop key. Without a switched loop key, calls not appearing on a line key or fixed loop key will ring only the CALL key. Incoming Only loop keys also receive Transferred trunk calls.

- **Outgoing Only Loop Keys**
  Outgoing Only loop keys are for placing trunk calls. An extension can have outgoing loop keys for a specific trunk group or for ARS access. When a user presses the loop key, they get dial tone from the first available trunk in the group (or from ARS if programmed). Outgoing Only loop keys help ensure that an extension will always have a key available for placing calls.

- **Both Ways Loop Keys**
  Both Ways loop keys combine the functions of both Incoming Only and Outgoing Only loop keys. Both Ways loop keys work well for extension users that handle a moderate amount of calls and don’t separate keys for incoming and outgoing calls. Both Ways loop keys also receive Transferred trunk calls.

An extension can have many loop keys — of any type. You can program an operator, for example, with four loop keys for incoming calls and four for outgoing calls.

Once a loop key call is set up, the user can handle it like any other trunk call. For example, the user can place the call on Hold, Transfer it to a co-worker or send it to a Park Orbit.

An incoming call will ring the first available loop key, beginning with the lowest numbered key. If keys 1-3 are loop keys, for example, the first incoming call rings key 1. If key 1 is busy, the next call rings key 2. If keys 1 and 2 are busy, the next call rings key 3. If all three keys are busy, additional incoming calls queue for the first available key. The telephone display will show "*WAITING – LOOP KEY*" if the user presses a loop key when there are additional calls waiting.

Conditions

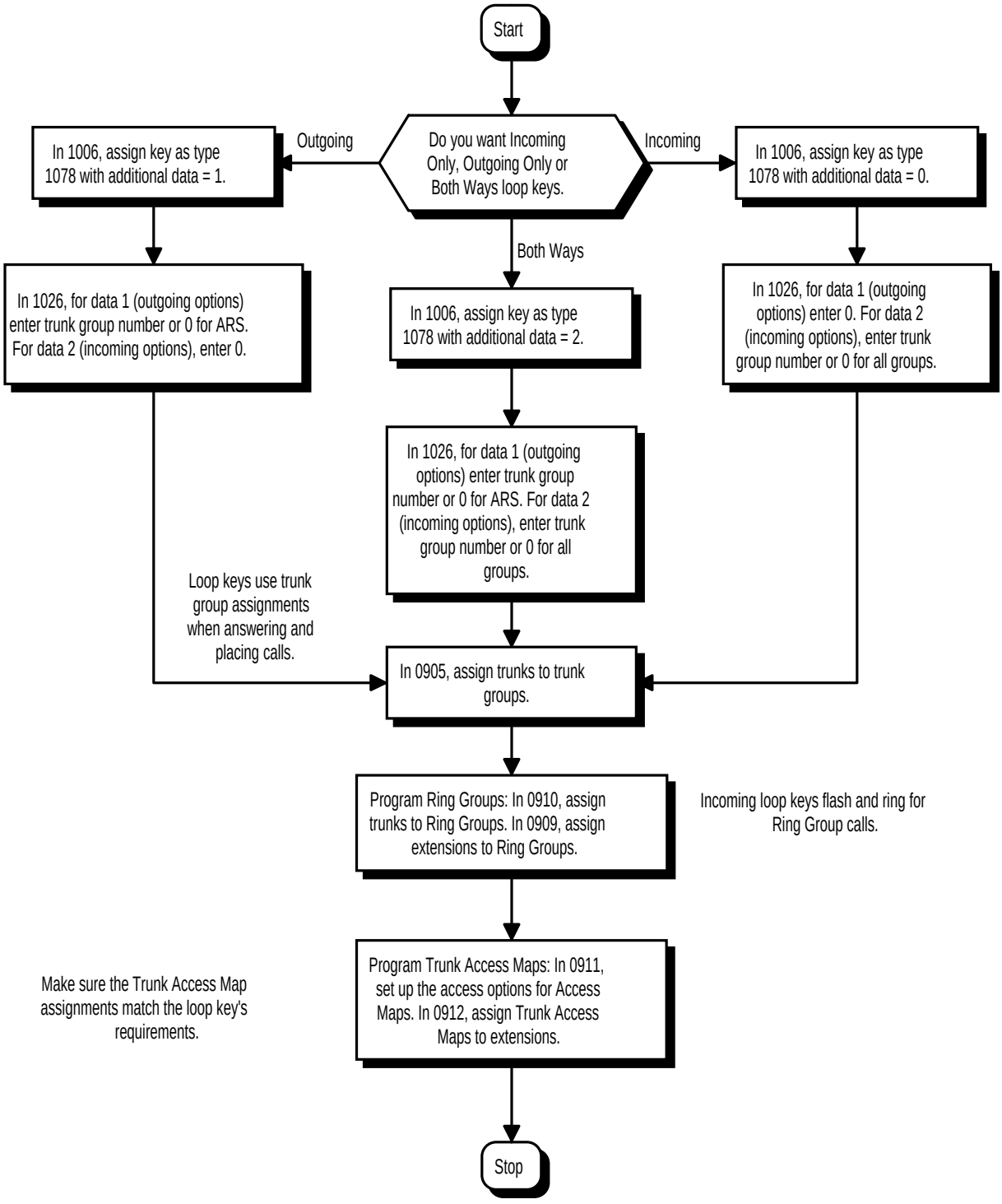
None

Default Setting

Disabled.

Loop Keys

Programming



Programming (Cont'd)

- **0905 - Trunk Groups**
  Assign trunks to trunk groups (1-128). In general, loop keys access trunks within specific trunk groups.
- **0909 - Extension Ring Group Assignment**
  Assign extensions to Ring Groups (1-128). An incoming loop key will ring only for those trunks programmed to ring. Also see Program 0910.
- **0910 - Trunk Ring Group Assignment**
  Assign trunks to Ring Groups (1-128). An incoming loop key will ring only for those trunks programmed to ring. Also see Program 0909 above.
- **0911 - Trunk Access Map Setup**
  Set up the Trunk Access Maps. For example, if an extension's loop key is for incoming and outgoing, make sure the Trunk Access Map allows incoming and outgoing access. Also see Program 0912 below.
- **0912 - Extension Access Map Assignment**
  Assign Trunk Access Maps to extensions. Also see Program 0911 above.
- **1006 - Programming Function Keys**
  Program function keys as loop keys (1078). For Additional Data, enter 0 (incoming only), 1 (outgoing only) or 2 (both ways). Also see Program 1026 below.
- **1026 - Loop Key Data**
  For each loop key on an extension, program options for Data 1 and Data 2 (see the chart below).

Data 1 Outgoing Options		Data 2 Incoming Options	
0	Assigns the loop key for ARS access	0	Assigns the loop key to all trunk groups
1-128	Assigns the loop key to the trunk group specified (1-128)	1-128	Assigns the loop key to the trunk group specified (1-128)

Also see Program 1006 above.

Related Features

Off Hook Signaling
If enabled, a user hears Call Waiting beeps if additional calls are waiting behind a loop key.

Programmable Function Keys
If you have a line and loop key for the same trunk, the line key has precedence. An incoming call rings the line key, not the loop key. When you press the loop key for an outgoing call, the line key lights.

Ring Groups
Trunks ring telephones according to their Ring Group assignments (Programs 0909 and 0910).

Loop Keys

Operation

To place a call on a loop key:

1. Press outgoing or both ways loop key.

   You hear dial tone and the key lights green.

2. Dial number.

To answer a call on a loop key:

Listen for ringing a look for a flashing (red) loop key.

1. Press loop key.

   The key lights green and you connect to the call.

   If there are additional calls waiting to be answered, your display shows:
   WAITING – LOOP KEY

To program a loop key:

1. Press idle CALL key.
2. Dial 851.
3. Press the key you want to program as a loop key.
4. Dial 1078.
5. Dial the loop key type:
   - 0 = Incoming only
   - 1 = Outgoing only
   - 2 = Both ways (incoming and outgoing)
6. Dial the loop key routing option:
   - 001-128 = Trunk Groups 1-128

     If you selected option 2 in step 5 above, enter the incoming Trunk Group followed by the outgoing Trunk Group.
   - 000 = Trunk Group Routing or ARS (if installed)
7. Press SPK to hang up.

Description

124i ☞	The system allows either 8 four-party conferences or 4 eight-party conferences.

384i ☞	Each DTU-A/C allows either 4 four-party conferences or 2 eight-party conferences per PCB.

With Meet Me Conference, an extension user can set up a Conference with their current call and up to six other inside parties. Each party joins the Conference by dialing a Meet Me Conference code. Meet Me Conference lets extension users have a telephone meeting -- without leaving the office.

The system permits up to eight parties to join in a Meet Me Conference.

Conditions

(384i Only) Conference requires either a DTU-A or DTU-C PCB (eight PCBs maximum per system).

Default Setting

Enabled.

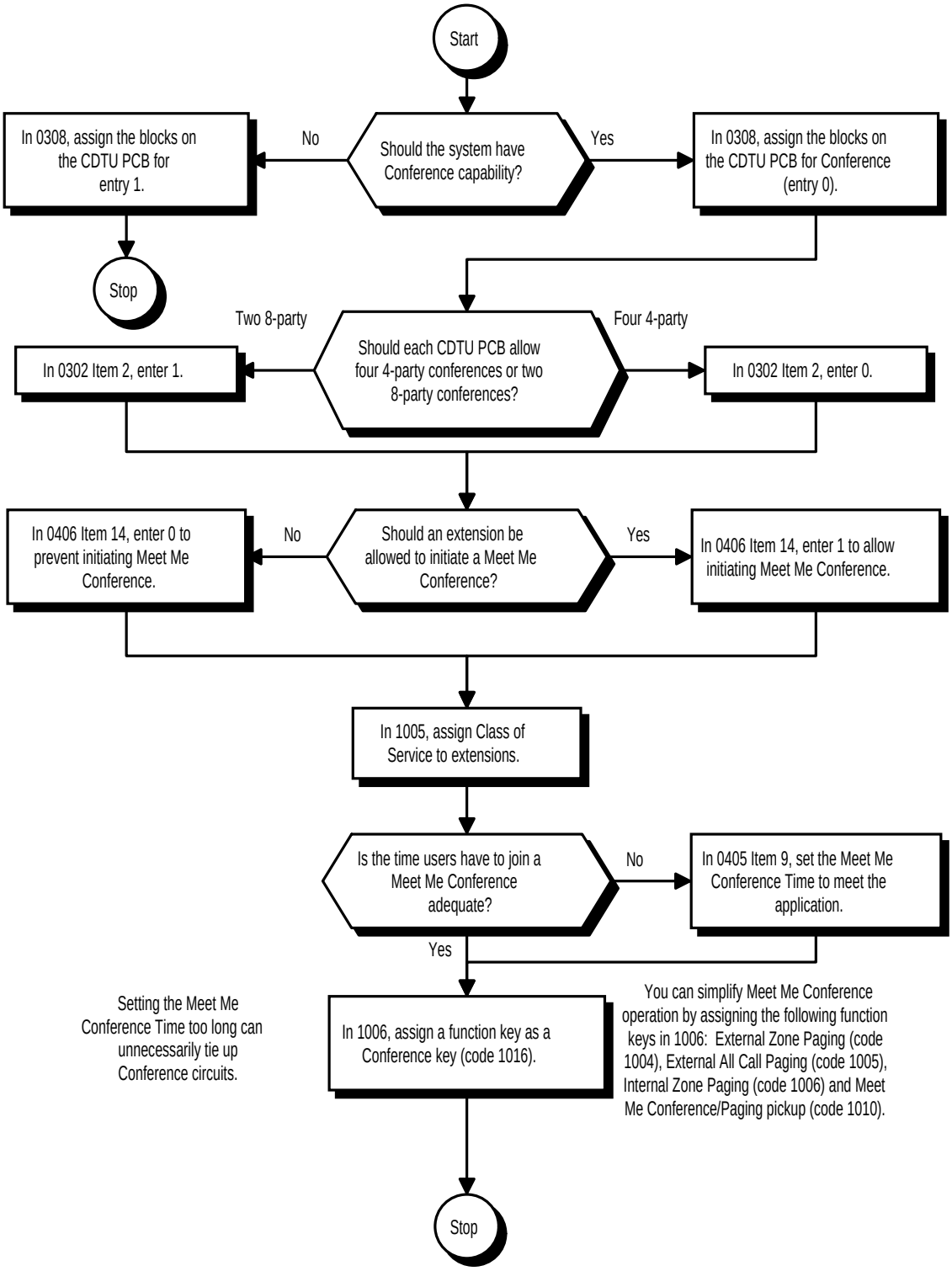
Programming

Refer to the Programming Flowchart on the following page.

Note: For additional programming information on Paging, refer to the Paging External and Paging Internal features.

- **0302 - Music on Hold and Conference Setup**
  (124i Only) Set the Conference mode of the system. The system allows either 8 four-party conferences (0) or 4 eight-party conferences (1).
  (384i Only) Set the Conference mode of each DTU-A or DTU-C PCB. The system allows either 4 four-party conferences (0) or 2 eight-party conferences (1) per PCB.
- ***(384i Only)*** **0308 - Conference Circuit Setup**
  Assign the circuits on the DTU-A or DTU-C PCBs as Conference circuits (0).
- **0405 - System Timers (Part A), Item 9: Meet Me Conference Time**
  Set the Meet Me Conference Time (0-64800 seconds). Once the user initiates Meet Me Conference, the system waits this interval for the Paged party to join the conversation.
- **0406 - COS Options, Item 14: Meet Me Conference and Paging**
  In an extension's Class of Service, enable (1) or disable (0) an extension's ability to initiate a Meet Me Conference or Meet Me Page.
- **1005 - Class of Service**
  Assign a Class Of Service (1-15) to an extension.
- **1006 - Programming Function Keys**
  Assign function keys for Conference (code 1016), External Zone Paging (code 1004 + zone), External All Call Paging (code 1005), Internal Zone Paging (code 1006 + zone) and Meet Me Conference/Paging Pickup(code 1010).

Programming (Cont'd)



Related Features

Meet Me Paging

An extension user can have a telephone meeting with a co-worker on a Page zone.

Programmable Function Keys

Meet Me Conference requires a Conference key. In addition, Internal and External Paging keys simplify Meet Me Conference operation.

Operation

Meet Me External Conference

To make a Meet Me External Conference:

Keyset

1. While on a call, press Conference key (PGM 1006 or SC 851: 1016).
2. Dial 803 and the External Paging Zone code (1-8 or 0 for All Call)
   OR
   Dial *1 and the Combined Paging Zone code 1-8 (for Internal/External Zones 1-8) or 0 (for Internal/External All Call).
   OR
   Press Page key (PGM 1006 or SC 851: 1004 + zone & 1005).
3. Announce the zone.
4. When co-worker answers your page, press the Conference key twice.
5. Repeat steps 1-4 for each co-worker you want to add.

Single Line Telephone

1. While on a call, hookflash and dial #1.
2. Dial 803 and the External Paging zone code (1-8 or 0 for All Call).
   OR
   Dial *1 and the Combined Paging Zone code 1-8 (for Internal/External Zones 1-8) or 0 (for Internal/External All Call).
3. Announce the zone.
4. When co-worker answers your page, hookflash twice.
5. Repeat steps 1-4 for each co-worker you want to add.

To join a Meet Me External Conference:

1. At keyset, press idle CALL key.
   OR
   At single line telephone, lift handset.
2. Dial 865.
3. Dial the announced External Paging Zone code (0-8).

   You connect to the other parties.

Operation (Cont'd)

Meet Me Internal Conference:
To make a Meet Me Internal Conference:

Keyset

1. While on a call, press Conference key (PGM 1006 or SC 851: 1016).
2. Dial 801 and the Internal Paging Zone code (0-9 or 00-32).
   OR
   Dial *1 and the Combined Paging Zone code 1-8 (for Internal/External Zones 1-8) or 0 (for Internal/External All Call).
3. Announce the zone.
4. When co-worker answers your page, press the Conference key twice.
5. Repeat steps 1-4 for each co-worker you want to add.

Single Line Telephone

1. While on a call, hookflash and dial #1.
2. Dial 801 and the Internal Paging Zone code (0-9 or 00-32).
   OR
   Dial *1 and the Combined Paging Zone code 1-8 (for Internal/External Zones 1-8) or 0 (for Internal/External All Call).
3. Announce the zone.
4. When co-worker answers your page, hookflash twice.
5. Repeat steps 1-4 for each co-worker you want to add.

To join a Meet Me Internal Conference:

1. At keyset, press idle CALL key.
   OR
   At single line telephone, lift handset.
2. Dial 863 (if your extension is in the zone called).
   OR
   Dial 864 and the zone number (if your extension is not in the zone called).
   OR
   Press the Meet Me Conference/Paging Pickup key (PGM 1006 or SC 851: 1010) if your extension is in the zone called.

Description

124i ☞ Available.	***384i*** ☞ Available.

Meet Me Paging allows an extension user to Page a co-worker and privately meet with them on a Page zone. The Paging zone is busy to other users while the meeting takes place. While the co-workers meet on the zone, no one else can hear the conversation, join in or make an announcement using that zone. Meet Me Paging is a good way to talk to a co-worker when their location is unknown. If the co-worker can hear the Page, they can join in the conversation.

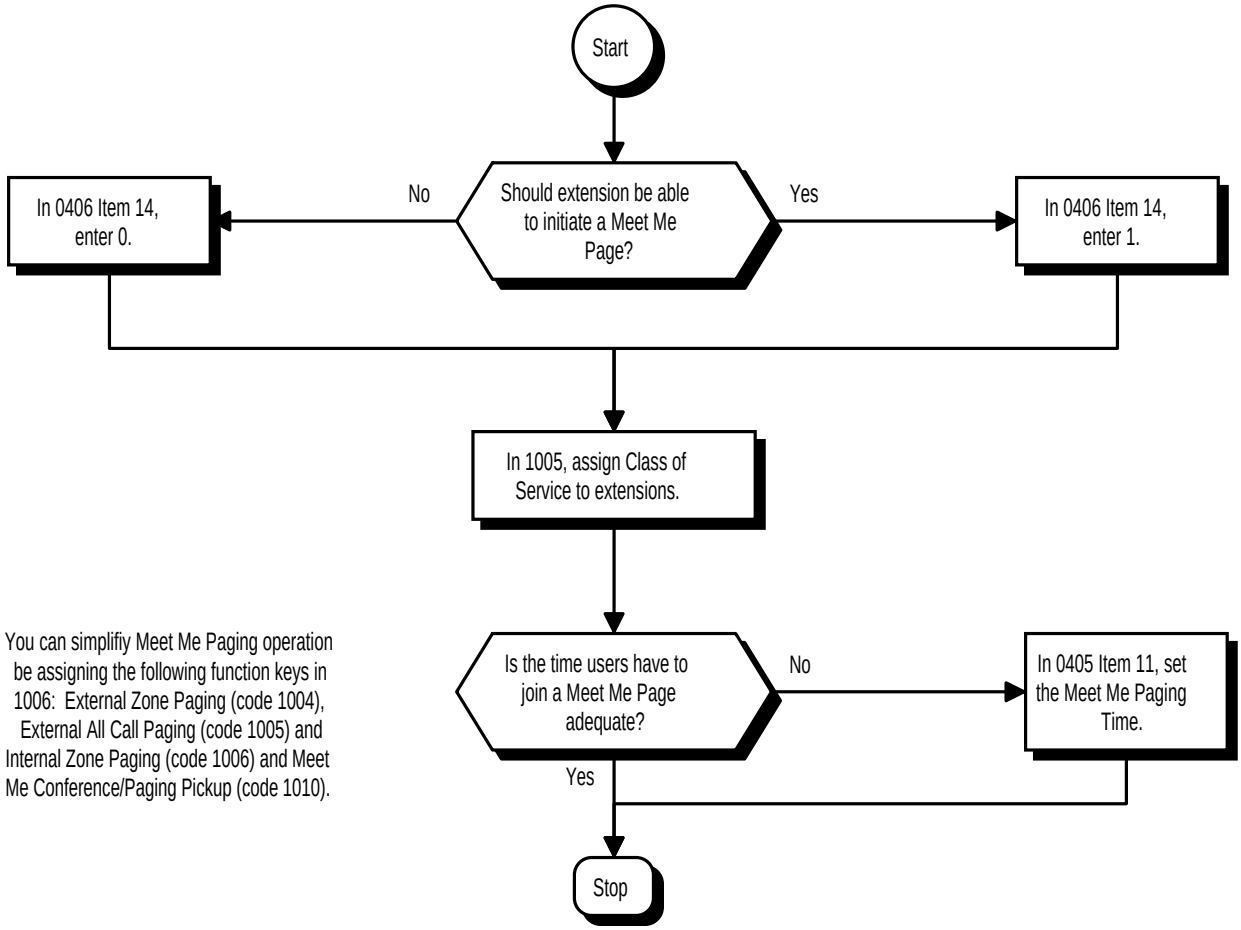
Conditions

Meet Me Paging only permits two-party conversations.

Default Setting

Enabled.

Programming



You can simplifiy Meet Me Paging operation be assigning the following function keys in 1006: External Zone Paging (code 1004), External All Call Paging (code 1005) and Internal Zone Paging (code 1006) and Meet Me Conference/Paging Pickup (code 1010).

Meet Me Paging

Programming (Cont'd)

Note: For additional programming information on Paging, refer to the Paging External and Paging Internal features.

- **0405 - System Timers (Part A), Item 11: Meet Me Paging Time**
  Set the Meet Me Paging Time (0-64800 seconds). Once the user initiates Meet Me Page, the system waits this interval for the Paged party to join the conversation.
- **0406 - COS Options, Item 14: Meet Me Conference and Paging**
  In an extension's Class of Service, enable (1) or disable (0) an extension's ability to initiate a Meet Me Conference or Meet Me Page.
- **1005 - Class of Service**
  Assign a Class Of Service (1-15) to an extension.
- **1006 - Programming Function Keys**
  Assign function keys for External Zone Paging (code 1004 + zone), External All Call Paging (code 1005), Internal Zone Paging (code 1006 + zone) or Meet Me Conference/Paging Pickup (code 1010).

Related Features

Meet Me Conference
An extension user can set up a Conference with their current call and up to six other inside parties.

Programmable Function Keys
Internal and External Paging keys simplify Meet Me Paging operation.

Operation

Meet Me External Page
To make a Meet Me External Page:

1. At keyset, press idle CALL key.
   OR
   At single line telephone, lift handset.
2. Dial 803 and the External Paging Zone code (1-8 or 0 for All Call).
   OR
   Dial *1 and the Combined Paging Zone code 1-8 (for Internal/External Zones 1-8) or 0 (for Internal/External All Call).
3. Announce the zone.

   OR

1. At keyset, press the External Paging Zone key (PGM 1006 or SC 851: 1004 + zone & 1005).
2. Announce the zone.

To join a Meet Me External Page:

1. At keyset, press idle CALL key.
   OR
   At single line telephone, lift handset.
2. Dial 865.
3. Dial the announced External Paging Zone (0-8).

   You connect to the other party.

Meet Me Internal Page
To make a Meet Me Internal Page:

1. At keyset, press idle CALL key.
   OR
   At single line telephone, lift handset.
2. Dial 801 and dial the Internal Paging Zone code (0-9 or 00-32).
   OR
   Dial *1 and the Combined Paging Zone code 1-8 (for Internal/External Zones 1-8) or 0 (for Internal/External All Call).
3. Announce the zone.

   OR

1. At keyset, press the External Paging Zone key (PGM 1006 or SC 851: 1004 + zone & 1005).
2. Announce the zone.

To join a Meet Me Internal Page:

1. At keyset, press idle CALL key.
   OR
   At single line telephone, lift handset.
2. Dial 863 (if your extension is in the zone called).
   OR
   Dial 864 and the zone number (if your extension is not in the zone called).
   OR
   Press the Meet Me Conference/Paging Pickup key (PGM 1006 or SC 851: 1010) if your extension is in the zone called.

Meet Me Paging Transfer

Description

124i ☞	Available.
384i ☞	Available.

If a user wants to Transfer a call to a co-worker but they don't know where the co-worker is, they can use Meet Me Paging Transfer. With Meet Me Paging Transfer, the user can Page the co-worker and have the call automatically Transfer when the co-worker answers the Page. Since Meet Me Paging Transfer works with both Internal and External Paging, a call can be quickly extended to a co-worker anywhere in the facility.

Conditions

Meet Me Paging Transfer only permits two-party conversations.

Default Setting

Enabled.

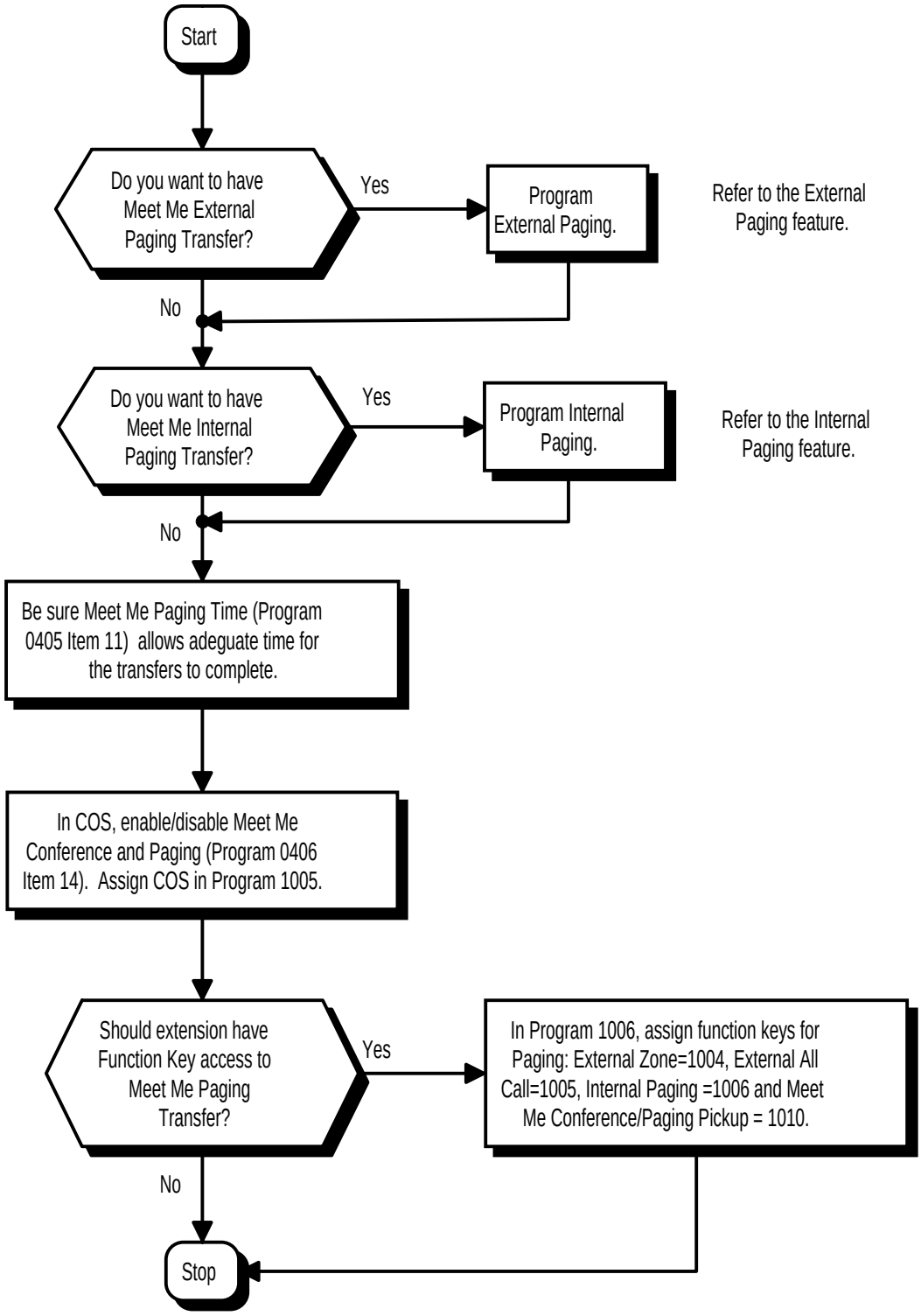
Programming

Refer to the Programming Flowchart on the following page.

Note: For additional programming information on Paging, refer to the Paging External and Paging Internal features.

- **0405 - System Timers (Part A), Item 11: Meet Me Paging Time**
  Set the Meet Me Paging Time (0-64800 seconds). Once the user initiates Meet Me Paging Transfer, the system waits this interval for the Paged party to join the conversation.
- **0406 - COS Options, Item 14: Meet Me Conference and Paging**
  In an extension's Class of Service, enable (1) or disable (0) an extension's ability to initiate a Meet Me Paging Transfer.
- **1005 - Class of Service**
  Assign a Class Of Service (1-15) to an extension.
- **1006 - Programming Function Keys**
  Assign function keys for External Zone Paging (code 1004 + zone), External All Call Paging (code 1005), Internal Zone Paging (code 1006 + zone) and Meet Me Conference/Paging Pickup (code 1010).

Programming (Cont'd)



Meet Me Paging Transfer

Related Features

Meet Me Conference
An extension user can set up a Conference with their current call and up to six other inside parties.

Meet Me Paging
An extension user can Page a co-worker and meet with them on a Page zone.

Paging, External
With External Paging, an extension user can broadcast an announcement over Paging equipment connected to external Paging zones.

Paging, Internal
Internal Paging lets extension users broadcast announcements to other keysets.

Programmable Function Keys
Function keys simplify Meet Me Paging Transfer operation.

Operation

Meet Me External Paging Transfer
To make a Meet Me External Paging Transfer:

1. At keyset, press HOLD.
   OR
   At single line telephone, hookflash.
2. Press the External Paging Zone key (PGM 1006 or SC 851: 1004 + zone & 1005).
   OR
   Dial 803 and the External Paging Zone code (1-8 or 0 for All Call).
   OR
   Dial *1 and the Combined Paging Zone code 1-8 (for Internal/External Zones 1-8) or 0 (for Internal/External All Call).
3. Announce the call.
4. When Paged party answers, hang up to Transfer the call to them.

To join a Meet Me External Paging Transfer:

1. At keyset, press idle CALL key.
   OR
   At single line telephone, lift handset.
2. Dial 865.
3. Dial the announced External Paging Zone (0-8).
   You connect to the Paging party.
4. Stay on the line.
   After the Paging party hangs up, you connect to the transferred call.

Operation (Cont'd)

Meet Me Internal Paging Transfer
To make a Meet Me Internal Paging Transfer:

1. At keyset, press HOLD.
   OR
   At single line telephone, hookflash.
2. Press Internal Paging Zone key (PGM 1006 or SC 851: 1005 + zone).
   OR
   Dial 801 and the Internal Paging Zone code (0-9 or 00-32).
   OR
   Dial *1 and the Combined Paging Zone code 1-8 (for Internal/External Zones 1-8) or 0 (for Internal/External All Call).
3. Announce the call.
4. When Paged party answers, hang up to Transfer the call to them.
   The answering party connects to the trunk call when you hang up.

To join a Meet Me Internal Paging Transfer:

1. At keyset, press idle CALL key.
   OR
   At single line telephone, lift handset.
2. Dial 863 (if your extension is in the zone called).
   OR
   Dial 864 and the zone number (if your extension is not in the zone called).
   OR
   Press the Meet Me Conference/Paging Pickup key (PGM 1006 or SC 851: 1010) if your extension is in the zone called.
3. Stay on the line.
   After the Paging party hangs up, you connect to the transferred call.

Memo Dial

Description

124i ☞ Available.	***384i*** ☞ Available.

While on an outside call, Memo Dial lets a display keyset user store an important number for easy redialing later on. The telephone can be like a notepad. For example, a user could dial Directory Assistance and ask for a client's telephone number. When Directory Assistance plays back the requested number, the caller can use Memo Dial to jot the number down in the telephone's memory. They can quickly call the Memo Dial number after hanging up.

When a user enters a Memo Dial number, the dialed digits do not output over the trunk. Dialing Memo Dial digits does not interfere with a call in progress.

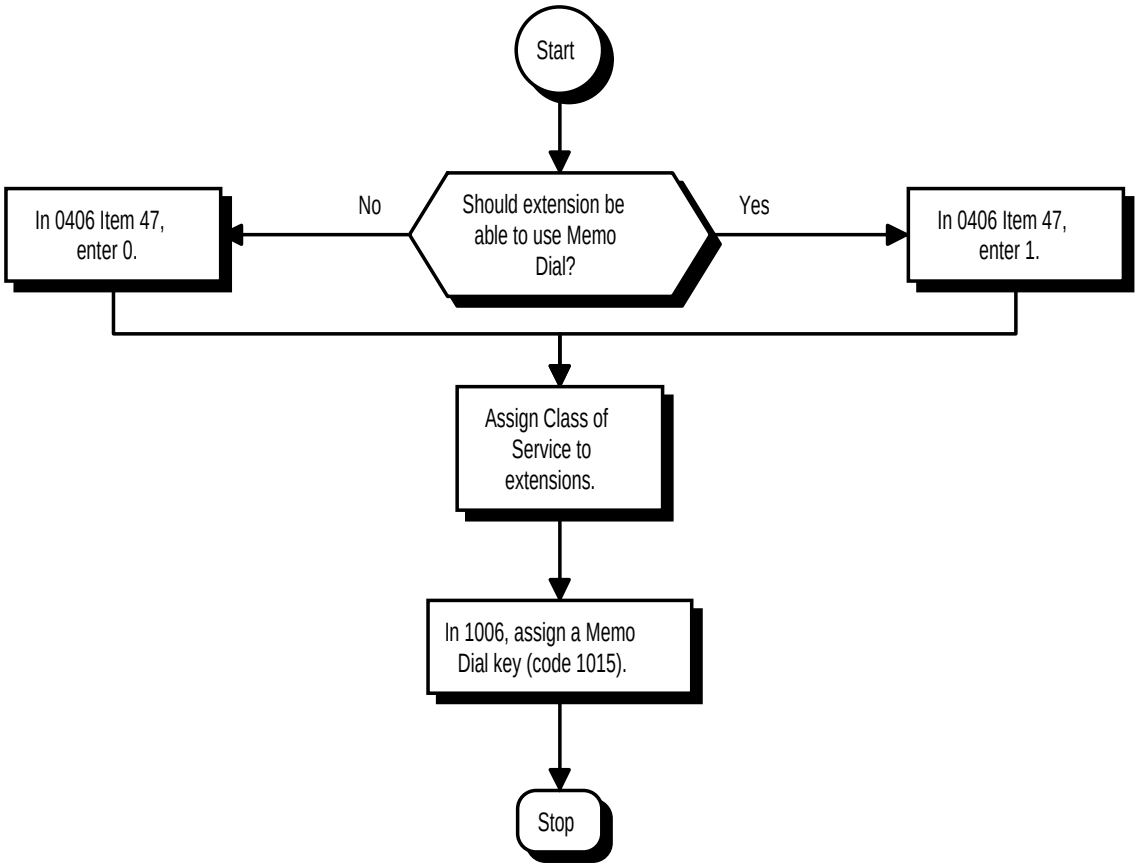
Conditions

When Memo Dial calls out, it outdials the entire stored number. Memo Dial does not automatically strip out trunk or PBX access codes if entered as part of the stored number.

Default Setting

Disabled.

Programming



Programming (Cont'd)

- **0406 - COS Options, Item 47: Memo Dial**
  In an extension's Class of Service, enable (1) or disable (0) an extension's ability to use Memo Dial.
- **1005 - Class of Service**
  Assign a Class Of Service (1-15) to an extension.
- **1006 - Programming Function Keys**
  Assign a function key for Memo Dial (code 1015).

Related Features

Last Number Redial
Quickly redial the last outside number dialed.

Save Number Dialed
Save the last outside number dialed.

Single Line Telephones
Memo Dial is not available at single line telephones.

Operation

To store a number while you are on a call:

1. While on a call, press Memo Dial key (PGM 1006 or SC 851: 1015).
2. Dial number you want to store.
3. Press Memo Dial key again and continue with conversation.

To call a stored Memo Dial number:

1. Do not lift the handset.
2. Press Memo Dial key (PGM 1006 or SC 851: 1015).
3. Press idle CALL key

   The stored number dials out only if you store a trunk access code before the number.

   OR

   Press line key.

   The stored number dials out.

To check to see the stored Memo Dial number:

1. Do not lift handset.
2. Press Memo Dial key (PGM 1006 or SC 851: 1015).

   The stored number displays.

To cancel (erase) a stored Memo Dial number:

1. Press idle CALL key.
2. Press Memo Dial key (PGM 1006 or SC 851: 1015).

Message Waiting

Description

124i ☞	Available.
-	Single line telephones can leave and cancel Messages Waiting. Single line telephones cannot receive Messages Waiting.
-	COS control for reminder messages requires system software 2.13 Base, 2.18 EXCPRU or higher.

384i ☞	Available.
-	Single line telephones can leave, cancel and receive Messages Waiting. Prior to system software 3.02, single line telephones cannot receive a Message Waiting
-	COS control for reminder messages requires system software 3.04 or higher.

An extension user can leave a Message Waiting indication at a busy or unanswered extension requesting a return call. The indication is a flashing MW lamp at the called extension and a steadily lit MW lamp on the calling extension. Answering the Message Waiting automatically calls the extension which left the indication. Message Waiting ensures that a user will not have to recall an unanswered extension. It also ensures that a user will not miss calls when their extension is busy or unattended. Additionally, Message Waiting lets extension users:

- View and selectively answer messages left at their extension (display keyset only)
- Cancel all messages left at their extension
- Cancel messages they left at other extensions

An extension user can leave Messages Waiting at any number of extensions. Also, any number of extensions can leave a Message Waiting at the same extension. A periodic VAU announcement may remind users that they have Messages Waiting.

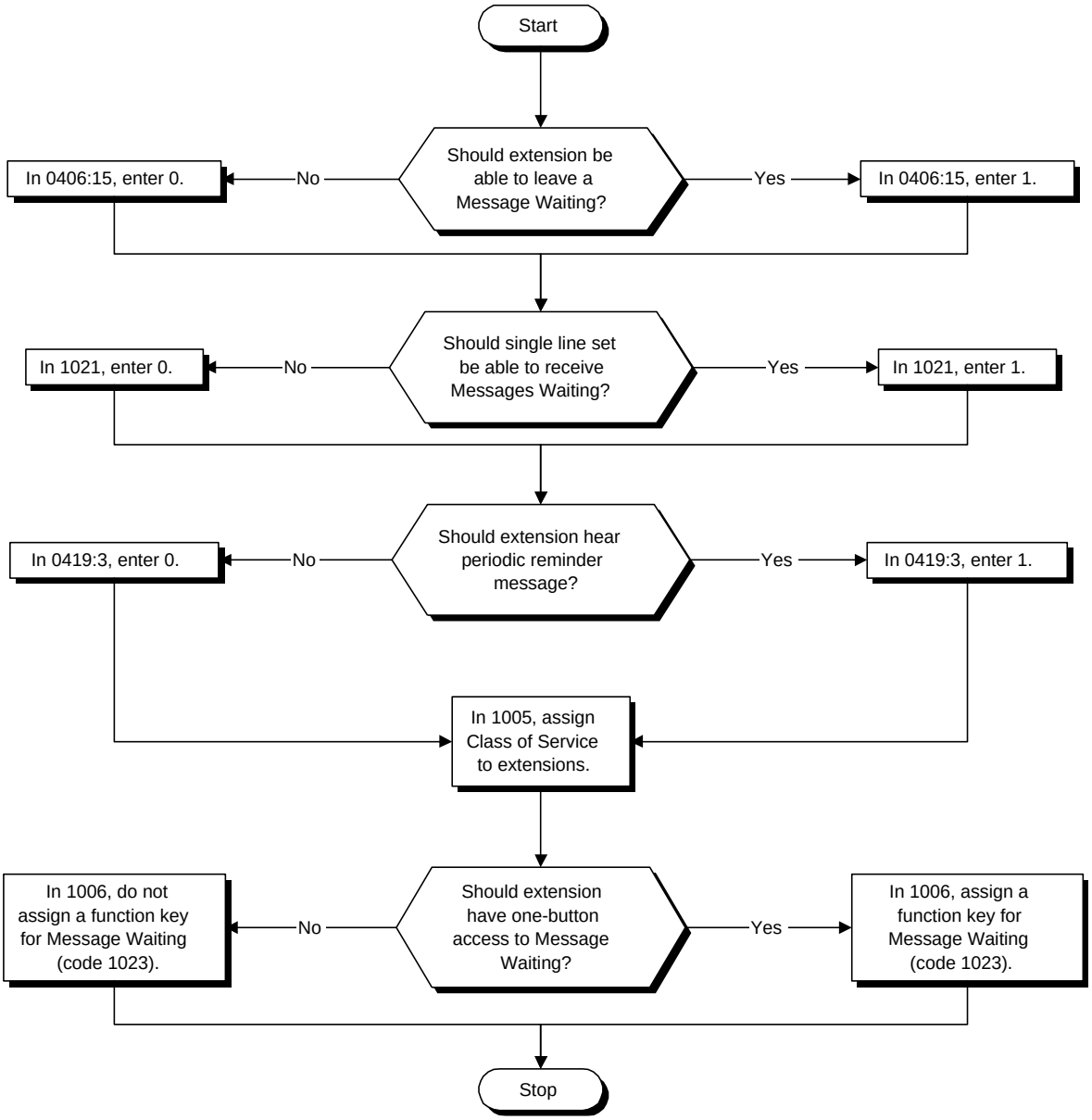
Conditions

Reminder messages require a Voice Announce Unit (VAU Module).

Default Setting

Enabled.

Programming



- **0406 - COS Options (Part A), Item 15: Message Waiting**
  In an extension's Class of Service, enable (1) or disable (0) an extension's ability to leave Messages Waiting.
- **0419 COS Options (Part B), Item 3: VAU Reminder Message**
  Enable (1) or disable (0) the VAU Reminder Messages.
- **1005 - Class of Service**
  Assign a Class Of Service (1-15) to an extension.
- ***(384i Only)* 1021 - Hotel Telephone Setup**
  Enter 1 for this option if Single Line Telephone should be able to receive Messages Waiting.
- **1006 - Programming Function Keys**
  Assign a function key for Message Waiting (code 1023).

Message Waiting

Related Features

Handsfree Answerback/Forced Intercom Ringing

When a user responds to a Message Waiting, the system does not cancel the Message Waiting indication if the called party uses Handsfree Answerback. The system cancels the indication only if the called party lifts the handset or presses SPK.

Programmable Function Key

A Message Waiting key simplifies this feature's operation.

Single Line Telephones

If the single line set has a Message Waiting lamp, you must install an ASTU/MW PCB and a Message Wait Power Supply PCB.

Voice Announce Unit

Reminder messages require a Voice Announce Unit (VAU) Module.

Programming (Cont'd)

Operation

To leave a Message Waiting:

1. Call busy or unanswered extension.
2. Dial 0 or press Message Waiting key (PGM 1006 or SC 851: 1023)
3. Press SPK to hang up.

Your MW LED lights.

To answer a Message Waiting:

When you have a message, your MW LED flashes fast.

1. Press idle CALL key and dial *0

   OR

   Press Message Waiting key (PGM 1006 or SC 851: 1023).

If the called extension doesn't answer, dial 0 or press your Message Waiting key to automatically leave them a message.

Normally, your MW LED goes out. If it continues to flash, you have new messages in your "Voice Mail" mailbox or a new "General Message". Go to "To check your messages" below.

To cancel all your Messages Waiting:

This includes messages you have left for other extensions and messages other extension have left for you.

1. At keyset, press idle CALL key.

   OR

   At single line telephone, lift handset.
2. Dial 873.
3. Press SPK to hang up.

Operation (Cont'd)

To cancel the Messages Waiting you have left at a specific extension:

1. At keyset, press idle CALL key.
   OR
   At single line telephone, lift handset.
2. Dial 871.
3. Dial number of extension you don't want to have your messages.
4. Press SPK to hang up.

To check your messages:

1. Press CHECK
2. Dial *0.

You can have any combination of the message types in the table below on your phone.

If you see. . .	You have. . .
VOICE MESSAGE n MESSAGES	New messages in your Voice Mail mailbox
CHECK MESSAGE VAU GENERAL MESSAGE	Not listened to the current General Message
CHECK MESSAGE (name)	Message Waiting requests left at your phone by your co-workers

3. Press VOL ▲ or VOL ▼ to scroll through your display.
4. When you find the message you want to answer, press CALL1. You'll either:
   Go to your Voice Mail mailbox.
   Listen to the new General Message.
   Automatically call the extension that left you a Message Waiting.

Microphone Cutoff

Description

124i ☞ Available.	***384i*** ☞ Available.

Microphone Cutoff lets a keyset user turn off their phone's handsfree or handset microphone at any time. When activated, Microphone Mute prevents the caller from hearing conversations in the user's work area. The user may turn off the microphone while their telephone is idle, busy on a call or ringing. The microphone stays off until the user turns it back on.

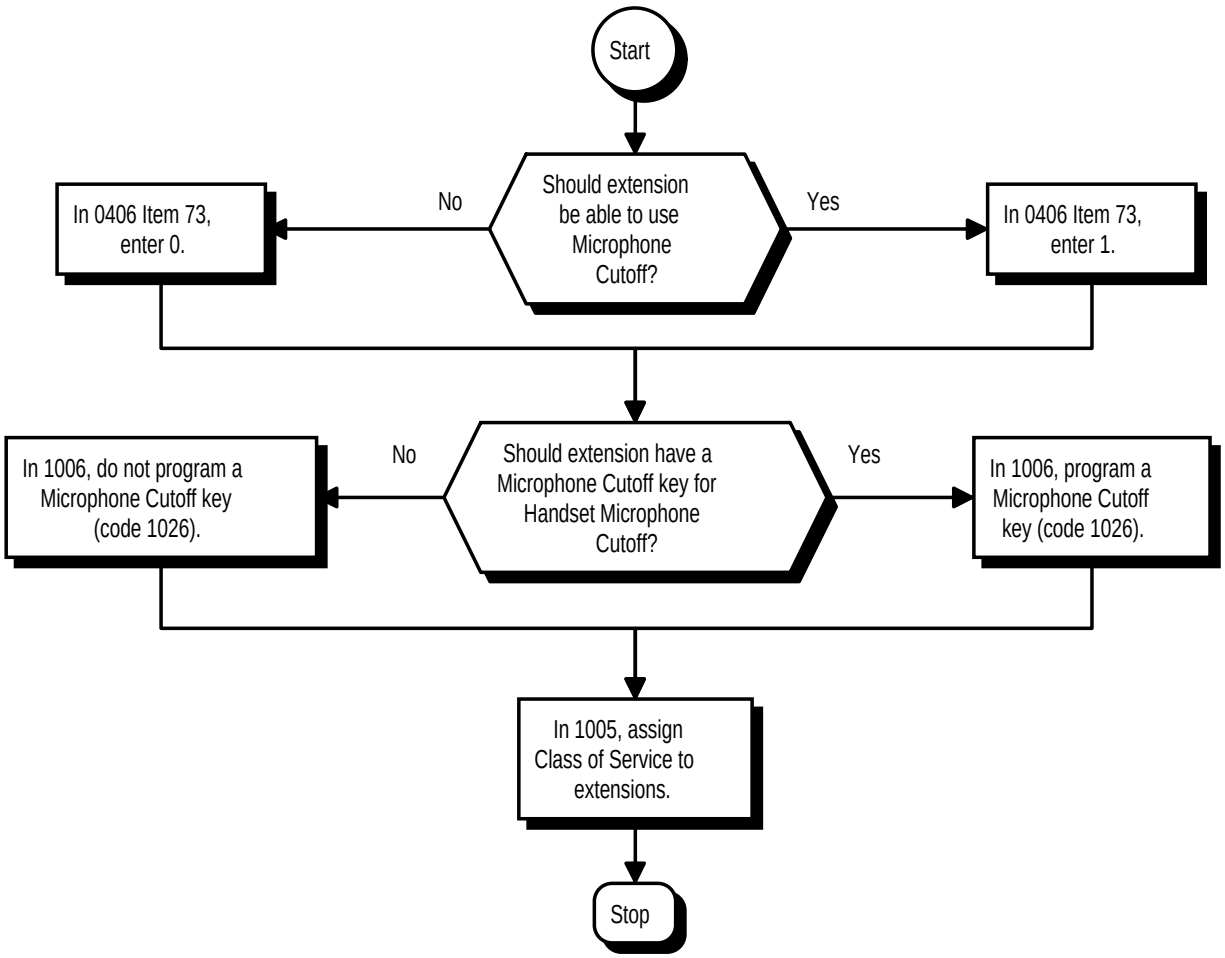
Conditions

None

Default Setting

- Enabled (using MIC key).

Programming



Programming (Cont'd)

- **0406 - COS Options, Item 73: Microphone Cutoff**
  In an extension's Class of Service, enable (1) or disable (0) an extension's ability to use Microphone Cutoff.
- **1005 - Class of Service**
  Assign a Class Of Service (1-10 in 124i, 1-15 in 384i) to an extension.
- **1006 - Programmable Function Keys**
  If an extension needs handset microphone cutoff, program a Microphone Cutoff key (code 1026).

Related Features

Handsfree Answerback/Forced Intercom Ringing

Microphone Cutoff does not operate if the user calls another extension and the called extension responds without lifting the handset or pressing SPK. With Microphone Cutoff enabled, Handsfree Answerback callers to an extension hear a single beep (instead of two).

Programmable Function Keys

Handset Microphone Cutoff requires a uniquely programmed function key.

Single Line Telephones

Single line telephones cannot use Microphone Cutoff.

Operation

To mute your telephone's handset or Handsfree microphone while on a call:

1. Press MIC.

   This only turns off the Handsfree microphone.

   OR

   Press Microphone Cutoff key (PGM 1006 or SC 851: 1026).

   This turns off both the handset and Handsfree microphone.

To turn your telephone's microphone back on:

1. Press MIC.

   Use MIC only if you pressed it initially to turn off your Handsfree microphone.

   OR

   Press Microphone Cutoff key (PGM 1006 or SC 851: 1026).

   Use the Microphone Cutoff key only if you pressed it initially to turn off your handset or Handsfree microphone.

Multiple Directory Numbers / Call Coverage

Description

124i ☞	Available.
-	In Base 4.02 and EXCPRU 4.02 and higher, a Call Coverage key will flash when the covered extension has a second call waiting.

384i ☞	Available.
-	In system software 3.07.10 and higher, a Call Coverage key will flash when the covered extension has a second call waiting.

Multiple Directory Numbers let a keyset have more than one extension number. Calls can route to the keyset's installed number or to the keyset's "virtual extension" Multiple Directory Number key. This helps users identify incoming calls. For example, an extension installed at 304 (Sales) could have a virtual extension for 460 (Service). Calls to 304 ring the extension normally. Calls to 460 ring the Multiple Directory Number key. This lets the user at extension 304 differentiate Sales calls from Service calls.

Call Coverage
A keyset can have Multiple Directory Number keys set up as Call Coverage keys for co-worker's extensions. The Call Coverage key lights when the co-worker's extension is busy and flashes slowly when the co-worker has an incoming call. The Call Coverage key can ring immediately when a call comes into the covered extension, ring after a delay or not ring at all. In addition, the keyset user can press the Call Coverage key to intercept their co-worker's incoming call. The user can also go off hook and press the Call Coverage key to call the covered extension.

If the covered extension is busy and they receive a second call, the covering extension's Call Coverage key will flash. The user just presses the flashing key to pick up the call.

A keyset can have Multiple Directory Number/Call Coverage keys for may different extensions and virtual extensions. In addition, co-workers can share the same Multiple Directory Numbers. For example, everyone in the Service Department could have a key for the Sales Department's virtual extension.

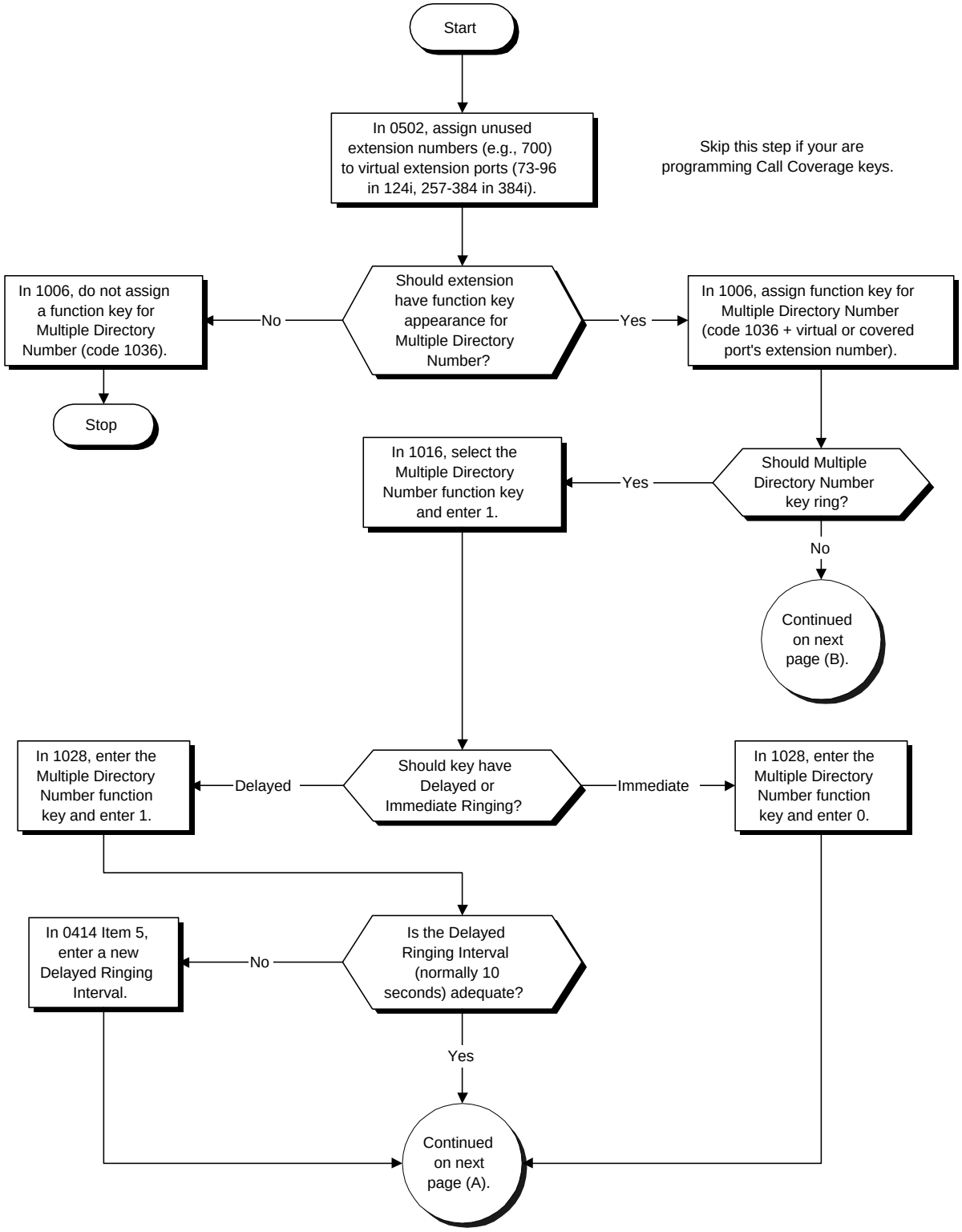
Conditions

(A.) More than one extension can share the same Multiple Directory Number.
(B.) An extension can have more than one Multiple Directory Number (limited only by the number of available function keys).

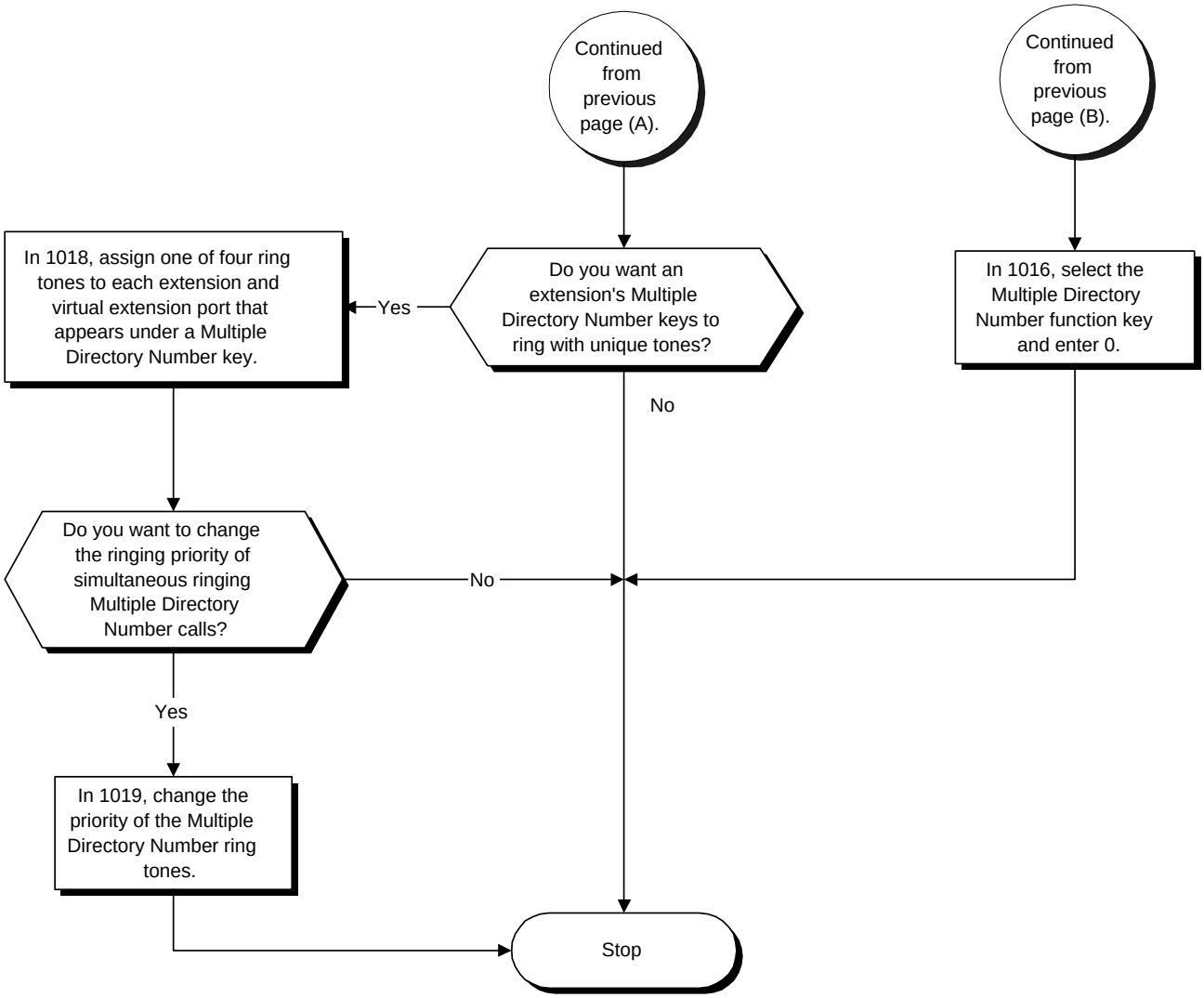
Default Setting

Disabled.

Programming



Programming (Cont'd)



Programming (Cont'd)

- **0414 - System Timers (Part B), Item 5: Call Coverage Delay Interval**
  Multiple Directory Number/Call Coverage Keys set for Delayed Ringing (see Program 1028 below) ring the covering extension after this interval.
- **0502 - Extension Numbers and Names**
  Assign extension numbers and names to virtual extensions (ports 257-384).
- **1006 - Programming Function Keys**
  Assign function keys for Multiple Directory Numbers (code 1036 + extension number).
- **1016 - Setting Ringing for Multiple Directory Numbers**
  Individually program an extension's Multiple Directory Number keys to either ring (1) or not ring (0).
- **1018 - Multiple Directory Number Ring Tone Range**
  Assign a ring tone (0-4) to each extension port and virtual extension port assigned to a Multiple Directory Number key. If ringing is enabled for the key in Program 1016, the key rings with the tone set in this program. Each port can have one of four different rings.
- **Program 1019 - Multiple Directory Number Ring Tone Priority**
  Set the priority (1-4) for the Multiple Directory Number Ring Tones set in Program 1018. When Multiple Directory Number calls ring an extension simultaneously, the tone with the highest priority (e.g., 1) rings. The other keys just flash.
- **Program 1028 - Multiple Directory Number Key Delayed Ringing**
  Individually program an extension's Multiple Directory Number keys for Delayed Ringing (1) or Immediate Ringing (0). Also see Program 0414 Item 5 above.

Related Features

Automatic Call Distribution (ACD)
Extensions can have Call Coverage Keys for ACD Groups. Refer to *Multiple Directory Numbers / Call Coverage for ACD Groups* in the ACD Manual (P/N 92000ACD**) for the specifics.

Class of Service
Class of Service options apply to Multiple Extension Appearances.

Department Calling
Multiple Extension Appearances can be in Department Calling Groups.

Group Call Pickup
Multiple Extension Appearances can be in Call Pickup Groups.

Programmable Function Keys
This feature requires uniquely programmed function keys.

Toll Restriction
The system restricts calls made from Multiple Extension Appearance keys.

Multiple Directory Numbers / Call Coverage

Operation

To answer a call ringing a Multiple Directory Number:

1. Press flashing Multiple Directory Number key (PGM 1006 or SC 851: 1036 + ext.).

To place a call to a Multiple Directory Number (including a Call Coverage key):

1. Press idle CALL key.
2. Dial Multiple Directory Number number or press Multiple Directory Number key.

To set up a Call Coverage Key:

1. Press idle CALL key.
2. Dial 851.
3. Press the programmable key you want to program.

   The previously programmed entry displays.
4. Dial 1036.
5. Dial the number of the extension you want to cover and press HOLD.

   You see the SET RING option.
6. Dial 1, 2, 3 and 4 to set the ringing for the Day, Night, Midnight and Rest modes repsectively.

   You can make flexible entries. For example, you can have ringing in the day and night modes and turn off ringing for the midnight and rest modes.

   The ringing mode (delayed or immediate) follows system programming.
7. Press SPK to hang up.

Description

124i ☞	Available.
384i ☞	Available.

Music on Hold (MOH) sends music to calls on Hold and parked calls. The music lets the caller know that his call is waiting, not forgotten. Without Music on Hold, the system provides silence to these types of calls. The Music on Hold source can be internal (synthesized) or from a customer-provided music source (i.e., tape deck, receiver, etc.). The customer-provided source can connect to an ACI port or to a connector on the CPRU PCB. There is a switch on the CPRU PCB to determine which CPRU source is active: the connector or the internally synthesized music.

The method the system uses to provide Music on Hold (and Background Music) depends on the setting of a jumper on the CPRU PCB, how the music source is connected and the setting in program 0914. The table below shows how these settings interact.

BGM/MOH Operation Matrix

To get this result . . .	Set these options . . .				
	CPRU "S" Jumper		External Music Source		Program 0914
	INT	EXT	MOH (1&2)	BGM (5&6)	
MOH for Intercom Calls Internally synthesized [1] **MOH for Trunk Calls** None **Background Music** None	✔				255
MOH for Intercom Calls Internally synthesized [1] **MOH for Trunk Calls** Internally synthesized [1] **Background Music** None	✔				254
MOH for Intercom Calls Internally synthesized [1] **MOH for Trunk Calls** None **Background Music** None	✔		✔		255
MOH for Intercom Calls Internally synthesized [1] **MOH for Trunk Calls** From connected music source **Background Music** From connected music source	✔			✔	255
MOH for Intercom Calls Internally synthesized [1] **MOH for Trunk Calls** Internally synthesized [1] **Background Music** None	✔		✔		254

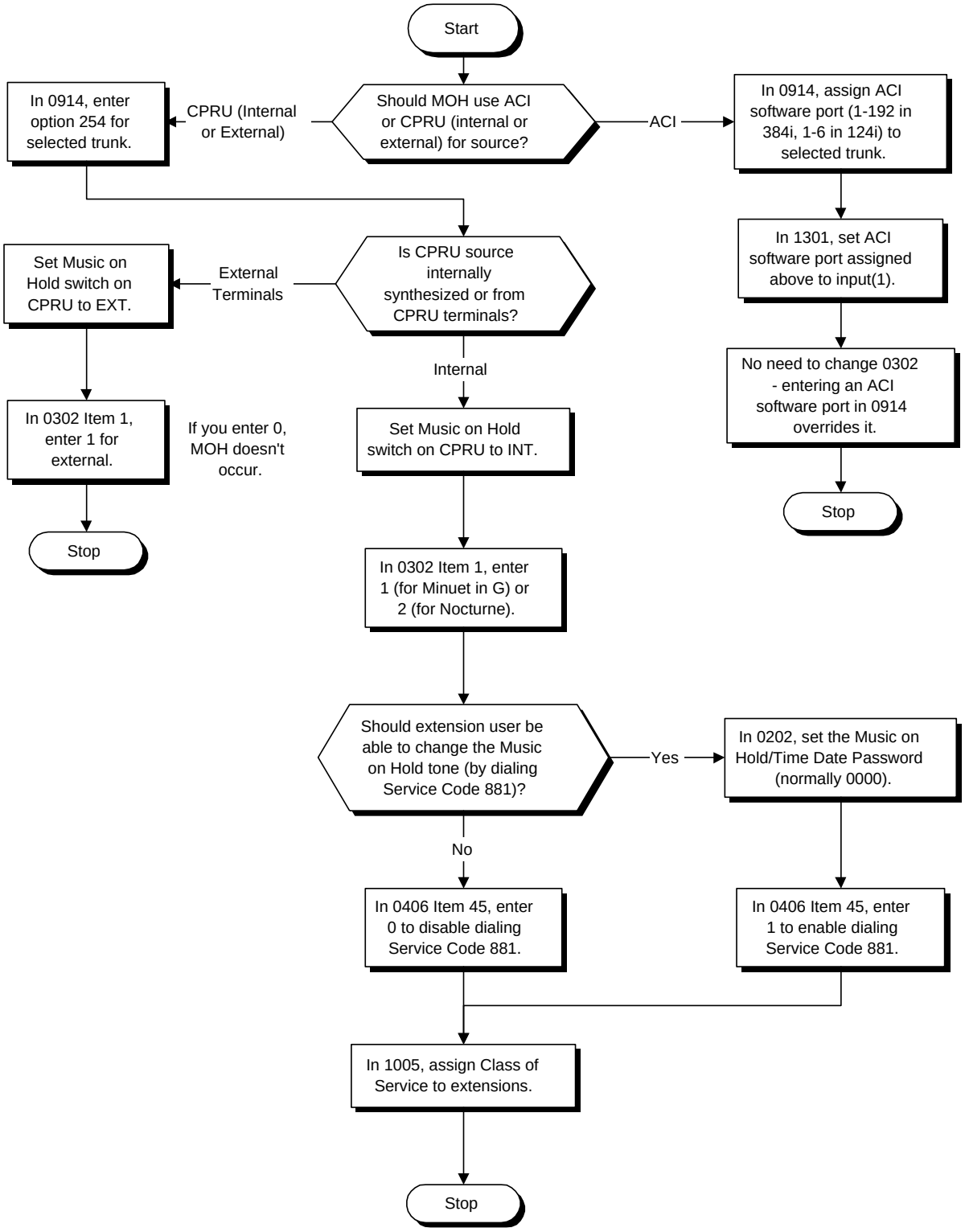
BGM/MOH Operation Matrix					
To get this result . . .	**Set these options . . .**				
	CPRU "S" Jumper		**External Music Source**		**Program 0914**
	INT	**EXT**	**MOH (1&2)**	**BGM (5&6)**	
MOH for Intercom Calls Internally synthesized [1] **MOH for Trunk Calls** Internally synthesized [1] **Background Music** From connected music source	✔			✔	254
MOH for Intercom Calls From connected music source **MOH for Trunk Calls** From connected music source **Background Music** None		✔	✔ [1]		254
MOH for Intercom Calls None **MOH for Trunk Calls** None **Background Music** From connected music source		✔		✔	254
MOH for Intercom Calls From connected music source **MOH for Trunk Calls** None **Background Music** None		✔	✔ [1]		255
MOH for Intercom Calls None **MOH for Trunk Calls** From connected music source **Background Music** From connected music source		✔		✔	255
[1] If Program 0302, Item 1: MOH Tone is set to ’0’, Music on Hold will not be provided.					

Note:
In accordance with U.S. copyright law, a license may be required from the American Society of Composers, Authors and Publishers (ASCAP) or other similar organizations, if radio, television broadcasts or music other than material not in the public domain are transmitted through the Music on Hold feature of telecommunications systems. Nitsuko America hereby disclaims any liability arising out of the failure to obtain such a license.

Conditions
None

Default Setting
Enabled (internally synthesized).

Programming



Music on Hold

Programming (Cont'd)

- **0202 - Setting User Passwords, Item 1: Password Setting for Time and Date and Setting and Changing the Music on Hold Tone**
  Set the password a user must dial before changing the MOH tone (four digits).
- **0302 - Music on Hold and Conference Setup, Item 1: Music on Hold Tone**
  Set the Music on Hold selection. The options are 0 (no tone), 1 (synthesized Minuet in G), and 2 (synthesized Nocturne).
- **0406 - COS Options, Item 45: Changing the Music on Hold Tone**
  In an extension's Class of Service, enable (1) or disable (0) an extension's ability to change the Music on Hold tone (Service Code 881).
- **0914 - Setting the Music on Hold Source**
  Set the Music on Hold source (1-192=384i ACI software port, 1-6=124i software port, 254=CPRU MOH terminals).
- **1005 -Class of Service**
  Assign a Class Of Service (1-15) to an extension.
- **1301 - ACI Port Function**
  If ACI software port is designated for MOH in 0914, set port's function to 1 (input).

Note: When connecting your music source to an ACI port, additional ACI programming is required. Refer to the "Analog Communications Interface (ACI)" feature for the specifics on setting up a 3-ACI Module

Related Features

Single Line Telephones
Single line telephones cannot change the Music on Hold tone.

Operation

To change the Music on Hold tone:

1. Press idle CALL key.
2. Dial 881.
3. Dial the password (normally 0000).
4. Dial Music on Hold tone code:
   - 0 No tone
   - 1 Minuet
   - 2 Nocturne
5. Press SPK to hang up.

Description

124i ☞ Available.	***384i*** ☞ Available.

Extensions and trunks can have names instead of just circuit numbers. These names show on a keyset's display when the user places or answers calls. Extension and trunk names make it easier to identify callers. The user does not have to refer to a directory when processing calls. A name can be up to 10 digits long, consisting of alphanumeric characters, punctuation marks and spaces.

Conditions

None

Default Setting

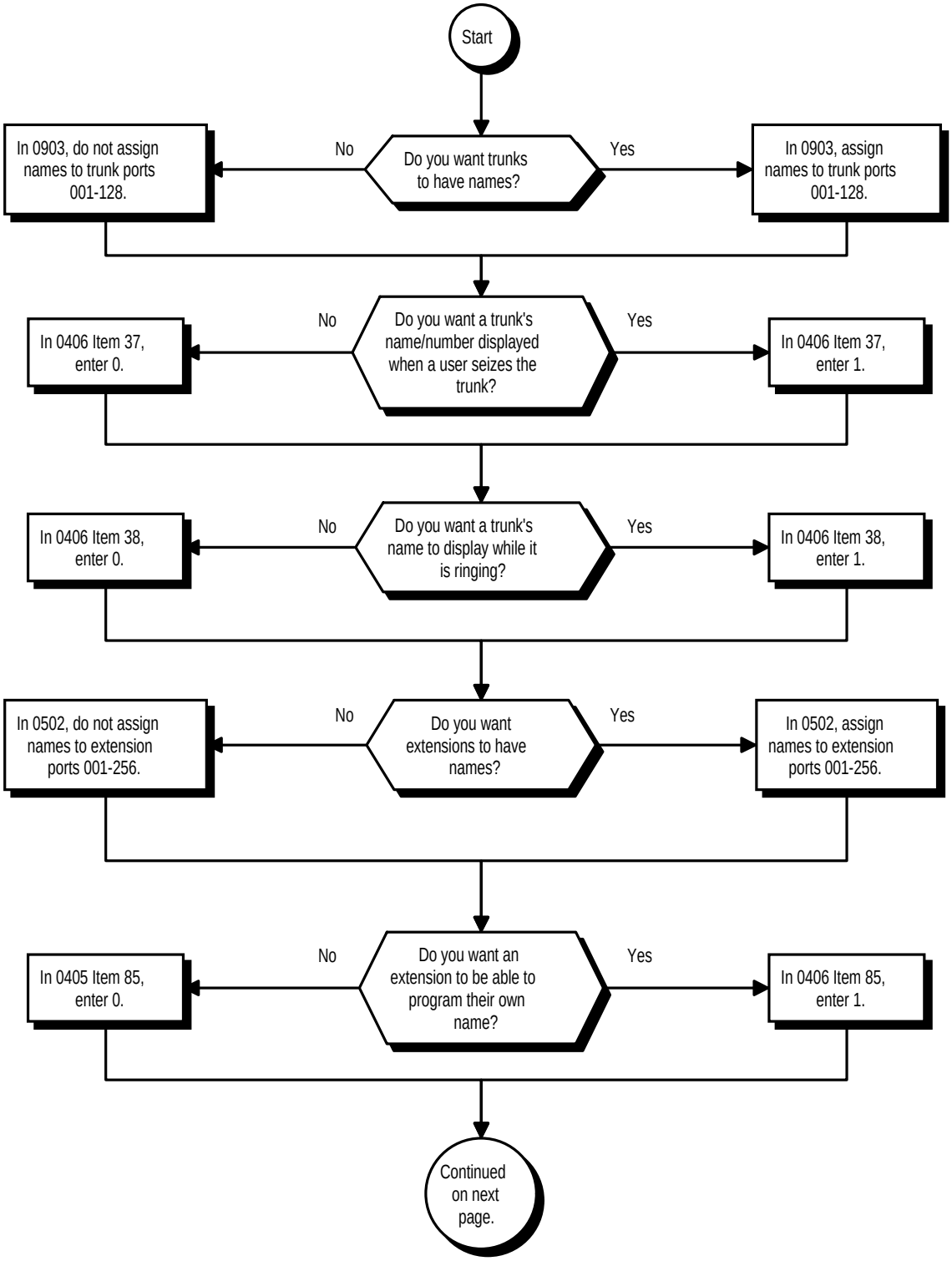
Enabled.

Programming

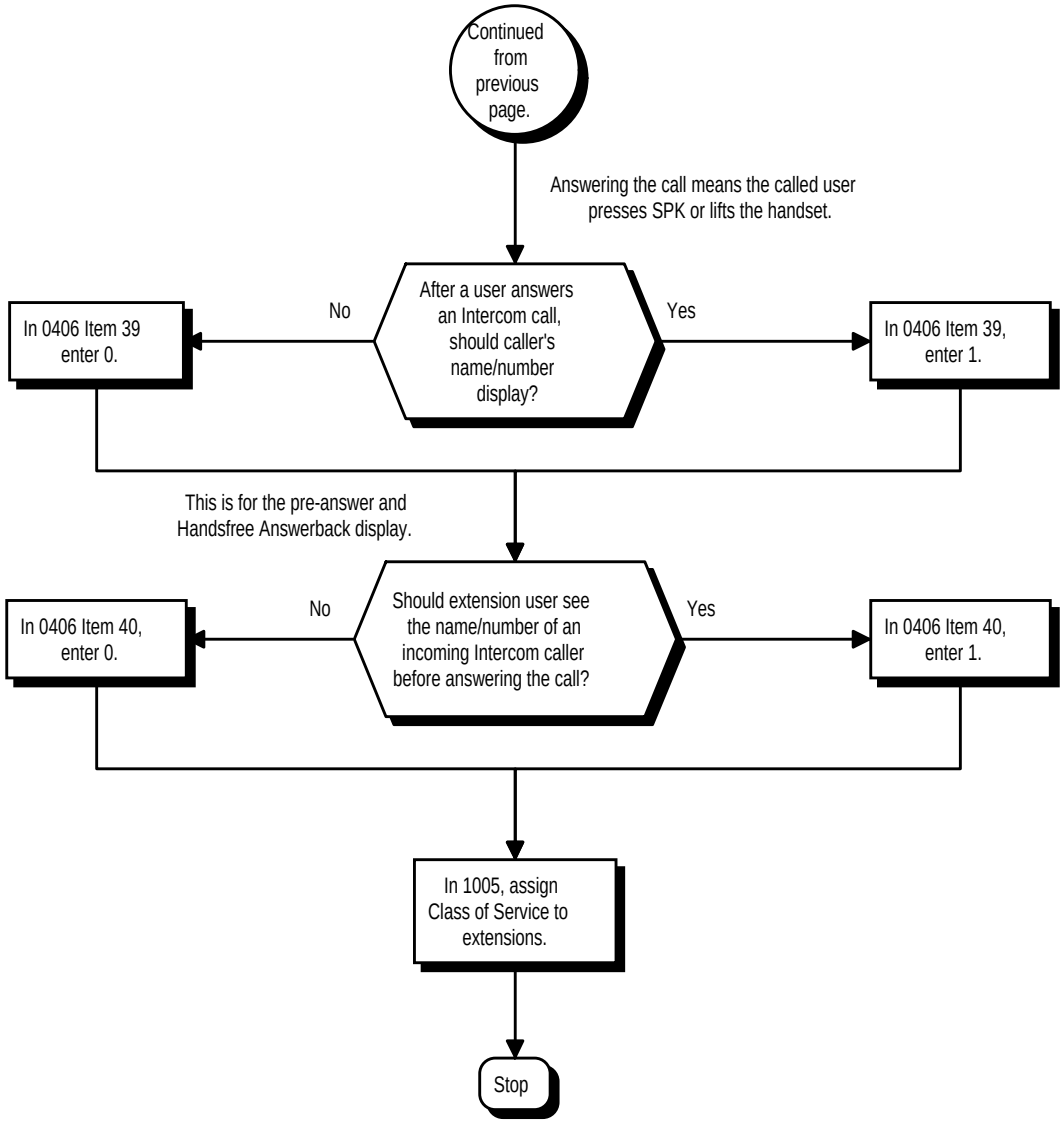
Refer to the Programming Flowcharts on the following pages.

- **0406 - COS Options, Item 37: Trunk Name Display, Seizing**
  In an extension's Class of Service, enable (1) or disable (0) the displaying of a trunk's name/number when the user seizes the trunk (incoming or outgoing).
- **0406 - COS Options, Item 38: Trunk Name Display, Incoming**
  In an extension's Class of Service, enable (1) or disable (0) the displaying of a trunk's name/number when the trunk is ringing.
- **0406 - COS Options, Item 39: Extension Name Display, Answer**
  In an extension's Class of Service, enable (1) or disable (0) the displaying of the incoming Intercom callers name/number after the extension user answers the call. (The user answers by pressing SPK or lifting the handset.)
- **0406 - COS Options, Item 40: Intercom Name Display, Incoming**
  In an extension's Class of Service, enable (1) or disable (0) the displaying of the incoming Intercom caller's name/number. This is for the pre-answer and Handsfree Answerback display.
- **0406 - COS Options, Item 85: Extension Names**
  In an extension's Class of Service, enable (1) or disable (0) an extension's ability to program their name.
- **0502 - Extension Numbers and Names**
  Program names for system extensions (ports 001-256).
- **0903 - Trunk Names**
  Program names for system trunks (001-128).
- **1005 - Class of Service**
  Assign a Class Of Service (1-15) to an extension.

Programming (Cont'd)



Programming (Cont'd)



Name Storing

Related Features

Directory Dialing

Super Display Telephones use extension names for Directory Dialing.

Single Line Telephones

Single line extensions cannot program names.

Operation

To program your extension's name:

1. Press idle CALL key.
2. Dial 800
3. Enter name (see below).

   Your name can be up to 10 digits maximum. When entering a letter, press DND to toggle between upper and lower case.

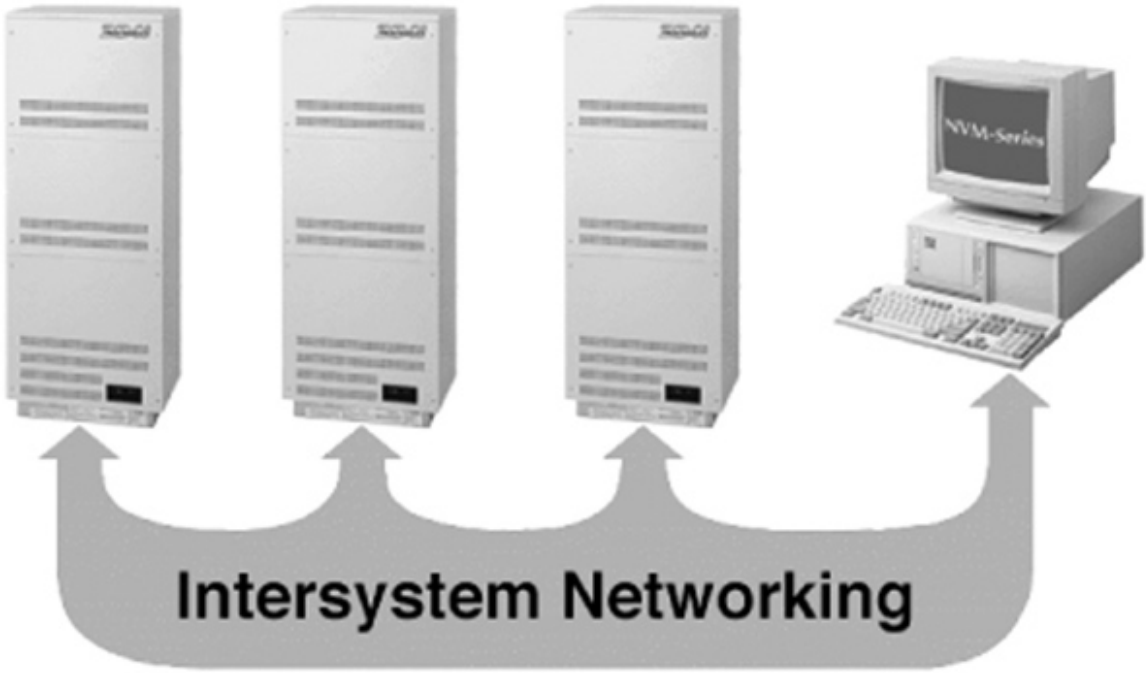
When entering names, use the One-Touch Keys and dial pad keys as shown below. When using the DSS keys, press the key once for the first character, twice for the second character, etc. For example, to enter a C, press DSS1 three times.	
DSS1 = A-D DSS2 = E-H DSS3 = I-L DSS4 = M-P DSS5 = Q-T DSS6 = U-Z DSS7 = -- (hyphen) DSS8 = - (space)	DSS9 = Extended ASCII characters DSS10 = Punctuation marks CHECK saves text entry after you select it. Dial pad digits = 1-9, # and * CONF (TRF) deletes entries (i.e., backspaces over previous entries)
Note: You don't have to press CHECK after numerical entries or after your last entry.	

4. Press HOLD.
5. Press SPK to hang up.

Description

124i ☞	Not Available.

384i ☞	Available — requires system software 3.07.15 or higher.



Use the built in networking feature to integrate multiple phone systems into a single "virtual" communications system. Interconnected with T1 tie lines, each phone system becomes a node on the network that can communicate with any other phone system node.

- **Centralized Network Attendant**
  Centralized Network Attendant allows multiple networked systems to share a single centralized attendant. This centralized attendant can receive calls from and transfer calls to any destination in any network node. Unanswered calls recall and route as if they were part of a single, much larger system.

- **Shared (Common) Voice Mail (NVM-2000)**
  With Shared Voice Mail, a single NVM-2000 (version 7.0 or higher) can handle the voice messaging requirements of an entrie network. Many powerful Voice Mail integration features are available over the network, including:
  - Voice Mail key operation (including message lamps)
  - Call Forward to Voice Mail
  - Personal Answering Machine Emulation
  - Conversation Record

  Optionally, up to four Voice Mail systems can share the voice messaging requirements of an entire network. Each of the Voice Mail systems is dedicated to a portion of the total network and is responsible only for supporting that portion

Networking

Description (Cont'd)

- **Flexible Network Routing**
  Use network routes to set up "single channel" networking between many separate systems — or use multiple networking channels per system for greater network performance. Data tables in the system program define the routing for each extension in each network node. These tables are easily customized to meet the requirements of each networking configuration.

For additional information on Networking, refer to the 384i Networking Guide (P/N 92000LAN**).

Conditions

None

Default Setting

Disabled.

Programming

Refer to the 384i Networking Guide (P/N 92000LAN**).

Related Features

Refer to the 384i Networking Guide (P/N 92000LAN**).

Operation

Refer to the 384i Networking Guide (P/N 92000LAN**).

Description

124i ☞	Available.
384i ☞	Available.

Night Service lets system users activate one of the Night Service modes. Night Service redirects calls to their night mode destination, as determined by Assigned and Universal Night Answer programming. A user typically activates Night Service after normal working hours, when most employees are unavailable to answer calls. The system also provides external contacts to enable Night Service.

There are four Night Service modes:

- Day Mode -for normal working hours
- Night Mode - after hours (usually evening)
- Midnight Mode - late at night to early in the morning
- Rest mode - interval usually used for lunch

Assigned Night Answer (ANA)
With Assigned Night Answer, Night Service has calls ring extensions directly. Assigned Night Answer provides an answering point for Night Service calls. For certain applications, this may be more appropriate than Universal Night Answer. For example, you could program trunks to ring the security station telephone during off hours.

Universal Night Answer (UNA)
Universal Night Answer makes incoming calls ring over the External Paging speakers. With UNA, an employee can go to a telephone and press the flashing line key or use "Universal Answer" to pick up the call. For more on setting up Universal Answer, turn to the "Central Office Calls, Answering" feature.

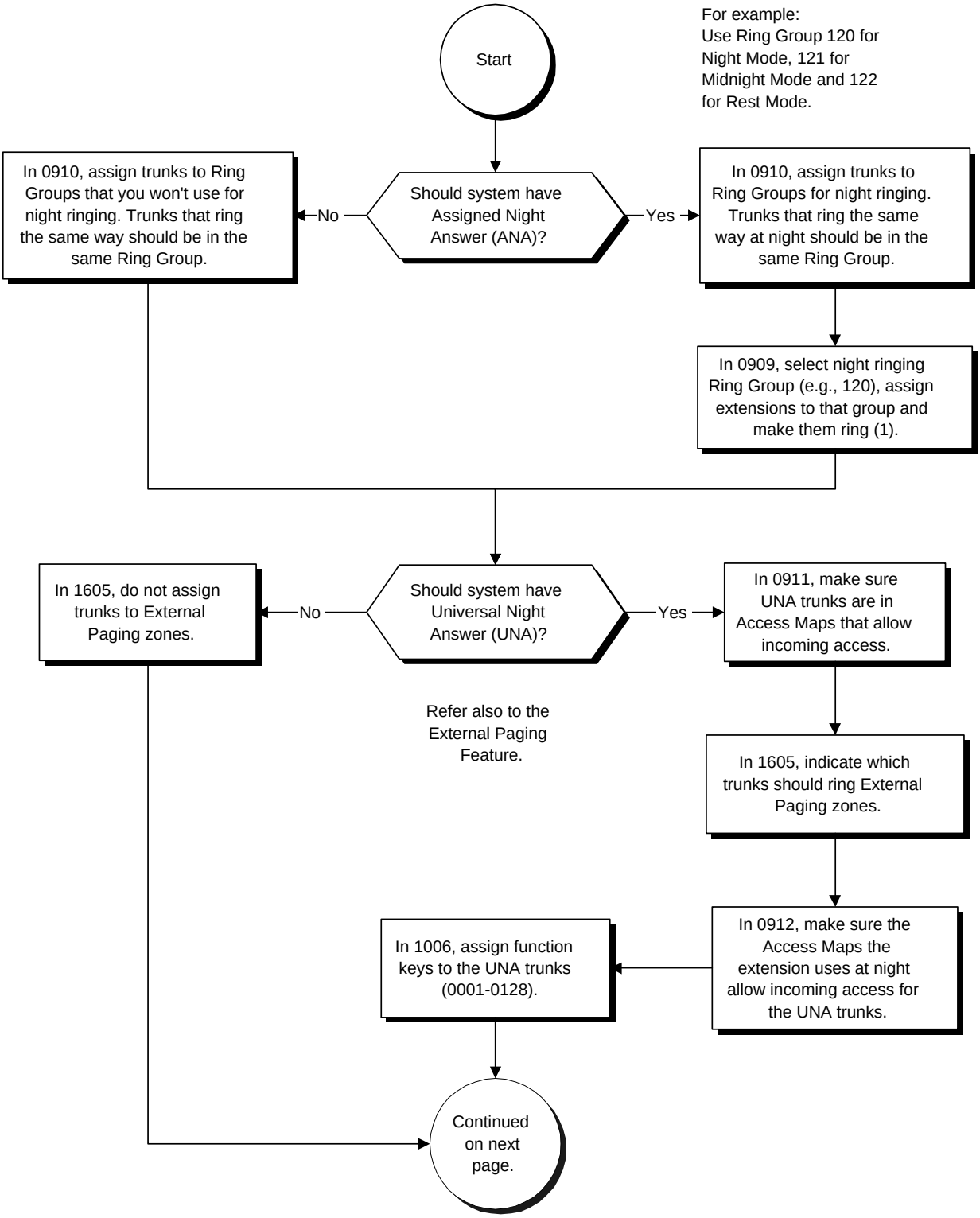
Conditions

The CPRU PCB has connections for a Night Mode switch. During installation, you connect a mechanical switch to these contacts to provide an additional method of Night Mode switching. Refer to the system hardware manual for additional details.

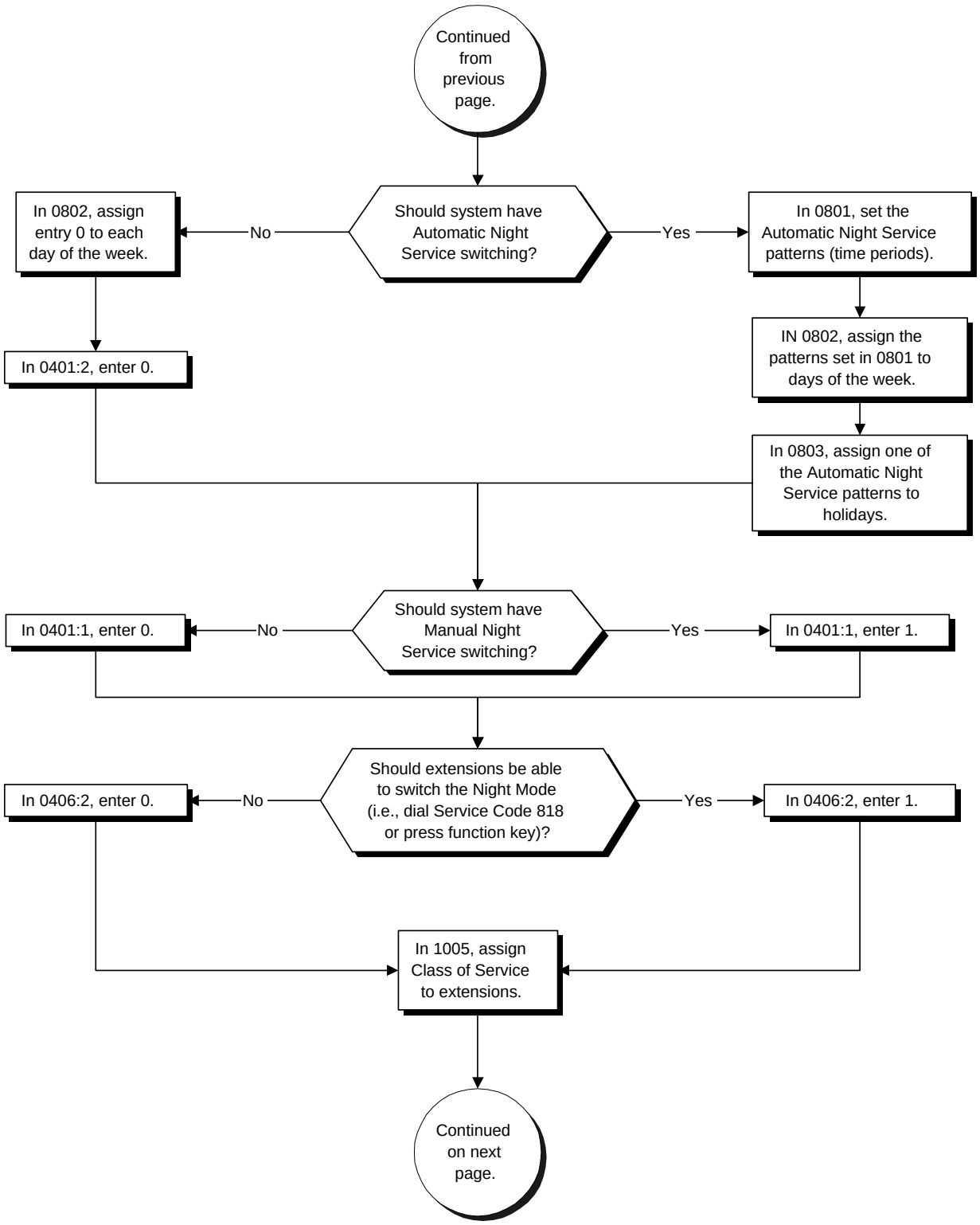
Default Setting

System is always in the Day Mode.

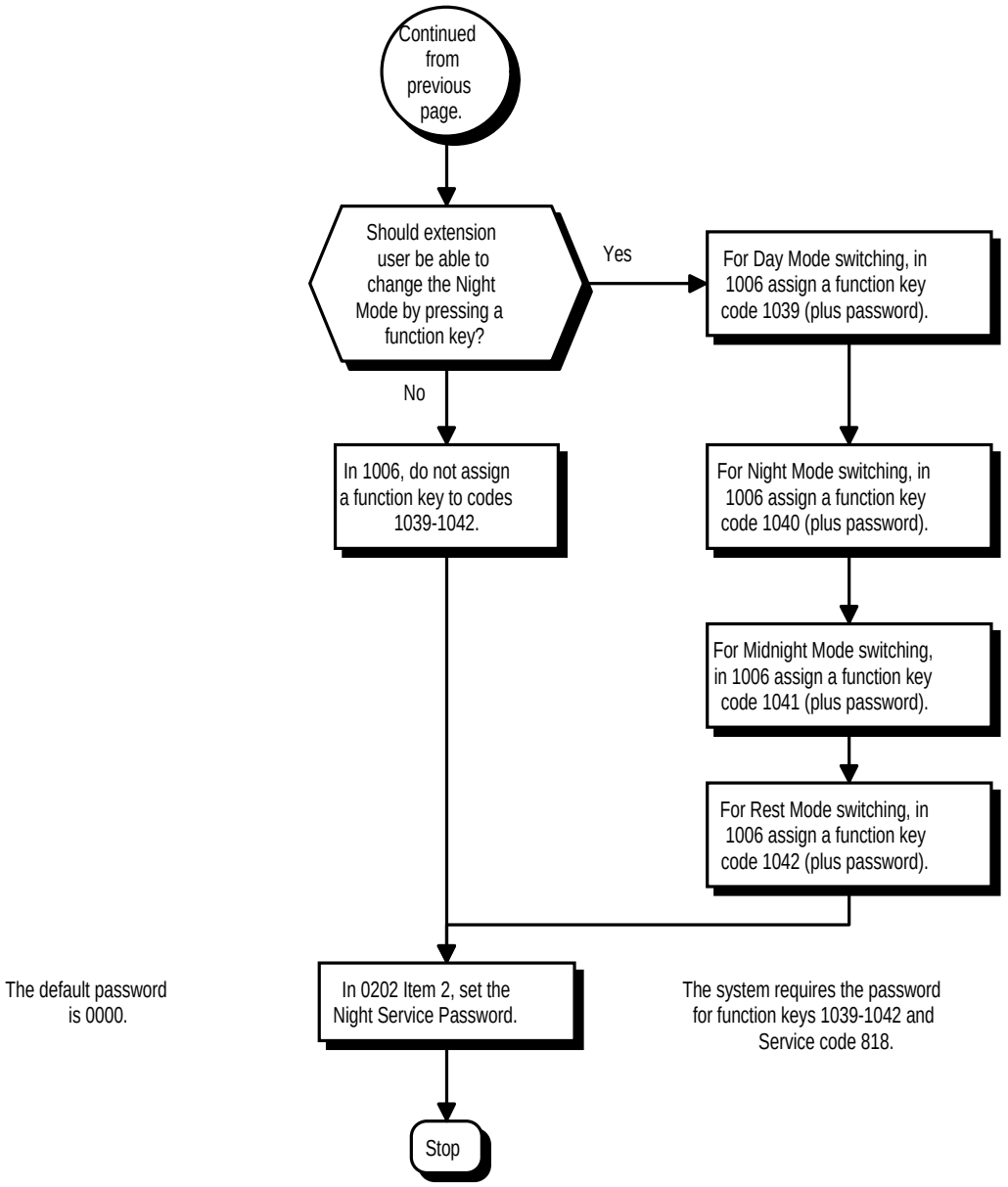
Programming



Programming (Cont'd)



Programming (Cont'd)



Programming (Cont'd)

- **0202 - Setting User Passwords, Item 2: Night Service Password**
  Set the password an extension user must dial before activating Night Service (four digits).
- **0401 - Tenant Group Options (Part A), Item 1: Manual Night Service Enable**
  Allow (1) or prevent (0) tenant group members from activating Night Service.
- **0402 - Tenant Group Options (Part B), Item 3: Night Mode Switch Operating Mode**
  Set the function of the CPU Night Service Mode switch (Not Used = 0, Day Mode = 1, Night Mode = 2, Midnight Mode = 3 and Rest Mode = 4).
- **0406 - COS Options, Item 2: Manual Night Mode Switching**
  In an extension's Class of Service, enable (1) or disable (0) an extension's ability to manually switch the Night Mode (Service Code 818).
- **0801 - Automatic Night Service Patterns**
  Configure the Automatic Night Service patterns. Pattern 1 should begin at 00:00 (midnight).
- **0802 - Weekly Night Service Switching**
  Assign one of the five Automatic Night Service patterns programmed in 0801 to each day of the week.
- **0803 - Holiday Night Service Switching**
  Assign on of the five Automatic Night Service patterns to holidays.
- **0909 - Extension Ring Group Assignment**
  To have trunks ring extension during the different Night Service modes (for ANA), assign extensions to Ring Groups (1-128). For each extension in the Ring Group, indicate if trunk should ring (1) or not ring (0).
- **0910 - Trunk Ring Group Assignment**
  To have trunks ring extensions for ANA, assign trunks to Ring Groups. You make a different entry for each Night Service mode.
- **0911 - Trunk Access Map Setup**
  To allow for UNA answering, set up the trunk Access Maps (1-128). For UNA, extension must have incoming access to trunk ringing the External Paging speakers.
- **0912 - Extension Access Map Assignment**
  For UNA answering, assign trunk Access Maps (1-128) to extensions. Make one entry for each Night Service mode.
- **1005 - Class of Service**
  Assign a Class Of Service (1-15) to an extension.
- **1006 - Programmable Function Keys**
  Assign Night Service function keys to extensions:
  Day Mode = 1039
  Night Mode = 1040
  Midnight Mode = 1041
  Rest Mode = 1042
  Assign trunks to function keys (codes 0001-0128).
- **1605 - Universal Night Answer**
  For each Night Service Mode, assign which trunks should ring which External Paging Zones.

Related Features

Central Office Calls, Answering and Placing/Ring Groups
There are separate Access Map and Ring Group programming entries for each Night Service mode (Day, Night, Midnight, and Rest). Also, "Universal Answer" allows an extension user to pick up a UNA call.

Paging, External
With Universal Night Answer, outside calls can ring External Paging Zones.

Programmable Function Keys
Function keys simplify activating Night Service.

Night Service

Operation

To activate Night Service by dialing codes:

1. At keyset, press idle CALL key.
   OR
   At single line telephone, lift handset.
2. Dial 818.
3. Dial Night Service Password (normally 0000).
4. Dial Night Service code:
   - 0 Day mode
   - 1 Night mode
   - 2 Midnight mode
   - 3 Rest mode
5. Press SPK to hang up.

To activate Night Service by using programmable keys:

1. Press Night Service key (see below).
   Day mode key (PGM 1006 or SC 851: 1039 + password)
   Night mode key (PGM 1006 or SC 851: 1040 + password)
   Midnight mode key (PGM 1006 or SC 851: 1041 + password)
   Rest mode key (PGM 1006 or SC 851: 1042 + password)

Description

124i ☞	Available.
-	Off Hook Signaling Enhancements are not available.

384i ☞	Available.
-	Off Hook Signaling Enhancements require system software 3.07.24 or higher.

When a user calls an extension busy on a call, they can send an off hook signal indicating they are trying to get through. The signal is either off hook ringing or a voice announcement over the idle (second) line appearance. Off Hook Signaling helps important callers get through, without waiting in line for the called extension to become free. Note that a voice announcement over the idle (second) line appearance can only occur if the called extension is busy on a handset call.

The system provides the following Off Hook Signaling options:

- **Called Extension Block**
  The called extension's Class of Service may block incoming Off Hook Signaling attempts. This is beneficial to users that don't want interruptions while on a call.
- **Automatic Signaling**
  Calling a busy extension automatically initiates Off Hook Signaling. This option is useful to receptionists, operators and others that must quickly process calls. This is set in the calling extension's Class of Service.
- **Manual Signaling**
  After reaching a busy extension, manual signaling gives the caller the choice of using Off Hook Signaling or activating other features. Extension's without automatic signaling have manual signaling.
- **Selectable Off Hook Signaling Mode**
  The Off Hook Signal can be idle channel ringing, a single beep in the handset, two beeps in the speaker or a voice announcement — at the callers discretion.

Off Hook Signaling Enhancements

The system enhances Off Hook Signaling with the following four Class of Service options:

- **DID Off Hook Ringing**
  Use this option to enable or disable an extension's Off Hook Signaling for incoming DID calls. If enabled, Off Hook Signaling occurs normally. If disabled, DID calls queue behind the extension's busy line appearance and the user gets no Off Hook Signaling indication. The second line appearance stays idle. The DID caller hears ringback tone while their call waits.
- **DID Call Waiting**
  An extension can optionally have a visual indication for waiting DID calls. If DID Call Waiting is enabled, the busy user will see a flashing line/loop key for the incoming incoming DID call. If disabled, the user will have no indication that a DID call is waiting. This option is used when DID Off Hook Ringing is also disabled (see above).
- **Block Manual Off Hook Signals**
  This option enables/disables a busy extension's ability to block off hook signals manually sent from a coworker. If disabled (not blocked), callers can dial 7 at busy or busy/ring to signal the extension. If enabled (blocked), nothing happens when the caller dials 7 to off hook signal.
- **Block Camp On**
  If an extension has Block Camp On enabled, callers to the extension cannot dial 2 to Camp On after hearing busy or busy/ring. If the extension has Block Camp On disabled, callers are not prevented from dialing 2 to Camp on after hearing busy or busy/ring.

Description (Cont'd)

Conditions

(A.) **For extensions with Handsfree . . .**
If Off Hook Signaling voice-announces, the called extension user can use Handsfree Answerback to respond. The telephone's Handsfree microphone picks up their voice. The initial handset call continues uninterrupted.

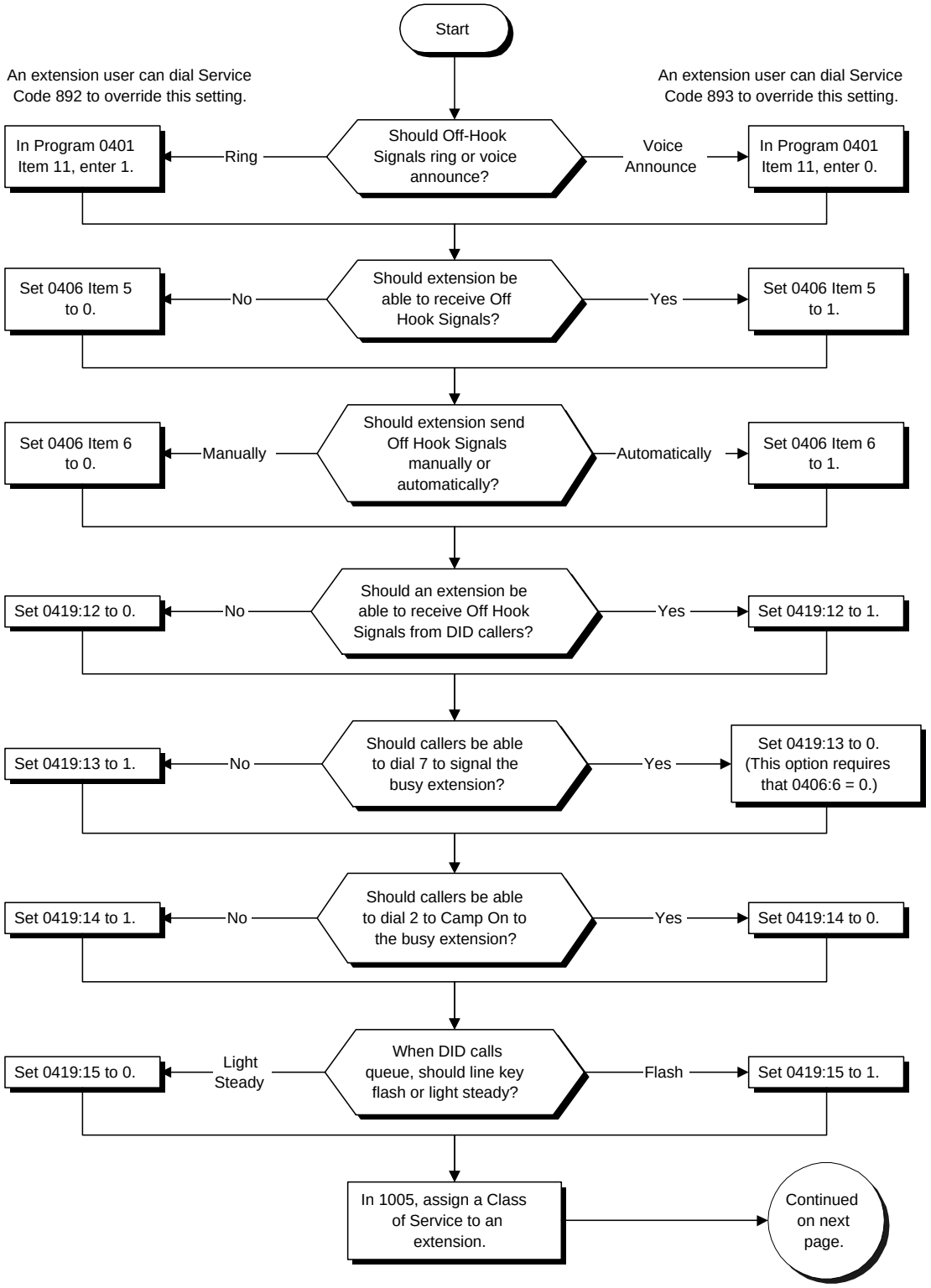
(B.) **For extensions without Handsfree . . .**
The called extension receives Off Hook Signaling ring. The called extension user must first place their initial call on Hold before they can respond. Handsfree Answerback is not available.

(C.) While busy on a handset call, 926000 Series 16 button telephones cannot receive off-hook voice announcements on the idle second channel.

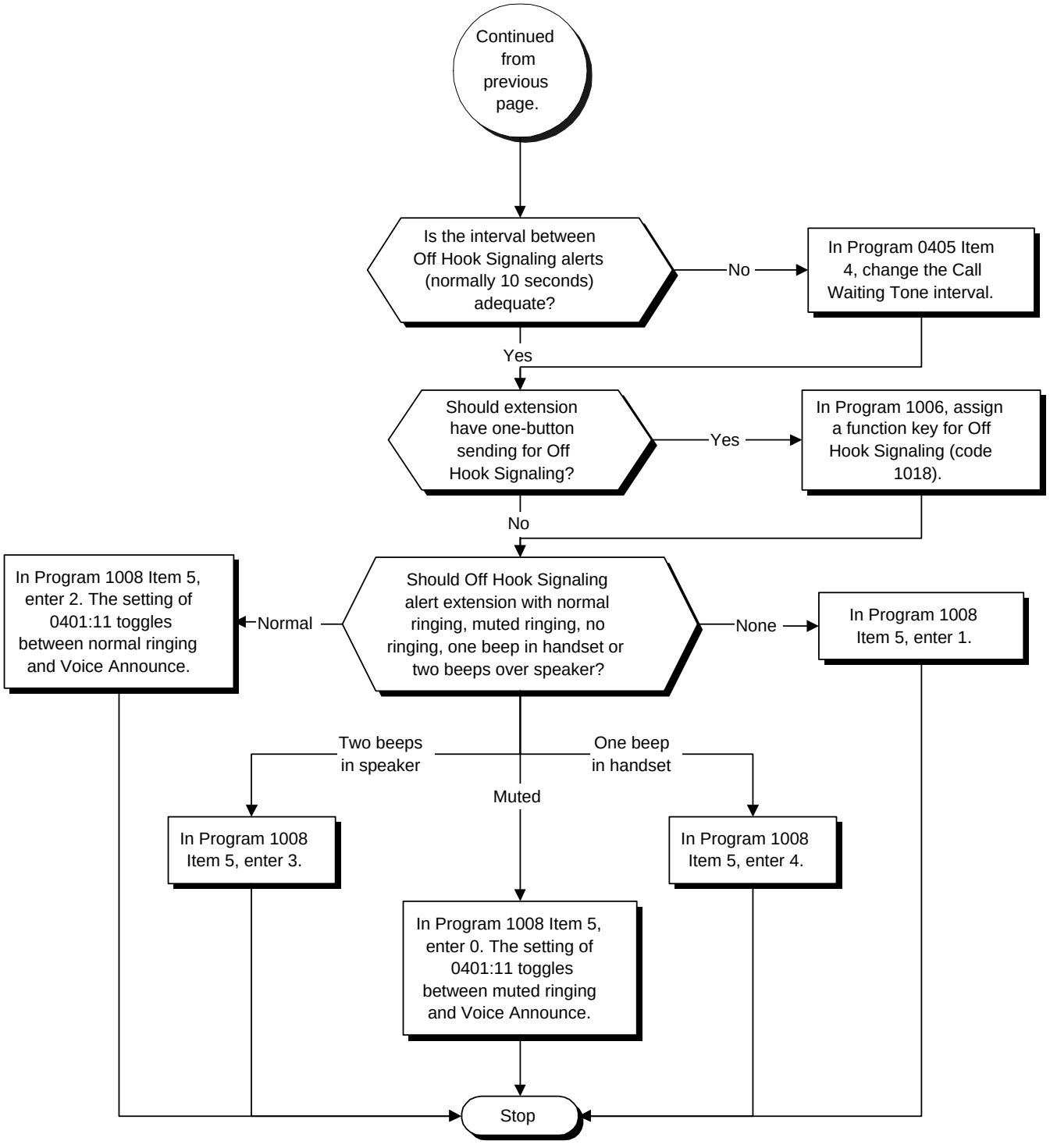
Default Setting

Enabled (voice-announce).

Programming



Programming (Cont'd)



Programming (Cont'd)

- **0401 - Tenant Group Options, Part A, Item 11: Off Hook Signaling Mode**
  For each tenant, enter 1 to have Off Hook Signals ring the called extension. Enter 0 to have Off Hook Signals voice-announce. An extension user can override these settings by dialing Service Code 892 (for voice-announce) or 893 (for ring).
- **0405 - System Timers (Part A), Item 4: Call Waiting Tone Timer**
  Use this timer to set the interval between Off Hook Signaling alerts.
- **0406 - COS Options, Item 5: Off Hook Signaling Receive**
  In an extension's Class of Service, enable (1) or disable (0) the extension's ability to receive Off Hook Signaling.
- **0406 - COS Options, Item 6: Automatic Off Hook Signaling**
  In an extension's Class of Service, enable (1) or disable (0) the extension's ability to automatically send Off Hook Signals to an extension busy on a handset call.
- **0419 - Class of Service Options (Part B), Item 12: DID Off Hook Ringing**
  Use this option to enable (1) or disable (0) an extension's Off Hook Signaling for incoming DID calls. If enabled (1), Off Hook Signaling occurs normally. If disabled (0), DID calls queue behind the extension's busy line appearance and the user gets no Off Hook Signaling indication. The second line appearance stays idle. The DID caller hears ringback tone while their call waits.
- **0419 - Class of Service Options (Part B), Item 13: Block Manual Off Hook Signaling**
  This option enables (1) or disables a busy extension's ability to block off hook signals manually sent from a co-worker. If disabled (not blocked), callers can dial 7 at busy or busy/ring to signal the extension. If enabled (blocked), nothing happens when the caller dials 7 to off hook signal.
- **0419 - Class of Service Options (Part B), Item 14: Block Camp On**
  If an extension has Block Camp On enabled (1), callers to the extension cannot dial 2 to Camp On after hearing busy or busy/ring. If the extension has Block Camp On disabled (0), callers are not prevented from dialing 2 to Camp on after hearing busy or busy/ring.
- **0419 - Class of Service Options (Part B), Item 15: DID Call Waiting**
  An extension can optionally have a visual indication for waiting DID calls. If DID Call Waiting is enabled (1), the busy user will see a flashing line/loop key for the incoming incoming DID call. If disabled (0), the user will have no indication that a DID call is waiting. This option is used when DID Off Hook Ringing is also disabled (see Program 0419 Item 12 above).
- **1005 - Class of Service**
  Assign a Class Of Service (1-15) to an extension.
- **1006 - Programming Function Keys**
  Assign a function key for Off Hook Signaling (code 1018).
- **1008 - Basic Extension Port Setup (Part B), Item 5: Off Hook Ringing**
  For each extension, set Off Hook Ringing type: 0 (muted), 1 (none) or 2 (normal), two beeps in the speaker (3) or one beep in the handset (4).

Off Hook Signaling

Related Features

Call Waiting/Camp On and Callback

An extension user cannot Camp On to a busy extension or leave a Callback if Off Hook Signaling has already gone through. The Off Hook Signaling Enhancements allow an extension to block a caller's ability to dial 2 to Camp on.

Direct Inward Dialing (DID)

Two of the Off Hook Signaling Enhancements improve the handling of DID calls to a busy extension.

Handsfree and Monitor

You cannot send Off Hook Signals to an extension busy on a Handsfree (Speakerphone) call. The called extension's idle CALL key flashes fast, with no ringing.

Hotline/Reverse Voice Over

The setting of Program 0406 Item 6 affects the BLF display for Hotline and Reverse Voice Over. Refer to these features for additional information.

Intercom

You cannot send Off Hook Signals to an extension that is already receiving a voice announcement.

One-Touch Calling

An extension user can store the Off Hook Signaling Service Code (7) under a One-Touch Key to provide quick Off Hook Signaling access.

Programmable Function Keys

Function keys simplify sending Off Hook Signals.

Single Line Telephones

Single line telephones can only send Off Hook Signals.

Operation

To send Off Hook Signals to an extension busy on a call:

Your extension may send Off Hook Signals automatically.

1. Dial 7.

   OR

   Press Off Hook Signaling key (PGM 1006 or SC 851: 1018).

   You hear ringback.

   To have your call voice-announce, dial 1.

To have Off Hook Signals ring your extension:

1. Press idle CALL key.
2. Dial 893.

   To answer the signal, you must first hang up your current call or place it on Hold.

To have Off Hook Signals voice-announce at your extension:

You can only receive voice-announce while you are busy on a handset call.

1. Press idle CALL key.
2. Dial 892.

   If your extension has Handsfree, you can respond to an off-hook voice announcement by using Handsfree Answerback. If your extension doesn't have Handsfree, you must first place your initial call on Hold before responding.

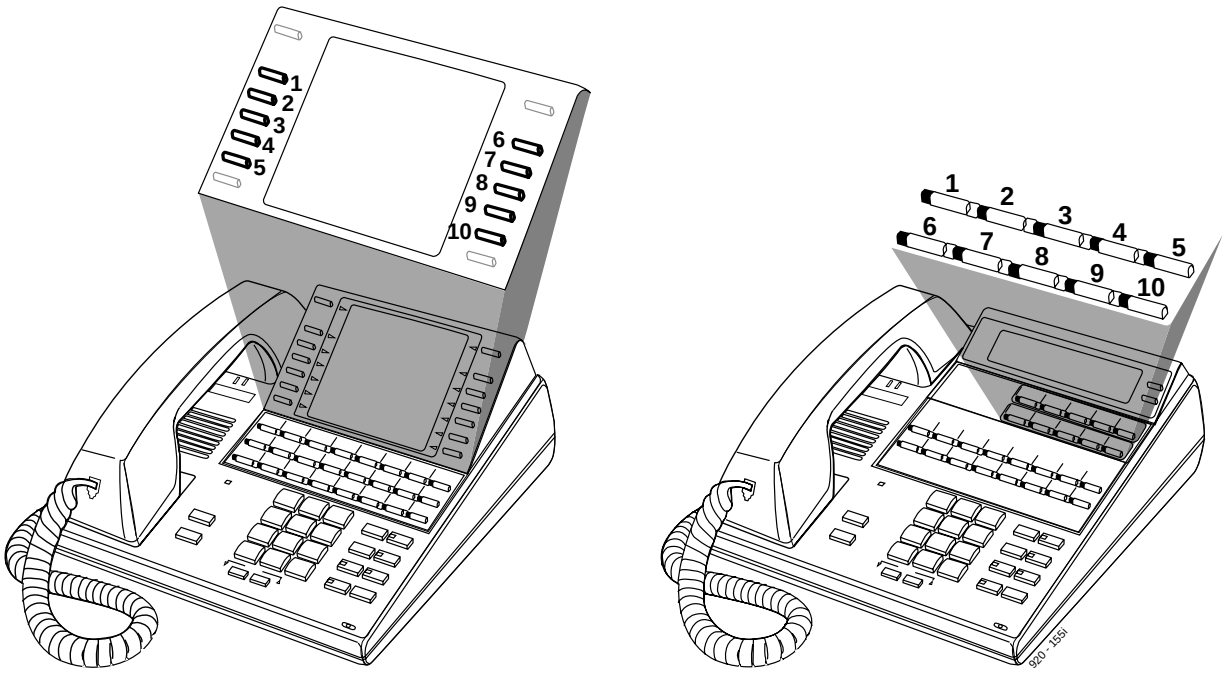
Description

124i ☞	Available
-	Entering names at a keyset requires Base 2.13, EXCPRU 2.18 or higher.
-	Storing a Flash command requires system software Base 2.13 or EXCPRU 2.18 or higher.

384i. ☞	Available
-	Entering names at a keyset requires system software 3.06.02 or higher.
-	Storing a Flash command requires system software 3.06.14 or higher.

One-Touch Calling gives a keyset user one button access to extensions, trunks and selected system features. This saves users time when accessing co-workers, clients and features they use most often. Instead of dialing a series of codes, the user need only press the One-Touch Key. An extension user can have One-Touch Keys programmed for:

- **Direct Station Selection** - one button access to extensions
- **Personal Speed Dial** - one button access to stored numbers (up to 25 digits long)
- **Abbreviated Dialing** - one button access to stored Abbreviated Dialing numbers
- **Trunk Calling** - one button access to trunks or trunk groups
- **Service Codes** - one button access to specific Service Codes



An extension user can chain dial with One-Touch Keys. For example, a user can store the number for a company's Automated Attendant in key 1 and employee extension numbers in keys 2-5. The user presses key 1 to call the company, then one of keys 2-5 to ring the employee want to speak with.

An extension user or system administrator can optionally store a Flash command under a One-Touch Key. This is helpful for One-Touch Keys used as Personal Speed Dial bins. The stored Flash may be helpful to access features of the connected telco, PBX or Centrex.

One-Touch Calling is the first level of operation of One-Touch Keys. In other words, One-Touch Calling occurs when the user just presses the key. There is a second level of One-Touch Key operation called One-Touch Serial Calling. The user accesses these functions by first pressing the Serial Operation key. Refer to the One-Touch Serial Operation feature.

One-Touch Calling

Description (Cont'd)

Conditions

One-Touch Keys do not provide a Busy Lamp Field (BLF).

Default Setting

One-Touch Keys have no assigned functions.

Programming

➢ **1007 - Programming One-Touch Keys**
Set the functions of an extension's One-Touch Keys. An extension user can also program their One-Touch Keys.

Related Features

One-Touch Serial Operation
An extension user can use One-Touch Keys to store a series of operations.

Programmable Function Keys
Function keys can also give an extension user one-touch access to selected system features.

Transfer
When transferring a call, an extension user can press a Once-Touch Key instead of dialing the extension number.

Operation

When entering names in the procedures below, refer to this chart. Names can be up to 8 digits long.	
When entering names, use the One-Touch Keys and dial pad keys as shown below. When using the DSS keys, press the key once for the first character, twice for the second character, etc. For example, to enter a C, press DSS1 three times. Press DND to toggle between upper and lower case letters.	
DSS1 = A-D DSS2 = E-H DSS3 = I-L DSS4 = M-P DSS5 = Q-T DSS6 = U-Z DSS7 = -- (hyphen) DSS8 = - (space)	DSS9 = Extended ASCII characters DSS10 = Punctuation marks CHECK saves text entry after you select it. Dial pad digits = 1-9, # and * CONF (TRF) deletes entries (i.e., backspaces over previous entries)
Note: You don't have to press CHECK after numerical entries or after your last entry.	

Operation (Cont'd)

Direct Station Selection

To program a One-Touch Key for Direct Station Selection (extension) calling:

1. Press idle CALL key and dial 855.
2. Press One-Touch Key you want to program.
3. Dial extension number you want assigned to that key.

   In 124i, skip to step 7. In 384i, entering names requires system software 3.06.02 or higher.
4. Press HOLD.
5. Enter the name associated with the key you are programming.
6. Press HOLD.
7. Press SPK to hang up.

Personal Speed Dial

To program a One-Touch Key for Personal Speed Dial:

1. Press idle CALL key and dial 855.
2. Press One-Touch Key you want to program.
3. Dial general trunk access code (9).
   OR
   Dial Specific Trunk Service Code (#9) plus the trunk number (e.g., 005).
   OR
   Dial Trunk Group Service Code (804) plus the trunk group number (e.g., 1).
4. Dial number you want to store.

   The total of the digits stored in steps 3 and 4 cannot exceed 24. In 124i, skip to step 8. In 384i, entering names requires system software 3.06.02 or higher.

   To store a Flash command, press the FLASH key.
5. Press HOLD.
6. Enter the name associated with the key you are programming.
7. Press HOLD.
8. Press SPK to hang up.

   To enter a pause, press MIC.

To program a One-Touch Key for Personal Speed Dial (if your phone doesn't have One-Touch keys):

Use this procedure for Digital Single Line (DSL) sets, analog single line (SLT) sets and older 16-button keysets without One-Touch keys.

1. (Keyset) Press idle CALL key and dial 855.
   OR
   (DSL or SLT) Lift handset.
2. Dial 855
3. Dial the Personal Abbreviated Dialing bin (0-9).

   Bins 1-9 correspond to One-Touch keys 1-9; bin 0 corresponds to One-Touch key 10.
4. Dial the number you want to store.

   To store a Flash, press the FLASH key.
5. (Keyset) SPK to hang up.
   OR
   (DSL or SLT) Hang up.

   To dial the stored number: Call (or lift handset) + #7 + bin number (0-9).

Operation (Cont'd)

Abbreviated Dialing
To program a One-Touch Key for Abbreviated Dialing:

6. Press idle CALL key and dial 855.
7. Press One-Touch Key you want to program.
8. Dial #2 to store a Common Abbreviated Dialing number.
   OR
   Dial #4 to store a Group Abbreviated Dialing number.
9. Dial Abbreviated Dialing number storage code (e.g., 001).

   In 124i, skip to step 8. In 384i, entering names requires system software 3.06.02 or higher.
10. Press HOLD.
11. Enter the name associated with the key you are programming.
12. Press HOLD.
13. Press SPK to hang up.

Central Office Calls, Placing (Trunk Calling)
To program a One-Touch Key for trunk calling:

1. Press idle CALL key and dial 855.
2. Press One-Touch Key you want to program.
3. Dial general trunk access code (9).
   OR
   Dial Specific Trunk Service Code (#9) plus the trunk number (e.g., 005).
   OR
   Dial Trunk Group Service Code (804) plus the trunk group number (e.g., 1).

   In 124i, skip to step 7. In 384i, entering names requires system software 3.06.02 or higher.
4. Press HOLD.
5. Enter the name associated with the key you are programming.
6. Press HOLD.
7. Press SPK to hang up.

Service Codes
To assign a Service Code to a One-Touch Key:

This lets you make your own set of one-touch feature keys.

1. Press idle CALL key and dial 855.
2. Press One-Touch Key you want to program.
3. Dial Service Code you want stored.

   For example, if you want a One-Touch Key to automatically clear your Last Number Redial, enter 876. In 124i, skip to step 8. In 384i, entering names requires system software 3.06.02 or higher.
4. Press HOLD.
5. Enter the name associated with the key you are programming.
6. Press HOLD.
7. Press SPK to hang up.

Using One-Touch Keys
To use a One-Touch Key:

1. Press One-Touch Key.

Operation (Cont'd)

Chaining One-Touch Keys
To chain One-Touch Keys:

2. Press first One-Touch Key.

   Let the stored function dial out.

3. Press another One-Touch Key.

   The stored digits dial out.

Checking One-Touch Keys
To check the function of a One-Touch Key:

1. Press CHECK.
2. Press One-Touch Key.

   The stored function displays.

   *Repeat this step to check additional keys. If you cannot see the entire number stored, dial *.*

3. Press CLEAR.

One-Touch Serial Operation

Description

124i ☞ Available.	***384i*** ☞ Available.

An extension user can have One-Touch Serial Operation store a series of feature steps under a One-Touch Key. This simplifies extension operation by giving each user the ability to have customized feature keys. For example, an extension user could have a One-Touch Serial Operations Key automatically forward all their calls to extension 310. One-Touch Serial Operation can store up to 24 of the following operations:

Allowed Serial Operations	
Service Codes	**SPK, DND, VOLUME**
Digits 0-9, # and*	**▲ and VOLUME ▼,**
One-Touch Keys	**CALL, HOLD, DIAL**,
Function Keys	**FLASH, LND, CONF (TRF),**
Pause (by pressing MIC)	**CHECK, and CLEAR keys**

One-Touch Serial Operation is the second level of operation of One-Touch Keys. The user must press the Serial Operation key before the One-Touch Key. The first level of operation is One-Touch Calling, which occurs when the user just presses the key. Refer to the One-Touch Calling feature.

Conditions

(A.) One-Touch Serial Operation does not provide a Busy Lamp Field (BLF).
(B.) If a user stores a One-Touch Key as part of a serial operation, the system uses the first level (One-Touch function). If there is a serial operation stored under the key selected, the system ignores it.

Default Setting

- No Serial Operation key programmed.

Programming

➢ **1006 - Programming Function Keys**
Assign a function key for Serial Operation (code 1034).

Related Features

One-Touch Calling
Once-Touch Calling gives an extension user one button access to extensions, trunks and selected system features.

Programmable Function Keys
One-Touch Serial Operation requires a uniquely programmed function key.

Operation

To store a series of operations in a One-Touch Key:

1. Press idle CALL key.
2. Dial 852.
3. Press the One-Touch Key you want to program.
4. Enter the sequence of operations you want to store (up to 24 entries).

   You can store the following operations:

   Service Codes
   *Digits 0-9, # and **
   SPK, DND, VOLUME ▲ and VOLUME ▼, CALL, HOLD DIAL, FLASH, LND, CONF (TRF), CHECK, and CLEAR keys
   One-Touch Keys[1]
   Function Keys
   Pause (by pressing MIC)
5. Press the Serial Operations key (PGM 1006 or SC 851: 1034)
6. Press SPK to hang up.

To dial using One-Touch Serial Operation:

1. Press Serial Operation key (PGM 1006 or SC 851: 1034).
2. Press One-Touch Key.

   The stored serial operation dials out.

Do not lift the handset or touch any keys on your telephone until the One-Touch Serial Operation completes.

To check the serial operation stored in a One-Touch Key:

1. Press CHECK.
2. Press One-Touch Key twice.

   The stored serial operation displays.
   To check another key, press it twice before going to step 3.
   *If the stored number does not fit in the display, dial * to see the entire number.*
3. Press CLEAR.

To clear a One-Touch Serial Operation:

1. Press idle CALL key.
2. Dial 852.
3. Press One-Touch Key you want to delete.
4. Press the Serial Operations key (PGM 1006 or SC 851: 1034).
5. Press SPK to hang up.

1 If you store a One-Touch Key as part of a serial operation, the system uses first level (One-Touch) function.

Paging, External

Description

124i ☞	Available — eight External Paging zones and eight alarm circuits maximum.
-	Combined Paging is always available.

384i ☞	Available — eight External Paging zones and 16 alarm circuits maximum.
-	Combined Paging is available prior to system software 3.04 only if a PGDU is installed.

With External Paging, a user can broadcast announcements over paging equipment connected to external Paging zones. When a user pages on of these external zones, the system broadcasts the announcement over the speakers. Like Internal Paging, External Paging allows a user to locate another employee or make an announcement without calling each extension individually.

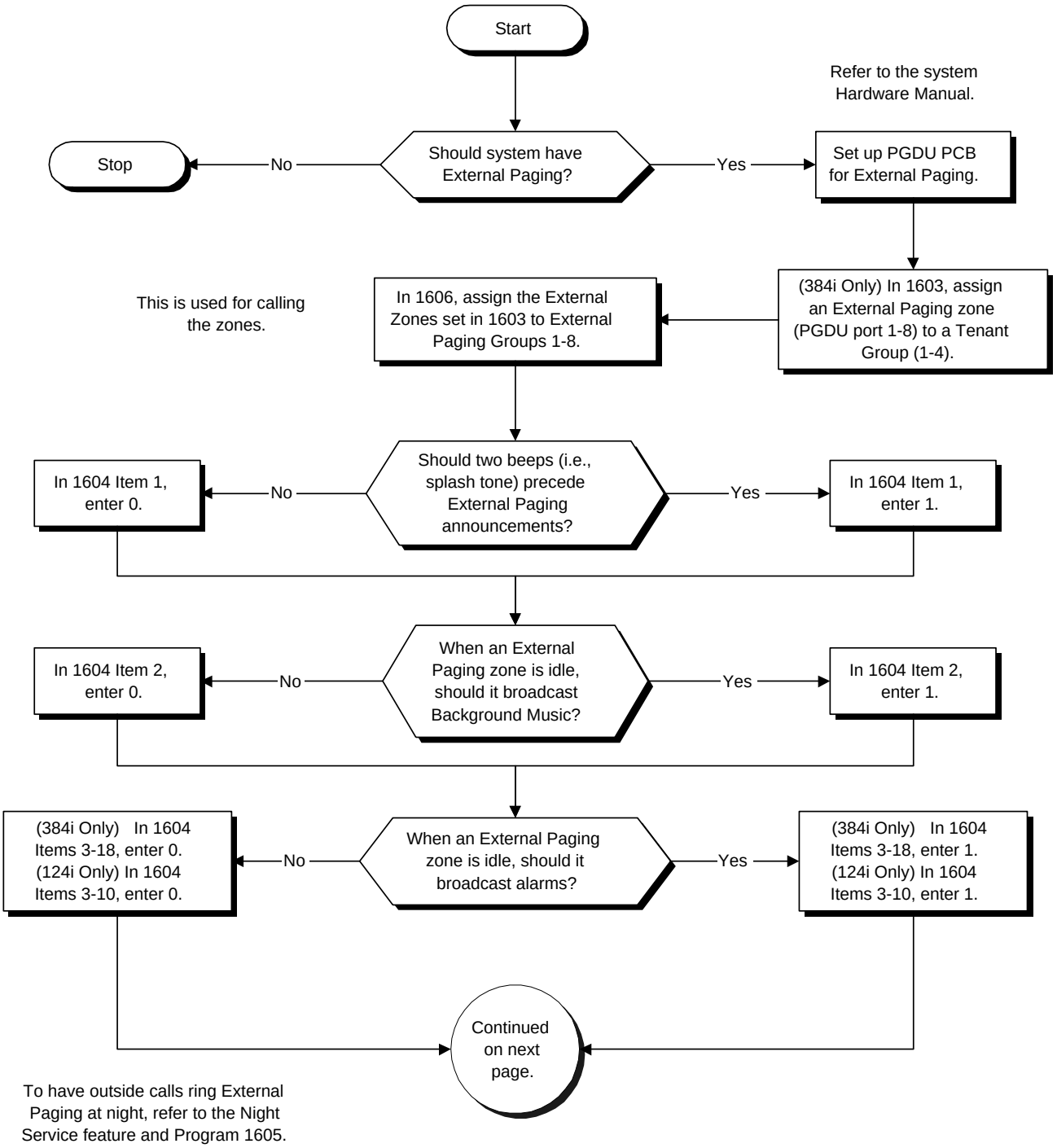
The system allows up to eight External Paging zones. Each zone requires a port on a PGDU PCB, with a maximum of four external paging circuits per PCB. You must have two PGDU PCBs to get all eight external zones. In addition, each external zone has an associated relay contact. When a user pages to a zone, the corresponding contact activates (closes). This provides for Paging amplifier control. Refer to the system hardware manual for additional details.

Combined Paging
Use Combined Paging when you want to simultaneously Page into an internal and corresponding external zone. For example, you can Page your company's warehouse and outside loading dock at the same time. Combined Paging is available for Paging zones 1-8 and All Call. Refer to page 406 for more on setting up Combined Paging. In 384i system software 3.04 or higher and 124i, Combined Paging is available even without a PGDU PCB installed.

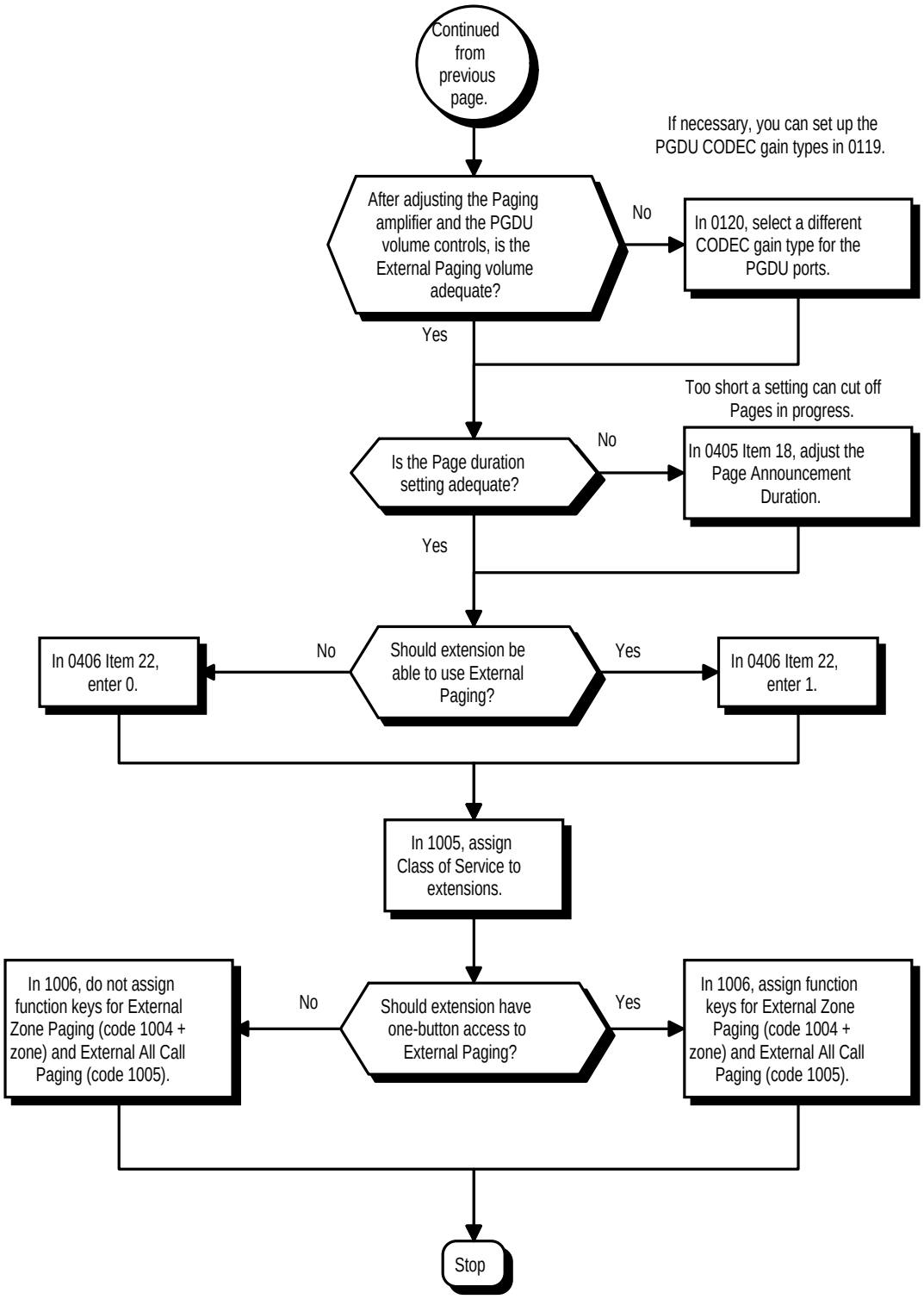
Conditions
External Paging requires PGDU PCBs and customer-provided Paging equipment.

Default Setting
External Paging functions once connected.

Programming



Programming (Cont'd)



Programming (Cont'd)

- **0119 - External Page and Door Box CODEC Gain Type Setup**
  Set the five CODEC gain types for External Page and Door Box ports.
- **0120 - External Page and Door Box CODEC Gain Setup**
  Assign a CODEC gain type from Program 0119 to external Page and Door Box Ports.
- **0405 - System Timers (Part A), Item 18: Page Announcement Duration**
  Set the maximum allowable duration for a Paging announcement.
- **0406 - COS Options, Item 22: External Paging**
  In an extension's COS, enable (1) or disable (0) the ability to use External Paging.
- **1005 - Class of Service**
  Assign a Class Of Service (1-15) to an extension.
- **1006 - Programming Function Keys**
  Assign function keys for External Paging zones (1004 + zone) and External All Call Page (1005)
- ***(384i Only)* 1603 - External Paging Zone Tenant**
  Assign a tenant (1-4) to each External Paging Zone (PGDU ports 1-8).
- **1604 - External Paging Zone Control**
  Assign options for each External Paging Zone (1-8): Splash Tone before Page (Item 1), Background Music when idle (Item 2) and Alarms 1-16 (Items 3-18).
- **1606 - External Paging Zone Group**
  Assign each External Paging Zone (1-8) to an External Paging Group (1-8) used for accessing the zone.

Related Features

Door Box
If a PGDU PCB has a Door Box connected, you cannot use that port for External Paging.

Night Service (Universal Night Answer)
To have outside calls ring External Paging Zones at night, refer to the Night Service feature and Program 1605.

Paging, Internal
Internal Paging broadcasts announcements to extensions in programmed Internal Paging Zones.

Programmable Function Keys
Function keys simplify External Paging operation.

Tenant Service
The system does not allow cross-tenant External Paging.

Operation

To Page into an external zone:

1. Press External Paging key (PGM 1006 or SC 851: 1004 + zone for External Paging zones or 1005 for External All Call Paging).
2. Make Announcement.

OR

1. At keyset, press idle CALL key.

OR

At single line telephone, lift handset.

2. Dial 803 and the External Paging Zone code (1-8 or 0 for All Call).

OR

Dial *1 and the Combined Paging Zone code 1-8 (for Internal/External Zones 1-8) or 0 (for Internal/External All Call).

3. Make Announcement.

Paging, Internal

Description

124i ☞	Available — eight Internal Paging Groups (Zones).

384i ☞	Available — 32 Internal Paging Groups (Zones).

Internal Paging lets extension users broadcast announcements to other keyset users. The 384i system allows All Call (all zone) Paging and up to 32 separate Internal Paging Zones in each tenant group. The 124i system allows up to eight Internal Paging Zones. When a user makes a Zone Paging announcement, the announcement broadcasts to all idle extensions in the zone dialed. With All Call Paging, the announcement broadcasts to all idle extensions programmed to receive All Call Paging. An extension can be a member of only one Internal Paging Zone. Like External Paging, Internal Paging allows a user to locate another employee or make an announcement without calling each extension individually.

Combined Paging
Use Combined Paging when you want to simultaneously Page into an internal and corresponding external zone. For example, you can Page your company's warehouse and outside loading dock at the same time. Combined Paging is available for Paging zones 1-8 and All Call. Optionally, you can change the Combined Paging assignments. For example, you can associate External Paging Zone 1 with Internal Paging Zone 4. In 384i system software 3.04 or higher and 124i, Combined Paging is available even without a PGDU PCB installed.

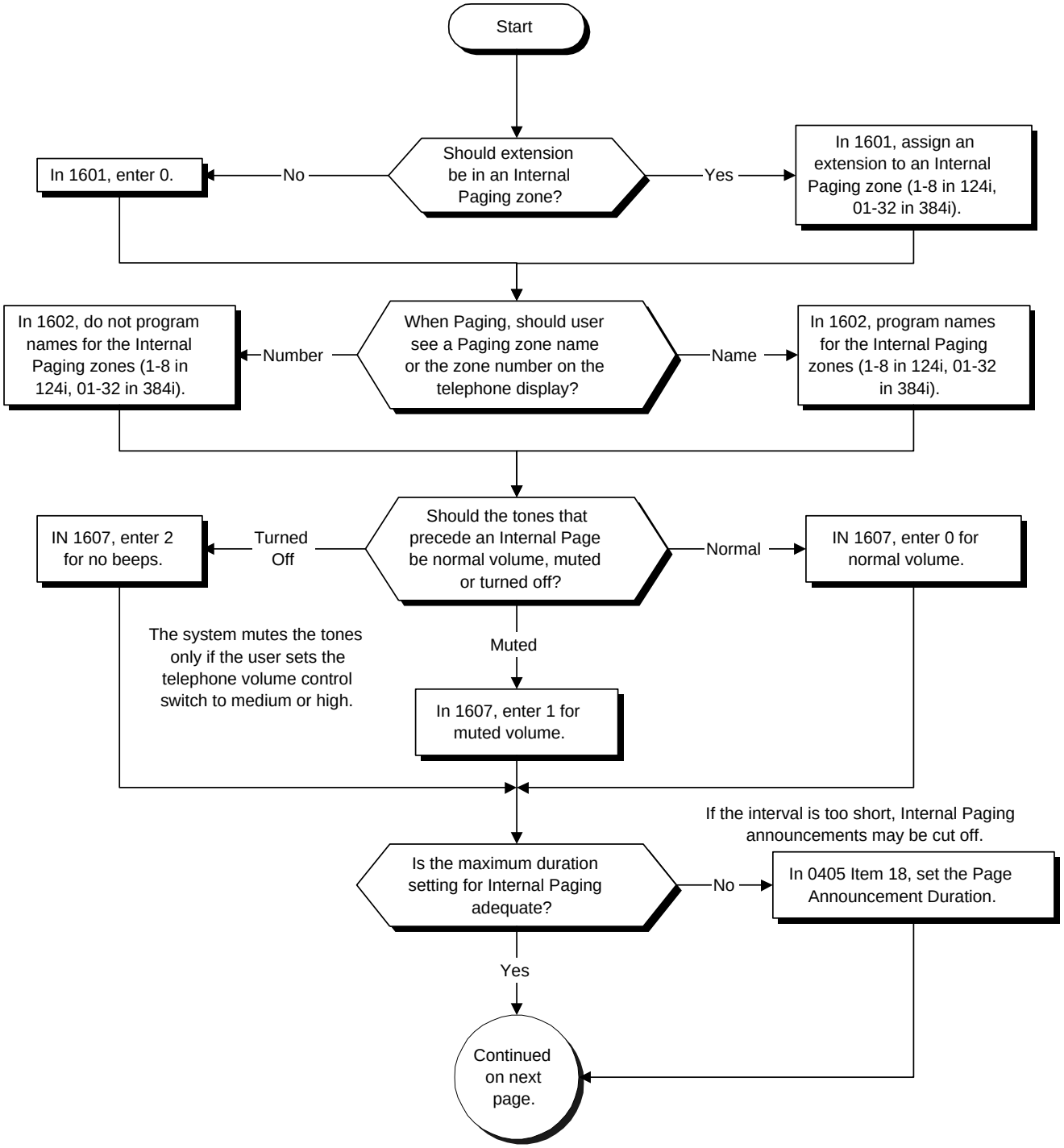
Conditions

(A.) Internal Paging does not require a PGDU PCB.
(B.) You can assign any number of extensions to an Internal or All Call Paging Zone.

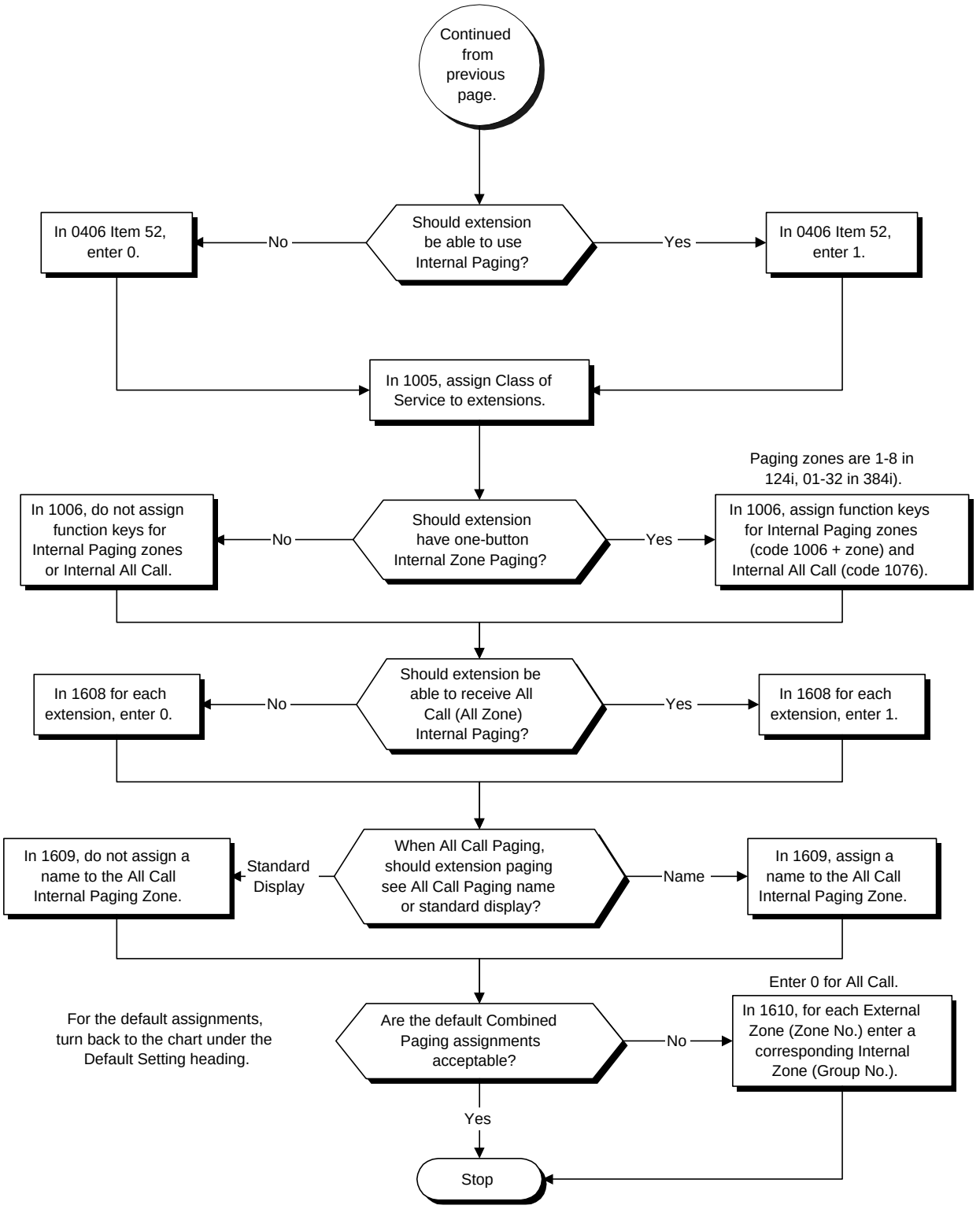
Default Setting

Enabled.

Programming



Programming (Cont'd)



Programming (Cont'd)

- **0405 - System Timers (Part A), Item 18: Page Announcement Duration**
  Set the maximum allowable duration (0-64800 seconds) for a Paging announcement.
- **0406 - COS Options, Item 52: Internal Paging**
  In an extension's Class of Service, enable (1) or disable (0) an extension's ability to make an Internal Paging announcement.
- **1005 - Class of Service**
  Assign a Class Of Service (1-15) to an extension.
- **1006 - Programming Function Keys**
  Assign function keys for Internal Paging Zones (code 1006 + 1-9 or 01-32) and Internal All Call Paging (code 1076).
- **1601 - Internal Paging Zones**
  Assign extensions to Internal Paging Zones (1-9 or 01-32 in 384i, 108 in 124i).
- **1602 - Internal Paging Zone Names**
  Program names for the Internal Paging Zones.
- **1607 - Internal Paging Tone**
  For each Internal Paging Zone (1-9 or 01-32 in 384i and 1-8 in 124i), have normal (0), muted (1) or no (2) Internal Paging alert tones. If enabled (0 or 1), extensions hear two beeps before Paging announcements. If disabled, the extensions hear the announcement without the beeps. *Muted tones can occur only if the extension user sets the telephone volume control switch to medium or high.*
- **1608 - All Call Internal Paging**
  Allow (1) or prevent (0) All Call Internal Paging for each extension. If allowed, extension can make and receive All Call Internal Paging announcements. If prevented, extension can only make All Call Internal Paging announcements.
- **1609 - All Call Paging Zone Name**
  Assign a name to the All Call Internal Paging Zone. The name shows on the display of the telephone making the announcement.
- **1610 - Combined Paging Assignments**
  For each External Paging Zone (1-8 and 0 for All Call), assign a corresponding Internal Zone for Combined Paging.

Paging, Internal

Related Features

Paging, External
An extension user can broadcast an announcement over an External Paging Zone.

Programmable Function Keys
Function keys simplify Internal Paging operation.

Tenant Service
An extension user cannot broadcast an announcement into another tenant's Paging Zones.

Operation

To make an Internal Page announcement:

Keyset

1. Press the zone's Internal Paging key (PGM 1006 or SC 851: 1006 + 1-9 or 01-32 for zones, 1076 for All Call).

   OR

1. Press idle CALL key.
2. Dial 801 and the Paging Zone number (0-9 or 00-32).
   Dialing 0 or 00 calls All Call Internal Paging.

   OR

   Dial *1 and the Combined Paging Zone code 1-8 (for Internal/External Zones 1-8) or 0 (for Internal/External All Call).
3. Make announcement.
4. Press SPK to hang up.

Single Line Telephone

1. Lift handset.
2. Dial 801 and the Paging Zone number (0-9 or 00-32).
   Dialing 0 or 00 calls All Call Internal Paging.

   Dial *1 and the Combined Paging Zone code 1-8 (for Internal/External Zones 1-8) or 0 (for Internal/External All Call).
3. Make announcement.
4. Hang up.

Description

124i ☞	Available — 8 System Park orbits.
-	Personal Park requires Base 2.13, EXCPRU 2.18 or higher.
-	Enhanced Dial Buffering not implemented.
-	Splitting between calls on Park keys not available.

384i ☞	Available — 32 System Park orbits.
-	Personal Park requires system software 3.04 or higher.
-	Enhanced Dial Buffering requires system software 3.06.06 or higher.
-	Splitting between calls on Park keys requires system software 3.06.14 or higher.

Park places a call in a waiting state (called a Park Orbit) so that an extension user may pick it up. There are two types of Park: System and Personal. Use System Park when you want to have the call wait in a system orbit. (The 384i system has up to 32 System Park Orbits; the 124i has eight.) Personal Park allows a user to Park a call at their extension so a co-worker can pick it up. After parking a call in orbit, a user can Page the person receiving the call and hang up. The paged party dials a code or presses a programmed Park key to pick up the call. With Park, it is not necessary to locate a person to handle their calls. A call parked for too long will recall the extension that initially parked it.

Enhanced Dial Bufferingg

The system can optionally provide additional dial buffering. In certain high traffic sites, (e.g., with a high volume of dialed paging and parking), standard dial buffering can occasionally lose digits that a user dials. By enabling enhanced buffering, an additional level of buffering occurs which helps ensure that the system processes all digits a user dials.

Splitting Between Parked Calls

A keyset user can retrieve two calls from Park Orbit (for which they don't have line appearances) and easily split (alternate) between them. The split operation brings the calls to the user's telephone and frees up the Park Orbits.

Conditions

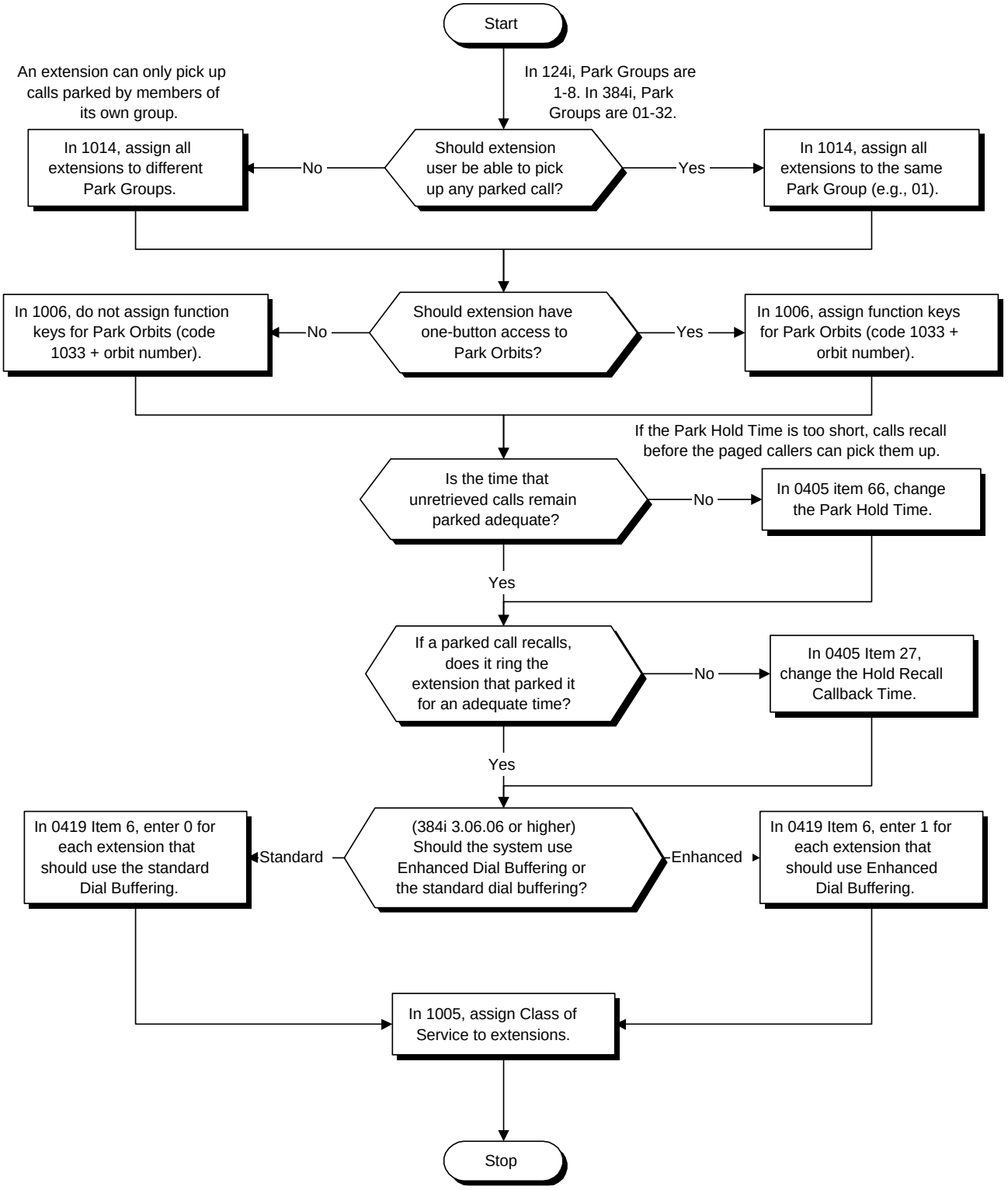
(A.) An extension can park a call in any Park Orbit. However, an extension can only pick up a call Parked by a member of its own Park group (see Program 1014).

(B.) When a DSL user parks a call, they must wait the Interdigit Time (normally 10 seconds) before trying to retrieve it.

Default Setting

Enabled.

Programming



Programming (Cont'd)

- **0405 - System Timers (Part A), Item 27: Hold Recall Callback Time**
  A call left parked too long recalls the extension that initially parked it for this interval.
- **0405 - System Timers (Part A), Item 66: Park Hold Time**
  Set the Park Hold Time (0-64800 seconds). A call left parked longer than this interval will recall the extension that initially parked it.
- ***(384i Only)* 0419 - Class of Service Options (Part B), Item 6: Enhanced Dial Buffering**
  In an extension's Class of Service, use this option to enable (1) or disable (0) Enhanced Dial Buffering. If disabled, the system uses the standard dial buffering.
- **1005 - Class of Service**
  Assign Class of Service (1-15) to extensions.
- **1006 - Programming Function Keys**
  Assign a keys as a Park Orbit key (code 1033 plus Park orbit number [01-32]).
- **1014 - Park Group**
  Assign an extension to a Park Group (01-32). An extension can only pick up a call Parked by a member of its own Park Group.

Related Features

Hold

A user can place a call in a temporary waiting state without putting it in orbit.

Programmable Function Keys

Function keys simplify Park operation.

Operation

To Park a call in a system orbit:

You can Park Intercom or trunk calls.

1. Press Park key (PGM 1006 or SC 851: 1033 + orbit).

   The Park key LED lights.

   If you hear busy tone, the orbit is busy. Try another orbit.
2. Use Paging to announce call.
3. Press SPK to hang up.

   If not picked up, the call will recall to you.

OR

1. At keyset, press HOLD.

   OR

   At single line telephone, hookflash.
2. Dial #6 and the Park orbit (01-32 in 384i, 1-8 in 124i).

   If you hear busy tone, the orbit is busy. Try another orbit.
3. Use Paging to announce call.
4. Press SPK to hang up.

   If not picked up, the call will recall to you.

   Note: The parked call recalls after the Park Hold Time (Program 0405, Item 66). The call rings the extension to which it recalled for the Hold Recall Callback Time (Program 0405, Item 27). The call then goes on Hold for the Park Hold Time - then recalls again for the Hold Recall Callback Time. The call continues to cycle between Hold and recall until the extension user answers the call or the outside party hangs up.

Operation (Cont'd)

To pick up a parked call.

1. Lift handset.
2. Press Park key (PGM 1006 or SC 851: 1033 + orbit).

   OR

1. At keyset, press idle CALL key.

   OR

   At single line telephone, lift handset.
2. Dial *6 and the Park orbit (01-32 in 384i, 1-8 in 124i).

To park a call at your extension:

1. Do not hang up.
2. Press HOLD and dial 857.

   At an SLT, hookflash instead of pressing HOLD.
3. Page your co-worker to pick up the call.
4. Press SPK to hang up (or hang up at DSL/SLT).

   If not picked up, the call will recall to you.

To pick up a call parked at an extension (yours or a co-worker's):

1. **<u>If parked at your extension:</u>**
   Press idle CALL key and dial 857

   OR

   <u>If parked at a co-worker's extension</u>
   Press idle CALL key dial ** plus the co-worker's extension number.

   At an SLT/DSL, skip pressing CALL.

To split between two parked calls:

You must have Park Orbit keys for the parked in calls. In addition, your keyset cannot have line keys defined for the parked calls.

The split operation is not available on 124i.

1. Press Call1.
2. Press Park Orbit key (PGM 1006 or SC 851: 1033 + orbit) to retrieve first parked call.

   Call 1 lights steadily. This moves the first parked call to your phone.
3. Press HOLD.

   Call1 flashes.
4. Press another Park Orbit key (PGM 1006 or SC 851: 1033 + orbit) to retrieve the second parked call.

   Call2 lights steadily. This moves the second parked call to your phone.
5. To switch between the two parked calls, press the flashing CALL key.

   You can only split between two active calls. To retrieve and split with a new call, you must first hang up one of the initial calls.

Description

124i ☞	Available.

384i ☞	Available.

You can connect your phone system trunks to Centrex/PBX lines, rather than to telco trunk circuits. This makes the trunk inputs into the system 500/2500 type compatible Centrex/PBX extensions, rather than telco circuits. PBX Compatibility lets the system be a node (i.e., satellite) in a larger private telephone network. To place outside calls when the system is behind a PBX, phone system users must first dial the PBX's trunk access code (usually 9).

The system provides the following PBX Compatibility options:

- **PBX Trunk Access Code Screening**
  The system can monitor the numbers users dial and screen for PBX trunk access codes. The system can screen for up to 10 trunk access codes. The codes can be one or two digits long, consisting of the digits 0-9, # and *. (You use the FLASH key as a wild card entry.)

- **PBX Trunk Toll Restriction**
  The system can provide the Toll Restriction for the PBX trunk, or restriction can be handled solely by the connected PBX. If the phone system provides the restriction, it restricts the digits dialed after the PBX access code.

- **PBX Call Restriction**
  When the phone system does the Toll Restriction, it can further restrict users from dialing PBX extensions. In this case, the only valid numbers are those dialed after the PBX trunk access code. The only PBX facility phone system users can access are the PBX's outside trunks.

- **Automatic Pause**
  The system automatically pauses when it sees a PBX trunk access code during manual dialing, Abbreviated Dialing, Last Number Redial, Repeat Redial and Save Number Dialed. This gives the connected PBX time to set up its trunk circuits.

Conditions

None

Default Setting

Disabled.

PBX Compatibility

Programming

Refer to the Programming Flowchart on the following page.

- **0114 - Analog Trunk (ATRU PCB) Timers, Item 9: Flash**
  If the CONF (TRF) key is set for transfer (in Program 0402, Item 2), use this program to set the duration of the flash that occurs when a user presses the CONF (TRF) key.
- **0402 - Tenant Group Options, Part B, Item 2: CONF (TRF) Key Operating Mode (Part A)**
  To simplify PBX Transfer, assign the CONF (TRF) key for flash (entry 2). Set the duration of the flash in Program 0114 Item 9.
- **0701 - Toll Restriction Class, Item 10: PBX Call Restriction**
  For each Toll Restriction Class, enter 1 to restrict calls on the PBX trunk to outside calls only. Enter 0 to allow users to dial PBX extensions.
- **0702 - Toll Restriction Tables, Item 9: PBX Access Code**
  Enter the system PBX access codes. The system can have up to 10 codes. A code can be one or two digits long. Valid entries are 0-9, # and *. Use the FLASH key as a "don't care" digit.
- **0901 - Basic Trunk Port Setup (Part A), Items 1 (Signaling Type), 2 (Ring Detect Type) and 3 (CODEC Gain Type)**
  Set these options for compatibility with the connected PBX.
- **0901 - Basic Trunk Port Setup (Part A), Items 7-10: Behind PBX**
  For each PBX trunk port, enter 1. You make a separate entry for each Night Service mode.
- **0901 - Basic Trunk Port Setup (Part A), Item 19: Toll Restriction**
  For each PBX trunk port, enable (0) or disable (1) Toll Restriction.
- **1004 - Toll Restriction**
  Assign a Toll Restriction Class (1-15) to each extension.

Related Features

Abbreviated Dialing

- The system automatically pauses after it finds a PBX access code in an Abbreviated Dialing bin.
- If Abbreviated Dialing routes a call to a PBX trunk, it does not automatically insert a PBX access code. It outdials the digits just as they are stored.

Central Office Calls, Answering and Ring Groups

Users answer incoming calls on PBX trunks just like other trunks. All of the relevant access and Ring Group programming applies. Refer to these features for more details.

Central Office Calls, Placing

Except for dialing the PBX access code, users place calls on PBX trunks just like other trunks. All of the relevant access programming applies. Refer to the Central Office Calls Placing feature for more details.

Direct Inward Lines

You can have DILs route from the connected PBX. Users can access these trunks for outgoing PBX calls. All PBX Compatibility restrictions and programming apply.

Direct Inward System Access

You can program incoming DISA trunks to be outgoing PBX trunks. All PBX Compatibility restrictions and programming apply.

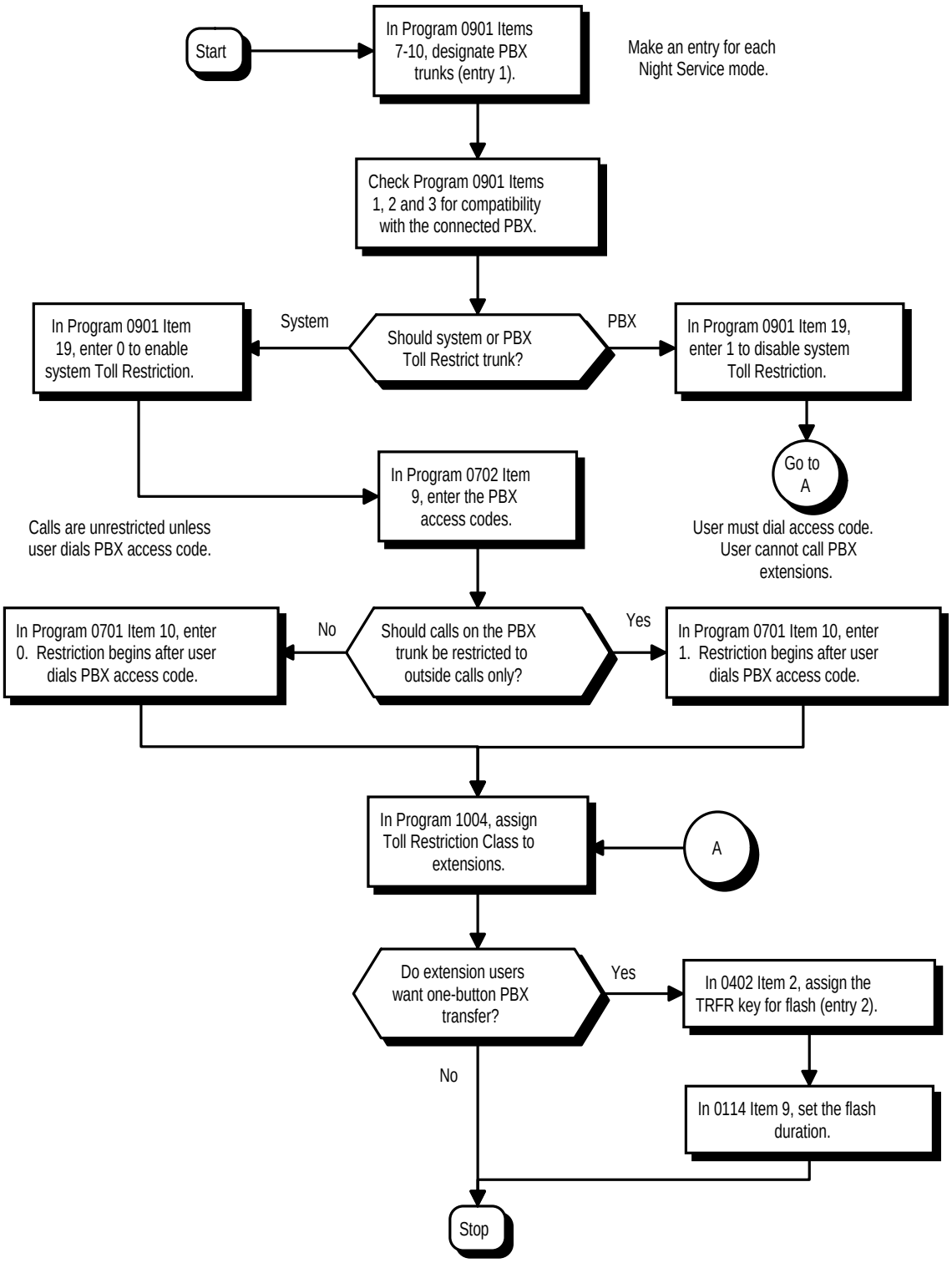
Flash

Flash may allow access to certain PBX features - like Transfer. Make sure you program Flash for compatibility with the connected PBX Optionally, the CONF (TRF) key on a keyset can be a Flash key (see Program 0402 Item 2).

Pulse to Tone Conversion

The system does not provide automatic Pulse to Tone Conversion after outdialing the PBX trunk access code.

Programming (Cont'd)



Related Features (Cont'd)

Toll Restriction

PBX trunks can follow normal system Toll Restriction. Refer to the programming chart on the previous page.

Trunk Groups and Trunk Group Routing

- Users can get outbound access to PBX trunks through Trunk Groups and/or Trunk Group Routing. All PBX Compatibility restrictions and programming apply.
- If the system routes a call to a PBX trunk, it does not automatically insert the PBX access code. It outdials the call just as the user dialed it.

Operation

To place a call over a PBX trunk:

1. At keyset, press idle CALL key and dial 804.
   OR
   At single line telephone, lift handset and dial 804.
2. Dial PBX trunk group number (1-9, 01-32 or 001-128).
3. Dial PBX access code and number

OR

1. (Keyset only) Press PBX trunk group key (PGM 1006 or SC 851: 1012 + group).
2. Dial PBX access code and number.

OR

1. At keyset, press idle CALL key and dial 9.
   OR
   At single line telephone, lift handset and dial 9.
2. Dial PBX access code and number.

OR

1. Press PBX Trunk Group Routing key (PGM 1006 or SC 851: 1011).
2. Dial PBX access code and number

OR

1. At keyset, press idle CALL key.
   OR
   At single line telephone, Lift handset.
2. Dial #9.
3. Dial PBX trunk number (e.g., 005 for line 5).
4. Dial PBX access code and number.

OR

1. Press PBX trunk key (PGM 1006 or SC 851: 1 to 128).
2. Dial PBX access code and number.

Note: In all cases above, Toll Restriction may prevent your call.

Description

124i ☞	Not available.

384i ☞	Consult your sales representative for availability.

The PC Attendant Console is a Windows-based call processing workstation for the system's "power users" — your attendants and receptionists. The intuitive graphical interface combined with tightly integrated keyboard and mouse operation ease the burden of handling high call volumes. Unique features of the PC Attendant include:

- On-screen DSS/BLF display
- Transfer by name
- Incoming calls grouped by type
- User programmable function keys
- Tab metaphor internal, external , feature and function key directories
- Text messaging
- Multi-tasking operation

The PC Attendant Console is available in two configurations: turnkey (P/N 92590) and kit (P/N 92690). The turnkey unit is a complete package that consists of a PC with monitor, mouse and keyboard with PC Attendant software and hardware installed. The PC Attendant kit contains PC Attendant software and the PC Interface PCB. You install the kit in a PC of your choosing which meets the following minimum requirements:

- Windows 3.1 or higher
- 486/66 processor
- 8 MByte RAM
- VGA video card with 2 MByte VRAM
- 8 MByte free disk space
- 1 full length ISA slot available on the PC's mother board

Conditions

The PC Attendant is not currently available in 124i.

Default Setting

Refer to the PC Attendant Console User Guide (P/N 92600ATT**).

Programming

Refer to the PC Attendant Console User Guide (P/N 92600ATT**).

Related Features

Refer to the PC Attendant Console User Guide (P/N 92600ATT**).

Operation

Refer to the PC Attendant Console User Guide (P/N 92600ATT**).

Prime Line Selection

Description

124i ☞ Available.	***384i*** ☞ Available.

Prime Line Selection allows an extension user to place or answer a call over a specific trunk by just lifting the handset. The user does not have to first press keys or dial codes. This simplifies handling calls on a frequently used trunk.

Prime Line Selection has the following two modes of operation:

- **Outgoing Prime Line Preference**
  Lifting the handset seizes the Prime Line. Outgoing Prime Line Preference would help a telemarketer who always needs a free line to call prospective clients. The telemarketer just lifts the handset and the Prime Line is always available. (Outgoing Prime Line Preference may be affected by Incoming Prime Line Preference -- see Programming below.)

- **Incoming Prime Line Preference**
  When the Prime Line rings the extension, lifting the handset answers the call. Incoming Prime Line Preference could benefit the Service Department dispatcher who must quickly answer customer's service calls and then dispatch repair technicians. The dispatcher would have the assurance than whenever a customer calls in, the dispatcher just lifts the handset get their call. (Incoming Prime Line Preference can optionally seize an idle line appearance -- see Programming below.)

Conditions

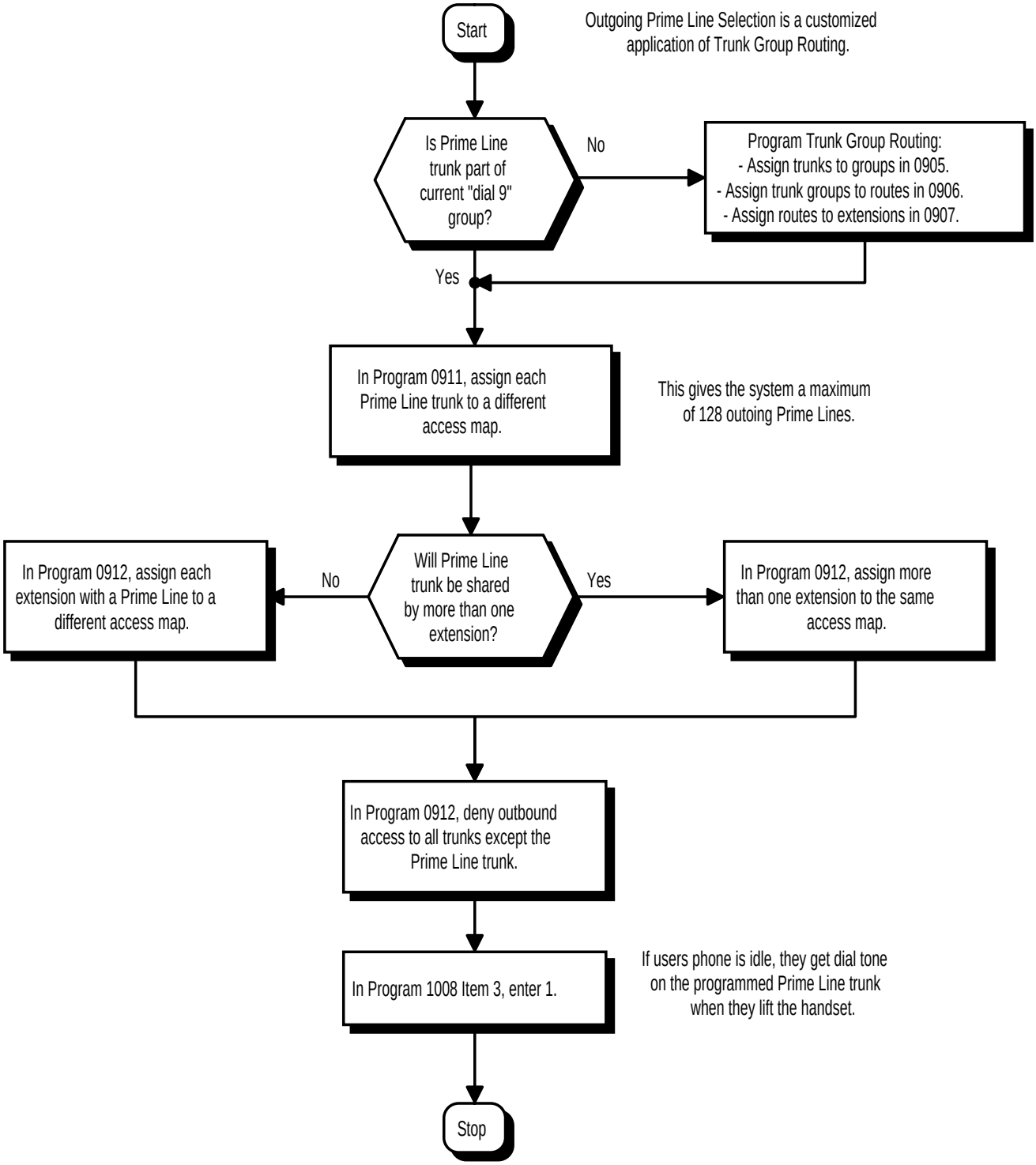
The Nitsuko 900 cordless telephone does not support Prime Line Preference.

Default Setting

Disabled.

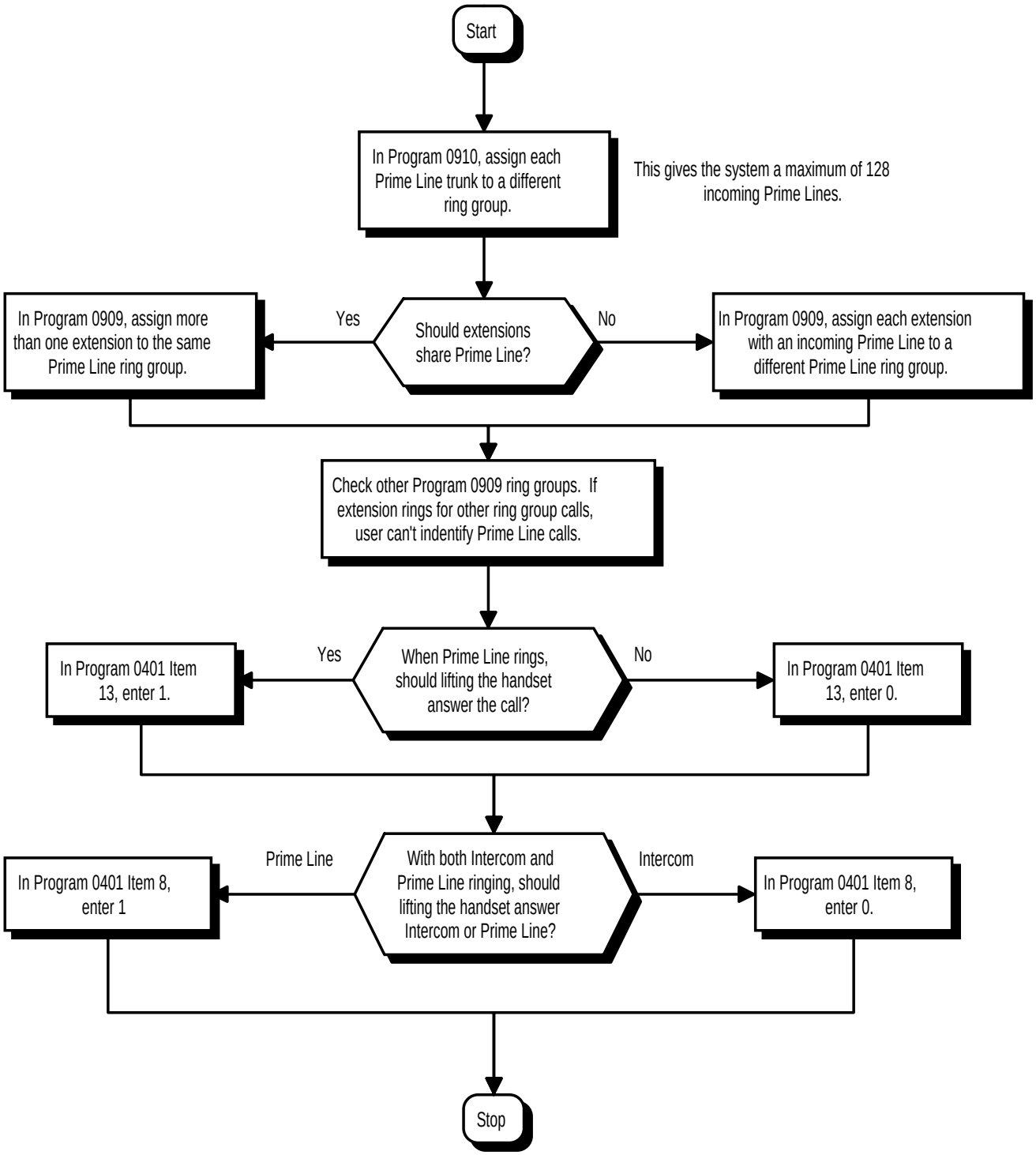
Programming

Outgoing Prime Line Preference



Programming (Cont'd)

Incoming Prime Line Preference



Programming (Cont'd)

- **0401 - Tenant Group Options, Part A, Item 8: Incoming Call Priority**
  Set incoming Prime Line preference. Enter 1 to answer ringing Prime Line; enter 0 to answer ringing Intercom call.
- **0401 - Tenant Group Options, Part A, Item 13: Ringing Line Preference for Trunk Calls**
  Enter 1 if lifting the handset should answer ringing Prime Line; enter 0 to seize idle line appearance.
- **0905 - Trunk Groups**
  Assign Prime Line to trunk group for outgoing Prime Line selection. (Also see 0906 and 0907 below.)
- **0906 - Trunk Group Routing (Dial 9)**
  Set up outbound route for trunk group that contains the Prime Line. (Also see 0905 and 0907.)
- **0907 - Trunk Group Routing for Extensions**
  Assign extension(s) to a Prime Line route (1-64) for outgoing Prime Line access.
- **0909 - Extension Ring Group Assignment**
  Assign extension(s) to a ring group (1-128) that consists of a Prime Line.
- **0910 - Trunk Ring Group Assignment**
  Assign a Prime Line to a ring group (1-128).
- **0911 - Trunk Access Map Setup**
  For outgoing Prime Line selection, assign each Prime Line trunk to a different Access Map (1-128).
- **0912 - Extension Access Map Assignment**
  Set assignment so extension(s) can have access to Prime Line. Deny outbound access to extensions that should not have Prime Line.
- **1008 - Basic Extension Port Setup, Part B, Item 3: Outgoing Trunk Line Preference**
  Enter 1 for this option so extension user seizes Prime Line when they lift the handset.

Related Features

Direct Inward Lines/Direct Inward System Access
DILs and DISA calls also ring extensions directly, even if not allowed in ring group programming.

Line Preference
Prime Line Selection directly interacts with Line Preference.

Operation

To place a call on your Prime Line:

1. Lift handset.

   You hear dial tone on your Prime Line.

To answer a call on your Prime Line:

1. Lift handset.

   Depending on your Line Preference programming, you'll either answer the Prime Line or get dial tone on the idle line appearance.

Privacy (Data)

Description

124i ☞	Available.

384i ☞	Available.

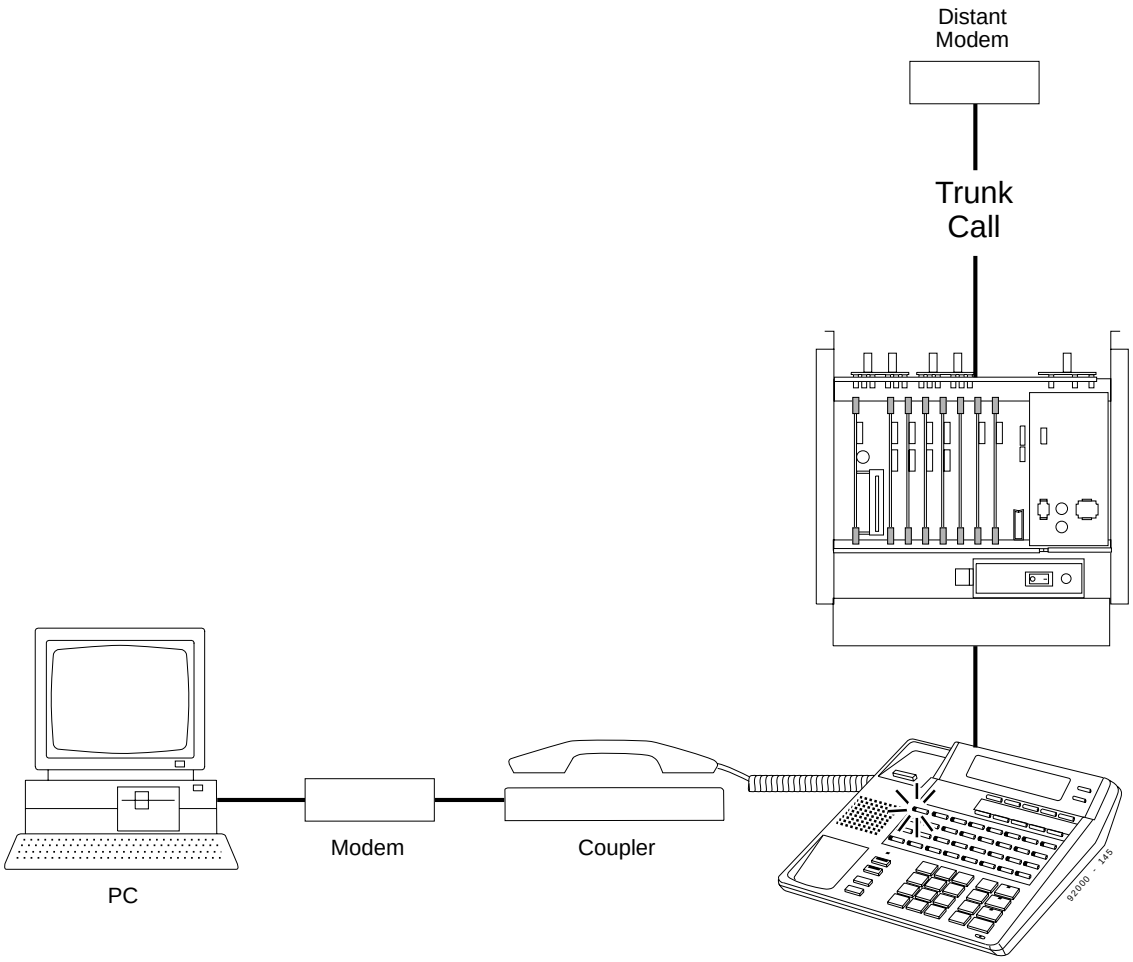
While on a data call using an acoustic coupler, an extension user can implement Privacy to block incoming Off Hook Signals and Barge In attempts. The system establishes Privacy for the extension when the user presses the programmed Privacy key. It cancels Privacy when the user presses the Privacy key a second time or hangs up. Privacy assures the user that they will not be interrupted during an important call.

Conditions

This feature only pertains to data calls set up using a keyset and an acoustic coupler. It does not pertain to data calls using a DCI. (Privacy is automatic for these types of calls.)

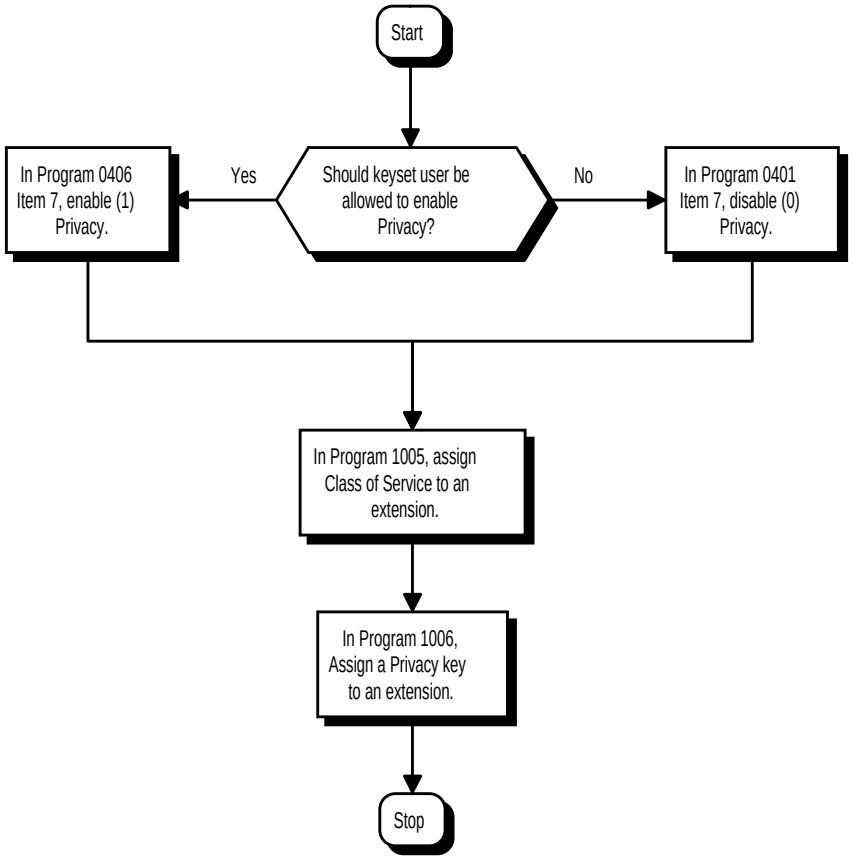
Default Setting

Disabled.



Acoustic Coupler Connection

Programming



- **0406 - COS Options, Item 7: Privacy**
  In an extension's Class of Service, enable (1) or disable (0) the ability to use a Privacy key.
- **1005 - Class of Service**
  Assign a Class Of Service (1-15) to an extension.
- **1006 - Programming Function Keys**
  Assign a Privacy key (code 1030).

Related Features

Barge In
Enabling Data Privacy prevents Barge In and other off-hook tones from interrupting the data call.

Conference, Voice Call/Privacy Release
A keyset user can release Privacy on their outside call so a co-worker can join in the conversation.

Programmable Function Keys
Data Privacy requires a uniquely programmed function key.

Single Line Telephones
Data Privacy does not apply to single line telephones.

Privacy (Data)

Operation

To enable Privacy for the call you are on:

Enabling Privacy blocks off-hook tones from the handset, not the speaker.

1. Press Privacy key (PGM 1006 or SC 851: 1030).

   A co-worker cannot Barge In on your conversation or send Off Hook Signals.

2. (Optional) Press Privacy key again to release Privacy for the call.

   The system cancels Privacy automatically when you hang up.

Description

124i ☞ Available.	***384i*** ☞ Available.

A Private Line is a trunk reserved for a keyset for placing and answering calls. A user with a Private Line always knows when important calls are for them. Additionally, the user has their own trunk for placing calls that is not available to others in the system.

- **Incoming only**
  The keyset has a Private Line only for incoming calls. The user cannot place calls on the Private Line.
- **Outgoing only**
  The keyset has a Private Line only for outgoing calls. The Private Line does not ring for incoming calls.
- **Both ways**
  The keyset has a Private Line for both incoming and outgoing calls.

Conditions

None

Default Setting

Disabled.

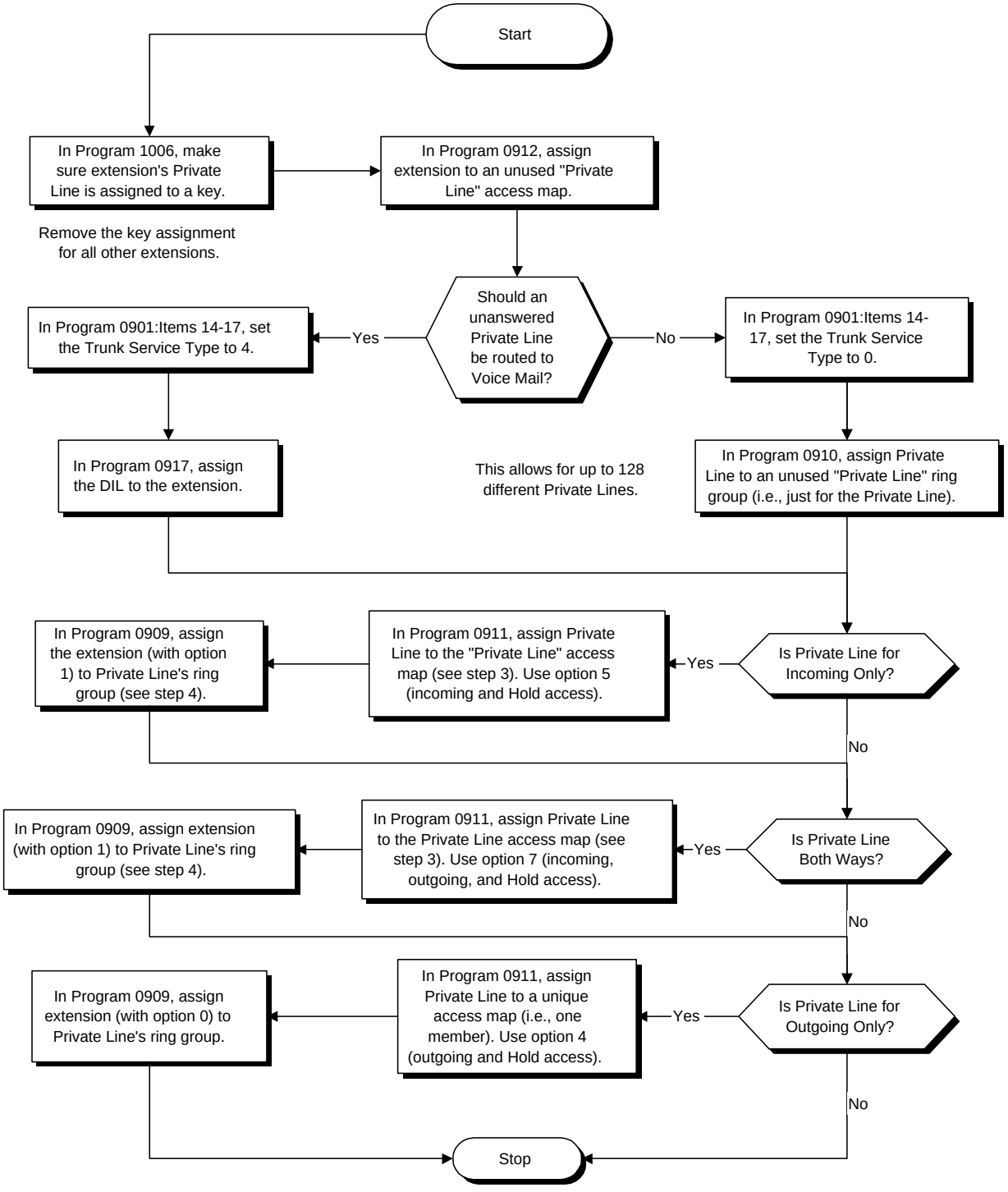
Programming

Refer to the Programming Flowchart on the following page.

- ➢ **0901 - Basic Trunk Port Setup (Part A), Items 14-17: Trunk Service Type**
  Set the Trunk Service Type to 4 if routing unanswered Private Lines to voice mail or 0 if not routing to voice mail.
- ➢ **0909 - Extension Ring Group Assignment**
  Assign extension to Private Line's ring group. Use option 1 for Incoming or Both Ways Private Lines. Use option 0 for Outgoing Private Lines. Do not assign any other extensions to the Private Line ring group.
- ➢ **0910 - Trunk Ring Group Assignment**
  Assign Private Line to an unused "Private Line" ring group (1-128) (i.e., a ring group just for the Private Line).
- ➢ **0911 - Trunk Access Map Setup**
  Assign Private Line to the Private Line Access Map (1-128) (see Program 0912 below). Use option 5 for Incoming, option 7 for Both Ways and option 4 for Outgoing. In all other Access Maps, give option 3 to the Private Line.
- ➢ **0912 - Extension Access Map Assignment**
  Assign extension to have Private Line to an unused "Private Line" Access Map.
- ➢ **0917 - DIL Assignment**
  If routing unanswered Private Lines to voice mail, assign DILs to the extensions.
- ➢ **1006 - Programming Function Keys**
  Make sure extension has a line key (e.g., 0012) for the Private Line.

Private Line

Programming (Cont'd)



In all other access maps, give access 3 (Hold) to Private Lines. Do not assign any other extensions to the Private Line ring groups.

Related Features

Call Forwarding
Private Lines do not follow Call Forwarding.

Line Preference
An extension user can have Line Preference options applied to their Private Line.

Prime Line Selection
A Private Line can also be a Prime Line.

Programmable Function Keys
You should always program a line key for each Private Line.

Single Line Telephones
Private Lines are not available on single line telephones.

Toll Restriction
Private Lines follow normal Toll Restriction.

Transfer
An extension user can Transfer their Private Line. Since other users have hold access (see Programming), the destination can answer the transferred Private Line and place it on Hold.

Operation

To place a call on your Private Line:

1. Press Private Line key.
2. Dial number.

To answer a call on your Private Line:

1. Press Private Line key.

Programmable Function Keys

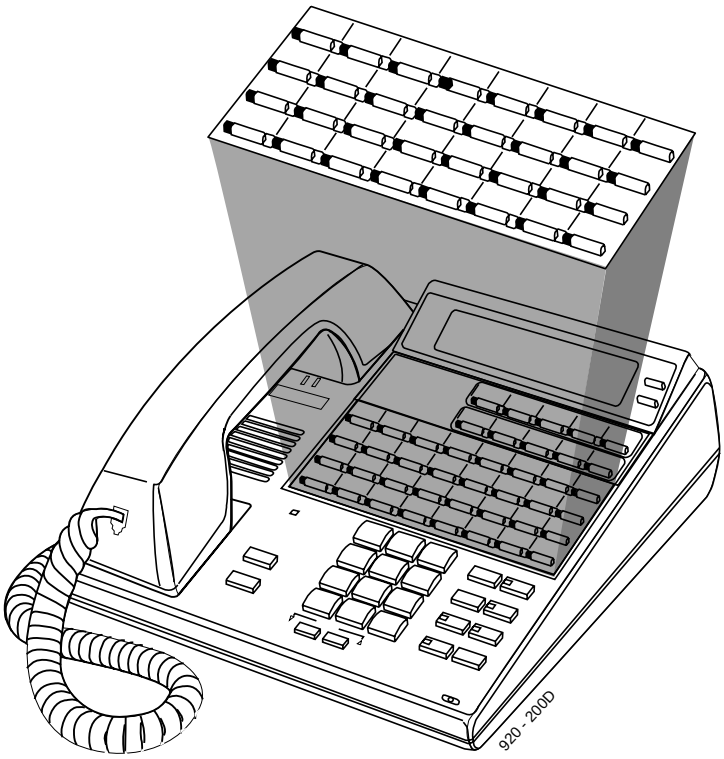
Description

124i ☞	Available.

384i ☞	Available.

Each keyset has Programmable Function Keys. Programmable Function Keys simplify placing calls, answering calls and using certain features. You can customize the function of a keyset's programmable keys from your administration telephone, or the extension user can do it themselves. Depending on your telephone, you either have 16, 24 or 32 Programmable Function Keys.

Refer to Tables 1-4 and 1-5 for the Programmable Function Key functions.



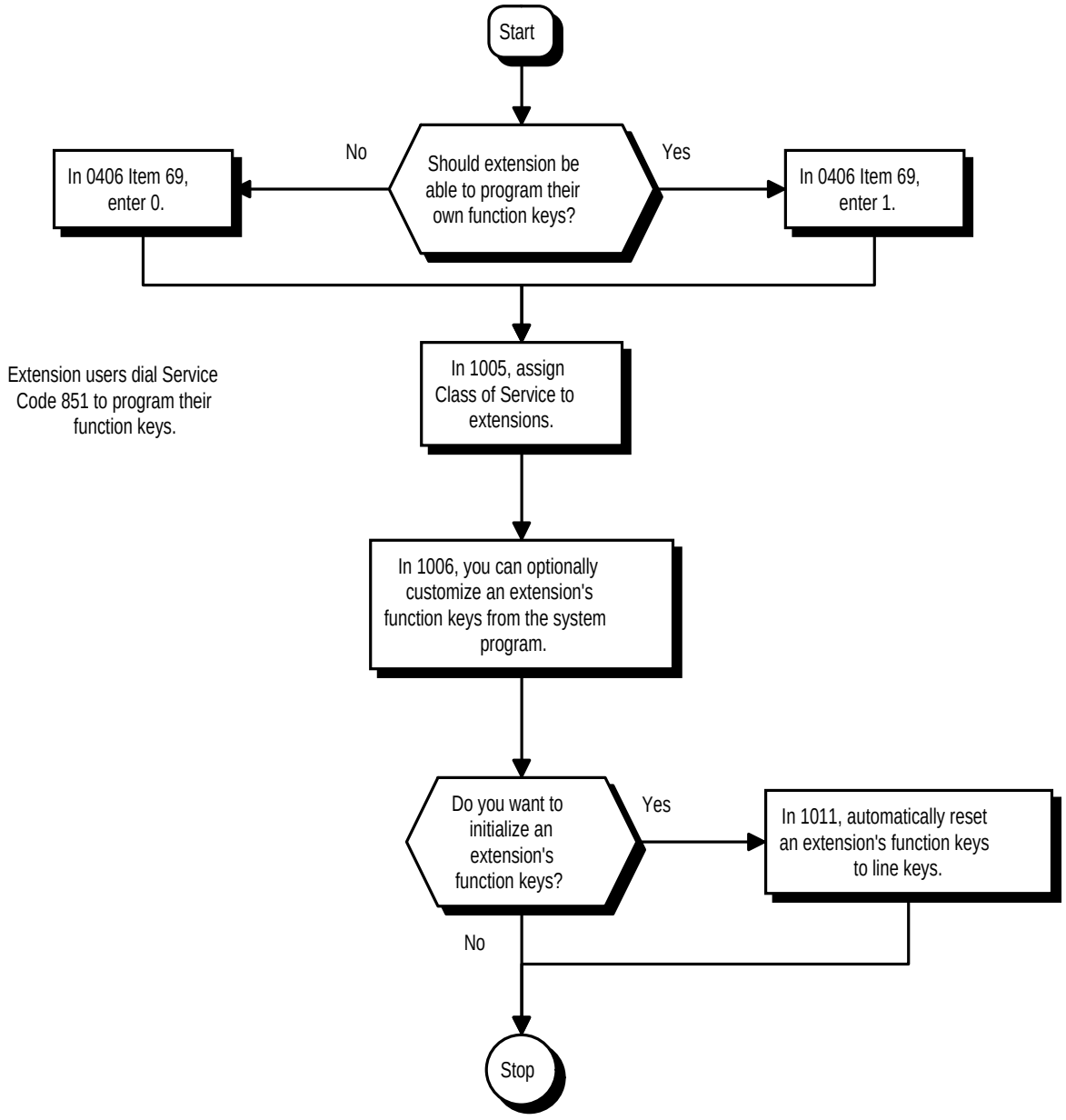
Conditions

None

Default Setting

The first 16 keys on a telephone are line keys (e.g., key 1 = line 0001). The remaining keys are unassigned.

Programming



Programmable Function Keys

Programming (Cont'd)

- **0406 - COS Options, Item 69: Programmable Function Key Programming**
  In an extension's Class of Service, enable (1) or disable (0) an extension's ability to program their own function keys.
- **1005 - Class of Service**
  Assign Class of Service to extensions.
- **1006 - Programming Function Keys**
  Assign the functions of a keyset's Programmable Function Keys. Refer to Tables 1-4 and 1-5.
- **1011 - Function Key Initialization**
  Initialize an extension's Programmable Function Keys. This makes all keys line keys (key 1 = line 1, key 2 = line 2 etc.). You may want to do this if you have to reassign an extension's keys.

Related Features

Abbreviated Dialing/One-Touch Calling

Abbreviated Dialing and One-Touch Calling also offer quick access to calls and features.

Operation

To change the function of a programmable key:

1. Press idle CALL key.
2. Dial 851.
3. Press the key you want to program.
4. Enter the 4-digit key function.

   Available functions are 1000-1082 (refer to chart) and line keys 0001-0128.

   To undefine a key, enter 0000.

To check the function of a programmable key:

1. Press CHECK.
2. Press the programmable key.

   The programmed function displays.

Description

124i ☞ Available.	***384i*** ☞ Available.

An extension can use Pulse to Tone Conversion on trunk calls. Pulse to Tone Conversion lets a user change their extension's dialing mode while placing a call. For systems in a Dial Pulse area, this permits users to access dial-up OCCs (such as MCI) from their DP area. The user can, for example:

- Place a call to an OCC over a DP trunk.
- Depending on programming:
  Manually implement Pulse to Tone Conversion
  OR
  Wait 10 seconds.
- Dial the OCC security code and desired number. The system dials the digits after the conversion as DTMF.

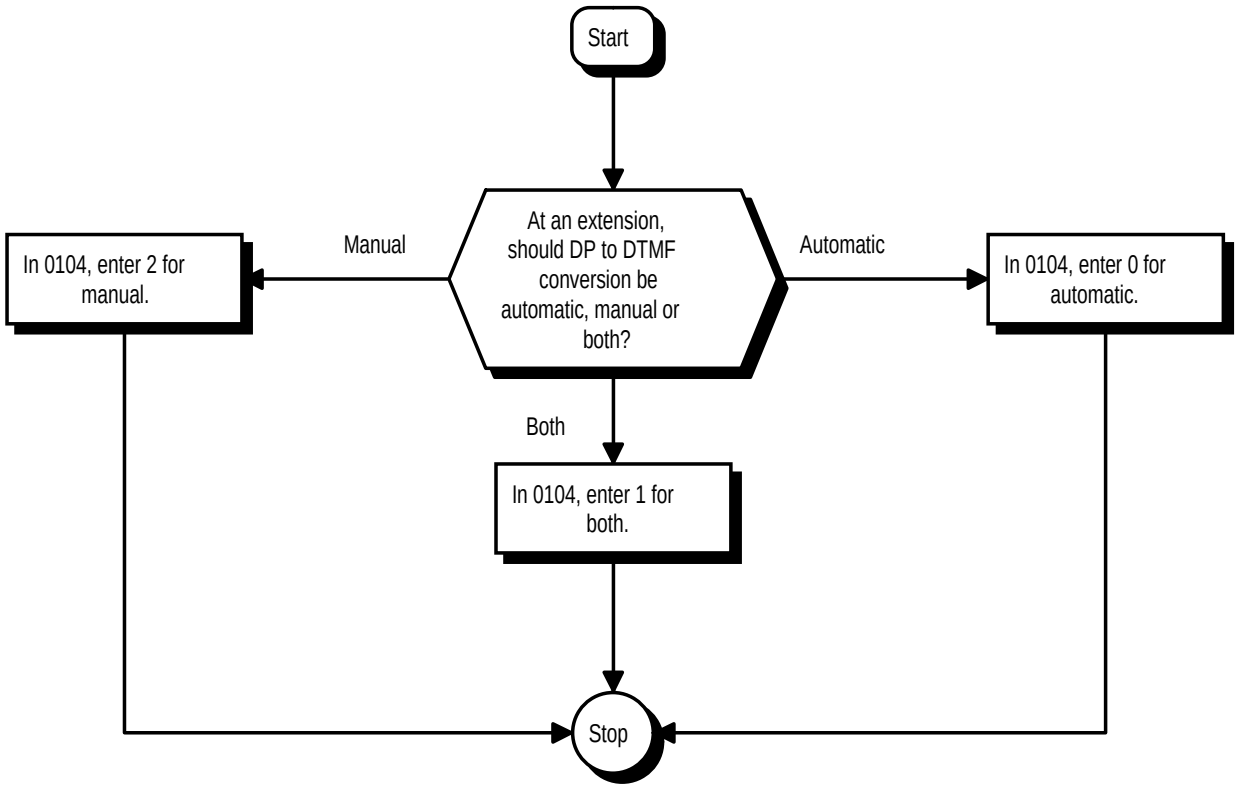
Conditions

Pulse to Tone Conversion is only valid for Dial Pulse trunks (Program 0901 Item 1, options 0 or 1).

Default Setting

Enabled.

Programming



Pulse to Tone Conversion (Cont'd)

Programming (Cont'd)

➢ **0104 - DP to DTMF Conversion Options**
For each trunk, set the type of DP to DTMF Conversion required: automatic (0), automatic and manual (1), or manual (2).

Related Features

None

Operation

To convert your phone's dialing to tone after placing your call on a pulse line:

1. Place call over pulse line.
2. Dial # to switch the DP trunk to DTMF dialing.

Description

124i ☞	Available.
384i ☞	Available.

If a keyset user places a trunk call that is busy or unanswered, they can have Repeat Redial try it again later on. The user doesn't continually have to try the number again -- hoping it will go through. Repeat Redial automatically retries it (up to three times) until the called party answers.

Conditions

Lifting the handset will cancel Repeat Redial.

Default Setting

Enabled.

Programming

Refer to the Programming Flowchart on the following page.

- **0405 - System Timers (Part A), Item 36: Repeat Redial Time**
  Set the interval between Repeat Redial attempts (0-64800 seconds).
- **0405 -System Timers (Part A), Item 37: Repeat Redial Enable Time**
  Set how long the system waits (0-64800 seconds) for the called party to answer after a Repeat Redial. If the called party doesn't answer within this interval, the system hangs up and tries again (after the Repeat Redial Time). For unanswered calls, the total time between retries in the sum of Items 36 and 37.
- **0406 - COS Options, Item 74: Repeat Redial**
  In an extension's Class of Service, enable (1) or disable (0) an extension's ability to use Repeat Redial.
- **0415 - Repeat Redial Count**
  Set how many times Repeat Redial will automatically repeat if the call does not go through.
- **1005 - Class of Service**
  Assign a Class Of Service (1-15) to an extension.
- **1006 - Programming Function Keys**
  Assign a function key for Repeat Redial (code 1075).

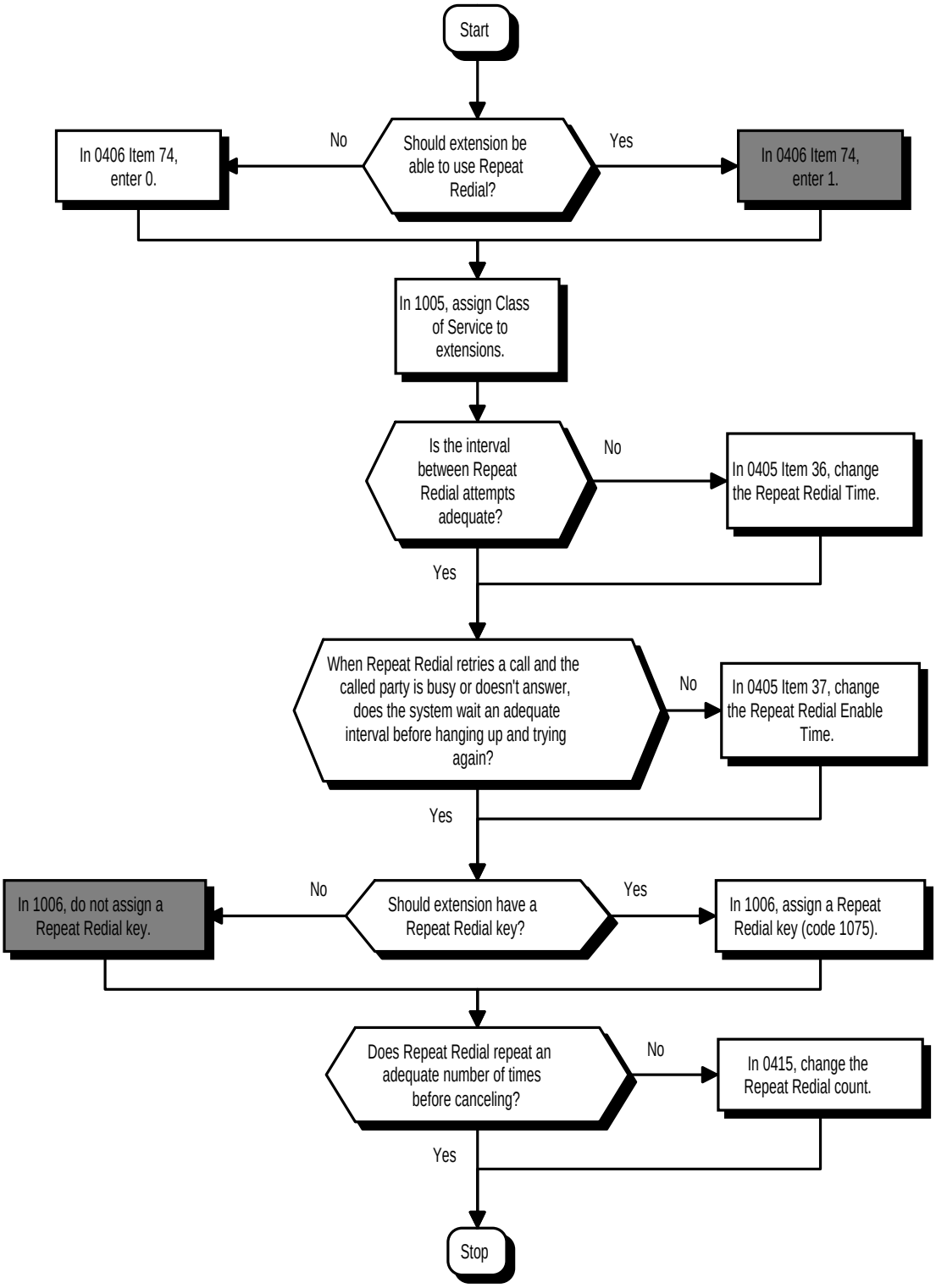
Related Features

Automatic Route Selection
For systems with Automatic Route Selection, ARS selects the trunk for the Repeat Redial call.

Last Number Redial/Save Number Dialed
An extension user can quickly redial their last call.

Single Line Telephones
Single line telephones cannot use Repeat Redial.

Programming (Cont'd)



Operation

To use Repeat Redial (if the outside party you call is unavailable or busy):

1. Place trunk call.

   Listen for busy tone or ring-no-answer,

2. Press DIAL + LND.

   OR

   Press Repeat Redial Key (PGM 1006 or SC 851: 1075).

   Your Repeat Redial key flashes while you wait for the system to redial.

3. Press SPK to hang up.

   The system periodically redials the call.

4. Lift handset or press MIC when called party answers.

To cancel Repeat Redial:

1. Do not lift handset.

   Lifting the handset cancels Repeat Redial.

2. Press DIAL.
3. Press LND.

OR

1. Press Repeat Redial Key (PGM 1006 or SC 851: 1075).

See also Last Number Redial.

Reverse Voice Over

Description

124i ☞ Available.	***384i*** ☞ Available.

While on a handset call, Reverse Voice Over lets a busy keyset user make a private Intercom call to an idle co-worker. The idle co-worker can be at a keyset or 500/2500 set. The busy user just presses and holds down a programmed Reverse Voice Over key to make a private call to a specified co-worker. The initial caller cannot hear the Reverse Voice Over conversation. The private Intercom call continues until the Reverse Voice Over caller releases the key again. The initial call can be an outside call or an Intercom call.

Reverse Voice Over could help a salesman, for example, when placing a call to an important client. The salesman can talk with the client **and** give special instructions to a secretary - without interrupting the initial call.

When the keyset is idle, the Reverse Voice Over key functions the same as a Hotline key. A keyset's Reverse Voice Over key also shows at a glance the status of the associated extension:

When the key is. . .	The associated extension is . . .
Off	Idle
Slow Flash	Busy or call ringing
Fast Flash	In Do Not Disturb

Note: When the keyset is idle, the Reverse Voice Over provides one button calling to the associated extension (like a Hotline key). An extension user cannot, however, use the Reverse Voice Over key to Transfer calls.

Conditions

(A.) ***(384i Only)*** While active, Reverse Voice Over uses a circuit on a DTU-A or DTU-C PCB. Refer to the Conference feature for DTUA/C PCB programming.

(B.) An extension can have Reverse Voice Over keys for more than one extension (limited only by the number of available function keys).

Default Setting

Disabled.

Programming

➢ **0401 - Tenant Group Options, Part A, Item 20: BLF Control and**
0406 - COS Options, Item 6: Automatic Off Hook Signaling

Programs 0401 Item 20 and 0406 Item 6 set the conditions under which a Hotline, Reverse Voice Over or DSS Console key indicates that an extension is busy. With condition 1 in the following chart, the BLF LED is on only when both extension line appearances are busy. In conditions 2-4, the BLF LED is on when one line appearance is busy.

	Program 0406: Item 6	Program 0401: Item 20	BLF [1] Status	Busy Status
1	1	0	Off	No
2	1	1	On	Yes
3	0	0	On	Yes
4	0	1	On	Yes

[1] BLF is on for extension receiving a voice announced Intercom call.

➢ **1006 - Programming Function Keys**

Assign a function key for Reverse Voice Over (code 1056 + dest. ext.).

Related Features

Do Not Disturb
A Reverse Voice Over placed to an extension always rings, regardless of how Handsfree Answerback/Forced Intercom Ringing is set at the destination.

Handsfree Answerback/Forced Intercom Ringing
Reverse Voice Over follows Handsfree Answerback/Forced Intercom Ringing programming.

Hotline
Like Reverse Voice Over, Hotline also provides one-button calling to coworkers.

One-Touch Calling
One-Touch Calling provides one button access to co-workers, but without the Busy Lamp Field provided by Reverse Voice Over.

Programmable Function Keys
Reverse Voice Over requires a uniquely programmed function key.

Single Line Telephones
Reverse Voice Over is not available at single line telephones.

Voice Over
If an extension user places a Reverse Voice Over to a busy destination extension, the system sets up a Voice Over. The Voice Over continues as long as the initiating extension holds down the Reverse Voice Over key.

Operation

WHEN YOU'RE ON A CALL . . .

To place a Reverse Voice Over call:

1. Press and hold your Reverse Voice Over key (PGM 1006 or SC 851: 1056 + dest. ext.).

   Your Reverse Voice Over key lights steadily (green) and you can talk with the programmed Reverse Voice Over destination.

To return to your initial caller:

1. Release the Reverse Voice Over key.

   If the co-worker you call hangs up, you return to the initial call automatically.

WHEN YOUR PHONE IS IDLE . . .

To place a call to your Reverse Voice Over destination:

1. Press your Reverse Voice Over key (PGM 1006 or SC 851: 1056 + dest. ext.).

   You can optionally lift handset after this step for privacy.

Ring Groups

Description

124i ☞	Available — 16 Ring Groups.

384i ☞	Available — 128 Ring Groups.

Ring Groups determine how trunks ring extensions. Generally, trunks ring extension's only if Ring Group programming allows. For example, to make a trunk ring an extension:

- Assign the trunk and the extension to the same Ring Group
- In the extension's Ring Group programming, assign ringing for the trunk.

The 384i system allows up to 128 Ring Groups; the 124i allows up to 16. Any number of extensions and trunks can be in a specific group. Extensions and trunks can be in only one Ring Group at a time.

If an extension has a line key for the trunk, Ring Group calls ring the line key. If the extension doesn't have a line key, the trunk rings the line appearance key. If an extension has a key for a trunk that is not in its ring group, the trunk follows Access Map programming.

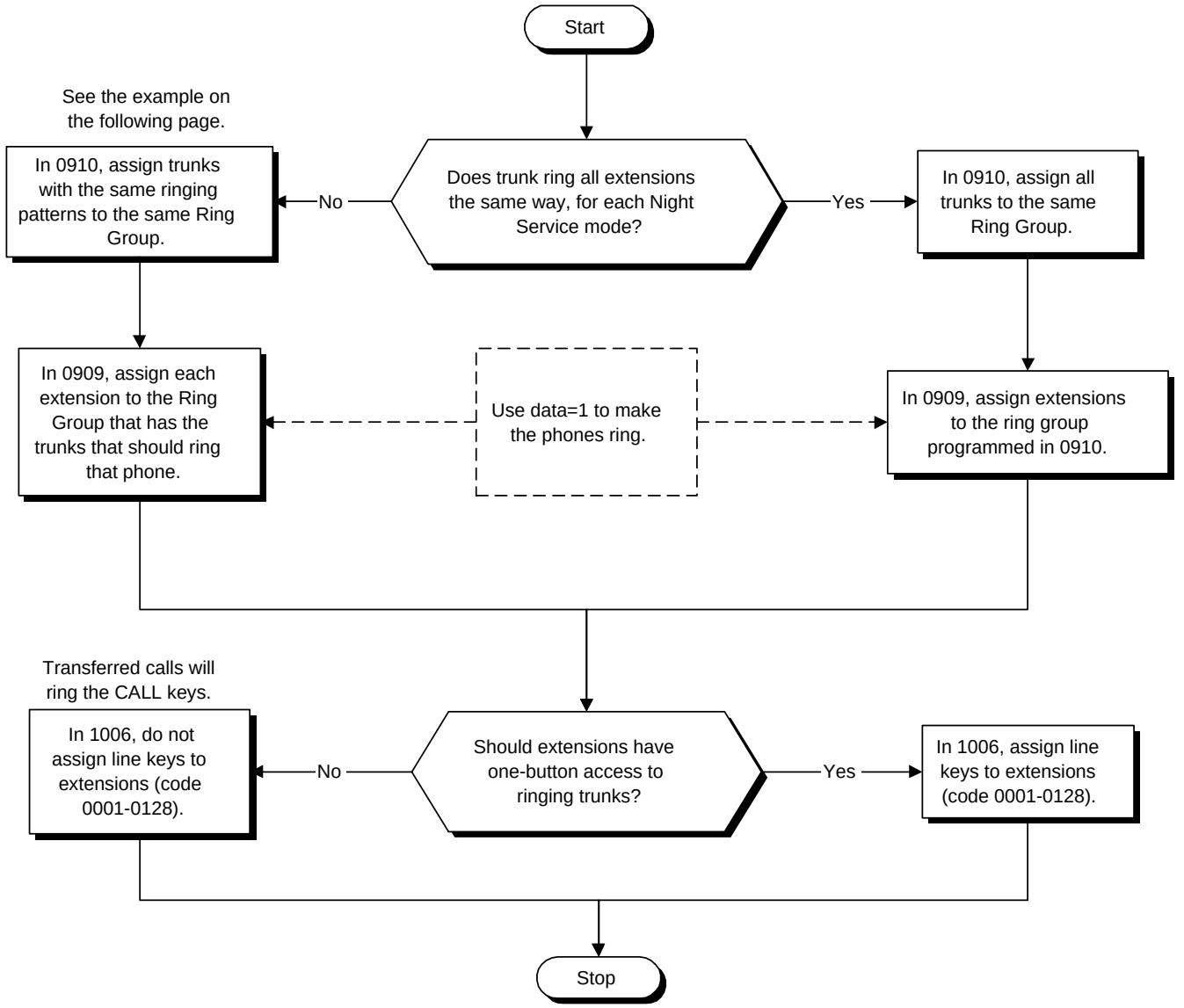
Conditions

None

Default Setting

- All extensions and trunks are in Ring Group 1, extension 301 rings for trunk calls and all other extensions only flash.

Programming



Programming (Cont'd)

- **0909 - Extension Ring Group Assignment**
  Assign extensions to ring groups (1-128 in 384i, 1-16 in 124i).
- **0910 - Trunk Ring Group Assignment**
  Assign trunks to ring groups (1-128 in 384i, 1-16 in 124i).
- **1006 - Programming Function Keys**
  Assign function keys as line keys (codes 1-128).

Note: For incoming calls, Ring Group programming (0909/0910) overrides Access Map programming (0911/0912)

Use the charts below to program the following example:

For this extension ...[1]			
301	Trunk 1 rings	Trunk 2 flashes	Trunk 3 flashes
302	Trunk 1 flashes	Trunk 2 rings	Trunk 3 flashes
303	Trunk 1 flashes	Trunk 2 flashes	Trunk 3 rings

[1] Trunks ring the same in the day as at night.

Program 0910 - Trunk Ring Group Assignment			
Ring Group [1]>	1	2	3
Trunk 1	X	-	-
Trunk 2	-	X	-
Trunk 3	-	-	X
X = Trunk assigned to indicated Ring Group			
[1]Make the same 0910 entry for all Night Service modes.			

Program 0909 - Extension Ring Group Assignment			
Ring Group >	1	2	3
Ext. 301	1	0[1]	0[1]
Ext. 302	0[1]	1	0[1]
Ext 303	0[1]	0[1]	1
1 = Extension rings 0 = Extension doesn't ring			
[1] To allow extension user to answer flashing line, be sure to give extension incoming access to the trunk in Programs 0911 and 0912.			

Related Features

Direct Inward Line (DIL)
DILs ring extensions without being in a Ring Group.

Night Service
Ring Group programming can be different for each Night Service mode.

Programmable Function Keys
Function keys simplify answering incoming calls.

Operation

Refer to Central Office Calls, Answering.

Ringdown Extension

Description

124i ☞	Available — 96 extensions/virtual extensions and 24 Hotline assignments.

384i ☞	Available — 384 extensions/virtual extensions and 50 Hotline assignments (in each Tenant Group).

With a Ringdown Extension, a user can call another extension by just lifting the handset. The call automatically goes through — there is no need for the user to dial digits or press additional keys. Ringdown Extensions are frequently used for lobby phones, where the caller just lifts the handset to get the information desk.

After the Ringdown Extension user lifts the handset, ringdown occurs after a programmable interval. Depending on the setting of this interval, the extension user may be able to place other calls before the ringdown goes through.

External Hotline is a variation of Ringdown. With External Hotline, an extension automatically dials a Common Abbreviated Dialing number when the user lifts the handset. Turn to "Hotline, External" for more.

Conditions

(A.) Ringdown extension has no effect on an extension's current (active) call.
(B.) The Ringdown Extension user **must** lift the handset for ringdown to work.
(C.) Ringdown Extension (Program 1013) has priority over External Hotline (Program 1024).

Default Setting

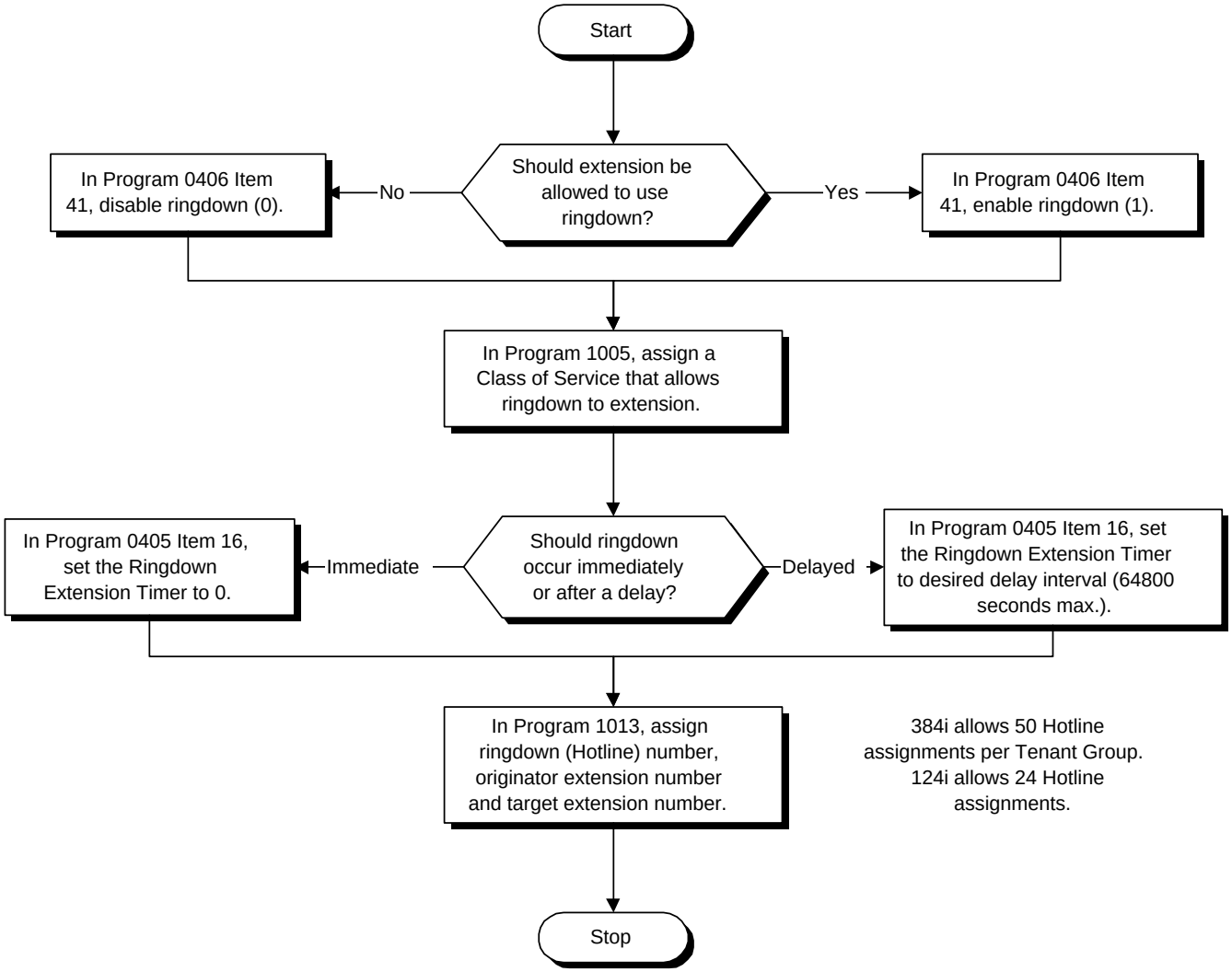
Disabled.

Programming

Refer to the Programming Flowchart on the following page.

- **0405 - System Timers (Part A), Item 16: Ringdown Extension Timer**
  After the user lifts the handset, the extension automatically calls the ringdown destination after this interval (0-64800 seconds).
- **0406 - COS Options, Item 41: Extension Ringdown**
  In an extension's Class of Service, enable (1) or disable (0) ringdown. If disabled in Class of Service, the settings in Program 1013 below have no effect.
- **1005 - Class of Service**
  Assign a Class Of Service (1-15) to an extension.
- **1013 - Extension Ringdown (Hotline) Assignments**
  Program the ringdown (Hotline) source and destination (target) extension numbers. The 384i allows up to 50 source/target pairs in each Tenant Group. The 124i allows up to 24 source/target pairs.

Programming (Cont'd)



Ringdown Extension

Related Features

Call Forwarding

Ringdown Extension follows Call Forwarding. For example, the ringdown destination can forward their calls. When the Ringdown Extension user lifts the handset, ringdown automatically calls the extension to which calls are forwarded.

Call Waiting/Camp On, Callback and Off Hook Signaling

If the Ringdown Extension user hears busy tone when they lift the handset, they can Camp On to the destination, leave a Callback or activate Off Hook Signaling.

Do Not Disturb

The ringdown destination user can activate Do Not Disturb. When the Ringdown Extension user lifts the handset, they hear DND. If enabled, the Ringdown Extension user can override the destination's DND.

Handsfree Answerback/Forced Intercom Ringing

If the destination extension has Handsfree Answerback enabled, the call will voice-announce. If the destination extension has Forced Intercom Ringing enabled, the call will ring.

Hotline, External

An extension can automatically dial a Common Abbreviated Dialing Number when the user lifts the handset.

Operation

To place a call if your extension has ringdown programmed:

1. Lift handset.

If you want to place a trunk call, press a line key before lifting the handset.

Depending on the setting of your ringdown timer, you may be able to dial an Intercom call before your ringdown goes through.

If the destination has Handsfree Answerback enabled, your call will voice announce. If the destination has Forced Intercom Ringing enabled, your call will ring.

To bypass ringdown (if enabled for your keyset):

1. Do not lift handset.
2. Press CALL.
3. Place Intercom or trunk call.

To answer a call if you are another extension's ringdown destination:

1. Speak toward phone to answer incoming voice-announcement.

OR

Lift handset to answer ringing Intercom call.

Description

124i ☞	Available.

384i ☞	Available.

Room Monitor lets a keyset extension user listen to the sounds in a co-workers area. For example, the receptionist could listen for sounds in the warehouse when it's left unattended. To use Room Monitor, the initiating extension ***and*** the receiving extension must activate it.

An extension user can only Monitor one extension at a time. However, many extensions can Monitor the same extension at the same time.

Conditions

(A.) Room Monitor is for listening only. It does not allow for conversation between the monitoring and monitored extensions.
(B.) An extension user cannot monitor an Attendant.
(C.) The Nitsuko 900 cordless telephone does not support Room Monitor.

Default Setting

Disabled.

Programming

Refer to Programming Flowchart on the following page.

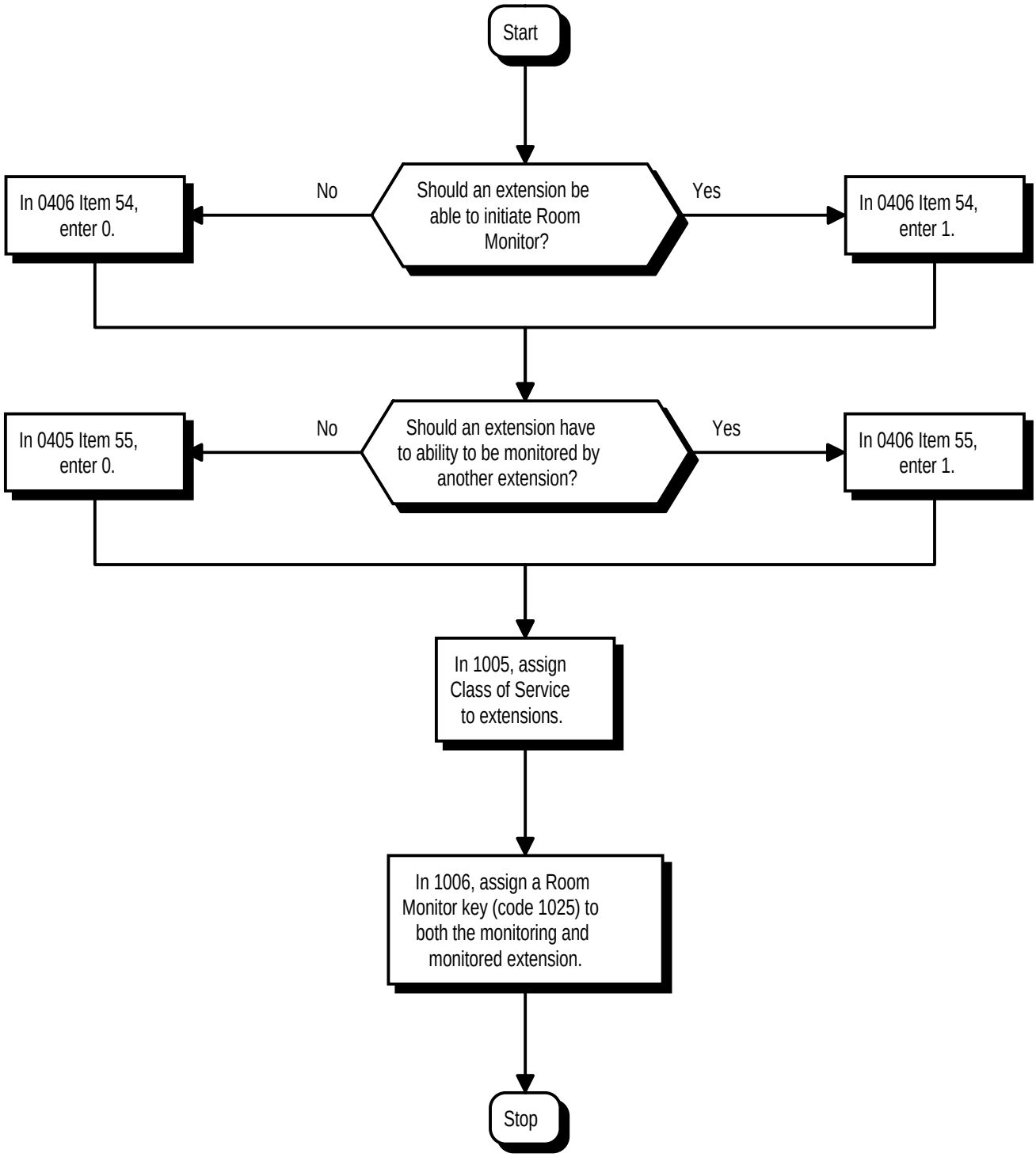
- **0406 - COS Options, Item 54: Room Monitor, Initiating Extension**
  In an extension's Class of Service, enable (1) or disable (0) an extension's ability to initiate Room Monitor.
- **0406 - COS Options, Item 55: Room Monitor, Extension Being Monitored**
  In an extension's Class of Service, enable (1) or disable (0) an extension's ability to be monitored.
- **1005 - Class of Service**
  Assign a Class Of Service (1-15) to an extension.
- **1006 - Programming Function Keys**
  Assign a function key as a Room Monitor key (code 1025) for both the extension being monitored and the extension initiating Room Monitor.

Related Features

Programmable Function Keys
Room Monitor requires uniquely programmed function keys.

Single Line Telephones
Single line telephones cannot use Room Monitor.

Programming (Cont'd)



Operation

You must activate Room Monitor at the extension initiating the monitor and at the extension you want to monitor. You can only listen to one extension at a time.

To activate Room Monitor (at the initiating extension):

1. Do not lift handset or press SPK.
2. Press Room Monitor key (PGM 1006 or SC 851: 1025).
3. Dial number of extension you want to monitor.

   You can place and answer other calls while Room Monitor is active.

To activate Room Monitor (at the extension to be monitored):

1. Go to the extension you want to monitor.
2. Do not lift handset or press SPK.
3. Press Room Monitor key (PGM 1006 or SC 851: 1025).
4. Dial the number of the extension you are at.

   For example, if you are at extension 306, dial 306.

   You can place and answer other calls while Room Monitor is active.

To cancel Room Monitor (at either extension):

1. Press Room Monitor key at both the initiating extension and the monitored extension.

Save Number Dialed

Description

124i ☞ Available.	***384i*** ☞ Available.

Save Number Dialed permits an extension user to save their last outside number and easily redial it later on. For example, an extension user can recall a busy or unanswered number without manually dialing the digits. The system retains the saved number until the user stores a new one in its place.

Save Number Dialed saves in system memory a dialed number up to 24 digits. The number can be any combination of digits 0-9, # and *. The system remembers the digits regardless of whether the call was answered, unanswered or busy. The system normally uses the same trunk group as for the initial call. However, the extension user can preselect a specific trunk if desired.

Conditions

None

Default Setting

Enabled.

Programming

Refer to the Programming Flowchart on the following page.

- **0406 - COS Options, Item 49: Save Number Dialed**
  In an extension's Class of Service, enable (1) or disable (0) an extension's ability to use Save Number Dialed.
- **1005 - Class of Service**
  Assign a Class Of Service (1-15) to an extension
- **1006 - Programming Function Keys**
  Assign a function key as a Save key (code 1014).

Related Features

Automatic Route Selection
For systems with Automatic Route Selection, ARS selects the trunk for the call unless the user preselects.

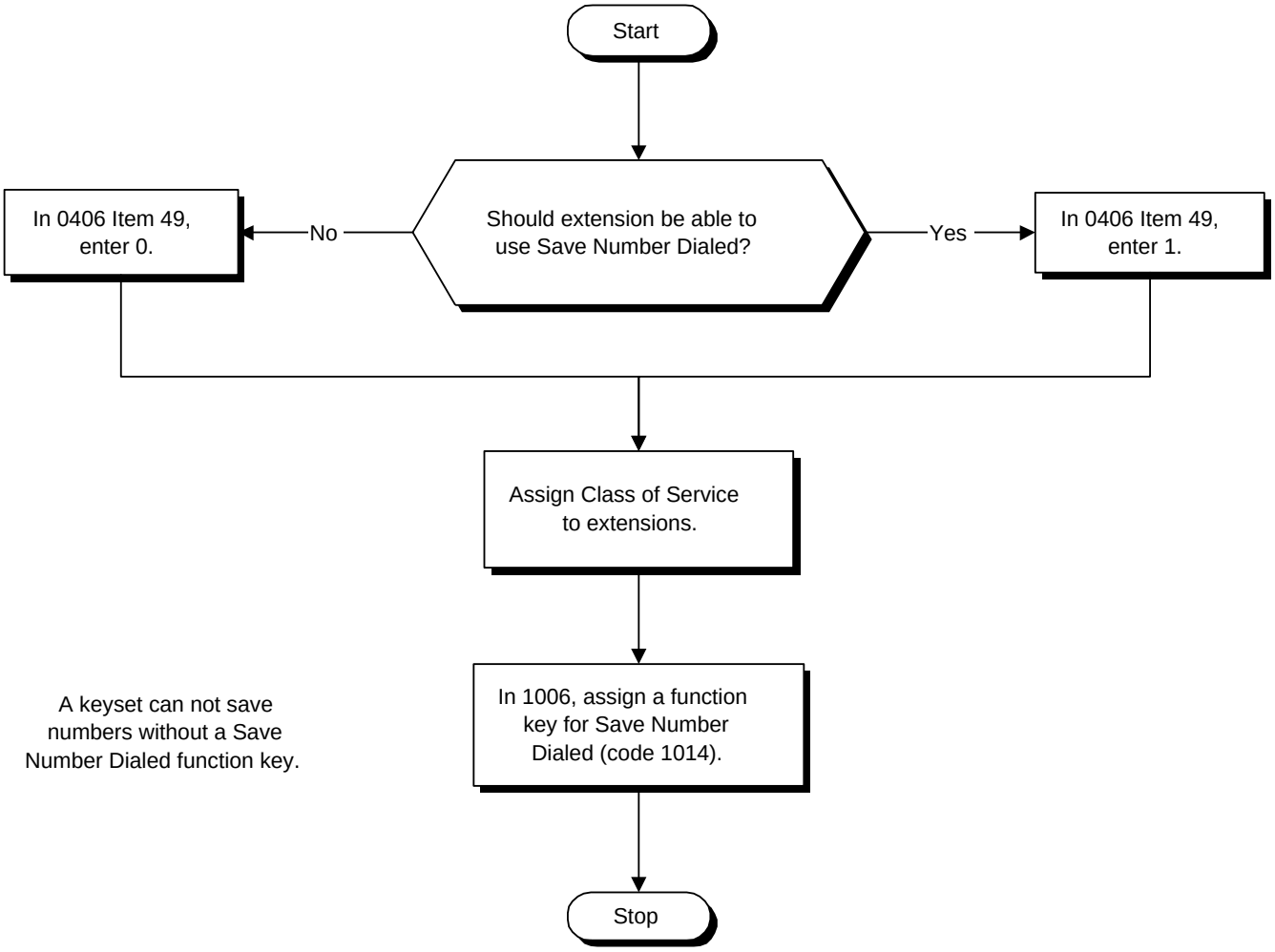
Dial Tone Detection
Refer to this feature for the specifics on how the system handles Dial Tone Detection.

Last Number Redial
An extension user can quickly redial the last number placed.

Programmable Function Keys
Function keys simplify Save Number Dialed operation.

Repeat Redial
The system can automatically retry a trunk call that was unanswered or busy.

Programming (Cont'd)



A keyset can not save numbers without a Save Number Dialed function key.

Save Number Dialed

Operation

To save the outside number you just dialed (up to 24 digits):

Use this feature before hanging up.

Keyset

1. Press Save Number Dialed key (PGM 1006 or SC 851: 1014)

Single Line Telephone

1. Hookflash.
2. Dial 815.

To redial a saved number:

Keyset

1. (Optional) Press line key.

   This selects a specific trunk for the call.
2. Press Save Number Dialed key (PGM 1006 or SC 851: 1014).

   The stored number dials out.

OR

1. Press idle CALL key
2. Dial 815.

OR

Press Save Number Dialed key (PGM 1006 or SC 851: 1014).

Save Number Dialed automatically selects a trunk from the same group as your original call.

The stored number dials out.

Single Line Telephone

1. Lift handset.
2. Dial 815.

To check to see the number you have saved:

1. Press Save Number Dialed key (PGM 1006 or SC 851: 1014).

   The stored number displays for six seconds.

   The stored number dials out if you:

   - *Lift the handset,*
   - *Press an idle line key,*
   - *Press an idle CALL key, or*
   - *Press SPK*
2. Press CLEAR.

To clear your saved number:

Keyset

1. Press idle CALL key.
2. Dial 885.
3. Press SPK to hang up.

Single Line Telephone

1. Lift handset and dial 885.
2. Hang up.

Description

124i ☞	Available.
384i ☞	Available.

Secretary Call lets two co-workers alert each other without disturbing their work. To have Secretary Call, both co-workers must have keysets with Secretary Call buzzer keys. When a user presses their buzzer key, the system alerts the called extension by sending a splash tone and flashing the called extension's buzzer key. The called user can respond by placing an Intercom call to the calling party. The called extension's buzzer key continues to flash until either user cancels the Secretary Call. A secretary could use this feature, for example, to get a message through to the boss in an important meeting. After being alerted, the boss could call the secretary when it's most convenient.

An extension can have Secretary Call keys for any number of extensions, limited only by the available number of programmable keys.

Conditions

(A.) Secretary Call is not available to single line telephone users.
(B.) Secretary Call does not set up an Intercom call.
(C.) When assigning Secretary Call from their own extension, a user enters the associated extension numbers. When assigning Secretary Call from system programming, use the associated extension port numbers.

Default Setting

Disabled.

Programming

Refer to the Programming Flowchart on the following page.

➢ **0406 - COS Options, Item 67: Secretary Call**
In an extension's Class of Service, enable (1) or disable (0) an extension's ability to use Secretary Call.

➢ **1005 - Class of Service**
Assign Class of Service (1-15) to extensions.

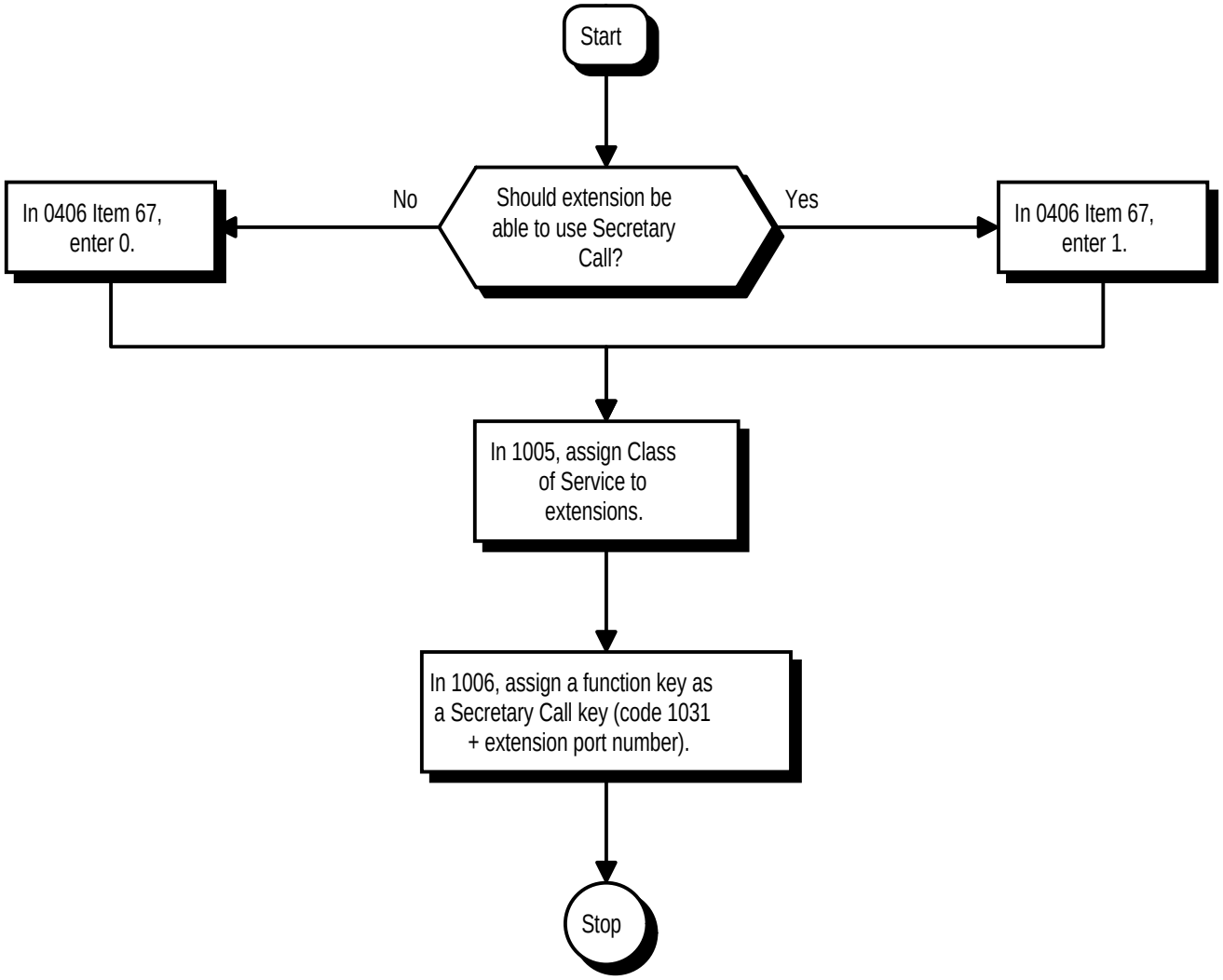
➢ **1006 - Programming Function Keys**
Assign function keys for Secretary Call buzzer (code 1031 plus the destination extension port number). Both co-workers must have buzzer keys for each other.

Related Features

Programmable Function Keys
Secretary Call requires a uniquely programmed function key.

Single Line Telephones
Single line telephones cannot use Secretary Call.

Programming (Cont'd)



Operation

To buzz your secretary or boss:

1. Do not lift handset.
2. Press buzzer key (PGM 1006 or SC 851: 1031 + sec. ext.).

   Your boss or secretary hears a splash tone.

   Your buzzer key lights steadily.

   Your boss's or secretary's buzzer key flashes fast.

To check to see who left you a Secretary Call:

1. Do not lift handset.
2. Press CHECK.
3. Press flashing Secretary Call key.
4. Press CLEAR.

To answer your Secretary Call indication:

1. Place an Intercom call to the extension that called you.

To cancel a Secretary Call you left at another extension:

1. Press your lit Secretary Call key.

To cancel a Secretary Call left at your extension:

1. Do not lift handset.
2. Press flashing Secretary Call key.

Secretary Call Pickup

Description

124i ☞	Available.
384i ☞	Available.

Secretary Call Pickup lets a keyset user easily reroute calls intended for a co-worker to themselves. By pressing a Secretary Call Pickup key, the user can have all calls to a co-worker's phone ring or voice-announce theirs instead. Secretary Call Pickup is a simplified type of Call Forward with Follow Me for employees that work closely together. This feature could be helpful to customer service representatives that must frequently cover each other's clients. When a representative leaves their desk, an associate could press the Secretary Call Pickup key to intercept all their calls.

An extension can have Secretary Call Pickup keys for any number of extensions, limited only by the available number of programmable keys.

Conditions

Secretary Call Pickup is not available to single line telephone users.

Default Setting

Disabled.

Programming

➢ **1006 - Programming Function Keys**
Assign function keys for Secretary Call Pickup (1032 + boss ext). Unlike Secretary Call, you do not have to program a corresponding key at the source and destination extensions.

Related Features

Call Forwarding with Follow Me
An extension user can also have Call Forwarding with Follow Me reroute a co-worker's calls to themselves.

Programmable Function Keys
Secretary Call pickup requires a uniquely programmed function key.

Secretary Call (Buzzer)
Co-workers can alert each other without disturbing their work.

Single Line Telephones
A keyset can have a Secretary Call Pickup key for a single line telephone.

Operation

To activate Secretary Call Pickup:

1. Press your Secretary Call Pickup key (PGM 1006 or SC 851: 1032 + boss ext.).
   You hear a splash tone and your Secretary Call Pickup key lights.
   Calls intended for covered extension ring your phone instead.

To cancel Secretary Call Pickup:

1. Press your lit Secretary Call Pickup key (PGM 1006 or SC 851: 1032 + boss ext.).

To check a key's Secretary Call Pickup assignment.

1. Press CHECK.
2. Press your Secretary Call Coverage key (PGM 1006 or SC 851: 1032 + boss ext.).
3. Press CLEAR.

Description

124i ☞	Available.

384i ☞	Available — system software prior to 3.04 uses different procedures and programmable keys.

An extension user can select a preprogrammed Selectable Display Message for their extension. Display keyset callers see the selected message when they call the user's extension. Selectable Display Messaging provides personalized messaging. For example, an extension user could select the message "GONE FOR THE DAY". Any display keyset user calling the extension would see the message. Other than displaying the message, the system puts the call through normally. See table below for a list of the standard messages. Each tenant group has 20 Selectable Display Messages.

An extension user can add digits for date, time or phone number after messages 1-8 and 10 (up to 24 characters). For example, an extension user could select the message "ON VACATION UNTIL" and then enter the date. Callers see the original message followed by the appended date. They would then be able to tell when the user was coming back from vacation.

The default messages are:

No.	Message	Appended with...
1	IN MEETING UNTIL	Time (when meeting done)
2	OUT UNTIL	Time (when returning)
3	OUT-PLEASE CALL	8 digits (phone number)
4	PLEASE CALL ME ON	8 digits (phone number)
5	BUSY CALL AFTER	8 digits
6	OUT FOR LUNCH BACK AT	Time (when returning)
7	BUSINESS TRIP UNTIL	Date (when returning)
8	BUSINESS TRIP CALL	8 digits (where reached)
9	GONE FOR THE DAY	
10	ON VACATION UNTIL	Date (when returning)
11-20	MESSAGE 11-20	

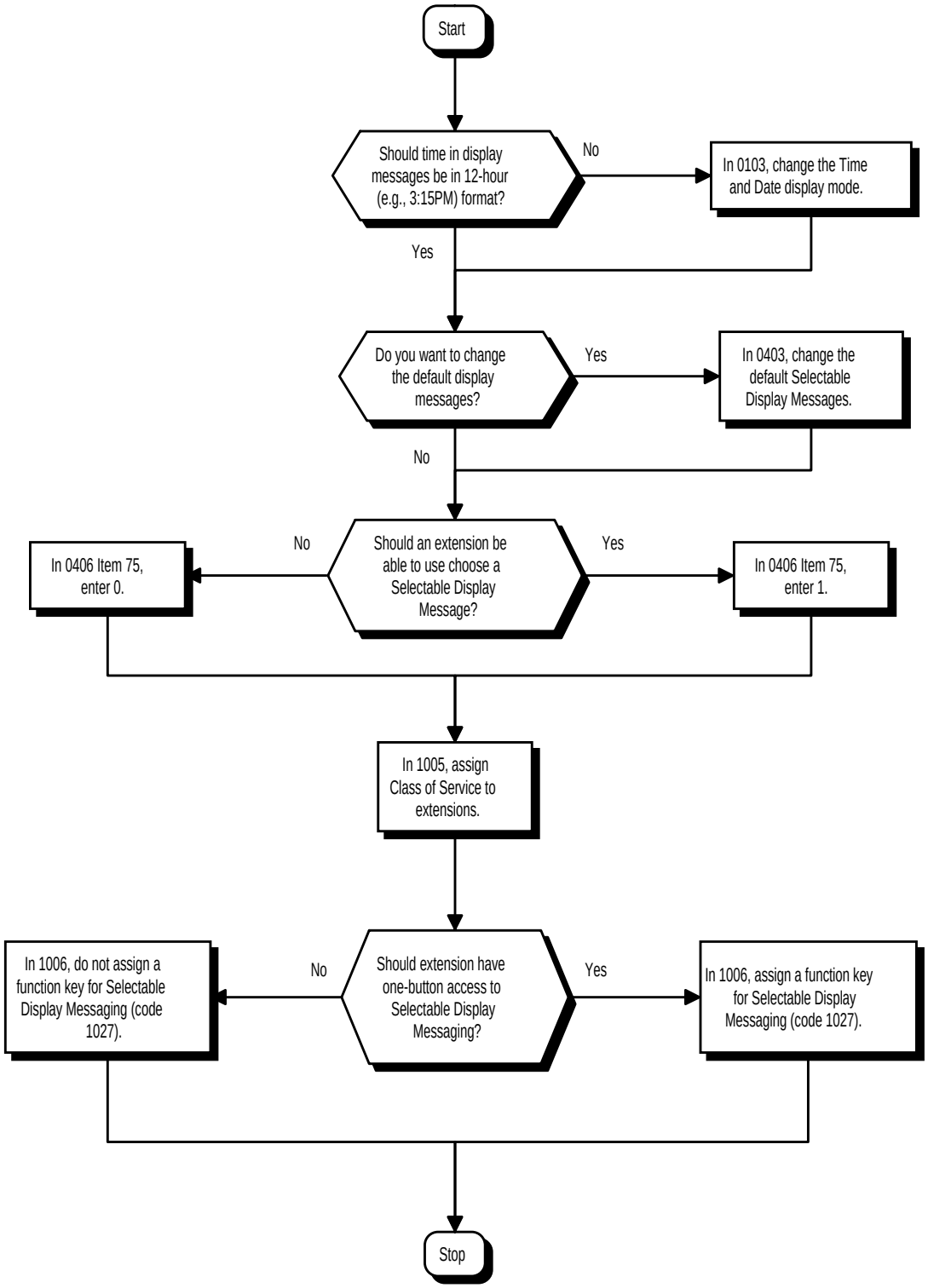
Conditions

None

Default Setting

Enabled.

Programming



Programming (Cont'd)

- **0103 - Time and Date Display Mode**
  Set the System Time and Date display mode. The time that displays in Selectable Display Messages follows this setting.
- **0403 - Selectable Display Messages**
  Program the Selectable Display Messages (1-20).
- **0406 - COS Options, Item 75: Selectable Display Messaging**
  In an extension's Class of Service, enable (1) or disable (0) an extension's ability to use Selectable Display Messaging.
- **1005 - Class of Service**
  Assign a Class Of Service (1-15) to an extension.
- **1006 - Programming Function Keys**
  (384i 3.04 or higher and 124i) Assign a function key for Call Forwarding (Device) (code 1081).
  (384i prior to 3.04) Assign a function key for Selectable Display Messaging (code 1027 + msg).

Related Features

Programmable Function Keys
Function keys simplify Selectable Display Messaging operation.

Operation

To select a message:

1. Press idle CALL key + dial *4.
   OR
   Press Call Forward (Device) key (PGM 1006 or SC 851: 1081).
2. Dial 3 + Message number (01-20).
   Use VOL ▼ or VOL ▲ to scroll through the messages.
3. (Optional for messages 1-8 and 10)
   Dial the digits you want to append to the message.
   You can append messages 1-8 and 10 with digits (e.g., the time when you will be back). You enter the time in 24-hour format, but it displays in 12-hour format.
4. Press SPK to select the message and hang up (if you dialed *4 in step 1).

To cancel a message:

1. Press idle CALL key + dial *4.
   OR
   Press Call Forward (Device) key (PGM 1006 or SC 851: 1081).
2. Dial 3.
3. Press SPK to hang up (if you dialed *4 in step 1).

Operation (Cont'd)

(384i Prior to 3.04)

To select a message:

Keyset

1. Press idle CALL key.
2. Dial *43.
   OR
   Press Selectable Display Messaging key (PGM 1006 or SC 851: 1027 + msg).
3. Dial the message number (01-20).

   You may be able to append a message with digits (phone number - shown as ########), the time of day or the date.

   To scroll through the messages, press VOLUME ▲ or VOLUME ▼.
4. Press SPK to hang up.

   A co-worker calling your extension sees the message you selected. If the message is longer than 20 characters, it automatically wraps to the second line of the display.

Single Line Telephone

1. Lift handset.
2. Dial *43 and the message number (01-20).

   You may be able to append a message with digits (phone number - shown as ########), the time of day (24-hour) or the date. The time displays in 12-hour format.
3. Hang up.

To cancel Selectable Display Messaging:

Keyset

1. Press idle CALL key.
2. Dial *43.
   OR
   Press Selectable Display Messaging key (PGM 1006 or SC 851: 1027 + msg).
3. Press SPK to hang up.

Single Line Telephone

1. Lift handset.
2. Dial *43 and the message number (01-20).
3. Hang up.

Description

124i ☞ Available.	***384i*** ☞ Available.

An extension user can change the way calls ring their phone. Selectable Ring Tones allows an extension user to set up unique ringing for their calls. This is important in a crowded work area where several phones are close together. Because their phone has a characteristic ring, the user always can tell when it's their phone ringing.

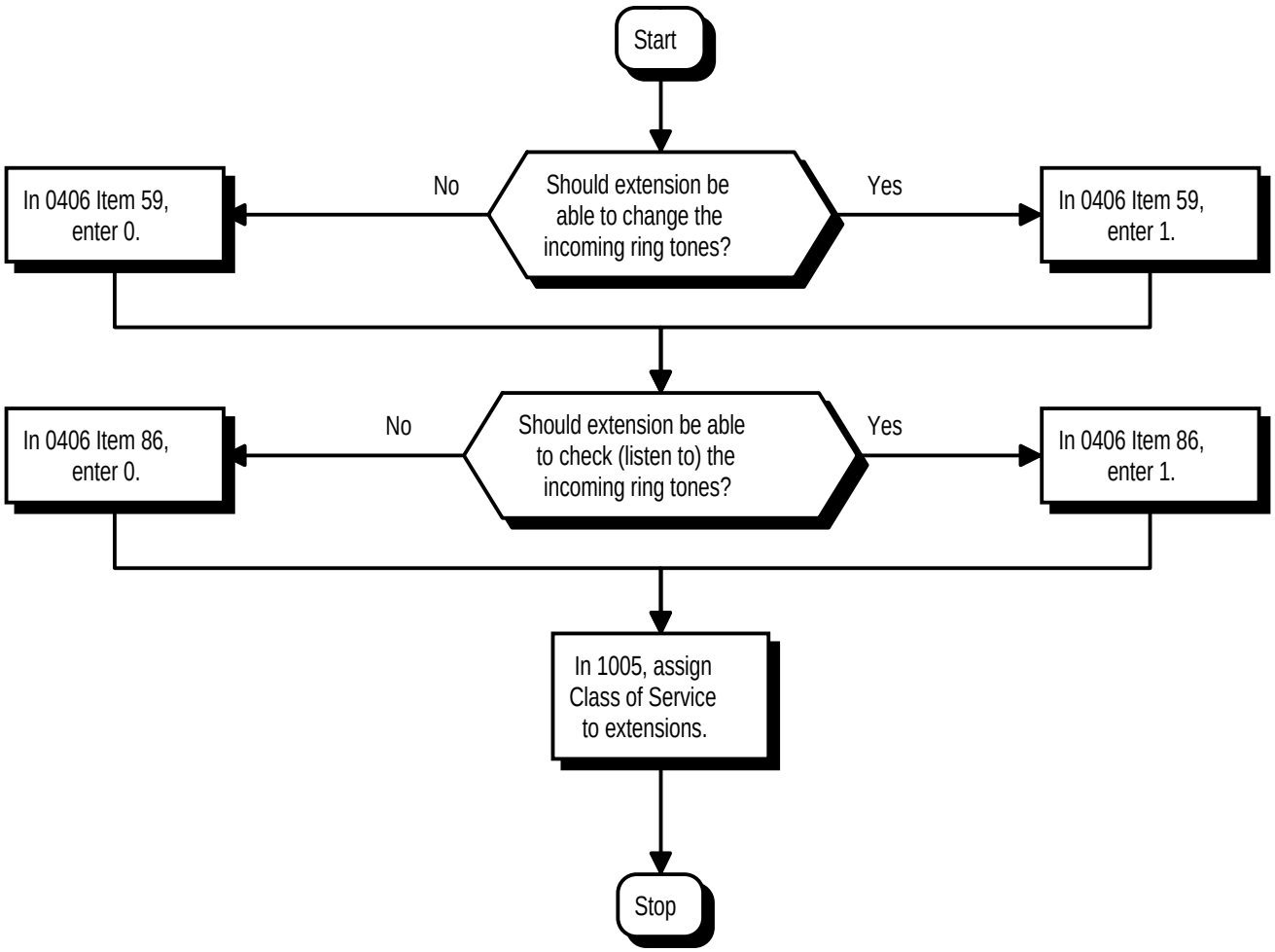
Conditions

None

Default Setting

Enabled.

Programming



Selectable Ring Tones

Programming (Cont'd)

- **0406 - COS Options, Item 59: Selectable Ring Tone Selection**
  In an extension's Class of Service, enable (1) or disable (0) an extension's ability to change the incoming ring tones.
- **0406 - COS Options, Item 86: Checking Selectable Ring Tones**
  In an extension's Class of Service, enable (1) or disable (0) an extension's ability to check the Selectable Ring Tones.
- **1005 - Class of Service**
  Assign a Class Of Service (1-15) to an extension.

Related Features

Single Line Telephones

Single line telephones cannot use Selectable Ring Tones.

Operation

To change your extension's incoming ring tones:

1. Press idle CALL key.
2. Dial 820.
3. Dial 1 to set Intercom ring; 2 to set trunk ring.
4. Dial code for the desired ring pattern.
   1 High pitch
   2 Medium pitch
   3 Low pitch
5. Press SPK to hang up.

To listen to the incoming ring choices:

1. Press idle CALL key.
2. Dial 811.
3. Dial 1 to listen to Intercom ring; 2 to listen to trunk ring.

   For trunk ring, enter the tone you want to listen to followed by the tenant group.
4. Dial code for the ring pattern you want to hear.
   1 High pitch
   2 Medium pitch
   3 Low pitch
5. Press SPK to hang up.

Description

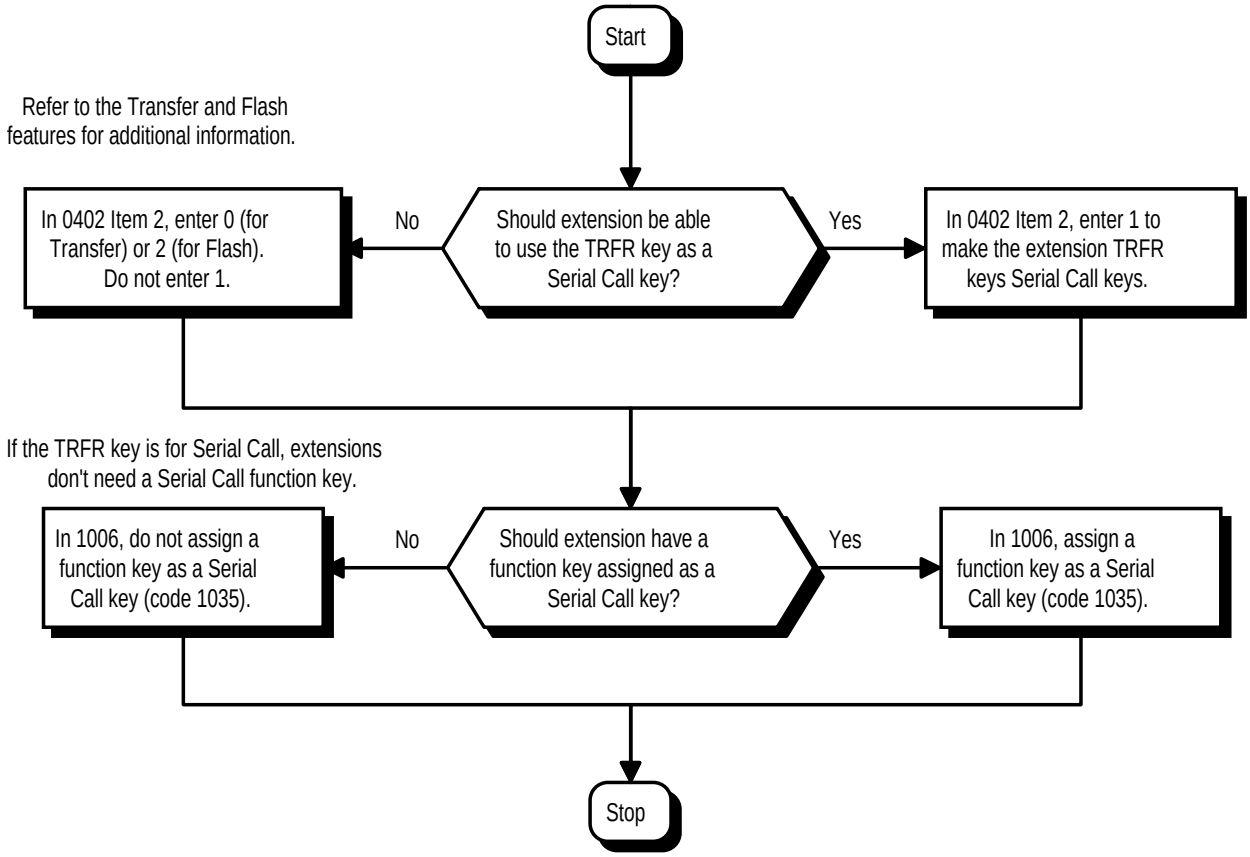
124i ☞ Available.	***384i*** ☞ Available.

Serial Call is a method of transferring a call so it automatically returns to the transferring extension. Serial Calling saves transferring steps between users. For example, a Customer Service Representative (CSR) has a client on the phone who needs technical advice. The CSR wants to send the call to Tech Service, but needs to advise the client of certain costs when Tech Service is done. Rather than transferring the call back and forth, the CSR can use Serial Call to Technical Service and announce, "I have Ted on the phone. I need to talk to him again. Just hang up when you're done and I'll get him back."

Conditions
None

Default Setting
Disabled.

Programming



➢ **0402 - Tenant Group Options, Part B, Item 2: CONF (TRF) Key Operating Mode (Part A)**
For each tenant, enter 1 for this option to assign the CONF (TRF) key as a Serial Call key.

➢ **1006 - Programming Function Keys**
Assign a programmable key as a Serial Call key (code 1035).

Serial Call

Related Features

Programmable Function Keys

Serial Call requires a uniquely programmed function key.

Single Line Telephones

Serial Call is not available to single line telephones.

Transfer

An extension user can extend (send) a call to a co-worker.

Operation

To place a Serial Call to a co-worker:

1. Place or answer trunk call.
2. Press HOLD.
3. Dial co-worker's extension number.

   Co-worker must lift handset to respond to your announcement.
4. Press Serial Call key (PGM 1006 or SC 851: 1035) but do not hang up.

   When your co-worker hangs up the call, the system makes an automatic live transfer back to your extension.

Description

124i ☞	Available — 72 single line telephones maximum.
-	Install 2-OPX Modules in odd numbered ports only. The system automatically disables the next adjacent port.
-	Analog Message Waiting lamping not available.
-	Setting the DTMF criteria requires Base 2.13, EXCPRU 2.18 or higher. Adjusting the sidetone level is not available.
-	Loop Disconnect Supervision for 2-OPX Modules not available.

384i ☞	Available — 255 single line telephones maximum.
-	Install 2-OPX Modules in any port. The system automatically disables the next adjacent port.
-	Analog Message Waiting lamping is available.
-	Setting the DTMF criteria requires system software 3.04 or higher.
-	Loop Disconnect Supervision for 2-OPX Modules requires system software 3.06.02.

The system is compatible with 500 type (Dial Pulse) and 2500 type (DTMF) analog single line telephones (SLTs). You can install single line telephones as On-Premise or Off-Premise extensions. Single line telephone users can dial codes to access many of the features available to keyset users. With Single Line Telephones, you can have your system simulate PBX type operation.

When installing single line telephones as On-Premise (ONS) Extensions, you must have:

- A port on an ASTU PCB for each single line telephone installed.
- ***(384i Only)*** If the telephones have Message Waiting lamps, a port on an ASTU/MW PCB for each telephone installed. You must also have a Message Wait Power Supply PCB installed to provide lamp voltage.
- A customer-provided ring generator (refer to the Hardware Manual for installation details).
- (If you have 2500 sets) A CDTU PCB with at least one block reserved for analog extension DTMF reception.

If setting up single line telephones as Off-Premise (OPX) Extensions, you must install a 2-OPX Module. Each 2-OPX Module provides two OPX ports: the physical port to which the module is connected and the next adjacent physical port. In addition, the 2-OPX Module has its own DTMF receivers (one for each port), internal ring generator and power supply. In 124i, install a DTDU PCB if you want outbound dial tone detection for Off-Premise Extensions. Refer to the Hardware Manual for installation details.

Conditions

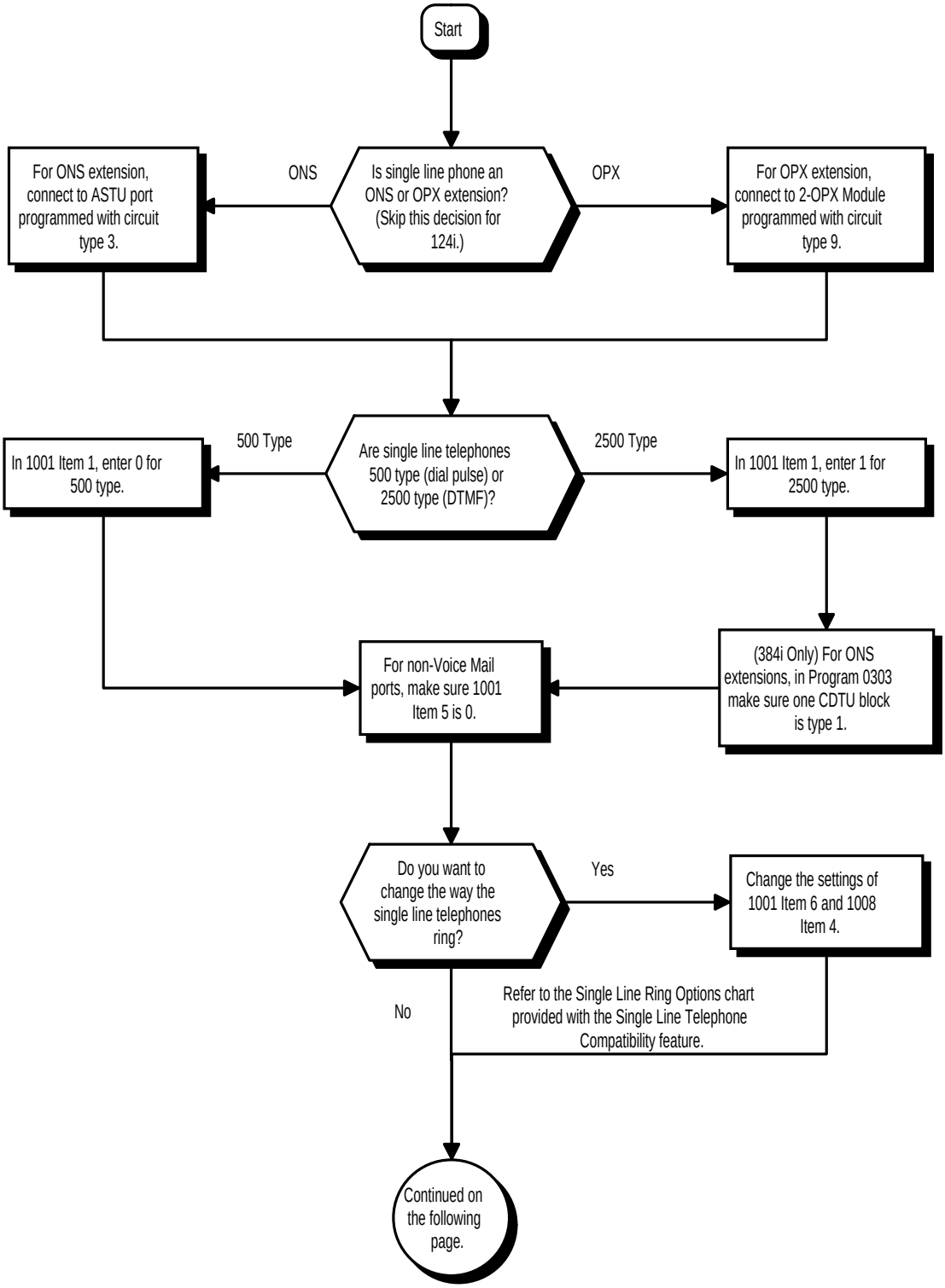
(A.) 2-OPX Module circuits meet the requirements o EIA Specification RS-464-A for OPS class C (loop resistance to 3,300 ohms, loop current = 16 mA or greater). In 384i system software 3.06.02 and higher, the 2-OPX Module (with updated firmware) provides far end loop disconnect supervision for the connected circuits. Set the interval in 0115 Item 10: Loop Disconnect Time.

(B.) Dial Pulse (500 type) single line telephones cannot access any features that require the user to dial # or *.

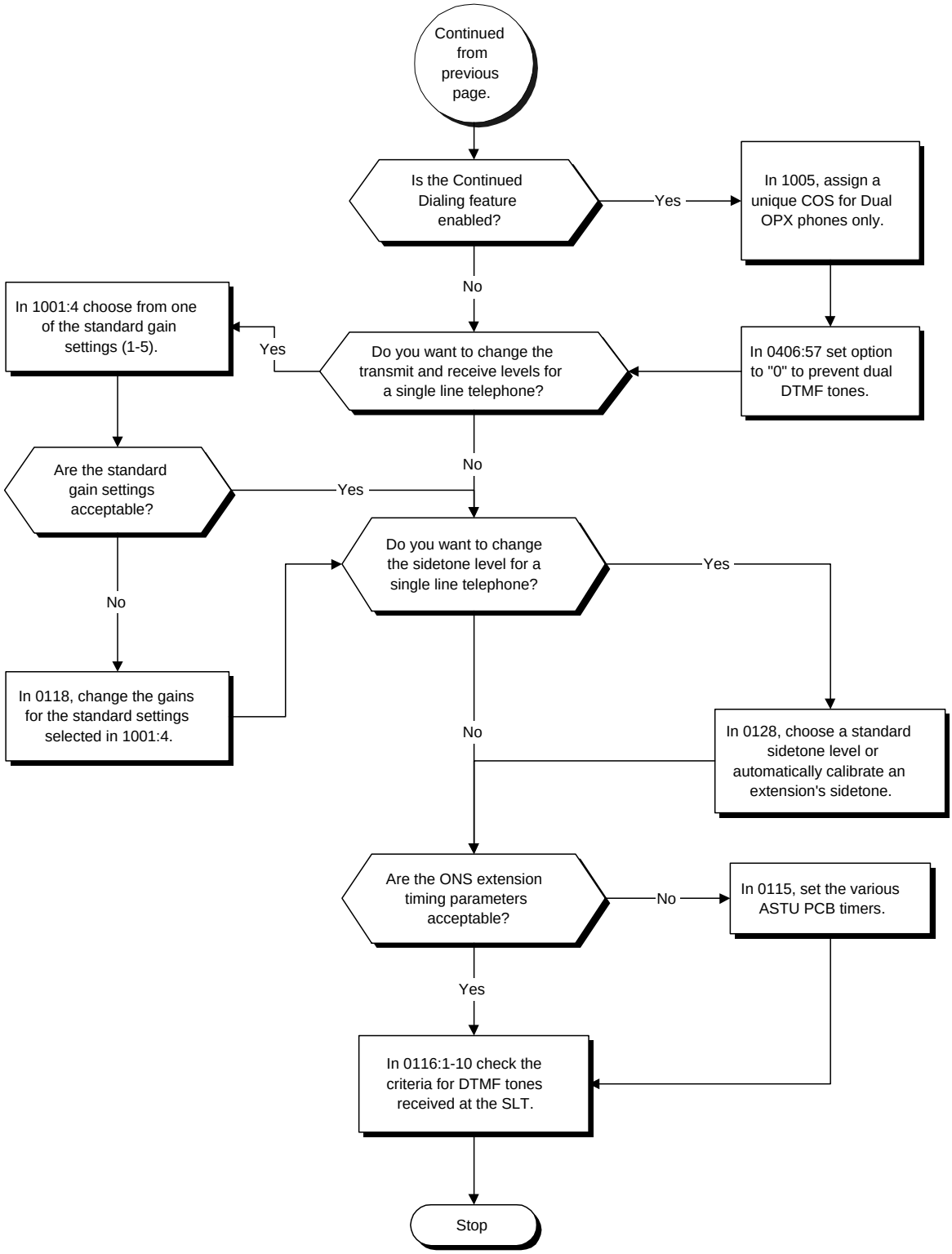
Default Setting

- In 124i, Single Line Telephones and 2-OPX Modules auto-ID as soon as they are installed.
- In 384i, Single Line Telephones and 2-OPX Modules function as soon as they are installed and properly programmed.

Programming



Programming (Cont'd)



Programming (Cont'd)

- ***(384i Only)*** **0005 - Extension Circuit Type**
  Program all on-premise 500/2500 type single line telephones with circuit type 3. Program all 2-OPX Modules with circuit type 9.
- **0115 - Analog Station (ASTU PCB) Timers**
  Set various timing parameters for the Analog Station PCBs. The entries you make in this program affect all ASTU PCBs installed.
- **0116 - Tone Detection Setup**
  Use Items 1-10 to set the criteria for the DTMF tones received at a single line telephone.
- **0118 - Extension CODEC Gain Type Setup**
  Assign transmit and receive levels to the five analog extension CODEC gain types. You assign CODEC gain types to extensions in Program 1001 Item 4.
- ***(384i Only)*** **0128 - Analog Station (ASTU PCB) Sidetone Level**
  Set the sidetone level for analog extensions. You can choose between the preset levels or have the system automatically calibrate an extension for optimum sidetone. Turn to "0129 - Analog Trunk (ATRU PCB) Sidetone Setting" to set the sidetone levels for analog trunks.
- ***(384i Only)*** **0303 - DTMF and Dial Tone Circuit Setup**
  If the system has 2500 type (DTMF) single line extensions, allocate at least one CDTU block for analog extension DTMF reception (entry 1).
  - Use the following as a guide when allocating DTMF receivers (i.e., DTU blocks):
    - In light traffic sites, allocate one DTMF receiver for every 10 devices that use them.
    - In heavy traffic sites, allocate one DTMF receiver for every five devices that use them.
- **0406 - Class of Service Options (Part A), Item 57: Continued Dialing**
  Set option to '0' to prevent dual DTMF tones when using Continued Dialing.
- **1001 - Basic Extension Port Setup (Part A), Item 1: Telephone Signaling Type**
  Enter 0 if single line phone is a 500 type (dial pulse). Enter 1 if single line telephone is a 2500 type (DTMF).
- **1001 - Basic Extension Port Setup (Part A), Item 4: CODEC Gain Type**
  Select the CODEC gain type you want the extension to use. This sets the transmit and receive levels of the phone. Set the levels for CODEC gain type 1-5 in Program 0118.
  Type 1: Transmit and Receive = 0 dB
  Type 2: Transmit and Receive = -5 dB
  Type 3: Transmit and Receive = -3 dB
  Type 4: Transmit and Receive = +3 dB
  Type 5: Transmit and Receive = + 5 dB
- **1001 - Basic Extension Port Setup (Part A), Item 5: Terminal Type**
  Enter 0 for normal 500/2500 type telephones. Enter 1 if a Voice Mail port (refer to "Voice Mail" for more).
- **1001 - Basic Extension Port Setup (Part A), Item 6: Intercom Ring Cycle for 500/2500 Sets**
  This option works with Program 1008 Item 4 to determine ringing for single line telephones. Refer to the Single Line Ring Options chart below.

Single Line Ring Options

When you use these settings . . .		Calls ring like this . . .		
Program 1001 Item 6	**Program 1008 Item 4**	**Transferred Trunk Call**	**Direct Inward Line**	**Intercom Call**
0	0	Long ring followed by short pause	2 short rings followed by a pause	1 second on followed by 1 second off
1	0	1 second on followed by 1 second off	1 second on followed by 1 second off	1 second on followed by 1 second off
0	1	Continuous ringing	Continuous ringing	Continuous ringing
1	1	1 second on followed by 1 second off	Continuous ringing	Continuous ringing

Single Line Ring Options				
When you use these settings . . .		Calls ring like this . . .		
Program 1001 Item 6	**Program 1008 Item 4**	**Transferred Trunk Call**	**Direct Inward Line**	**Intercom Call**
0	2	Long ring followed by short pause	Short ring followed by long pause	Short ring followed by long pause
1	2	1 second on followed by 1 second off	Short ring followed by long pause	Short ring followed by long pause

Programming (Cont'd)

➢ **1005 - Class of Service**
Assign a unique Class of Service for Dual OPX phones only when using Continued Dialing.

➢ **1008 - Basic Extension Port Setup (Part B), Item 4: Ring Cycle for Keysets**
This option works with Program 1001 Item 6 to determine ringing for single line telephones. Refer to the Single Line Ring Options chart above.

Related Features

Single line telephone users have access to the following features:

Abbreviated Dialing
Account Codes
Alarm
Automatic Route Selection
Barge In
Call Forwarding
Call Forwarding with Follow Me
Call Forwarding/DND Override
Call Waiting/Camp On with Split
Callback
Central Office Calls, Answering
Central Office Calls, Placing
Conference
Department Calling
Department Step Calling
Directed Call Pickup
Do Not Disturb
Door Box
Flash
Forced Trunk Disconnect
Group Call Pickup
Hold
Intercom
Handsfree Answerback/ Forced Intercom Ringing
Last Number Redial
Line Preference
Meet Me Conference
Meet Me Paging
Meet Me Paging Transfer
Message Waiting
Night Service
Off Hook Signaling
Paging
PBX Compatibility
Pulse to Tone Conversion
Ringdown Extension
Save Number Dialed
Selectable Display Messages
Toll Restriction
Transfer
Trunk Queuing and Camp On
Voice Mail
Voice Over
Warning Tone for Long Conversation

Refer to the individual features for additional descriptive, programming and operational information.

Operation

Refer to the individual features listed in the Related Features chart above.

Station Message Detail Recording

Description

124i ☞	Available.
-	The *RD/COST* field and Call Costing is only available in Base or EXCPRU software prior to 4.02.
-	Expanded *ACCOUNT* column is expanded to 16 digits in Base or EXCPRU 4.02 or higher.
-	Year 2000 Compliance: 124i is unaffected by the Year 2000 date change as the system uses a 2-digit date code entry. Future releases will use a 4-digit date code entry.

384i ☞	Available.
-	The *RD/COST* field and Call Costing is only available in system software prior to 3.07.10.
-	The *ACCOUNT* column is expanded to 16 digits in 3.07.10 or higher.
-	Year 2000 Compliance: 384i is unaffected by the Year 2000 date change as prior to 3.07.25, a 2-digit date code entry is used. With 3.07.25 or higher, a 4-digit date code entry is used.

Station Message Detail Recording (SMDR) provides a record of the system's trunk calls. Typically, the record outputs to a customer-provided printer, terminal or SMDR data collection device. SMDR allows you to monitor the usage at each extension and trunk. This makes charge-back and traffic management easier.

SMDR provides the following options:

- **Abandoned Call Reporting**
  The SMDR report includes calls that rang into the system but were unanswered (i.e., abandoned). SMDR can include all abandoned calls or only those abandoned calls that rang longer than the specified duration. The Abandoned Call Report helps you keep track of lost business.

- **Blocked Call Reporting**
  When Toll Restriction blocks a call, you can have SMDR print the blocked call information. Or, you can have SMDR exclude these types of calls. With Blocked Call Reporting, you can better customize Toll Restriction for the site's application.

- **Call Costing**
  For systems with Automatic Route Selection, the SMDR report can show costing information for long distance calls. Call costing does not apply to systems without ARS. Use costing when you need to set up call accounting.

- **Customized Date Format**
  The SMDR header can show the report date in one of three formats: American, European or Japanese. Set the format for your preference.

- **Transferred Call Tracking**
  SMDR shows each extension's share of a transferred call. If an outside call is transferred among four extensions, SMDR shows how long each of the callers stayed on the call.

- **Data Call Tracking**
  Data Call Tracking can log the system's internal data calls. Since SMDR normally logs external (trunk) data calls, Data Call Tracking lets you get a complete picture of data terminal activity.

- **Digit Counting**
  With Digit Counting, SMDR can selectively keep track of toll calls. For example, if the digit count is nine, SMDR won't include toll calls within the home area code. Digit Counting permits SMDR to include only the types of calls you want to monitor.

Description (Cont'd)

- **Digit Masking**
  Digit Masking lets you "X" out portions of the number dialed on the SMDR report. A digit mask of seven, for example, masks out all exchange codes (NNXs) and local addresses. Digit Masking makes it easier to keep track of calling patterns, without having to interpret each individual number. You can also use Digit Masking to block out access and security codes.

- **Duration Monitoring**
  SMDR can include calls of any duration, or only those that last longer than the interval you specify. If you want to keep track of all trunk activity, use a short duration. To keep track of only significant usage, use a longer duration.

- **Extension Exclusion**
  You can selectively exclude extensions from the SMDR report. This ensures privacy for high-profile callers. For example, the company attorney negotiating a merger may not want his calls to show up on an in-house report.

- **PBX Call Reporting**
  If you system is behind a PBX, you can have SMDR monitor all traffic into the PBX or just calls placed over PBX trunks. The SMDR record can include all PBX calls (including calls to PBX extensions) or just calls that include the PBX trunk access code.

- **Serial and Parallel SMDR Communication**
  The system is compatible with both serial and parallel SMDR devices. This gives you many SMDR output options. For example, you can output the SMDR report to a high speed parallel printer or send it to disk through a PC's serial port.

- **Trunk Exclusion**
  Use Trunk Exclusion to exclude certain trunks not subject to per-call charges (like WATS lines) from the SMDR report. This makes call accounting easier, since you review only those calls with variable costs.

- **Usage Summaries**
  SMDR can automatically print daily, weekly and monthly call activity summaries. Each summary includes the total number of regular trunk calls and ISDN trunk calls, and the costs for each type. The daily report prints every day at midnight. The weekly report prints every Sunday night at midnight. The monthly report prints at midnight on the last day of the month.

- **Extension Name or Number**
  The SMDR report can include an extension's name or extension number. Choose the method that makes it easier for you to track call usage.

Description (Cont'd)

Sample SMDR Report (384i Prior to 3.07.10 and 124i Prior to Base/EXCPRU 4.02)

```
                                                          09/01/96 PAGE 001

   CLASS  TIME    LINE    DURATION  STATION   DIALLED No./CLI RD/COST ACCOUNT
02 POT   10:44 LINE 001   00:00:30 STA 324    12039265400           0
03 POT   10:46 LINE 001   00:00:45 STA 324    18874521              0
04 POT   10:47 LINE 001   00:00:29 STA 318    12039265441           0
05 PIN   10:48 LINE 002   00:01:39                                    NO ANSWER

06 ALB   10:50 02         00:01:40
07 POT   10:52 LINE 002   00:00:00 STA 324                          0
08 ALB   10:52 02         00:00:16
09 POT   10:55 LINE 002   00:00:00 STA 324                          0
10 ALB   10:56 02         00:00:23
11 BRD   10:56 LINE 002   00:00:00 STA 324    120366541233          0
12 ALB   10:56 02         00:00:09
13 BRD   10:56 LINE 002   00:00:00 STA 324    181477445236          0
14 ALB   10:56 02         00:00:08
```

Sample SMDR Report (384i 3.07.10 or higher)

```
                                                      09/01/97 PAGE 001

   CLASS  TIME    LINE    DURATION  STATION   DIALED No./CLI  ACCOUNT
02 POT   10:44 LINE 001   00:00:30 STA 324    12039265400     8841
03 POT   10:46 LINE 001   00:00:45 STA 324    18874521              0
04 POT   10:47 LINE 001   00:00:29 STA 318    12039265441           0
05 PIN   10:48 LINE 002   00:01:39                                    NO ANSWER

06 ALB   10:50 02         00:01:40
07 POT   10:52 LINE 002   00:00:00 STA 324                          0
08 ALB   10:52 02         00:00:16
09 POT   10:55 LINE 002   00:00:00 STA 324                          0
10 ALB   10:56 02         00:00:23
11 BRD   10:56 LINE 002   00:00:00 STA 324    120366541233          0
12 ALB   10:56 02         00:00:09
13 BRD   10:56 LINE 002   00:00:00 STA 324    181477445236          0
14 ALB   10:56 02         00:00:08
```

Description (Cont'd)

Definitions	
Call Record Number	SMDR record number (consecutive)
CLASS	Type of call (see Class Definitions below)
TIME	Time call placed or answered. (For Transferred calls, shows time user picked up Transfer.)
LINE	Trunk number used for call
DURATION	How long call lasted. (For Transferred calls, shows how long user was on call after answering the Transfer.)
STATION	Extension number of call "owner" (i.e., extension that first placed or answered call) (For Transferred calls, there can be more than one owner - depending on how many extensions shared the call.)
DIALLED No.	For outgoing calls, the number dialed
OR	
DIALLED No./CLI	For outgoing calls, the number dialed or, for incoming calls, the Caller ID information
COST	For systems with ARS, indicates the call cost
OR	
ACOUNT	Account Code number entered by extension user
Class Definitions	
POT	Outgoing trunk call
POTA	Outgoing trunk call placed using Toll Restriction Override
PIN	Incoming trunk call
ALB	All lines in group are busy (group number follows TIME field)
BRD	Call blocked due to Toll Restriction
PTRS	Transferred call

Description (Cont'd)

SMDR Report Format (384i Prior to 3.07.10 or 124i Base/EXCPRU Prior to 4.02)

Character Position	Field Definition
Header Line 1	
1-62	Spaces
63-70	MM/DD/YY
71	Space
72-75	PAGE
76	Space
77-79	Report page number (e.g., 001)
CR & LF	Carriage return and line feed
Header Line 2	
1-3	Spaces
4-8	CLASS
9,10	Spaces
11-14	TIME
15-18	Spaces
19-22	LINE
23-26	Spaces
27-34	DURATION
35,36	Spaces
37-43	STATION
44-46	Spaces
47-53	DIALED
54	Space
55-61	No./CLI
62,63	Spaces
64-70	RD/COST
71	Space
72-78	ACCOUNT
CR & LF	Carriage return and line feed
LF	Line feed
SMDR Record	
1,2	Call record number (e.g., 01, 02)
3	Space
4-6	Call type (e.g., POT for outgoing)
7-9	Spaces
10-14	Time in 24 hour clock (HH:MM)
15	Space
16-23	LINE, space, line number (e.g., LINE 001)
24-26	Spaces
27-34	Call Duration (HH:MM:SS)
35	Space
36-43	Station number (STA, space, nnnn) or name
44-46	Spaces
47-62	Number dialed (16 digits maximum)
63	Space
64-70	Call cost
71	Space
72-80	(Space, Account code) or (NO, space, ANSWER)

Description (Cont'd)

SMDR Report Format (384i 3.07.10 or Higher or 124i Base/EXCPRU 4.02 or Higher)	
Character Position	**Field Definition**
Header Line 1	
1-62	Spaces
63-70	MM/DD/YY (384i 3.07.25 or higher = MM/DD/YYYY)
71	Space
72-75	PAGE
76	Space
77-79	Report page number (e.g., 001)
CR & LF	Carriage return and line feed
Header Line 2	
1-3	Spaces
4-8	CLASS
9,10	Spaces
11-14	TIME
15-18	Spaces
19-22	LINE
23-26	Spaces
27-34	DURATION
35,36	Spaces
37-43	STATION
44-46	Spaces
47-53	DIALLED
54	Space
55-61	No./CLI
62,63	Spaces
64-78	ACCOUNT
CR & LF	Carriage return and line feed
LF	Line feed
SMDR Record	
1,2	Call record number (e.g., 01, 02)
3	Space
4-6	Call type (e.g., POT for outgoing)
7-9	Spaces
10-14	Time in 24 hour clock (HH:MM)
15	Space
16-25	LINE, space, line number (e.g., LINE 001)
26	Space
27-34	Call Duration (HH:MM:SS)
35	Space
36-45	Station number (STA, space, nnnn) or name
46	Space
47-62	Number dialed (16 digits maximum)
63	Space
64-79	Account number or NO ANSWER

Description (Cont'd)

Summary Reports

```
OUTGOING CALL/COST SUMMARY
FOR DAY OF nn/nn/nn

   TOTAL NO. OF OUTGOING PSTN CALLS:     0
   TOTAL NO. OF OUTGOING ISDN CALLS:     0
   NO. OF OUTGOING PSTN CALLS COSTED:    0  COST:        0
   NO. OF OUTGOING ISDN CALLS COSTED:    0  COST:        0

 OUTGOING CALL/COST SUMMARY
 FOR WEEK ENDING nn/nn/nn
   TOTAL NO. OF OUTGOING PSTN CALLS:    49
   TOTAL NO. OF OUTGOING ISDN CALLS:     0
   NO. OF OUTGOING PSTN CALLS COSTED:    0  COST:        0
   NO. OF OUTGOING ISDN CALLS COSTED:    0  COST:        0


 OUTGOING CALL/COST SUMMARY
 FOR MONTH ENDING nn/nn/nn
   TOTAL NO. OF OUTGOING PSTN CALLS:    49
   TOTAL NO. OF OUTGOING ISDN CALLS:     0
   NO. OF OUTGOING PSTN CALLS COSTED:    0  COST:        0
   NO. OF OUTGOING ISDN CALLS COSTED:    0  COST:        0
```

Conditions

(A.) The SMDR report does not include voice Intercom calls.

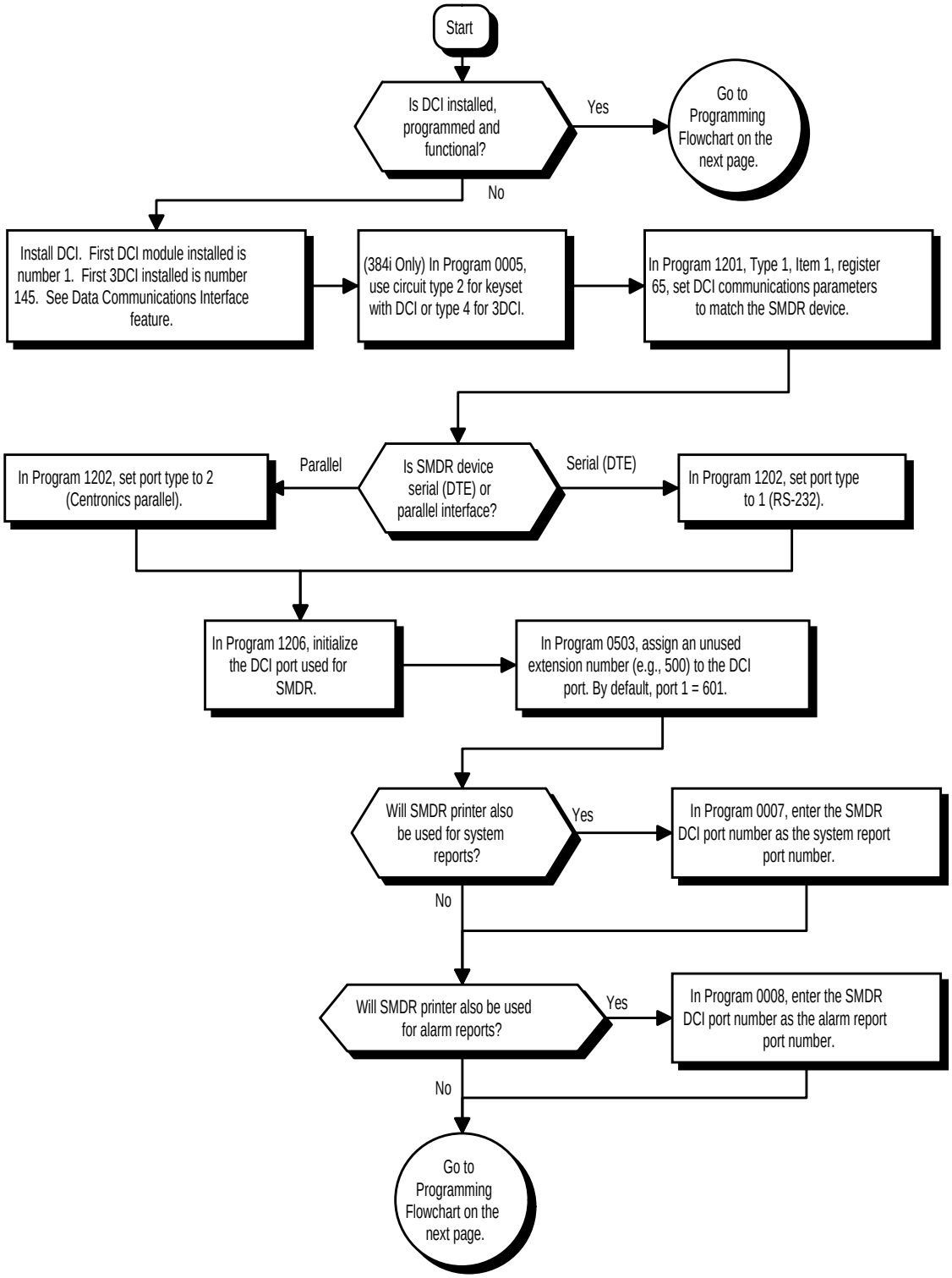
(B.) SMDR requires the installation of a DCI (Data Communications Interface). Once you designate a DCI for SMDR, you cannot use that extension for placing and answering other data calls. SMDR and the Traffic Management Reports should not use the same DCI.

(C.) The SMDR call buffer stores 320 calls. The buffer stores calls when the SMDR device is unavailable. When the buffer fills, each new call is not recorded. The alarm display telephone assigned in Program 0011 (normally extension 301) shows "SMDR Buffer Full," indicating that the buffer is full. The 124i also includes a Buffer Overflow message on the SMDR report.

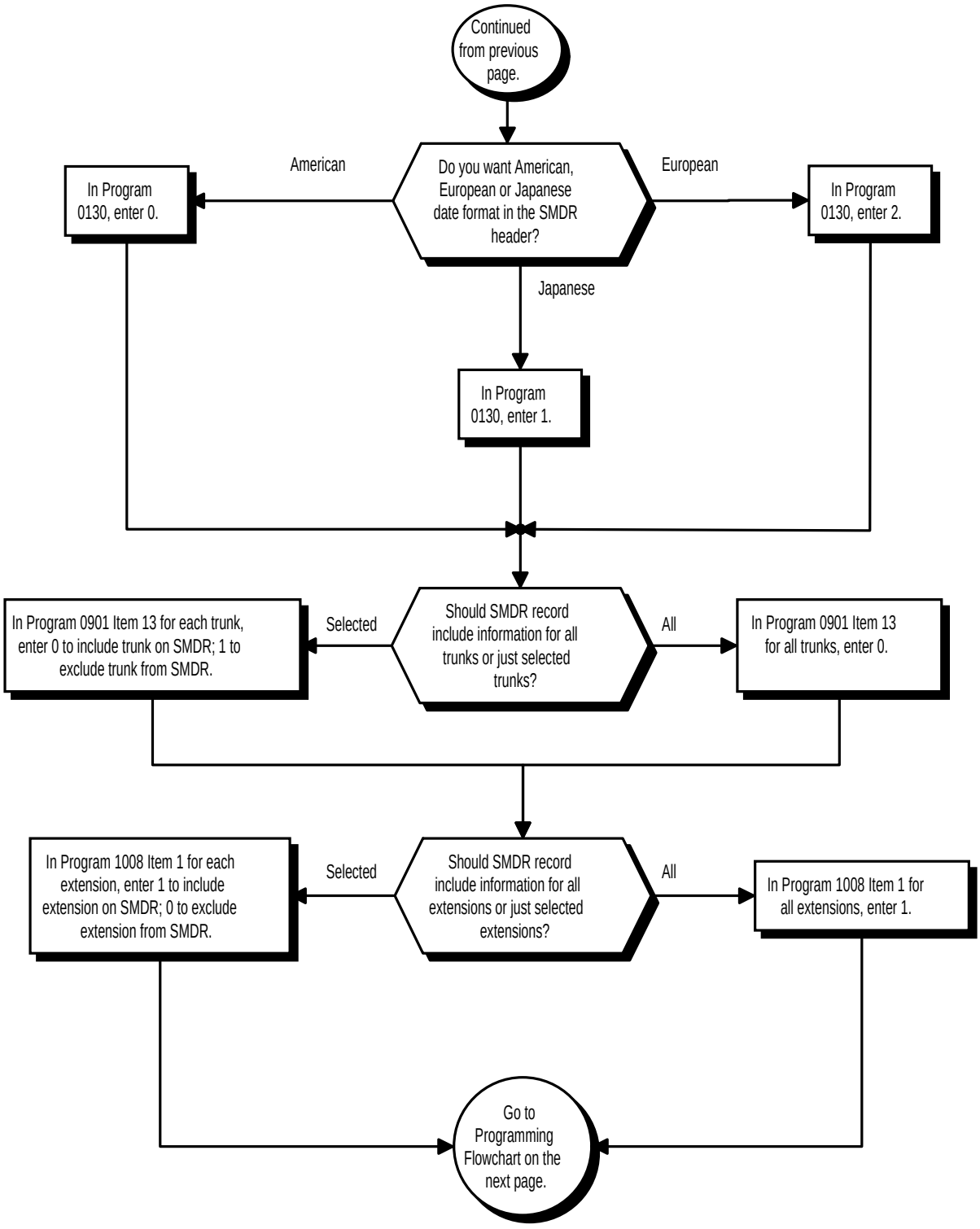
Default Setting

Disabled.

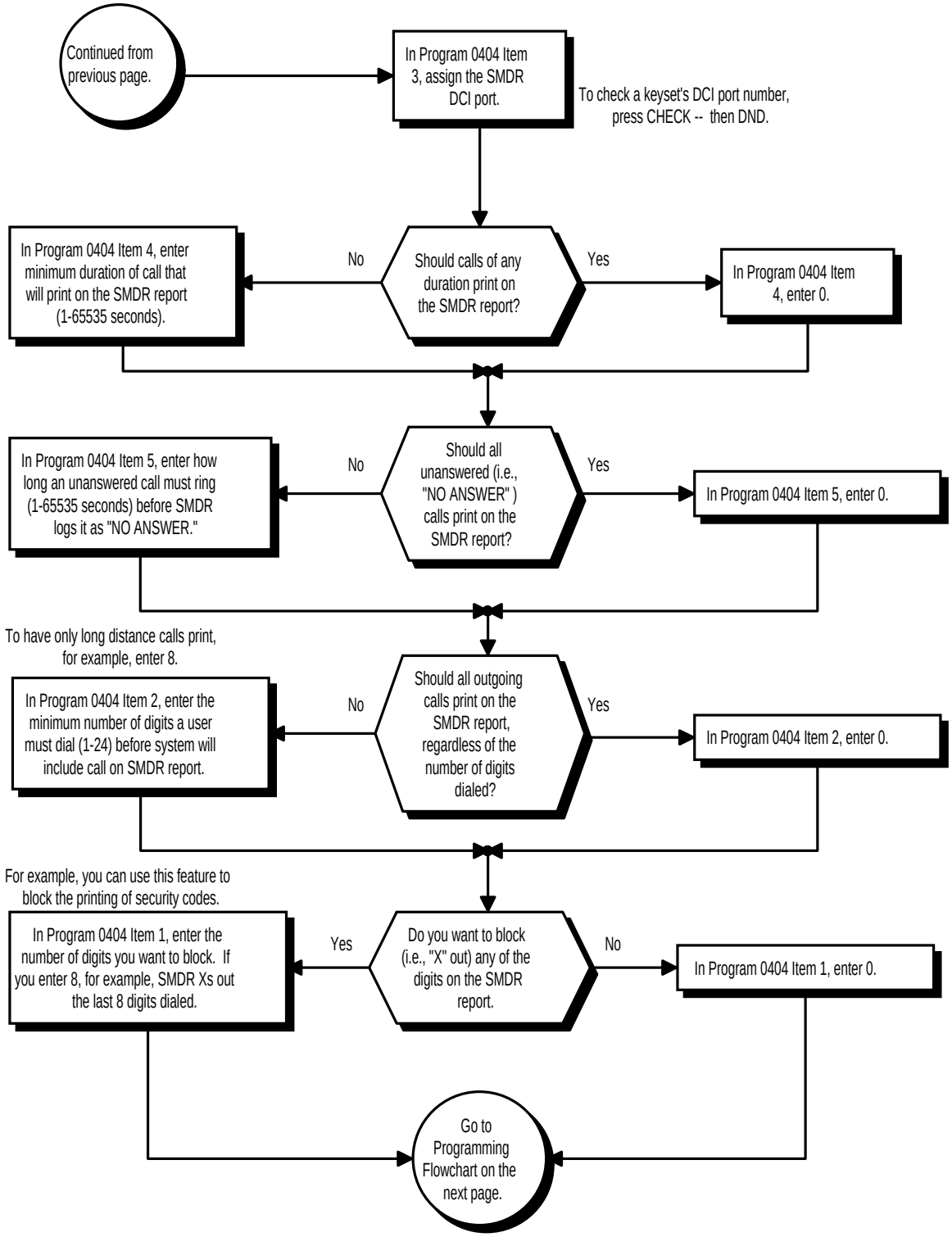
Programming



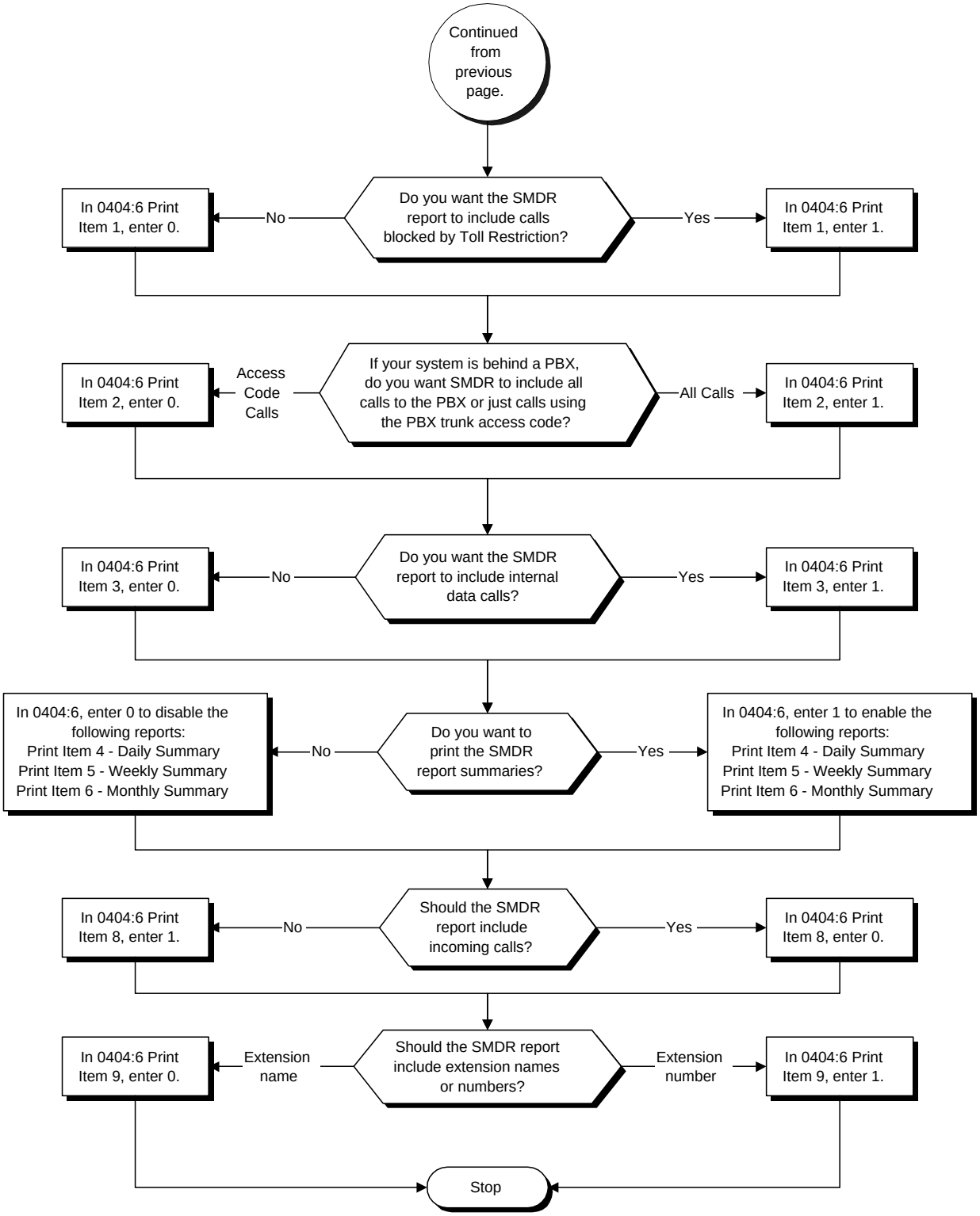
Programming (Cont'd)



Programming (Cont'd)



Programming (Cont'd)



Programming (Cont'd)

- ***(384i Only)*** **0005 - Extension Circuit Type**
  Assign circuit type 2 for keysets with DCI. Assign circuit type 4 for 3DCI module.
- **0007 - System Report Port Setup**
  If the SMDR printer will also be used for system reports, enter the SMDR DCI software port number as the system report port number.
- **0008 - Alarm Report Port Setup**
  If the SMDR printer will also be used for alarm reports, enter the SMDR DCI software port number as the alarm report port number.
- **0130 - Date Format for SMDR and System Reports**
  Set the date format for SMDR (0=American, 1=European or 2=Japanese).
- **0404 - SMDR Options, Item 1: Omit (Mask) Digits**
  Enter the number of digits (1-24) you want SMDR to block (i.e., "X" out). Enter 0 not to block any digits.
- **0404 - SMDR Options, Item 2: Minimum Number of SMDR Digits**
  Enter the minimum number of digits a user must dial (1-24) before the system includes a call on the SMDR report. Enter 0 to include all outgoing calls, regardless of the number of digits dialed.
- **0404 - SMDR Options, Item 3: SMDR Printer Output Port**
  Enter the software port number of the DCI assigned to the SMDR printer.
- **0404 - SMDR Options, Item 4: Minimum Call Duration**
  Enter the minimum duration of a call (1-65535) that will print on the SMDR report. Enter 0 to have calls of any duration print.
- **0404 - SMDR Options, Item 5: Minimum Ringing Time**
  Enter how long an unanswered call must ring (1-65535) before SMDR logs it as "No Answer). Enter 0 to allow all "No Answer" calls to print.
- **0404 - SMDR Options, Item 6: Print Item 1 (Toll Restricted Call)**
  Enter 1 if you want the SMDR report to include calls blocked by Toll Restriction. Enter 0 to exclude blocked calls.
- **0404 - SMDR Options, Item 6: Print Item 2 (Extension Calls)**
  If system is behind a PBX, enter 1 to have SMDR include all calls to the PBX. Enter 0 to have SMDR include only calls dialed using PBX trunk access code.
- **0404 - SMDR Options, Item 6: Print Item 3 (Extension Data Call)**
  Enter 1 if you want the SMDR report to include internal data calls. Enter 0 if you want the SMDR report to exclude internal data calls.
- **0404 - SMDR Options, Item 6: Print Item 4 (Daily Summary), Print Item 5 (Weekly Summary) and Print Item 6 (Monthly Summary)**
  Enter 1 to enable a summary report. Enter 0 to disable a summary report. The daily report prints every day at midnight. The weekly report prints every Sunday night at midnight. The monthly report prints at midnight on the last day of the month.
- **0404- SMDR Options, Item 6, Print Item 8 (Incoming Calls)**
  Enter 0 if you want the SMDR report to include incoming calls. Enter 1 if you want the SMDR report to exclude incoming calls.
- **0404 - SMDR Options, Item 6, Print Item 9 (Print Name or Number)**
  Enter 0 if you want the SMDR report to include the extension's name. Enter 1 if you want the SMDR report to include the extension's number.
- **0503 - DCI Extension Number**
  Assign an unused extension number (e.g., 500) to the DCI port assigned to SMDR.
- **0901 - Basic Trunk Port Setup (Part A), Item 13: SMDR Print Out**
  For each trunk, enter 0 if trunk's calls should appear on SMDR report. Enter 1 if trunk's calls should not appear on SMDR report.
- **1008 - Basic Extension Port Setup (Part B), Item 1: SMDR Printout**
  For each extension, enter 1 if extension's calls should appear on SMDR report. Enter 0 if extension's calls should not appear on SMDR report.

Programming (Cont'd)

- **1201 - DCI Setup, Type 1, Item 1, Register 65**
  Set the DCI communications parameters to match the SMDR device.
- **1202 - DCI Port Type**
  Set this option to 1 if SMDR device is serial. Set this option to 2 if SMDR device is Centronics parallel.
- **1206 - Initialize DCI**
  Initialize the DCI port selected for SMDR.

Related Features

PBX Compatibility
To use the PBX Call Reporting option, program system for behind PBX operation.

Traffic Management Report (TMS)
Traffic Management Reports and SMDR should not use the sameDCI port.

Transfer
The extension that initially answers or places a call "owns" the SMDR record for the call. For example, if extension 318 transfers a trunk call to extension 320, the SMDR record assigns the entire call to extension 318. Extension 320 does not show on the SMDR record as part of the transferred call.

Year 2000 Compliance
The SMDR page and summary banners show four digis for the year (e.g., 2001).

Operation

Once installed and programmed, SMDR operation is automatic.

Description

124i ☞	Available — Basic T1 capabilities require EXCPRU version 2.18 or higher. T1 DID and tie lines require a DTDU PCB.
-	ANI/DNIS Compatibility requires EXCPRU 2.18 or higher. It is not available in Base software.
-	ANI/DNIS routing to the VAU Automated Attendant requires EXCPRU 4.02 or higher. Routing by trunk to a specific VAU messages is also available with EXCPRU 4.02 or higher.
-	Enhanced Answer Supervision for T1 tie trunks requires Base 2.13, EXCPRU 2.18 or higher. See page 844.
-	Voice Mail Caller ID with ANI/DNIS requires EXCPRU version 2.18 or higher.

384i ☞	Available — Customizing the CODEC Gain Types requires system software 3.04 or higher.
-	ANI/DNIS Compatibility requires system software 3.06.02 or higher.
-	ANI/DNIS routing to the VAU Automated Attendant (page 493) requires system software 3.06.09 or higher. Routing by trunk to a specific VAU message requires system software 3.07.10 or higher.
-	Enhanced Answer Supervision for T1 tie trunks requires system software 3.05.15 or higher. See page 844.
-	Voice Mail Caller ID with ANI/DNIS requires system software 3.06.14 or higher.

The T1/PRI Interface PCB gives the system T1 trunking capability. This PCB uses a single universal slot and provides up to 24 trunk circuits. In additional to providing digital-quality trunking, the T1/PRI Interface PCB allows you to have maximum trunking capability with fewer PCBs. This in turn makes more universal slots available for other functions.

You can program each T1/PRI PCB for any combination of the following trunks:

- CO loop start
- CO ground start
- Direct Inward Dialing[1]
- Tie lines[2]

When installed in 384i, the T1/PRI Interface PCB uses the first block of 24 consecutive trunks. For example, if you have an ATRU PCB installed for trunks 1-8, the T1/PRI Interface PCB will automatically use trunks 9-32. If you have ATRU PCBs installed for trunks 1-8 and 17-24, the T1/PRI PCB will use trunks 25-48. The T1/PRI Interface cannot use trunks 9-16 (even if available) since they are not part of a consecutive block of 24 trunks.

[1] Bidirectional DID trunks are currently not supported.

[2] Two-wire (four-lead) type 1 tie lines (FIC TL11M) only.

Description (Cont'd)

ANI/DNIS Compatibility

The system is compatible with telco's T1 Automatic Number Identification (ANI) and Dialed Number Information Service (DNIS) services. A complement to Caller ID service, ANI/DNIS Compatibility provides:

- **Selectable Receive Format**
  You can set up the system for compatibility with any combination of ANI, DNIS and Dialed Number (Address) data provided by the telco.
- **Flexible Routing**
  Based on the data received, the system can route the incoming ANI/DNIS call to:
  – An extension
  – An ACD or Voice Mail master extension number
  – The VAU Automated Attendant and play a VAU message to the caller (requires 384i system software 3.06.09 or higher - 124i system requires EXCPRU 4.03 or higher). Refer to page 493 for the specifics.
  – A Department Group pilot number
  – A trunk Ring Group
- **Route According to DID Translation Table or Separate ANI/DNIS Routing Tables**
- **ANI/DNIS Data Displayed as Caller ID Data**
- **Data Error and Unanswered Call Handling**
  If a call can't be completed, send it to a predetermined Ring Group or play supervisory tones to the caller.
- **Voice Mail Caller ID**
  NVM-Series Voice Mail can use ANI/DNIS information to identify the outside caller that left a message in a user's mailbox. When the message recipient presses **TI** after hearing a message, they hear the time the message was sent and the outside telephone number of the message sender.

Conditions

(A.) T1 Trunking requires a T1/PRI Interface PCB and a customer-provided CSU/DSU to interface with the telco. Consult your sales representative and the system Hardware Manual for additional details.

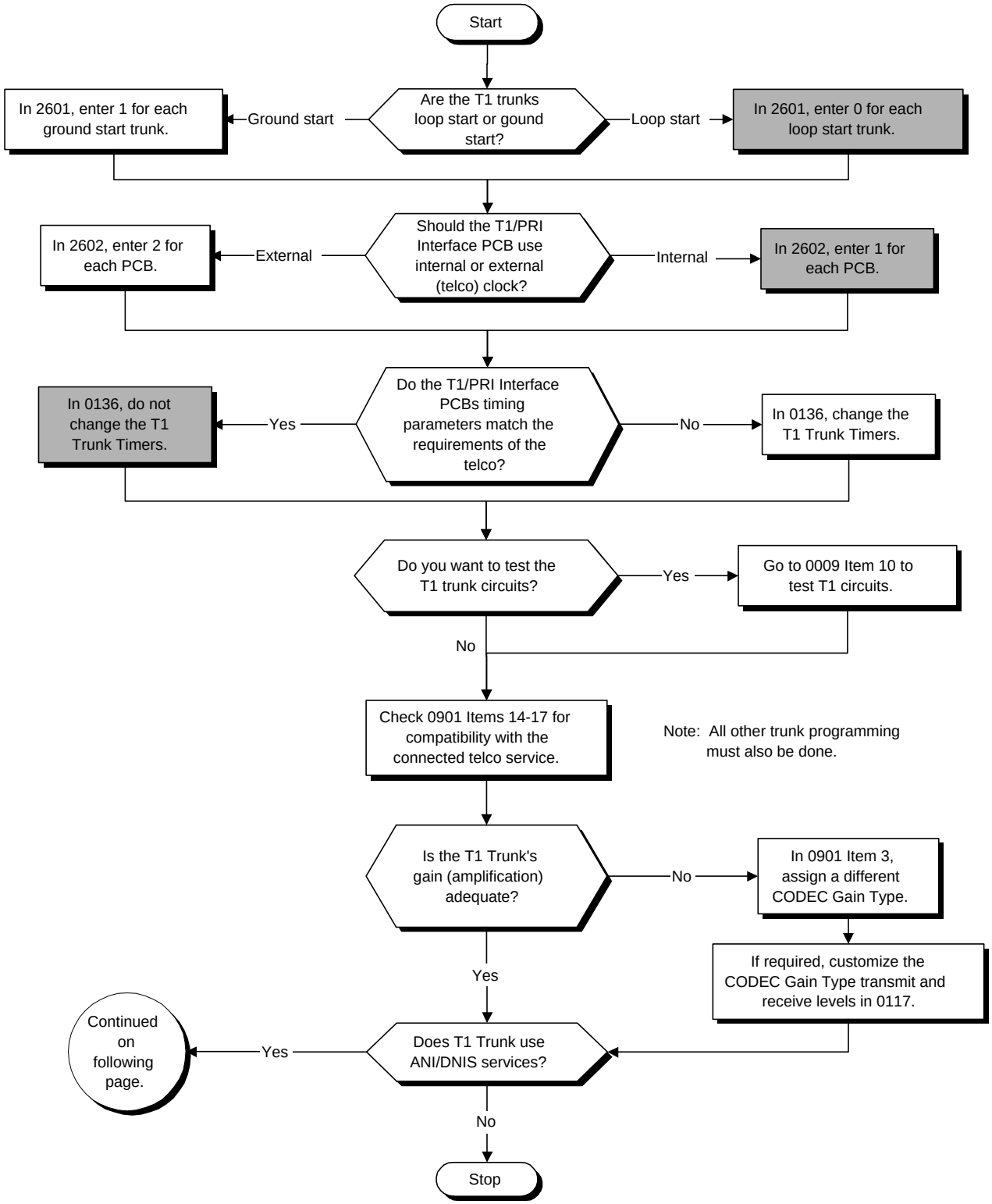
(B.) ANI/DNIS Compatibility requires the use of system DTMF receivers on CDTU A/B PCBs. When all receivers are busy, the incoming ANI/DNIS call waits for a receiver to become available.

(C.) The ANI/DNIS/Address data received from the telco can be up to 10 digits long. If the system receives more than 10 digits, it interprets the data as an error and handles the call according to the setting in **2404 - ANI/DNIS Service Options, Item 8: Routing on ANI/DNIS Error.**

Default Setting

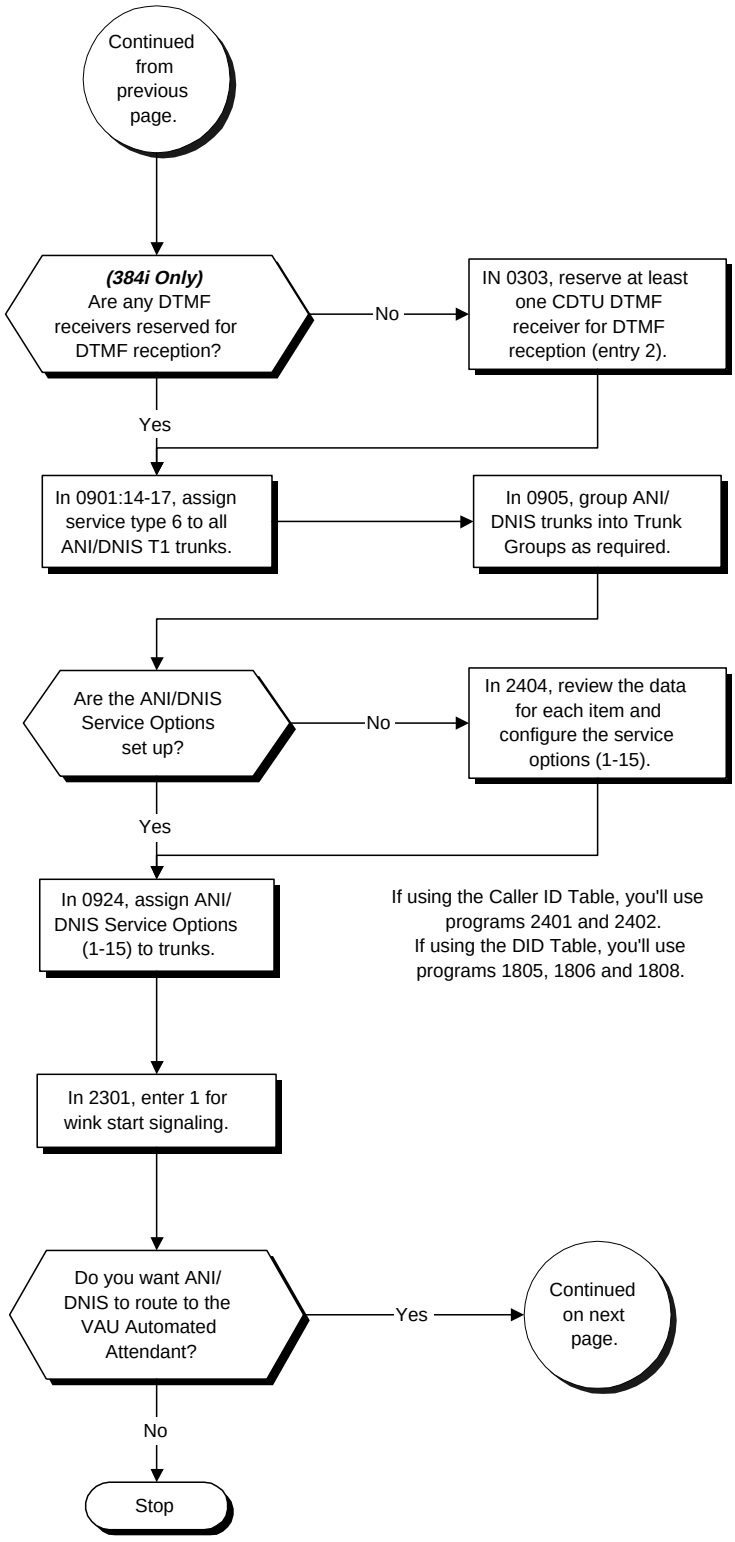
Disabled.

Programming



Programming (Cont'd)

Additional Programming for ANI/DNIS



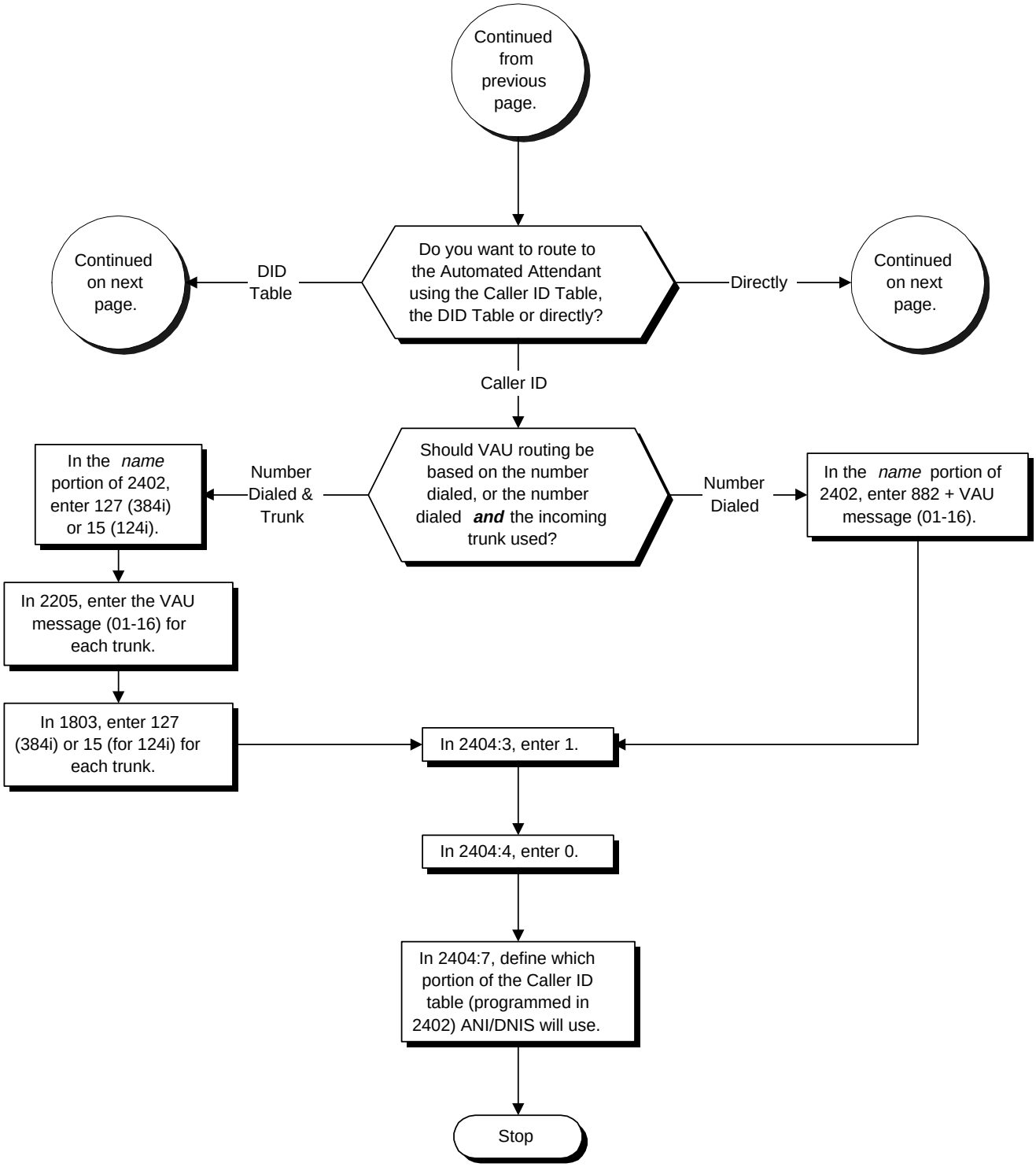
ANI/DNIS trunks must be immediate start or wink start T1 trunks with E&M signaling.

Under the *Programming* heading in the text, check:
0136: T1 Trunk Timers
and
0901: Additional ANI/DNIS Recommended Settings

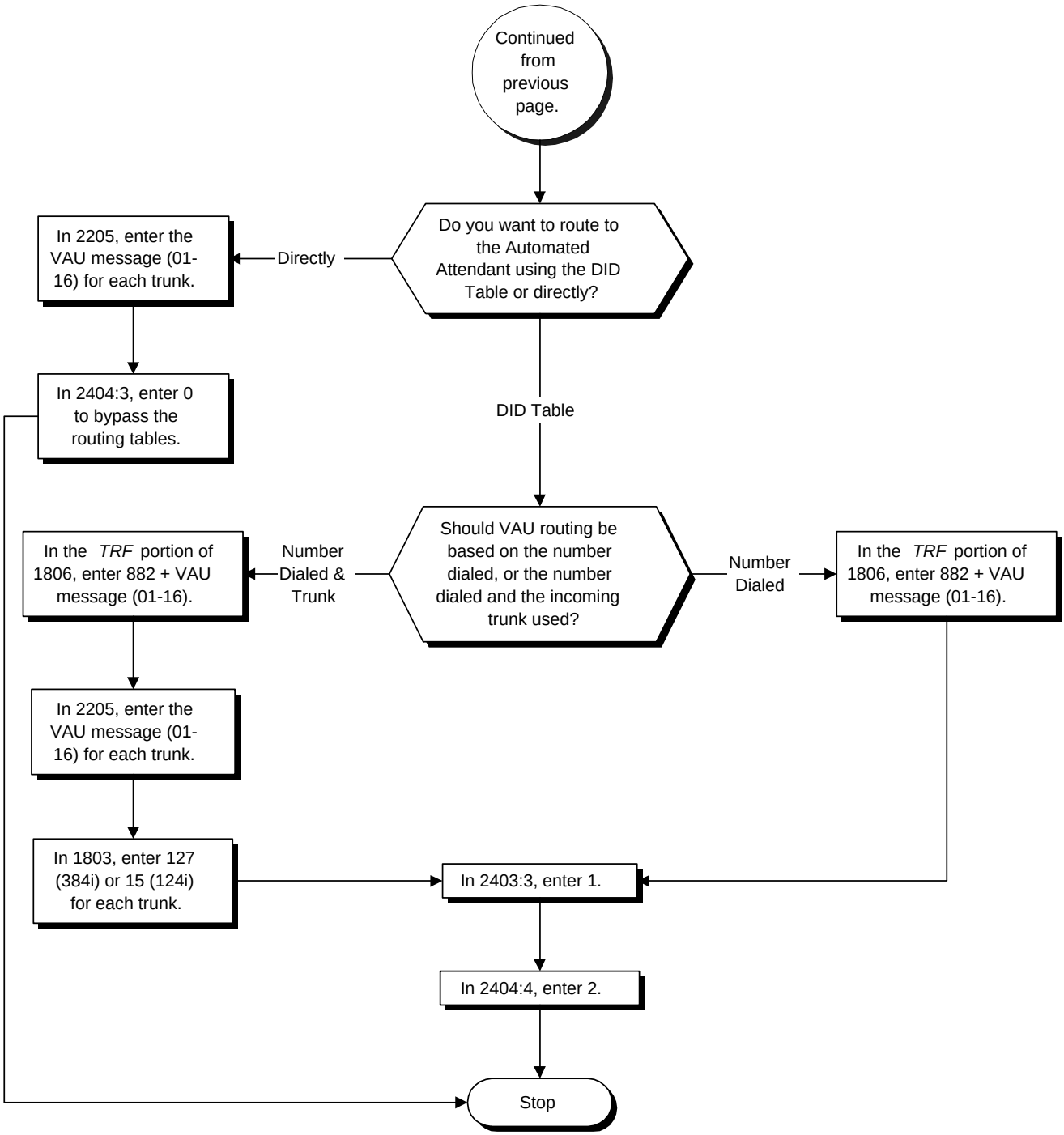
If using the Caller ID Table, you'll use programs 2401 and 2402.
If using the DID Table, you'll use programs 1805, 1806 and 1808.

Programming (Cont'd)

ANI/DNIS Routing to the VAU Automated Attendant



Programming (Cont'd)



Programming (Cont'd)

➢ **0009 - Loop Back Testing, Item 10: T1 Test**
Once installed, use this program to test the T1 trunks.

➢ **0117 - Trunk CODEC Gain Type Settings**
Customize the transmit and receive levels of the CODEC Gain Types assigned in 0901 Item 3.

➢ **0136 - T1 Trunk Timers**
Set various T1 trunk timers for compatibility with the local telco. For ANI/DNIS, the following settings in Program 0136 are recommended:

- Item 59: Clock Select = 2 (External - provided by Central Office)
- Item 60: Distance Between PCB and SCU = 0
- Item 61: Frame Type = 1 (D3/D4)
- Item 62: Zero Suppression = 2 (AMI/ZCS)

➢ **0303 - DTMF and Dial Tone Detection Setup**
For ANI/DNIS, reserve at least one CTDU DTMF receiver for DTMF reception (entry 2).

- Use the following as a guide when allocating DTMF receivers (i.e., DTU blocks):
  - In light traffic sites, allocate one DTMF receiver for every 10 devices that use them.
  - In heavy traffic sites, allocate one DTMF receiver for every five devices that use them.

➢ **0901 - Basic Trunk Port Setup (Part A), Item 3: CODEC Gain Type**
Assign a CODEC Gain Type to each trunk. This sets the amount of gain (amplification) for the selected trunk. Customize the Gain Type transmit and receive levels in 0117.

➢ **0901 - Basic Trunk Port Setup (Part A), Items 14-17: Trunk Service Type**
For each ***T1 trunk***, set the Trunk Service Type to match the telco's connected T1 service.
For each ***T1 trunk that should support ANI/DNIS service***, enter 6. (ANI/DNIS trunks must be immediate start or wink start T1 trunks with E&M signaling.)

➢ **0901 - Basic Trunk Port Setup (Part A): Additonal ANI/DNIS Recommended Settings**
For ANI/DNIS, the following additional settings in Program 0901 are recommended:

- Item 1: Signaling Type (DP/DTMF) = 2 (DTMF)
- Item 2: Ring Detect Type = 1 (Immediate)
- Item 5: Flash Type = 0 (Open Loop Flash)
- Item 6: Flash for Time Flash or Disconnect = 0 (Timed Flash)
- Items 7-10: Behind PBX = 0 (Stand alone)
- Item 11: Dial Tone Detection for Manually Dialed Calls = 1 (Outgoing calls allowed)
- Item 18: Outgoing Calls = 1 (Allowed)
- Item 25: Tie Line Dial Tone (Immediate Start) = 1 (Enabled)
- Item 26: Tie Line Dial Tone (Wink Start) = 1 (Enabled)
- Item 27: DID Signaling Type = 1 (DTMF)

➢ **0905 - Trunk Groups**
For ANI/DNIS, place all your ANI/DNIS trunks in Trunk Groups as required.

➢ **0924 - ANI/DNIS Service Option Number Assignment**
For each ANI/DNIS trunk, assign a Service Option Number (1-115) for each Night Service mode. You define ANI/DNIS Service Option Numbers in 2404.

➢ **2301 - DID/E&M Start Signaling**
For each ANI/DNIS trunk, set the start signaling mode to 1 (wink start).

➢ **2404 - ANI/DNIS Service Options**
For each ANI/DNIS Service Option (1-15), program the option data from the table below.

Programming (Cont'd)

Program - 2404 ANI/DNIS Service Options			
Option	**Description**	**Range**	**Default**
Item 1	**ANI/DNIS Receive Format** Use this option to specify the format of the ANI/DNIS data received from the telco. Make sure your entry is compatible with the service the telco provides. (The character * indicates a delimiter.) 0 = Address (called number without delimiters) 1 = *ANI*[1] 2 = *DNIS* 3 = *ANI*Address*[1] 4 = *ANI*DNIS*[1] 5 = *DNIS*ANI*[1] [1]Select one of these options for Voice Mail Caller ID.	0-5	0 (Address)
Item 2	**Delimiter Dial Code** This option defines the character telco uses as a delimiter (see entries 1-9 in Item 1 above). Valid entries are 0-9, # and *.	0-9, # and *	*
Item 3	**Routing Search Criteria (Data Source)** This option specifies the source of the data the system uses to route incoming ANI/DNIS calls. The choices are: **0 = No Routing.** The system assumes an error has occurred and routes according to the setting in Item 8. **1 = Routes on Received DNIS or Address Data.** The data source is the received DNIS or address data. This option requires that Item 1 be 0 or 2-5. **2 = Routes on Received ANI Data.** The data source is the received ANI data. This option requires that Item 1 be 1 or 3-5.	0-2	0 (No routing)

Program - 2404 ANI/DNIS Service Options			
Option	**Description**	**Range**	**Default**
Item 4	**Route Data** The option sets how the system uses the route data (gathered in Item 3) to route incoming ANI/DNIS calls. The choices are: **0 = Dial Data (From Caller ID Table Name Field)** The system uses the Caller ID Table specified in Item 7 below for inbound routing. The data in the Caller ID Table Name field is used as dial data for routing. For this entry, the Name field entry can be an extension number, a Department Group pilot number or the Voice Mail or ACD master number. **1 = Trunk Ring Group (From Caller ID Table Name Field)** Like entry 0 above, the system uses the Caller ID Table specified in Items 6 and 7 below for inbound routing. The data in the Caller ID Table Name field is used as dial data for routing. For this entry, the Name field entry must be a Trunk Ring Group number (1-128). **2 = DID Translation Table** With this option, the system uses the DID Translation Tables set up in Programs 1805 and 1806 for inbound ANI/DNIS routing. In addition, use Program 1808 to associate the ANI/DNIS Trunk Group with the DID Translation Table you want to use. Refer to the Direct Inward Dialing feature for more on setting up DID Translation Tables.	0-2	0 (from Caller ID Table Name field)
Item 5	**ANI Displayed as Caller ID** Use this option to set if ANI data should appear on telephone displays as part of Caller ID display. The options are: **0 = Caller ID Off** The system does not search the Caller ID table for a name. Instead, the telephone display will show the name programmed into the DID Translation Table (Program 1806) used if Item 4 above is 2. Otherwise, no name displays. **1 = Caller ID On** The telephone's display will show the ANI name as Caller ID data for the incoming ANI/DNIS call. This can occur if: – The ANI number received has a name associated with it entered into the Caller ID Table addresses specified in Item 6. – The format selected in Item 1 must include an ANI number. – Program 0406 Item 123 (Caller ID Display) must be 1 (enabled). Also select this option to enable Voice Mail Caller ID.	0, 1	1 (Caller ID display on)

Program - 2404 ANI/DNIS Service Options			
Option	**Description**	**Range**	**Default**
Item 6	**ANI Caller ID Table Setup** Use this option to define which part of the Caller ID Table set up in Program 2402 the system will use for ANI/DNIS Caller ID lookups. This is required if Items 4 and 5 above are 1 (Caller ID On). When you specify a starting address and length, the system uses that part of the table for lookups.	Start Address = 000-999 Length = 0000-1000	Start Address = 0000 Length = 1000
Item 7	**ANI Routing Table Setup** Use this option to define which part of the Caller ID Table set up in Program 2402 the system will use for ANI/DNIS routing. When you specify a starting address and length, the system uses that part of the table for routing. If the incoming ANI/DNIS number data matches the Number entry in the table, the system routes according to the associated Name data. That data can be an extension, Department Group pilot number, the Voice Mail master number or a Trunk Ring Group (depending on the setting in Item 4).	Start Address = 000-999 Length = 0000-1000	Start Address = 0000 Length = 0000
Item 8	**Routing on ANI/DNIS Error** This option lets you determine how the system will handle an ANI/DNIS call if a data error is detected in the incoming data string. The options are: 0 = Play busy tone to caller 1 = Route the caller to the Ring Group specified in Program 1803	0 or 1	1 (Use the Program 1803 destination)
Item 9	**Routing when Destination Busy or Unanswered** This option lets you determine how the system will handle an ANI/DNIS call if the destination is busy or doesn't answer. The options are: 0 = System will play ringback or busy tone to the caller - whichever is required. 1 = System will route the caller to the Ring Group specified in Program 1803.	0 or 1	0 (Play busy or ringback)
Item 10	**Calling Number Address Length** When Item 1 = 0 (ANI/DNIS receive format is address), use this option to specify the address length. The choices are from 1 to 8 digits in length.	1-8	7

Programming (Cont'd)

➢ **2601 - T1 Setup**
Designate each T1 trunk circuit for either loop start (0) or ground start (1) operation. For ANI/DNIS, the recommended setting is 0 (loop start).

➢ **2602 - T1 Clock Source**
For each PCB, set the clock source for internal system clock (1) or external telco clock (2). For ANI/DNIS, the recommended setting is 2 (external).

ANI/DNIS Routing to the VAU Automated Attendant
Beginning with 384i software version 3.06.09 and 124i EXCPRU 4.02 software, ANI/DNIS calls can route to the VAU Automated Attendant. In addition, you can specify the VAU message the ANI/DNIS caller hears when the Automated Attendant answers. To program this option, choose either Methods A, B or C below.

Method A

➢ **2402 - Caller ID Table Entries**
- *VAU Routing Based on the Number Dialed*
  For the bins (addresses) used by ANI/DNIS, in the *name* portion enter 882 followed by the number of the VAU Message the caller should hear (01-16). For example, to have ANI/DNIS route to the VAU Automated Attendant and play message 10 to callers, select an available address and enter 88210 in the *name* portion. The bins you use must correspond to the addresses specified in 2404 Item 7.
- *VAU Routing Based on the Number Dialed and the Incoming Trunk Used*
  For the bins (addresses) used by ANI/DNIS, in the *name* portion enter 127 for 384i or 15 for 124i. For each trunk in Program 2205 - OPA Message Assignment, enter the number of the VAU Message the caller should hear (01-16) when the VAU Automated Attendant answers. Also, enter 127 for 384i or 15 for 124i for each trunk in 1803 - DISA and OPA Transfer Destination. The bins you use must correspond to the addresses specified in 2404 Item 7.

➢ **2404 - ANI/DNIS Service Options, Item 3: Routing Search Criteria (Data Source)**
Enter 1 to set the data source as the received DNIS or address data.

➢ **2404 - ANI/DNIS Service Options, Item 4: Route Data**
Enter 0 to have the system use the Caller ID Table specified in 2404 Item 7.

➢ **2404 - ANI/DNIS Service Options, Item 7: ANI Routing Table Setup**
Define which part of the Caller ID Table (programmed in 2402) the system will use for ANI/DNIS routing.

Method B

➢ **1806 - DID Translation Table Number Conversion**
- *VAU Routing Based on the Number Dialed*
  For the bins (addresses) used by ANI/DNIS, in the *TRF* portion enter 882 followed by the number of the VAU Message the caller should hear (01-16). For example, to have ANI/DNIS route to the VAU Automated Attendant and play message 10 to callers, select an available address and enter 88210 in the *name* portion.
- *VAU Routing Based on the Number Dialed and the Incoming Trunk Used*
  For the bins (addresses) used by ANI/DNIS, in the *TRF* portion enter 127 for 384i or 15 for 124i. For each trunk in Program 2205 - OPA Message Assignment, enter the number of the VAU Message the caller should hear (01-16) when the VAU Automated Attendant answers. Also, enter 127 for 384i or 15 for 124i for each trunk in 1803 - DISA and OPA Transfer Destination.

➢ **2404 - ANI/DNIS Service Options, Item 3: Routing Search Criteria (Data Source)**
Enter 1 to set the data source as the received DNIS or address data.

➢ **2404 - ANI/DNIS Service Options, Item 4: Route Data**
Enter 2 to have the system use the DID Translation Tables set up in 1806 for routing.

Programming (Cont'd)

Method C

When the trunk rings in and 2404 Item 3 = 0, the system looks to 2205 for routing data. If 2205 = 0 for the trunk, the system uses the error handling specified in 2404 Item 8. If 2205 = 01-16, the system routes the caller to the VAU Automated Attendant and plays the indicated message.

- **2205 - OPA Message Assignment**
  Make sure there is an OPA Message assigned (01-16) for each trunk you want the OPA Automated Attendant to answer.
- **2404 - ANI/DNIS Service Options, Item 3: Routing Search Criteria (Data Source)**
  Enter 0 to bypass the routing tables.

Related Features

"Central Office Calls, Answering" and "Central Office Calls, Placing"
You can use T1 trunks in place of standard analog trunks. The procedures for placing and answering calls are the same for both types of trunks.

Dial Tone Detection
Refer to this feature for the specifics on how the system handles Dial Tone Detection.

"Direct Inward Dialing (DID)"
The T1/PRI Interface PCB provides DID service. All programming parameters are the same as those used for analog DID trunks (except for the additional T1/PRI Interface PCB settings).

"Tie Lines"
The T1/PRI Interface PCB provides tie line service. All programming parameters are the same as those used for analog tie lines (except for the additional T1/PRI Interface PCB settings).

Operation

Refer to the following features:

"Central Office Calls, Answering"
"Central Office Calls, Placing"
"Direct Inward Dialing (DID)"
"Tie Lines"

Description

124i ☞	The system allows either 8 four-party conferences or 4 eight-party conferences.
-	Enhanced Tandem Trunking requires Base 2.13, EXCPRU 2.18 or higher.

384i ☞	Each DTU-A/C allows either 4 four-party conferences or 2 eight-party conferences per PCB.
-	Enhanced Tandem Trunking requires system software 3.05.10 or higher.

Tandem Trunking allows an extension user to join two outside callers in a trunk-to-trunk Conference. The extension user can then drop out of the call, leaving the trunks in an Unsupervised Conference. The extension user that established the Conference is not part of the conversation. The Conference continues until either outside party hangs up. In addition, the extension user that set up the Conference can end the tandem call at any time.

Tandem Trunking could help an office manager, for example, put two outside sales people in touch. The office manager could:

- Answer a call from one salesperson
- Place a call to the second salesperson
- Set up the trunk-to-trunk Conference
- Drop out of the call

The office manager could rejoin or terminate the Conference at any time.

In 384i system software 3.05.10 or higher, there are two methods for Tandem Trunking:

- **Method A — Set Up Without Transfer Key**
  An extension user can set up Tandem Trunking (Unsupervised Conference) by using the CONF (TRF) key for by dialing a two-digit service code (#8) instead.
- **Method B — Tandem Trunking on Hang Up**
  This method allows an extension user to easily set up an Unsupervised Conference with a call they have placed on Hold. It uses a uniquely programmed Transfer key to set up a tandem call.

Conditions

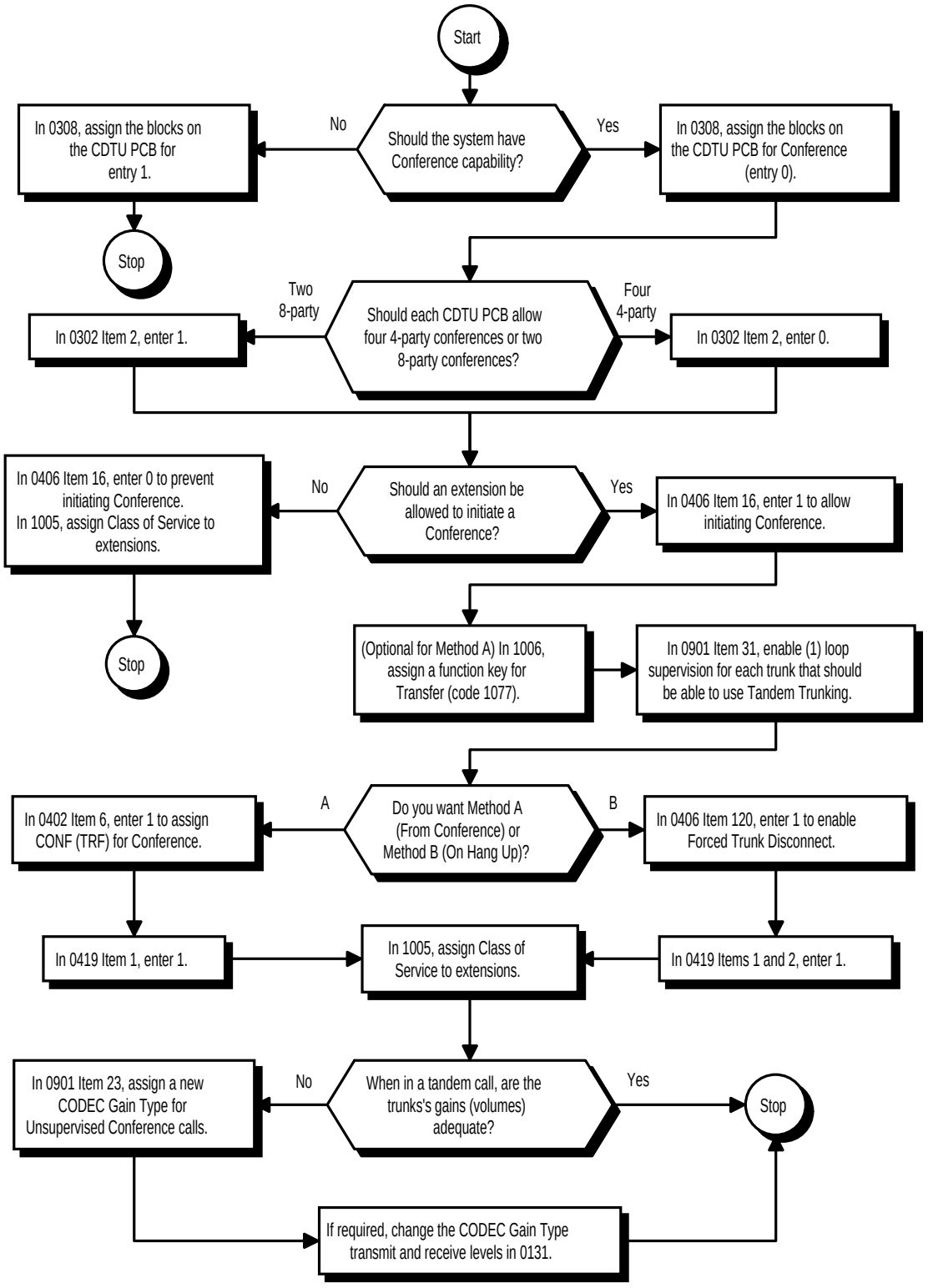
(A.) Tandem Trunking requires either loop start trunks with disconnect supervision or ground start trunks.
(B.) The maximum number of trunk-to-trunk conferences allowed is determined by the Conference feature setup. See *Programming* below.

Default Setting

Disabled.

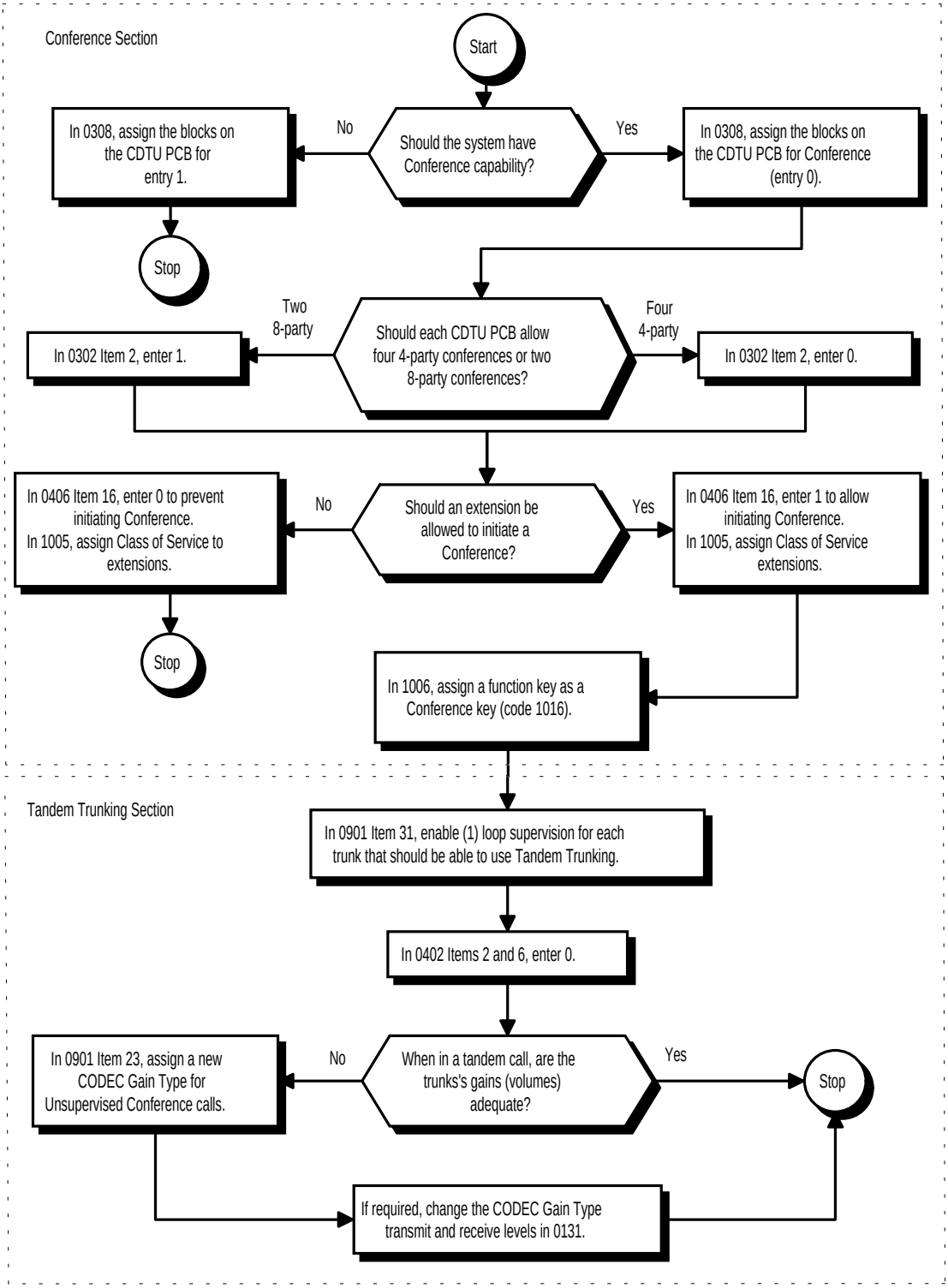
Programming (Cont'd)

Enhanced Tandem Trunking



Programming (Cont'd)

Tandem Trunking in Older Systems



Tandem Trunking (Unsupervised Conference)

Programming (Cont'd)

Enhanced Tandem Trunking Method A — Tandem Trunking from Conference

- **0131 - Unsupervised Conf. CODEC Gain Setup**
  Set up the CODEC Gain Types for trunks in an Unsupervised Conference. Assign Gain Types to trunks in 0901 Item 23.
- **0302 - Music on Hold and Conference Setup, Item 2: Conference Setup**
  Set the Conference mode of each DTU-A or DTU-C PCB. The system allows either 4 four-party conferences (0) or 2 eight-party conferences (1) per PCB.
- **0308 - Conference Circuit Setup**
  Assign the circuits on the DTU-A or DTU-C PCBs as Conference circuits (0).
- **0402 - Tenant Group Options (Part B), Item 6: CONF (TRF) Key Operating Mode (Part B)**
  Enter 1 to enable the CONF (TRF) key for Conference.
- **0406 - COS Options, Item 16: Conference**
  In an extension's Class of Service, enable (1) or disable (0) the extension's ability to initiate a Conference.
- **0419 - COS Options (Part B), Item 1: Manual Tandem Trunking**
  In an extensions Class of Service, enter 1.
- **0901 - Basic Trunk Port Setup (Part A), Item 23: Unsupervised Conference Call CODEC Gain Type**
  CODEC gain set at -5 dB (0901 Item 23 = 2 [CODEC Gain Type 2]).
- **0901 - Basic Trunk Port Setup (Part A), Item 31: Loop Disconnect Supervision**
  For each trunk that should be able to participate in a tandem call, enter 1.
- **1005 - Class of Service**
  Assign a Class of Service (1-15) to an extension.
- **1006 - Programming Function Keys**
  (Optional) Assign a function key for Transfer (code 1077).

Enhanced Tandem Trunking Method B — Tandem Trunking on Hang up

- **0131 - Unsupervised Conf. CODEC Gain Setup**
  Set up the CODEC Gain Types for trunks in an Unsupervised Conference. Assign Gain Types to trunks in 0901 Item 23.
- **0302 - Music on Hold and Conference Setup, Item 2: Conference Setup**
  Set the Conference mode of each DTU-A or DTU-C PCB. The system allows either 4 four-party conferences (0) or 2 eight-party conferences (1) per PCB.
- **0308 - Conference Circuit Setup**
  Assign the circuits on the DTU-A or DTU-C PCBs as Conference circuits (0).
- **0406 - COS Options, Item 16: Conference**
  In an extension's Class of Service, enable (1) or disable (0) the extension's ability to initiate a Conference.
- **0406 - COS Options (Part A), Item 120: Forced Trunk Disconnect**
  In an extension's Class of Service, enter 1 to enable Forced Trunk Disconnect. This allows the extension to disconnect an Unsupervised Conference in progress (initially set up using Method B).
- **0419 - Class of Service Options (Part B), Item 1: Manual Tandem Trunking**
  In an extension's Class of Service, enter 1 for this option (and Item 2 below).
- **0419 - Class of Service Options (Part B), Item 2: Tandem Trunking on Hang Up**
  In an extension's Class of Service, enter 1 for this option (and Item 1 above) to enable Tandem Trunking on Hang up.
- **0901 - Basic Trunk Port Setup (Part A), Item 23: Unsupervised Conference Call CODEC Gain Type**
  CODEC gain set at -5 dB (0901 Item 23 = 2 [CODEC Gain Type 2]).
- **0901 - Basic Trunk Port Setup (Part A), Item 31: Loop Disconnect Supervision**
  For each trunk, enter 1 to enable loop supervision.
- **1005 - Class of Service**
  Assign a Class of Service (1-15) to an extension.
- **1006 - Programming Function Keys**
  Assign a function key for Transfer (code 1077).

Programming (Cont'd)

Tandem Trunking in Older Systems

- **0131 - Unsupervised Conf. CODEC Gain Setup**
  Set up the CODEC Gain Types for trunks in an Unsupervised Conference. Assign Gain Types to trunks in 0901 Item 23.
- **0302 - Music on Hold and Conference Setup, Item 2: Conference Setup**
  (124i Only) Set the Conference mode of the system. The system allows either 8 four-party conferences (0) or 4 eight-party conferences (1).
  (384i Only) Set the Conference mode of each DTU-A or DTU-C PCB. The system allows either 4 four-party conferences (0) or 2 eight-party conferences (1) per PCB.
- **0308 - Conference Circuit Setup**
  (384i Only) Assign the circuits on the DTU-A or DTU-C PCBs as Conference circuits (0).
- **0402 - Tenant Group Options, Part B, Item 2: CONF (TRF) Key Operating Mode (Part A)**
  Assign the CONF (TRF) key a Transfer key by setting this option to 0. Also see Program 0401 Item 6 below.
- **0402 - Tenant Group Options, Part B, Item 6: CONF (TRF) Key Operating Mode (Part B)**
  Assign the CONF (TRF) key for Transfer by setting this option to 0. Also see Program 0401 Item 2 above.
- **0406 - COS Options, Item 16: Conference**
  In an extension's Class of Service, enable (1) or disable (0) the extension's ability to initiate a Conference.
- **0901 - Basic Trunk Port Setup (Part A), Item 23: Unsupervised Conference Call CODEC Gain Type**
  CODEC gain set at -5 dB (0901 Item 23 = 2 [CODEC Gain Type 2]).
- **0901 - Basic Trunk Port Setup (Part A), Item 31: Loop Supervision**
  Enable (1) loop supervision for each trunk that should be able to use Tandem Trunking.
- **1005 - Class of Service**
  Assign a Class of Service (1-15) to an extension.
- **1006 - Programming Function Keys**
  Assign a function key for Conference (code 1016).

Related Features

Conference, Voice Call
Set up a Conference with a co-worker in your immediate work area.

Meet Me Conference
Meet Me Conference lets an extension user set up a Conference via Paging.

Meet Me Paging
Meet Me Paging lets an extension user set up a two-party meeting via Paging.

Tandem Trunking (Unsupervised Conference)

Operation

Method A — Tandem Trunking from Conference

To set up a Tandem Call:

1. Place or answer first trunk call.
2. Press CONF (TRF) key.
3. Place or answer second trunk call.
4. Press CONF (TRF) key twice.

   This sets up a Conference between you and both outside parties.
5. Press Transfer key (PGM 1006 or SC 851: 1077).
   OR
   Press HOLD and dial #8.

   The line keys for the trunks blink (green) as long as the Unsupervised Conference Continues.

To end the Tandem Call:

1. Press either flashing line key.

   The line keys light steadily (green). You can listen (i.e., monitor) the call, but you cannot join in the conversation.
2. Press SPK or Hang up.

   The Conference ends and the line keys go out.

Method B — Tandem Trunking on Hang up (384i 3.05.10 or Higher)

To set up a Tandem Call:

1. Place or answer first trunk call.
2. Press HOLD to place the first trunk call on Hold.
3. Place or answer second trunk call.
4. Press Transfer key (PGM 1006 or SC 851: 1077) or hang up.

   This sets up an Unsupervised Conference with both outside parties.

   The line keys for the trunks light steadily (red).

   *To disconnect the Conference, use Forced Trunk Disconnect (i.e., Press line key + *3).*

Operation (Cont'd)

(Older Systems)
To make a trunk-to-trunk Conference:

Keyset

1. Establish first trunk call.

   This can be a call that you placed or answered.

2. Press Conference key (PGM 1006 or SC 851: 1016).
3. Establish second trunk call.
4. Press Conference key twice.

   The system sets up a three-party Conference between you and the two outside parties.

5. Press CONF (TRF).

   Both line keys flash. The two trunk callers can now talk to each other privately. The trunks appear busy to other extensions.

   If one of the outside callers hangs up, the trunk-to-trunk Conference terminates.

(Older Systems)
To return to the tandem call:

1. Press either flashing line key.

   You talk to the two trunk callers.

   If one of the callers hangs up, you continue talking to the remaining caller.

   You can press CONF (TRF) again to reinstate the trunk-to-trunk Conference.

(Older Systems)
To end the trunk-to-trunk Conference:

1. Press either flashing key to return to the tandem call.
2. Press SPK to hang up.

   The Conference ends. The system hangs up both trunks.

Single Line Set

1. Establish first trunk call.

   This can be a call that you placed or answered.

2. Hookflash and dial #1.
3. Establish second trunk call.
4. Hookflash and dial #8.
5. Hang up.

   The system sets up an Unsupervised Conference between the two outside parties. The two trunk callers can now talk to each other privately. The trunks appear busy to other extensions.

TAPI Compatibility

Description

124i ☞	Available.
	Basic TAPI Commands require the Nitsuko TAPI Service Provider 1.02.02.
-	TAPI Enhancements require Base 2.13 and EXCPRU 2.18 or higher.
-	Additional TAPI Commands require 124i Proprietary Mode Telephony SPV 1.00.03 (or higher) driver and system software for Base 4.02 and EXCPRU 4.02 or higher.
-	Compatibility with the Nitsuko 384i Proprietary Mode Telephony SPV 1.00.03 (or higher) driver requires Base 4.02 or EXCPRU 4.02 or higher.

384i ☞	Available — requires system software 3.04 or higher.
-	Basic TAPI Commands available in both Nitsuko TAPI Driver versions.
-	TAPI Enhancements require system software 3.06.02.
-	Additional TAPI Commands require 384i Proprietary Mode Telephony SPV 1.00.03 (or higher) driver.
-	System software 3.07.12 or higher provides compatibility with the Nitsuko 384i Proprietary Mode Telephony SPV 1.00.03 (or higher) driver through Program 0419:11.

The system has Telephony Programming Applications Interface (TAPI) capability. TAPI capability provides:

- Reduced TAPI Feature Set (see the Supported TAPI Commands chart below).
- Caller ID data to the PC for data base lookups and screen pops (see the Caller ID Data chart below).
- Telephone control (off-hook, on-hook and dialing).

In addition to a compatible system software version, you must also have:

- 32-Button Display or Super Display Telephone containing an RS-232-C DCI Module (P/N 92266) with TAPI compliant firmware.
- PC running Windows 3.x or higher with one of the following Nitsuko TAPI Drivers installed.
  - Nitsuko TAPI Service Provider 1.02.02
  - Nitsuko 384i Proprietary Mode Telephony SPV 1.00.03 (or higher)
- A TAPI compatible Windows application

(Continued)

Description (Cont'd)

Basic TAPI Commands	
TSPI_LINEANSWER	TSPI_LINECLOSE
TSPI_LINECLOSECALL	TSPI_LINECONDITIONALMEDIADETECTION
TSPI_LINECONFIGDIALOG	TSPI_LINEDIAL
TSPI_LINEGETADDRESSSTATUS	TSPI_LINEGETCALLADDRESSID
TSPI_LINEGETCALLINFO	TSPI_LINEGETCALLSTATUS
TSPI_LINEGETDEVCAPS	TSPI_LINEGETID
TSPI_LINEGETLINEDEVSTATUS	TSPI_LINEGETNUMADDRESSIDS
TSPI_LINEMAKECALL	TSPI_LINENEGOTIATETSPIVERSION
TSPI_LINEOPEN	TSPI_LINESETAPPSPECIFIC
TSPI_LINESETDEFAULTMEDIADETECTION	TSPI_LINEDROP
TSPI_LINEGETADDRESSCAPS	TSPI_LINEGETADDRESSID
TSPI_LINESETMEDIAMODE	TSPI_LINESETSTATUSMESSAGES
TSPI_PROVIDERCONFIG	TSPI_PROVIDERINIT
TSPI_PROVIDERINSTALL	TSPI_PROVIDERREMOVE
TSPI_PROVIDERSHUTDOWN	

Additional TAPI Commands	
TSPI_LINEBLINDTRANSFER	TSPI_LINEPICKUP
TSPI_LINECOMPLETETRANSFER	TSPI_LINEPREPAREADDTOCONFERENCE
TSPI_LINEFORWARD	TSPI_LINESELECTEXTVERSION
TSPI_LINEGETEXTENSIONID	TSPI_LINESETUPCONFERENCE
TSPI_LINEHOLD	TSPI_LINESETUPTRANSFER
TSPI_LINENEGOTIATEEXTVERSION	TSPI_LINEUNHOLD
TSPI_LINEPARK	TSPI_LINEUNPARK

Description (Cont'd)

Caller ID Data		
Call Type	**Signaling**	**Description**
Trunk Call	1st Ring Signal	
	NMBR=XXX XXXXXXX	Caller's number = XXX XXXXXXX
	2nd Ring Signal	
Intercom Call	1st Ring Signal	
	NMBR=XXXX	Caller's number = XXXX
	2nd Ring Signal	

TAPI Enhancements

- When a DCI keyset answers a call, it provides the following data to the connected device:
  If the incoming call data contains the Caller ID number . . .
  NMBR=XXX (XXX = Caller ID number data)

  If the incoming call data does not contain the Caller ID number . . .
  NUMBR=
  UNAVAILABLE, OUT OF AREA, or PRIVATE

- To place a call on Hold, the DCI provides the following data to the connected device:
  ATD!

- When the DCI keyset becomes busy, the DCI provides the following data to the connected device:
  BUSY

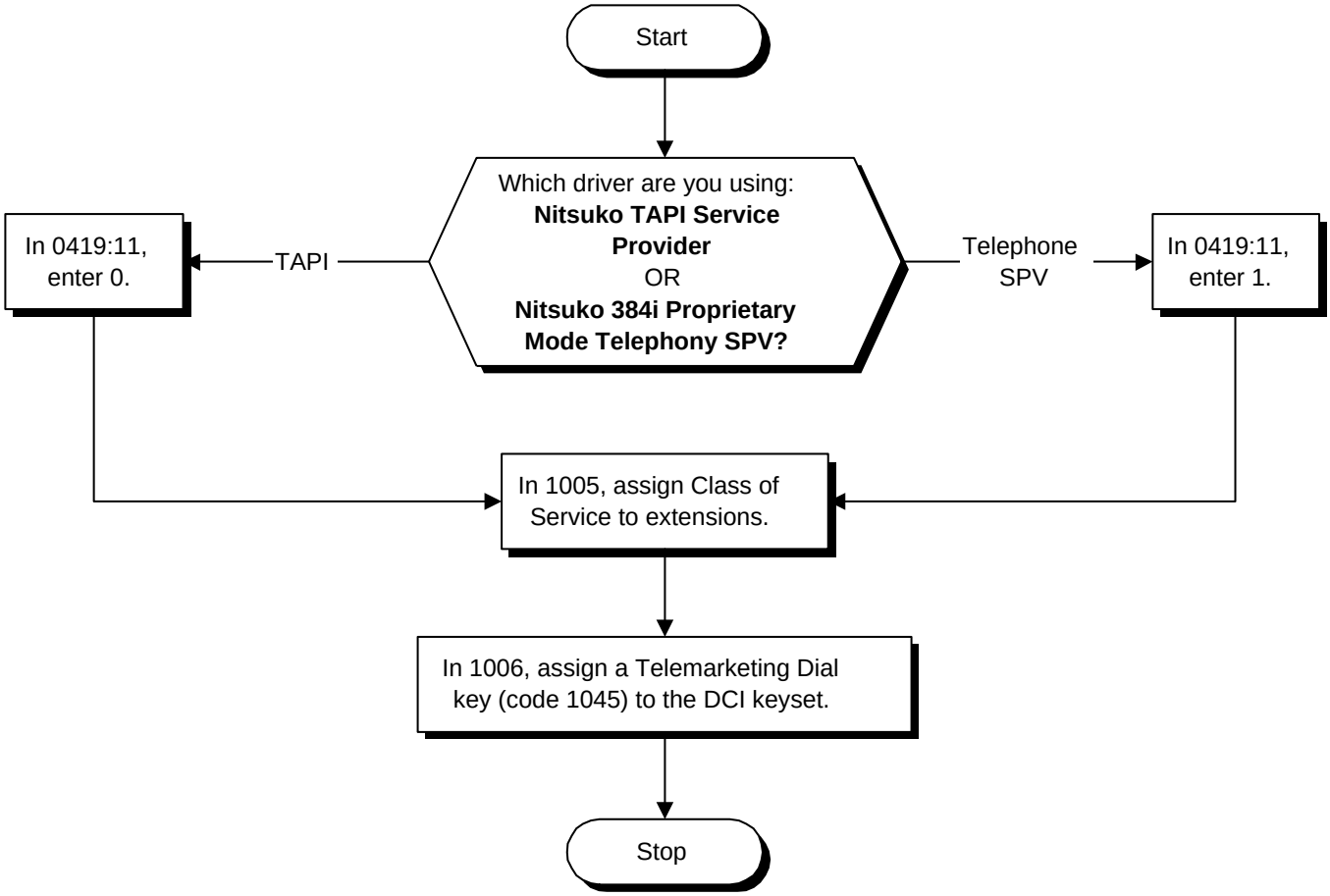
Conditions

(A.) The Nitsuko TAPI Driver 1.02.02 does not fully support the Hold and Transfer features.
(B.) The DCI Module requires updated TAPI compliant firmware.

Default Setting

Disabled.

Programming



➢ **0419 - Class of Service Options (Part B), Item 11: TAPI Auto Idle Mode (Driver ID)**
For this option:
- Enter 0 if you are installing the Nitsuko TAPI Service Provider 1.02.02 driver.
- Enter 1 if you are installing the Nitsuko 384i Proprietary Mode Telephony SPV 1.00.03 (or higher) driver.

➢ **1005 - Class of Service**
Assign Class of Service (1-15) to extensions.

➢ **1006 - Programming Function Keys**
Assign a Telemarketing Dial key (code 1045) to the DCI keyset. ***The TAPI driver is active only after the keyset user presses this key and the key lights.***

TAPI Compatibility

Related Features

"Computer Telephony Integration (CTI) Applications" and "Caller ID"

The system provides Database Lookup through Caller ID and TAPI compatible third-party software (such as Symantec's ACT!).

"Data Communications Interface (DCI)"

For more information on setting up the DCI Module, turn to this feature.

Operation

TAPI operation is automatic once programmed in the phone system and enabled in the PC's TAPI application.

Description

124i ☞	Not available.

384i ☞	Available — four Tenant Groups.

Tenant Service lets you partition the system into tenant groups so several businesses can share the same common equipment. Each tenant group has their own trunks, extensions, operator and other features (see the table below). When an extension user dials 0, for example, they reach their own operator. In addition, trunk calls in one tenant don't interfere with trunk calls in the other tenant. An extension user in one tenant may be able to call a user in another tenant, or the system may restrict inter-tenant calling. The system allows up to four tenant groups.

The following table shows the features that interact with Tenant Service. Refer to the feature description in this section for more details on feature programming and operation.

Tenant Service Feature Interaction

This feature..	And this program...		Affect Tenant Service in the following way...
Abbreviated Dialing	0601	Common Abbreviated Dialing Bins	Each tenant can have a different set of Common Abbreviated Dialing bins. Optionally, tenants may share bins.
	0602	Group Abbreviated Dialing Bins	Each tenant can have a different set of Group Abbreviated Dialing bins. Optionally, tenants may share bins.
	0401 Item 15	DIAL Key Control	Set the DIAL key to access Common or Group Abbreviated Dialing for each tenant.
Account Codes	0406	Class of Service Options	In each of the four Tenant Groups, one of the 15 Classes of Service can allow (1) or prevent (0) an extension's ability to use Account Codes.
	0407	Account Codes	Each of the four Tenant Groups can either disable (0), enable (1) or require (2) Account Codes.
Analog Communications Interface	0508	ACI Group Numbers	ACI software ports in different tenants can be in the same group, but the groups always have different pilot numbers. An extension in one tenant cannot dial an ACI Group pilot number belonging to another tenant.
Barge In	0401 Item 5	Barge In Tone	Enable/disable the Barge In tone for each tenant group.
Callback	0401 Item 14	Callback Automatic Answer	Enable/disable Callback automatic answer for each tenant.
Central Office Calls	0904	Trunk Tenant	Assign trunks to tenant groups. An extension in one group cannot place or answer calls on another group's trunks. An extension may, however, be able to answer a trunk transferred from another tenant.
	0401 Item 3	Incoming Call RNA Alarm	In each tenant group, enable/disable the alarm for calls that ring too long without being answered.
Class of Service	0406	Class of Service Options	The system allows 15 different Classes of Service for each tenant group.
Data Communication	0507	DCI Group Numbers	DCI software ports in different tenants can be in the same group, but the groups always have different pilot numbers. An extension in one tenant cannot dial a DCI Group pilot number belonging to another tenant.

Tenant Service

Tenant Service Feature Interaction			
This feature..	**And this program...**		**Affect Tenant Service in the following way...**
Department Calling	0410	Extension (Department) Group Options	Customize each tenant's Department Calling dialing options.
	0506	Department Group Numbers	Extensions in different tenants can be in the same Department Group, but the Department Groups always have different pilot numbers. An extension in one tenant cannot dial a Department Group pilot number belonging to another tenant.
Door Box	150	Door Box Tenant Assignment	Assign a Door Box to a tenant group.
Handsfree	0401 Item 6	Automatic Handsfree	Enable/disable Automatic Handsfree for each tenant group.
	0401 Item 7	Handsfree Mic Control	For each tenant group, enable/disable an extension's microphone for Handsfree calls.
Handsfree Answerback	0401 Item 10	Forced Intercom Ringing	Enable Forced Intercom Ringing or Handsfree Answerback for each Intercom call.
Hold	0401 Item 4	Automatic Hold	Enable/disable Automatic Hold for each tenant group.
	0402 Item 4	Hold Key Operating Mode	Customize the function of the HOLD key for each tenant group.
Intercom	1105	Operator's Extension	Designate an operator for each tenant group.
Line Preference	0401 Item 8	Incoming Call Priority	For each tenant group, determine if ringing Intercom or trunk calls have answer priority.
Night Service	0401 Item 1	Night Service, Manual	Allow/prevent tenant group members from activating Night Service
	0402 Item 3	Night Mode Switch Operating Mode	Program the function of the Night Mode service switch sensors for each tenant group.
	0401 Item 2	Night Service, Automatic	Enable/disable Automatic Night Mode Switching for each tenant group.
	0801, 0802 and 0803	Night Service Patterns	Each tenant group can have its own Automatic Night Service patterns, Weekly Night Service Switching and Holiday Night Service Switching.
Off Hook Signaling	0401 Item 1	Off Hook Signaling Mode	Set Off Hook Signaling to ring or voice-announce for each tenant group.
Paging, External	1603	External Paging Zone Tenant	Assign an External Paging zone to a tenant group. Each zone can only be in one tenant.
Paging, Internal	1602	Internal Paging Zone Names	Assign names to each tenant's Internal Paging zones. There are 32 zones in each tenant group.
Ringdown Extension	1013	Extension Ringdown Assignments	The system allows system 50 Extension Ringdown (hotline) assignments per tenant group.

Tenant Service Feature Interaction			
This feature..	**And this program...**		**Affect Tenant Service in the following way...**
Ringing Line Preference	0401 Item 13	Ringing Line Preference for Trunk Calls	For each tenant group, select between Idle and Ringing Line Preference for trunk calls.
	0401 Item 12	Ringing Line Preference for Intercom Calls	For each tenant group, select between Idle and Ringing Line Preference for Intercom calls.
Selectable Display Messaging	0403	Selectable Display Messages	The system allows up to 20 Selectable Display Messages per tenant.
Station Message Detail Recording	0404	SMDR Options	Each tenant group can have their own set of SMDR options.
System Programming Password Protection	0202	Setting the User Passwords	You can assign user passwords to each tenant. If you want, you can have different user passwords for each tenant.
	0201	Setting the Programming Passwords	The 384i system has eight users for password entry. You can assign users to a specific tenant or to all tenants universally.
System Timers	0405	System Timers (Part A)	Program various system timers for each tenant group.
Tenant Service	0301	Inter-Tenant Calling	With this option, you can allow or prevent inter-tenant Intercom calling and trunk Transfer.
	1002	Extension Tenant Group	Assign extensions to tenant groups.
Toll Restriction	0702	Toll Restriction Tables	Each tenant can have a different set of Toll Restriction tables.
	0701	Toll Restriction Class	The system has 15 Toll Restriction Classes for each tenant.
Transfer	0402 Item 2	CONF (TRF) Key Operating Mode	For each tenant group, set the CONF (TRF) key operating mode.
Trunk Groups	0402 Item 1	Trunk Group Key Operating Mode	Set the Trunk Group key operating mode for each tenant group.
Voice Announce Unit	0901 Item 14-17	Trunk Service Type	Each tenant group's trunks can be answered by the VAU Module
	1802 Items 1-3	DISA and OPA Operating Mode	Incomplete Automated Attendant calls can by handled differently in each tenant group
	1804 Item 1	Operator Assistance	You can individually choose which trunks in which tenant groups you want the Automated Attendant to answer
	2202	VAU Message Length	The VAU Message Length option applies to all tenant groups
	2203	General Message Number	Each tenant group can have a different General Message
	2204	VAU No Answer Destination	The VAU No Answer Destination can be different for each tenant group

Tenant Service

Tenant Service Feature Interaction			
This feature..	**And this program...**		**Affect Tenant Service in the following way...**
Voice Announce Unit	2205	OPA Message Assignment	You can assign any available OPA message to any trunk in any one of the system's tenant groups
	2206	OPA Fax Line Ring Group	You can have any fax call route to any Ring Group in any one of the system's tenant groups
	2207	900 Preamble	You can assign different 900 Preambles to the trunks in each tenant group
	2208	VAU Password	All tenant groups share the same VAU password
	2209	OPA Error Message Assignment	You can assign different error messages to the trunks en each tenant group

Conditions
None

Default Setting
Enabled.

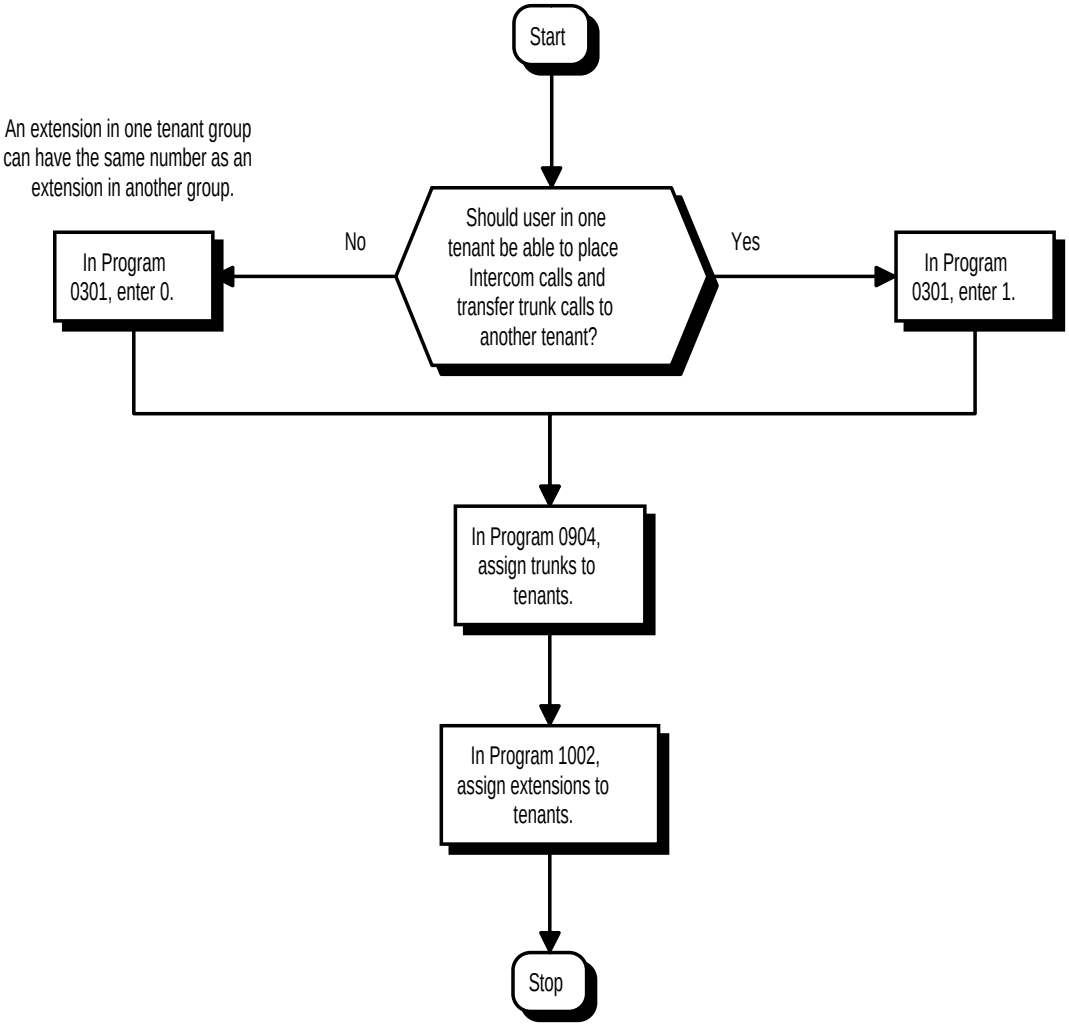
Programming

Refer to the Programming Flowchart on the following page.

- **0301 - Inter-Tenant Calling**
  Allow (1) or prevent (0) system-wide inter-tenant calling.
- **0904 - Trunk Tenant**
  Assign trunks to tenant groups (1-4).
- **1002 - Extension Tenant**
  Assign extensions to tenant groups (1-4).

Note: For additional programming information, refer to the features listed in the Tenant Service Feature Interaction table on the previous pages.

Programming (Cont'd)



Related Features

Refer to the Tenant Service Feature Interaction table on the previous pages.

Operation

Refer to the features listed in the Tenant Service Feature Interaction table.

Tie Lines

Description

124i ☞	Available with EXCPRU PCB only. DTMF tie lines require a DTDU PCB.
	Customizing CODEC Gain Type transmit and receive levels and Tone Detection Setup requires Base 2.13, EXCPRU 2.18 or higher.
-	Enhanced Answer Supervision requires Base 2.13, EXCPRU 2.18 or higher. See page 844.

384i ☞	Available.
	Customizing CODEC Gain Type transmit and receive levels and Tone Detection Setup require system software 3.04 or higher.
-	Enhanced Answer Supervision requires system software 3.05.15 or higher. See page 844.

Tie lines directly link a local telephone system with one or more remote systems. The link is independent of the telco's switched network. When a local system user seizes a tie line, they hear Intercom dial tone from the remote system. The user may then be able to:

- Dial extensions in the remote system
- Use the remote system's trunks for outgoing calls
- Access Common Abbreviated Dialing bins in the remote system
- Use the remote system's Internal and External Paging

The system provides connection for **4 TL11M E&M tie line circuits** (4 conductors, 2 voice and 2 signaling), **4 TL12M E&M tie line circuits** (6 conductors, 2 voice and 4 voice signaling), or **4 four-wire E&M tie line circuits** (4 conductors, 4 voice/signaling).

Tie Line Class of Service
Tie Line Class of Service provides features and dialing restrictions for incoming tie lines. This allows you to control the capabilities of callers dialing into your system. The tie line Class of Service options are:

- **First Digit Absorption**
  A tie line can ignore (absorb) the first digit received, which helps when setting up a tie line network. For example, your system can have tie lines to two other systems with the same extension numbering plan. Use the first digit to differentiate between the systems. Tie line callers can dial 3200-3456 for the first system's extensions and 4200-4456 for the second system's extensions. The receiving system ignores the first digit and routes calls correctly to the extension dialed (i.e., 4301 is received as 301).

- **Trunk Group Routing/ARS Access**
  When a tie line user calls the remote system, they may be able to dial 9 and place outside calls through the remote system. Any toll charges are incurred by the remote system. The call follows the remote system's Trunk Group Access or Automatic Route Selection - whichever is enabled.

- **Trunk GroupAccess**
  Tie line callers may be able to access trunk groups in the remote system by dialing Service Code 804 and the trunk group number. This allows the callers to select a specific trunk group for an outgoing call. Trunk Group Access bypasses the remote system's Trunk Group Routing/ARS. As with dial 9 access, any toll charges are incurred by the remote system.

- **Common Abbreviated Dialing**
  The remote system's Common Abbreviated Dialing bins may be available to tie line callers. Use this capability to set up centralized Abbreviated Dialing control - or just save time when dialing.

- **Operator Calling**
  A tie line caller may be able to dial 0 for the remote system's operator.

- **Paging**
  Internal and External Paging may be available to tie line callers. This allows co-workers in adjacent facilities connected by tie lines, for example, to broadcast announcements to each other.

Description (Cont'd)

- **Direct Trunk Access**
  This option allows tie line callers to directly access a trunk for an outside call by dialing #9 and the trunk's number. Like Trunk Group Access, this bypasses the remote system's Trunk Group Routing/ARS. Any toll charges are incurred by the remote system.

- **Forced Trunk Disconnect**
  The Forced Trunk Disconnect option allows a tie line caller to disconnect (release) another extension's active outside call. The tie line caller can then place a call on the released trunk. Tie line callers should use Forced Trunk Disconnect only in an emergency, when no other trunks are available.

Tie Line Outgoing Call Restriction
You can selectively deny incoming tie lines access to your system's outgoing trunk groups. Incoming tie line callers could be able to access your outgoing WATS lines, for example, but not your DDD trunks. The system allows you to set up a restriction matrix for each of your incoming tie lines - for each of your outgoing trunk groups.

Tie Line Toll Restriction Class
Incoming tie lines can have a Toll Restriction Class and be subject to the system's toll restriction. For example, Toll Restriction can prevent users from dialing 1-900 calls. When an incoming tie line caller tries to use system trunks to dial a 1-900 service, Toll Restriction will deny the call.

Flexible Tie Line Service Compatibility
You can individually program tie lines for Dial Pulse (DP) or DTMF incoming or outgoing signaling. Outgoing tie lines can be either wink start or immediate start.

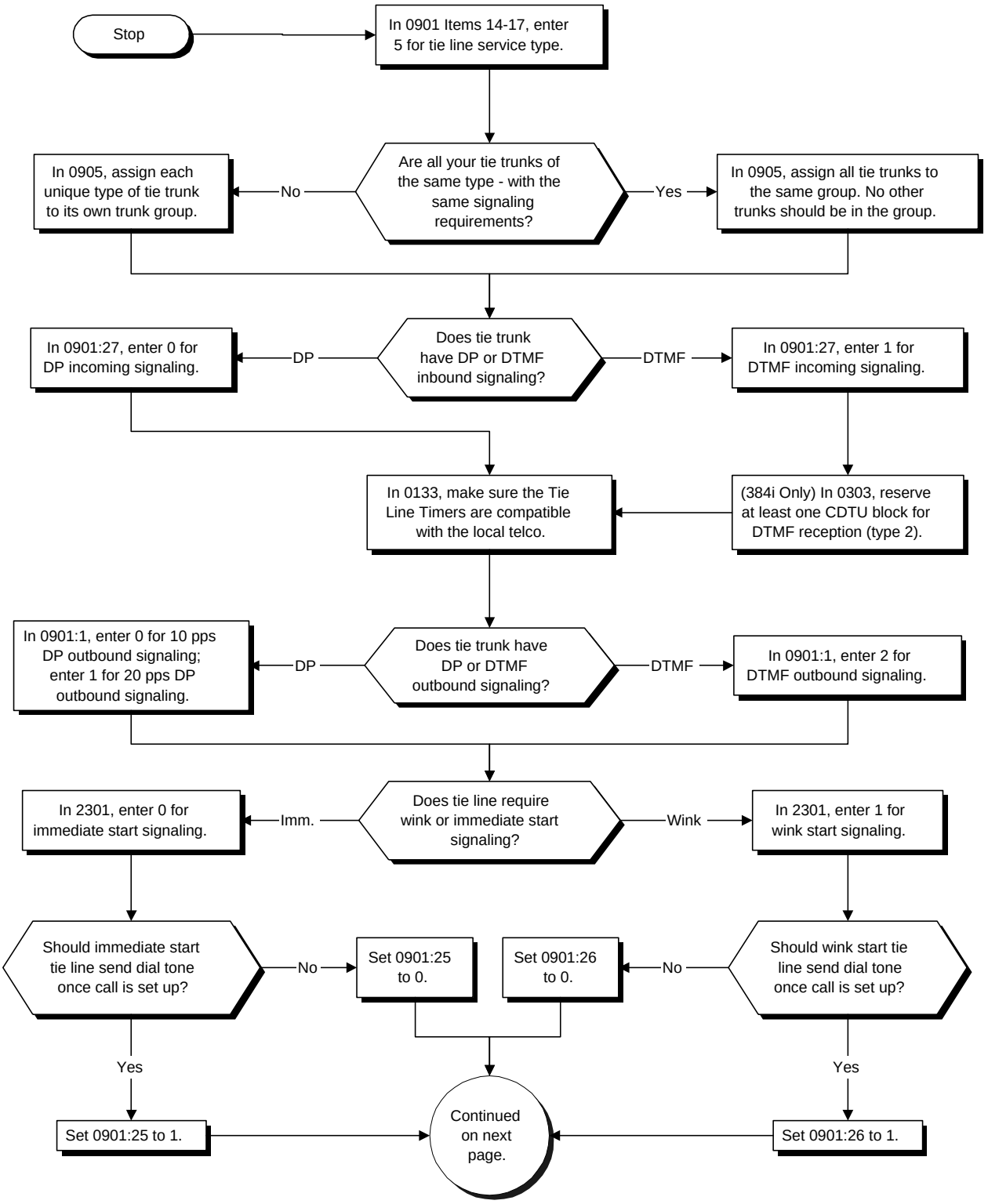
Conditions

(A.) Tie lines require the installation of a 4ATRU-EM PCB. Each PCB provides four tie line ports but uses eight trunk software ports. For example, a tie line PCB that provides trunks 1-4 automatically disables trunks 5-8.
(B.) The 4ATRU-EM PCB requires a customer provided 48 VDC battery supply. Refer to the hardware manual for additional details.
(C.) Tie line service must be purchased from your local telephone company.

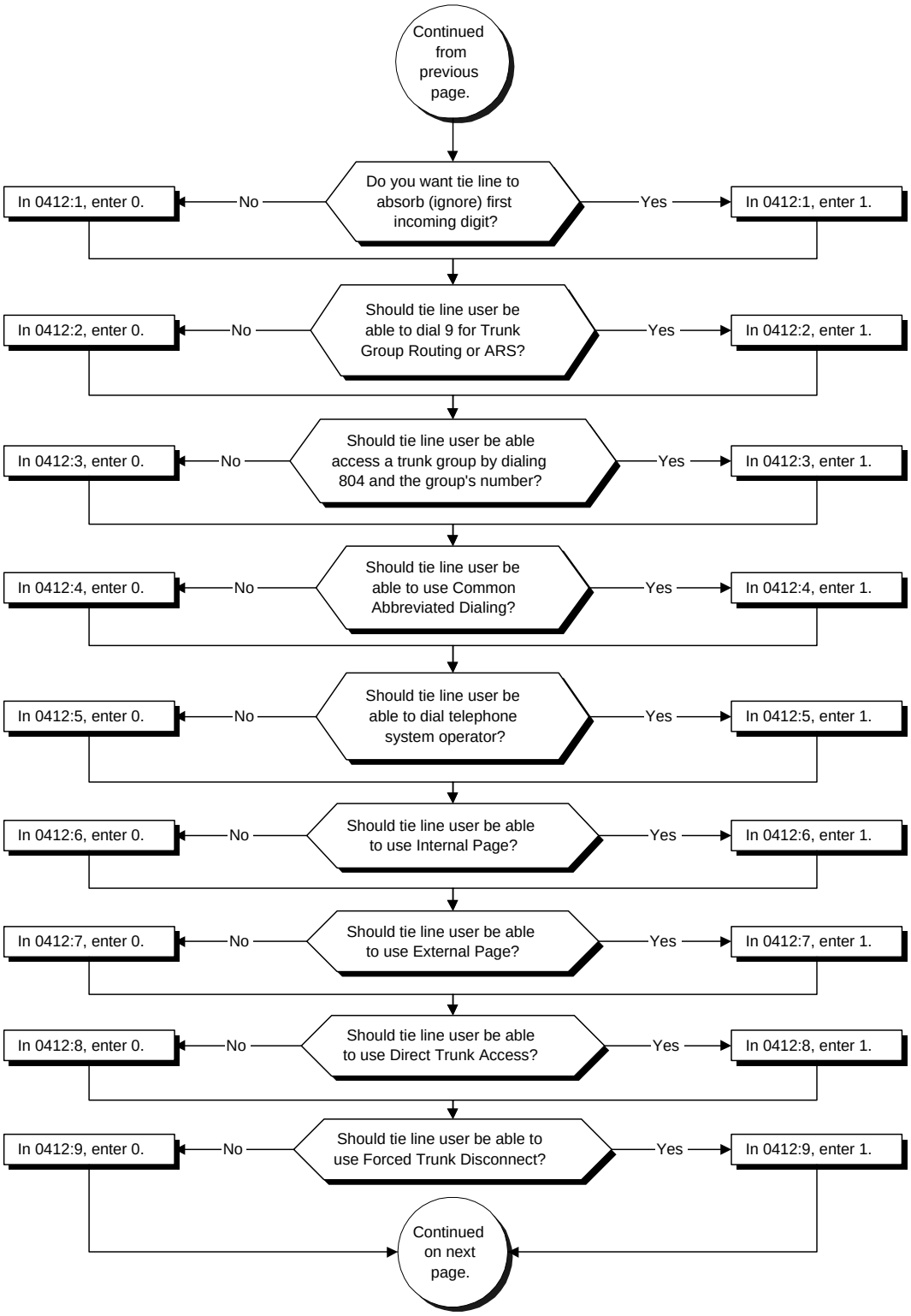
Default Setting

Disabled.

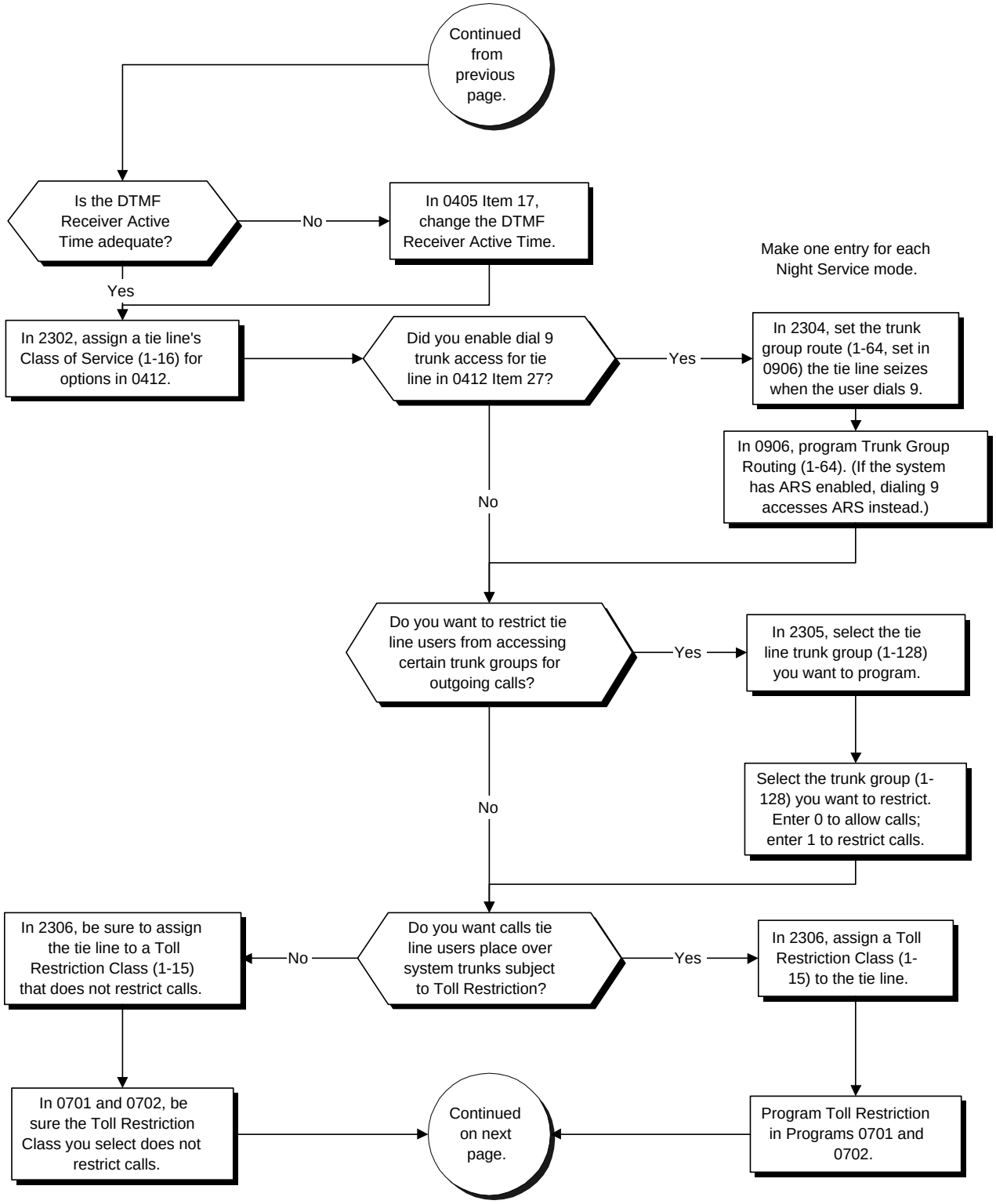
Programming



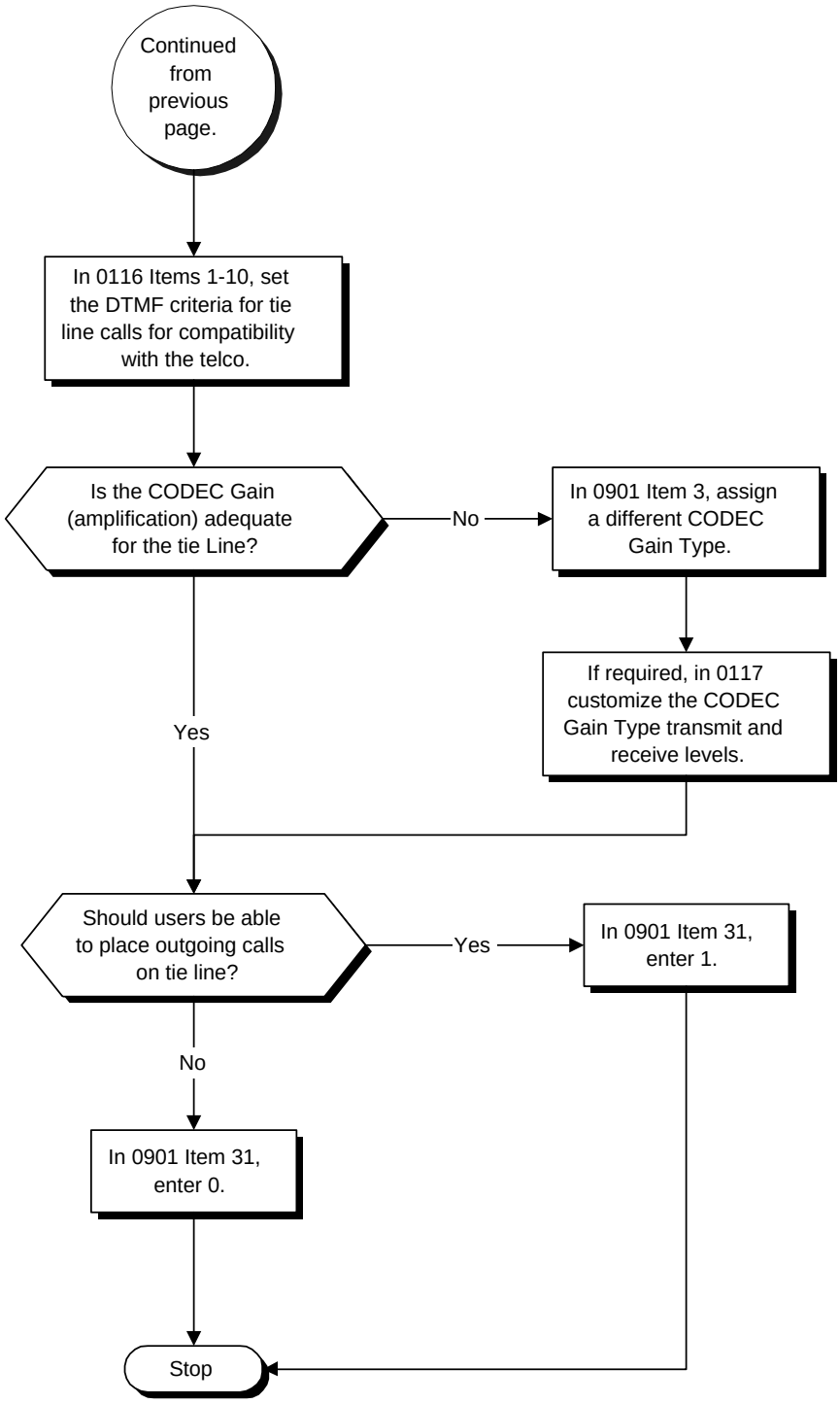
Programming (Cont'd)



Programming (Cont'd)



Programming (Cont'd)



Programming (Cont'd)

- **0116 - Tone Detection Setup**
  Use Items 1-10 to set the DTMF criteria for tie line calls.
- **0117 - Trunk CODEC Gain Type Settings**
  Customize the transmit and receive levels of the CODEC Gain Types assigned in 0901 Item 3.
- **0133 - Tie Line Timers**
  Make sure the Tie Line Timer settings are compatible with your local telco.
- **0303 - DTMF and Dial Tone Detection Circuit Setup**
  If the system has DTMF tie lines, be sure to reserve at least one DTU block for analog trunk DTMF reception (type 2).
  - Use the following as a guide when allocating DTMF receivers (i.e., DTU blocks):
    - In light traffic sites, allocate one DTMF receiver for every 10 devices that use them.
    - In heavy traffic sites, allocate one DTMF receiver for every five devices that use them.
- **0405 - System Timers (Part A), Item 17, DTMF Receiver Active Time**
  After answering the tie line call, the system attaches a DTMF receiver to the tie line for this interval (0-64800 seconds).
- **0412 - DISA/Tie Line Class of Service Options**
  Enable (1) or disable (2) the following options for each tie line Class of Service (1-16):
  - First Digit Absorption (Item 1)
  - Trunk Group Routing/ARS Access (Item 2)
  - Direct Trunk Access (Item 3)
  - Common Abbreviated Dialing (Item 4)
  - Operator Calling (Item 5)
  - Internal Paging (Item 6)
  - External Paging (Item 7)
  - Direct Trunk Access (Item 8)
  - Forced Trunk Disconnect (Item 9)
- **0901 - Basic Trunk Port Setup (Part A), Item 1: Signaling Type (DP/DTMF)**
  Set the outgoing signaling type for the tie trunk. The options are 0 (DP 10 pps), 1 (DP 20 pps) and 2 (DTMF). To set incoming signaling, refer to Program 0901 Item 27.
- **0901 - Basic Trunk Port Setup (Part A), Items 14-17: Trunk Service Type**
  For each Night Service mode, enter service type 5 when the trunk should be a tie trunk.
- **0901 - Basic Trunk Port Setup (Part A), Item 25, Tie Line Dial Tone (Immediate Start)**
  For immediate start tie lines, enter 1 if tie line should send dial tone to calling system once the call is set up. Enter 0 if tie line should not send dial tone.
- **0901 - Basic Trunk Port Setup (Part A), Item 25, Tie Line Dial Tone (Wink Start)**
  For wink start tie lines, enter 1 if tie line should send dial tone to calling system once the call is set up. Enter 0 if tie line should not send dial tone.
- **0901 - Basic Trunk Port Setup (Part A), Item 27: DID/E&M Incoming Signaling Type**
  Enter 0 if tie trunk uses DP for incoming signaling; enter 1 if tie trunk uses DTMF for incoming signaling. To set outgoing signaling, refer to Program 0901 Item 1.
- **0901 - Basic Trunk Port Setup (Part A), Item 31: Loop Supervision**
  Enable (1) loop supervision for each tie line that should be able to place outgoing calls.
- **0905 - Trunk Groups**
  Program tie lines of similar type into the same trunk group (1-128). The system uses trunk groups for outgoing access to tie lines (i.e., Service Code 804 + group). Also see Program 2305.
- **0906 - Trunk Group Routing (Dial 9)**
  When a tie line user dials 9, the system uses the routes defined in this program (1-64). Also see Program 2304. (If the system has ARS, the tie line user accesses ARS when they dial 9.)
- **2301 - DID/E&M Start Signaling**
  Enter 0 if tie line uses immediate start signaling. Enter 1 if tie line uses wink start signaling.
- **2302 - Tie Line Class of Service**
  Assign the tie line's Class of Service (1-16). Use Program 2303 to set the tie line Class of Service options. ***You cannot use Programs 0406 and 1005 to assign Class of Service to tie lines.***

Programming (Cont'd)

➢ **2304 - Tie Line Route**
Use this program to assign the trunk group route (1-64) chosen when a user seizes a tie line and dials 9. Set Trunk Group Routing in program 0906. If the system has ARS, dialing 9 accesses ARS.

➢ **2305 - Tie Line Outgoing Call Restriction**
This program lets you build a restriction matrix for trunk calls placed over a tie line. For each tie line trunk group (1-128), enable (0) or disable (1) outgoing access to each CO trunk group.

➢ **2306 - Tie Line Toll Restriction Class**
If the system uses Toll Restriction, enter a Toll Restriction Class (1-15) for each tie line. The system uses the class you enter in Program 0701. ***You cannot use Program 1004 to assign Toll Restriction to tie lines.***

Related Features

Automatic Route Selection/Trunk Group Routing

In a system with ARS enabled:
When a tie line user dials 9 for an outside call, the system routes the call via ARS.

In a system with ARS disabled:
When a tie line user dials 9 for an outside call, the system uses the routes programmed for Trunk Group Routing.

Central Office Calls, Placing

Depending on programming, you can seize a tie line by:

- Pressing a line key
- Pressing a One-Touch Key
- Dialing a trunk group code
- Dial codes which directly accessing a specific tie line

Dial Tone Detection

Refer to this feature for the specifics on how the system handles Dial Tone Detection.

Trunk Groups

To simplify placing calls over your tie lines, you can put the tie lines in a trunk group.

Operation

To place a call over a tie line group:

1. Press idle CALL key and dial 804.
2. Dial tie line group number (1-9, 01-32 or 001-128).
3. Dial number.

OR

1. Press tie line group key (PGM 1006 or SC 851: 1012 + group).
2. Dial number.

To place a tie line call using Trunk Group Routing:

1. Press idle CALL key and dial 9.
2. Dial number.

OR

1. Press tie line Trunk Group Routing key (PGM 1006 or SC 851: 1011).
2. Dial number

Operation (Cont'd)

To place a call over a specific tie line:

1. Press idle CALL key and dial #9.
2. Dial tie line number (e.g., 005 for line 5).
3. Dial number.

OR

1. Press tie line key (PGM 1006 or SC 851: 1 to 128).
2. Dial number.

After calling the remote system, you may be able to:

- Dial 9 to place an outside call through the remote system.
- Dial Service Code #9 + a trunk number to place outside calls over a specific trunk.
- Use the remote system's Common Abbreviated Dialing.
- Call the remote system's operator.
- Use the remote system's Internal and/or External Paging.

Description

124i ☞	Available.
-	Year 2000 Compliance is not avaiable

384i ☞	Available.
-	Year 2000 Compliance requires system software 3.07.25 or higher.

The system uses Time and Date for:

- Central Office Calls (Access Maps)
- Class of Service (Class)
- Direct Inward Lines
- Display Telephones
- Fax Machine Compatibility
- Night Service (Automatic)
- Programmable Trunk Parameters
- Ring Groups
- Station Message Detail Recording
- System Reports
- Toll Restriction (Class)
- Trunk Group Routing
- Voice Announce Unit

Conditions

The system retains the Time and Date after a power failure or system reset.

Default Setting

Enabled.

Programming

Refer to the Programming Flowchart on the following page.

➢ **0003 - Time and Date**
Set the system Time and Date from your administrator's telephone.

➢ **0103 - Time and Date Display Mode**
Select the display mode (type 1-8) for Time and Date (i.e., Time and Date format).

➢ **0202 - Setting User Passwords, Item 1: Time and Date and MOH Password**
Set the password used for setting the Time and Date (i.e., with Service Code 828).

➢ **0406 - COS Options, Item 71: Time and Date**
In an extension's Class of Service, enable (1) or disable (0) the extension's ability to set the Time and Date.

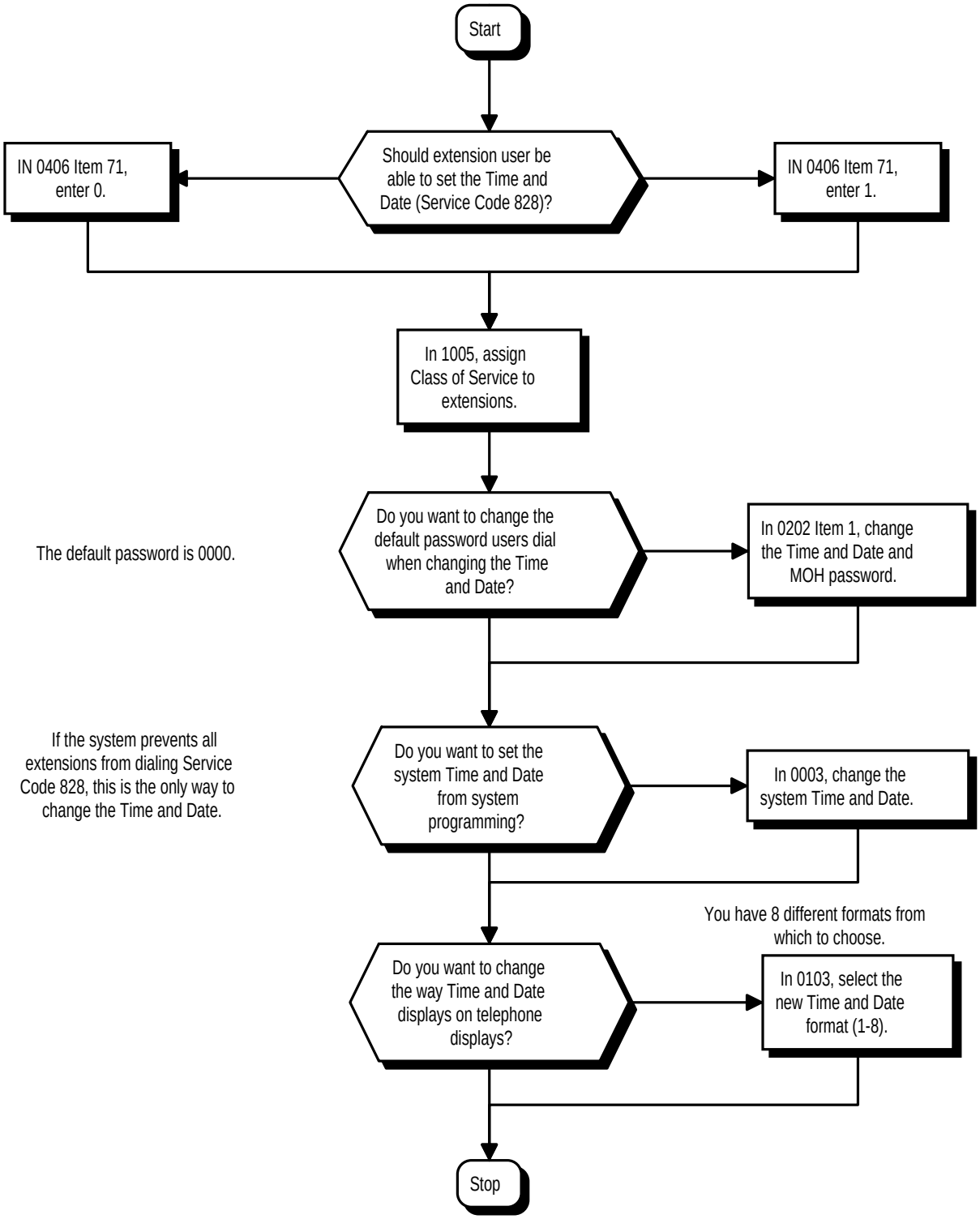
➢ **1005 - Class of Service**
Assign a Class Of Service (1-15) to an extension.

Related Features

Single Line Telephones
Single line telephones cannot set the Time and Date.

Year 2000 Compliance
When setting the Time and Date from the telephone, the extension user enters 00 for 2000, 01 for 2001, etc.

Programming (Cont'd)



Operation

To set the system Time and Date:

1. Press idle CALL key.
2. Dial 828.
3. Dial the password (normally 0000).
4. Dial two digits for the year (e.g., 92).
5. Dial two digits for the month (01-12).
6. Dial two digits for the day (01-31).
7. Dial the day of the week (0-6, 0 = Sunday, 6 = Saturday).
8. Dial two digits for the hour (24 hour clock, 13 = 1:00 PM).
9. Dial two digits for the minutes (00-60).
10. Press SPK to hang up.

Toll Restriction

Description

124i ☞	Available — eight Toll Restriction classes and 72 extensions.
-	Digit counting (0702:4) not required in order to use the Permit and Restrict Code Tables.

384i ☞	Available — 15 Toll Restriction Classes in each Tenant Group and 256 extensions.
-	In system software 3.05.15 and earlier, you must enable digit counting (0702:4) in order to use the Permit and Restrict Code Tables.

Toll Restriction limits the numbers an extension user may dial. By allowing extensions to place only certain types of calls, you can better control long distance costs. The system applies Toll Restriction according to an extension's Toll Restriction Class. The 384i has 15 Toll Restriction Classes per Tenant Group. The 124i has eight Toll Restriction Classes.

Toll Restriction offers the following capabilities:

- **Common Permit Code Table**
  Use the Common Permit Code Table when you have numbers you want all Toll Restriction Classes to dial. To let all users dial 911, for example, put 911 in the Common Permit Code Table. The Common Permit Code Table overrides the Restrict Code and Common Restrict Code Tables. Each tenant has one table, with 10 entries in each table. Each code is 4 digits max., using 0-9, #, * and FLASH (as a wild card).

- **Common Restrict Code Table**
  The Common Restrict Code Table lets you globally restrict certain numbers for all Toll Restriction Classes. To prevent all users from dialing directory assistance (411), for example, put 411 in the Common Restrict Code Table. Be sure you don't allow the codes you want to restrict in the Permit Code Table or the Common Permit Code Table. Each tenant has one table, with 10 entries in each table. Each code is 4 digits max., using 0-9, #, * and FLASH (as a wild card).

- **Restrict Code Table**
  When you want Toll Restriction to allow most calls and restrict only selected calls, use the Restrict Code Table. To block only 1-900 calls, for example, enter 1900 in the Restrict Code Table. (If the same Toll Restriction Class has both Permit and Restrict Code Tables, the system restricts calls that you enter only in the Restrict Code Table. Calls entered in both tables are not restricted.) Each tenant has four tables, with 60 entries (restricted codes) in each table. A restricted code is 12 digits maximum, using 0-9, #, * and FLASH (as a wild card).

- **Permit Code Table**
  The Permit Code Table lets you set up Toll Restriction so that users can dial only selected (permitted) telephone numbers. Use this table when you want to restrict most calls. To allow all users to dial only area code 203, for example, enter 1203 in the Permit Code Table. 1 + 203 + NNX + nnnn are the only numbers users can dial. (If the same Toll Restriction Class has both Permit and Restrict Code Tables, the system restricts calls that you enter only in the Restrict Code Table. Calls entered in both tables are not restricted.) Each tenant has four tables, with 60 entries (permitted codes) in each table. A permitted code is 12 digits maximum, using 0-9, #, * and FLASH (as a wild card).

- **International Call Restriction**
  International Call Restriction lets you limit the international calls an extension user may dial. You can build a restrict table to prevent only certain calls, or you can build a permit table to allow only certain calls. To allow most international calls, use the *International Call Restrict Table*. To prevent most international calls, use the *International Call Allow Table*. Each Tenant can have one International Call Restrict table and one International Call Allow table, with up to 10 digits in each table entry. Valid entries are 0-9, #,* and FLASH (for a wild card).

Description (Cont'd)

- **Toll Restriction for Abbreviated Dialing**
  Abbreviated Dialing can bypass or follow Toll Restriction. If you allow many users to program Abbreviated Dialing, consider Toll Restricting the numbers they dial. If only administrators can program Abbreviated Dialing, Toll Restriction may not be necessary. You can separately restrict Group and Common Abbreviated Dialing.

- **Local Call Digit Counting**
  Use Local Call Digit Counting to limit the number of digits local callers can dial. You can use this option to prevent users from accessing local dial-up services. For example, set the Maximum Number of Digits in Local Calls to 7 to limit local callers to dialing the exchange code (NNX) and local address (nnnn) only. You can make four entries for this option in each tenant group. The range is 4-8 digits.

- **Toll Call Digit Counting**
  With Toll Call Digit Counting, you can limit the number of digits long distance callers can dial. This lets you prevent callers from dialing extensively into long distance dial-up services. You can make four entries (4-30 digits) for each tenant.

- **Toll Free Trunks**
  Certain trunks can be completely unrestricted, such as the company president's Private Line. Users can place calls on Toll Free Trunks anytime -- to anywhere, without inadvertently being toll restricted.

- **PBX Call Restriction**
  Toll Restriction programming lets you enable/disable PBX Call Restriction and enter PBX access codes. You only need to do this if your system is behind a PBX and you have trunks programmed for behind PBX operation. Refer to PBX Compatibility feature for the specifics.

Toll Restriction Overview
The following chart shows the basic Toll Restriction process. Refer to *Programming* below for the specifics.

Conditions

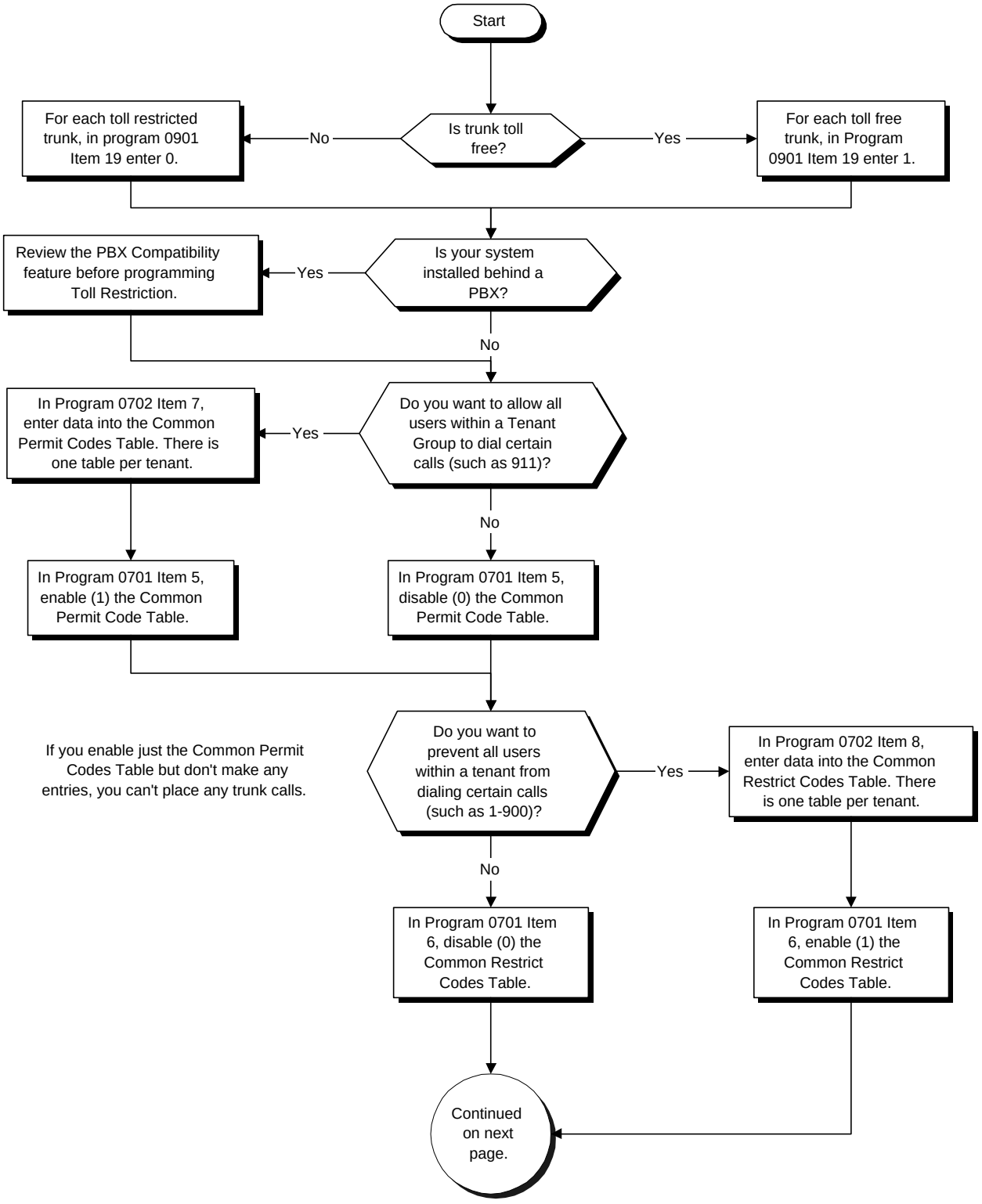
(A.) If a Toll Restriction Class has the same entries in both a permit and restriction table, the system does not restrict the call.
(B.) Toll Call Digit counting may prevent users from taking advantage of long distance automated services like ACD and automated Technical Service.

Default Setting

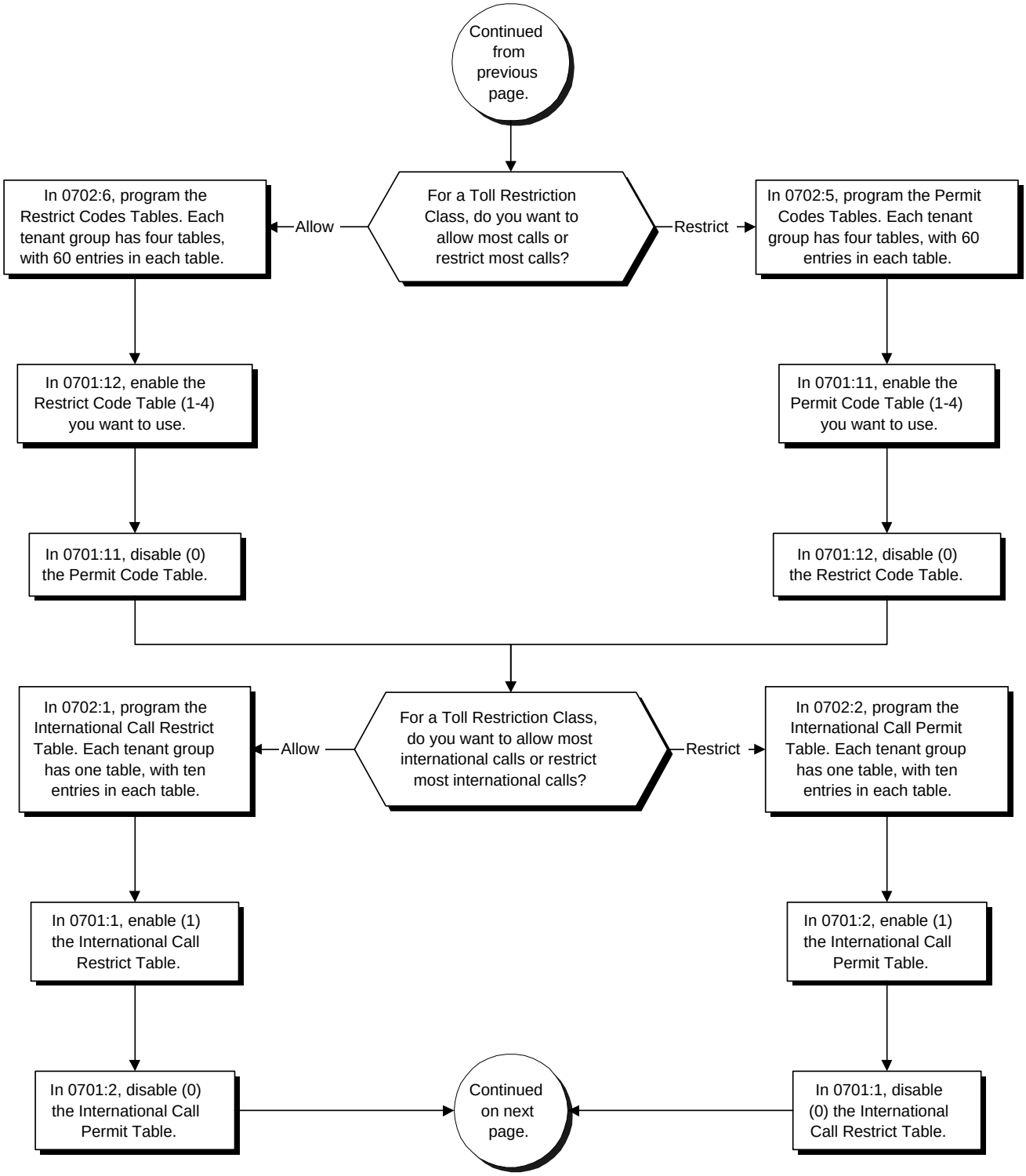
Disabled.

Toll Restriction

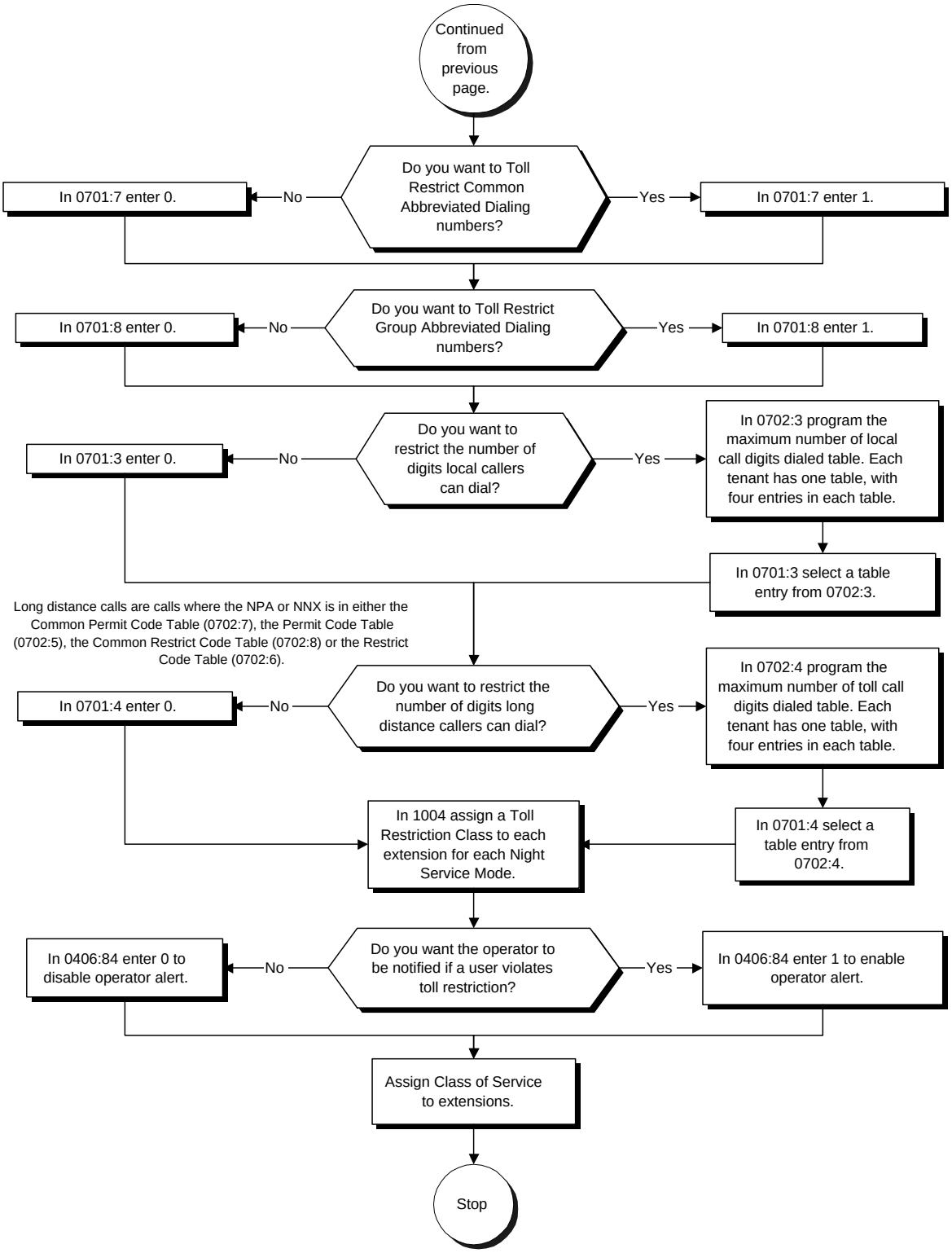
Programming



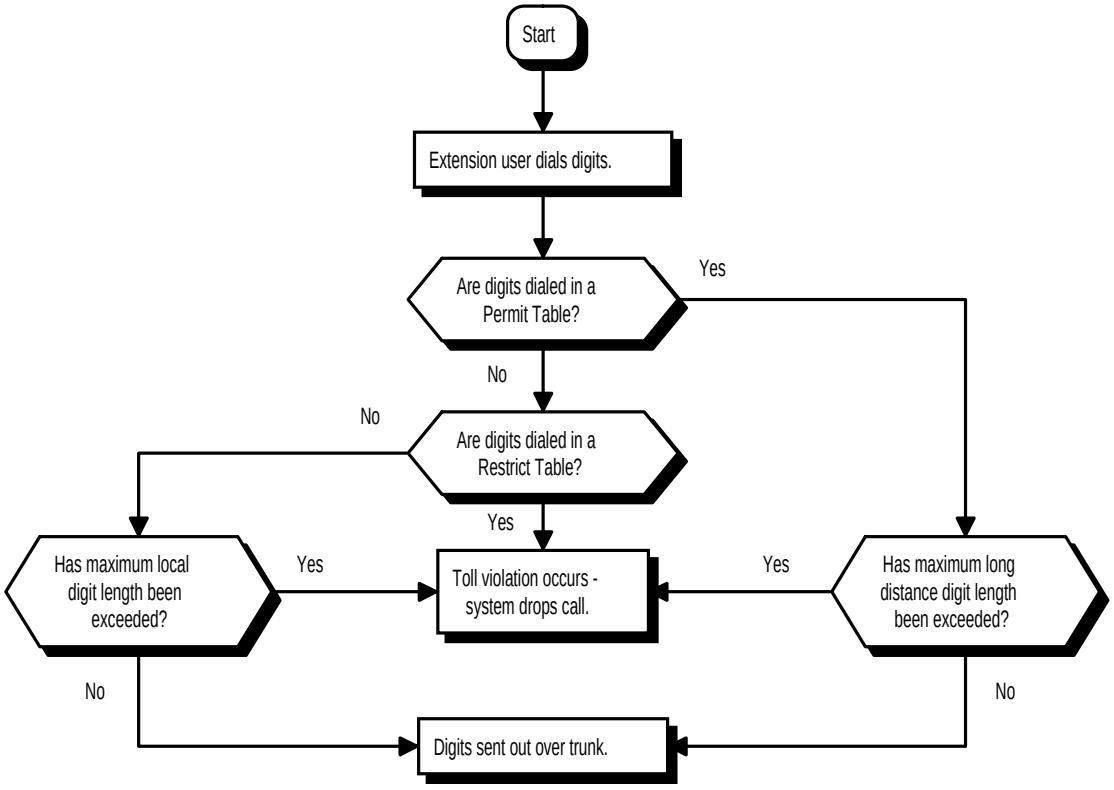
Programming (Cont'd)



Programming (Cont'd)



Programming (Cont'd)



Programming (Cont'd)

- **0406 - Class of Service Options (Part A), Item 84: Account Code/Toll Restriction Operator Alert**
  When toll restriction is violated, determine if the operator should be notified. (0=disable, 1=enable)
- **0701 - Toll Restriction Class, Item 1: International Call Restrict Table**
  For the tenant and Toll Restriction Class you select, enable (1) or disable (0) the International Call Restrict Table (Program 0702 - Item 1).
- **0701 - Toll Restriction Class, Item 2: International Call Permit Table**
  For the tenant and Toll Restriction Class you select, enable (1) or disable (0) the International Call Permit Table (Program 0702, Item 2).
- **0701 - Toll Restriction Class, Item 3: Maximum Number of Digits in Local Call**
  For the tenant and Toll Restriction Class you select, disable (0) or enable the dialing limit for local calls. When enabling, select from entries 1-4 in Program 0702 Item 3.
- **0701 - Toll Restriction Class, Item 4: Maximum Number of Digits in Non-Local Calls**
  For the tenant and Toll Restriction Class you select, disable (0) or enable the dialing limit for non-local calls. When enabling, select from entries 1-4 in Program 0702 Item 4.
- **0701 - Toll Restriction Class, Item 5: Common Permit Code Table**
  For the tenant and Toll Restriction Class you select, enable (1) or disable (0) the Common Permit Code Table (Program 0702 Item 7).
- **0701 - Toll Restriction Class, Item 6: Common Restrict Code Table**
  For the tenant and Toll Restriction Class you select, enable (1) or disable (0) the Common Restrict Code Table (Program 0702 Item 8).
- **0701 - Toll Restriction Class, Item 7: Restriction for Common Abbreviated Dialing**
  For the tenant and Toll Restriction Class you select, enable (1) or disable (0) Toll Restriction for Common Abbreviated Dialing numbers.
- **0701 - Toll Restriction Class, Item 8: Restriction for Group Abbreviated Dialing Numbers**
  For the tenant and Toll Restriction Class you select, enable (1) or disable (0) Toll Restriction for Group Abbreviated Dialing numbers.
- **0701 - Toll Restriction Class, Item 9, Intercom Call Restriction**
  For the tenant and Toll Restriction Class you select, enable (1) or disable (0) Intercom Call Restriction. If enabled, extensions cannot place or receive Intercom calls.
- **0701 - Toll Restriction Class, Item 10: PBX Call Restriction**
  For the tenant and Toll Restriction Class you select, enable (1) or disable (0) PBX Call Restriction. Refer to the PBX Compatibility Feature.
- **0701 - Toll Restriction Class, Item 11: Permit Code Table**
  For the tenant and Toll Restriction Class you select, disable (0) or enable the Permit Code Table. When enabling, select from tables 1-4 in Program 0702 Item 5.
- **0701 - Toll Restriction Class, Item 12: Restrict Code Table**
  For the tenant and Toll Restriction Class you select, disable (0) or enable the Restrict Code Table. When enabling, select from tables 1-4 in Program 0702 Item 6.
- **0702 - Toll Restriction Table, Item 1: International Call Restrict Table**
  Enter the international dialing codes you want to restrict.
- **0702 - Toll Restriction Table, Item 2: International Call Permit Table**
  Enter the international dialing codes you want to permit.
- **0702 - Toll Restriction Tables, Item 3: Maximum Number of Digits in Local Call**
  Set the maximum number of digits local callers can dial.
- **0702 - Toll Restriction Tables, Item 4: Maximum Number of Digits in Non-Local Calls**
  Set the maximum number of digits long distance callers can dial. Non-local (i.e., long distance) calls are calls where the NPA or NNX is in either the Common Permit Code Table (Program 0702 Item 7) or the Permit Code Table (Program 0702 Item 5).
- **0702 - Toll Restriction Tables, Item 5: Permit Code Table**
  For each tenant, program codes into the Permit Code Tables.
- **0702 - Toll Restriction Tables, Item 6: Restrict Code Table**
  For each tenant, program codes into the Restrict Code Tables.
- **0702 - Toll Restriction Tables, Item 7: Common Permit Code Table**
  For each tenant, program codes into the Common Permit Code Table.

Programming (Cont'd)

- **0702 - Toll Restriction Tables, Item 8: Common Restrict Table**
  For each tenant, program codes into the Common Restrict Code Table.
- **0702 - Toll Restriction Tables, Item 9, PBX Access Codes**
  Each tenant can have up to 10 PBX access codes. Refer to the PBX Compatibility feature for the specifics.
- **0901- Basic Trunk Port Setup (Part A), Item 19, Toll Restriction**
  For each trunk, enter 0 to enable Toll Restriction; enter 1 to disable Toll Restriction.
- **1004 - Toll Restriction Class**
  For each extension, assign a Toll Restriction Class for reach Night Service mode.
- **1006 - Class of Service**
  For each extension, assign a Class of Service (1-15).

Related Features

Toll Restriction Override
A user can temporarily override an extension's Toll Restriction.

Operation

To place a trunk call if your system is Toll Restricted:

1. Place call normally.

   If your Toll Restriction Class does not allow the number you dial, your call will be cut off.

Toll Restriction Override

Description

124i ☞ Available.	***384i*** ☞ Available.

Toll Restriction Override lets a user temporarily bypass an extension's Toll Restriction. This helps a user that must place an important call that Toll Restriction normally prevents. For example, you could set up Toll Restriction to block 900 calls and then provide a Toll Restriction Override code to your attendant and executives. When the attendant or executive needs to place a 900 call, they just:

- Press CALL1 and dial their override code.
- Press a line key or dial a trunk access code (e.g., 9 or #9 002).
- Place the 900 call without restriction.

You can assign a different Toll Restriction Override code to each extension. Or, extensions can share the same override code.

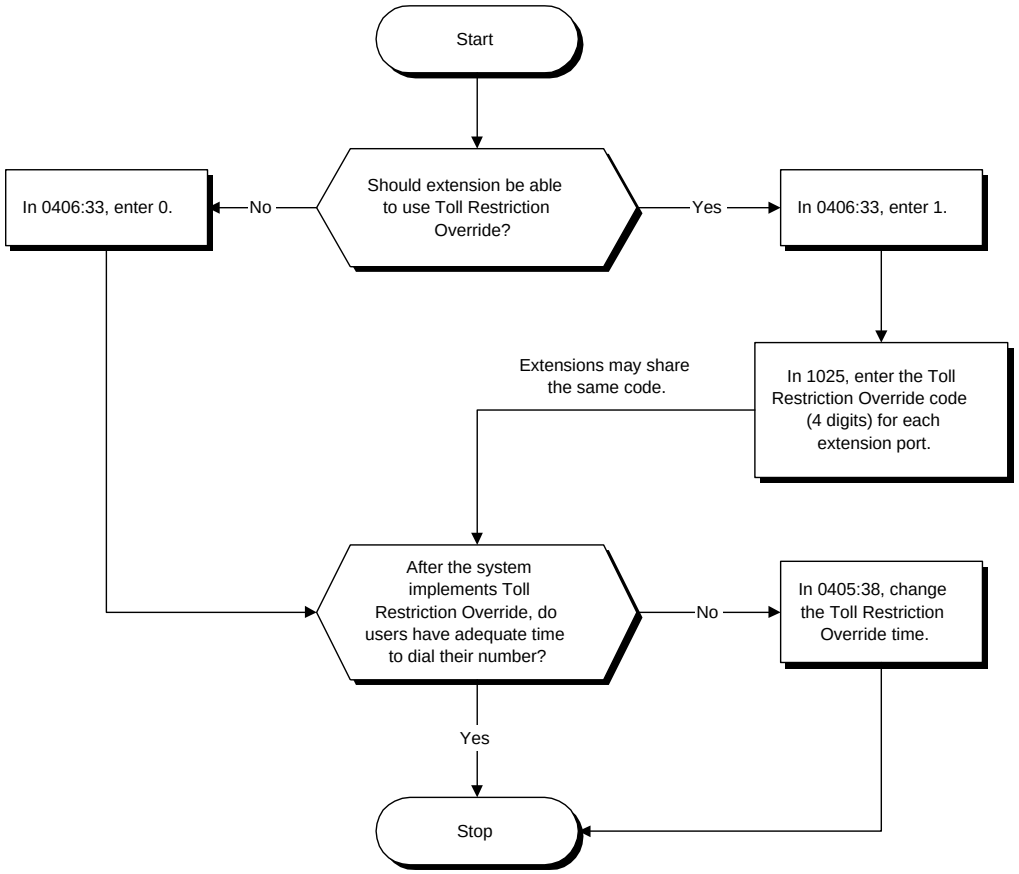
Conditions

None

Default Setting

Disabled.

Programming



Programming (Cont'd)

- **0405 - System Timers (Part A), Item 38: Toll Restriction Override Time**
  Set the Toll Restriction Override Time (0-64800 seconds). After dialing the Toll Restriction Override codes, the system removes Toll Restriction for this interval.
- **0406 - COS Options, Item 33: Toll Restriction Override**
  In an extension's Class of Service, enable (1) or disable (0) the ability to use Toll Restriction Override.
- **1025 - Toll Restriction Override Codes**
  For each extension port, enter the Toll Restriction Override code (four digits). Each extension port can have a separate override code.

Related Features

Station Message Detail Recording
In the *Class* heading in the SMDR report, POTA indicates that the call was placed using Toll Restriction Override.

Toll Restriction
Toll Restriction Override temporarily overrides an extension's Toll Restriction.

Voice Announce Unit
If the system has a Voice Announce Unit, users hear, "*Your call cannot go through. Please call the operator*" when they dial a number that Toll Restriction prevents.

Operation

To temporarily override a restricted extension's Toll Restriction:

You can override restriction for only one call at a time.

1. At keyset, press idle CALL key.
   OR
   At single line telephone, lift handset.
2. Dial 875.
3. Dial Toll Restriction Override code.

   If you wait too long before going to the next step, you may have to repeat the procedure.

   You'll hear error tone if you dial your code incorrectly.
4. Press idle line key or dial trunk access code.
5. Dial number without restriction.

Traffic Management Report (TMS)

Description

124i ☞	Available — requires EXCPRU 2.10 or higher and an LAPB PCB. Not available in Base software.
-	Year 2000 Compliance: 124i is unaffected by the Year 2000 date change as the system uses a 2-digit date code entry. Future releases will use a 4-digit date code entry.

384i ☞	Available — requires system software 3.04 or higher.
-	Year 2000 Compliance: 384i is unaffected by the Year 2000 date change as prior to 3.07.25, a 2-digit date code entry is used. With 3.07.25 or higher, a 4-digit date code entry is used.

The system provides comprehensive Traffic Management (TMS) Reports that help when analyzing system usage and calling patterns. The TMS report is in five sections (shown below):

1. Trunk Calls Sorted by Extension
2. Trunk Calls Sorted by Trunk
3. ACD Calls Sorted by Agent
4. ACD Calls Sorted by ACD Group
5. All Trunks Busy Report

1. Trunk Calls Sorted By Extension

Output Format

```
--------------------------------------------------------------------------------
0    1    2    3    4    5    6    7    8
12345678901234567890123456789012345678901234567890123456789012345678901234567890
--------------------------------------------------------------------------------
```

Sample Report

```
                                  10/03/95 PAGE 001
    |===== INBOUND CALLS =====|===== OUTBOUND CALLS =======|
STA | TOTAL | ANSRD | IN USE  | TRIED | ABORTED |  IN USE  |
--------------------------------------------------------------------------------
301      4        1  00:01:40       3       2     00:00:01
305      0        2  00:02:44       0       0     00:00:00
307      0        0  00:00:00       1       1     00:00:00
311      0        1  00:01:15       0       0     00:00:00
```

Heading	Description
STA	Extension number
INBOUND CALLS	Incoming trunk calls
TOTAL	The total of all incoming trunk calls that rang the extension
ANSRD	The total of all incoming trunk calls that the extension answered
IN USE	The time the extension was in use on incoming trunk calls
OUTBOUND CALLS	Outgoing trunk calls
TRIED	The total of all trunk calls the extension tried to place

ABORTED	The total of all trunk calls the user aborted before the called party answered
IN USE	The time the extension was in use for outgoing trunk calls

2. Trunk Calls Sorted by Trunk

Output Format

```
--------------------------------------------------------------------------------
0        1         2         3         4         5         6         7         8
12345678901234567890123456789012345678901234567890123456789012345678901234567890
--------------------------------------------------------------------------------
```

Sample Report

```
                                                                  10/03/95 PAGE 002
    |==================== INBOUND CALLS ======================|OUTBOUND CALLS|
    |     |     |RING-ANS| LONG|        |       | UNANSRD |ABAN-|     |        |
TRK |TOTAL|ANSRD| DELAY  | WAIT| IN USE |TRMNATD|  WAIT   |DONED|TOTAL| IN USE |
--------------------------------------------------------------------------------
001      2     2 00:00:13     0 00:02:30      0  00:00:00      0     4 00:00:02
002      2     2 00:00:05     0 00:03:09      0  00:00:00      0     0 00:00:00
```

Heading	Description
TRK	Trunk number
INBOUND CALLS	Incoming trunk calls
TOTAL	The total of all incoming calls that rang the trunk
ANSRD	The total of all incoming calls on the trunk answered in the system
RING-ANS DELAY	The length of time calls on the trunk rang before being answered
LONG WAIT	The number of calls that ring longer than 0414:6 (TMS Report Wait Time) before being answered.
IN USE	The time that unanswered incoming calls rang
TRMNATD	The number of calls that were terminated ;by the caller before being answered in the system
UNANSRD WAIT	The time that unanswered incoming calls rang
ABONDONED	The number incoming calls that the outside caller hung up while the calls were on hold or being transferred
OUTBOUND CALLS	Outgoing trunk calls
TOTAL	
IN USE	The time the extension was in use for outgoing trunk calls

Description (Cont'd)

3. ACD Calls Sorted by Agent

Output Format

```
--------------------------------------------------------------------------------
0        1         2         3         4         5         6         7         8
12345678901234567890123456789012345678901234567890123456789012345678901234567890
--------------------------------------------------------------------------------
```

Sample Report

```
                                                              10/03/95 PAGE 003
 ACD |== INBOUND CALLS ===|=== OUTBOUND CALLS ===|== OFF-DUTY ==|
AGENT|TOTAL|ANSRD| IN USE |TRIED|ABORTED| IN USE |TIMES|DURATION|
--------------------------------------------------------------------------------
339       5     5 00:00:34     0       0 00:00:00     0 00:00:00
```

Heading	Description
ACD AGENT	Each extension/agent that is in an ACD Group
INBOUND CALLS	Incoming trunk calls to ACD agents
TOTAL	The number of trunk calls routed to the agent (answered or unanswered)
ANSRD	The total of the incoming trunk calls answered by the agent
IN USE	The total time the member was in use for incoming trunk calls
OUTBOUND CALLS	Outgoing trunk calls from ACD agents
TRIED	The number of times the agent seized trunks for outgoing calls
ABORTED	The number of times the agent aborted before the called party answered
IN USE	The time the agent was in use for outgoing trunk calls
OFF DUTY	Off-duty status of ACD agent
TIMES	The number of times the agent was in off-duty mode (i.e., logged out of their ACD Group)
DURATION	The length of time the agent was in off-duty mode, incremented when the agent returns to service

Description (Cont'd)

4. ACD Calls Sorted by ACD Group

Output Format

```
--------------------------------------------------------------------------------
0        1         2         3         4         5         6         7         8
12345678901234567890123456789012345678901234567890123456789012345678901234567890
--------------------------------------------------------------------------------
```

Sample Report

```
                                10/03/95 PAGE 004
       |      |         |       |========= ALL AGENTS BUSY ==========
| ACD  | ACD  |         | INBND |          |  # OF | CALLS |  CALLS  |
 GROUPS|MASTER| AGENTS  | CALLS | DURATION | TIMES | RECVD | ABORTED |
--------------------------------------------------------------------------------
  001            305         5    00:00:46      5       0         0
                 307
                 317
                 339
```

Heading	Description
ACD GROUPS	The ACD Group number (001-008)
ACD MASTER	The master number for each ACD Group
AGENTS	The extension number of each ACD agent in each ACD Group
INBND CALLS	Total number incoming trunk calls to ACD agent
ALL AGENTS BUSY	Report of the All Agents Busy condition. This occurs when there are no idle extensions in an ACD Group to receive calls to the ACD master number.
DURATION	The cumulative length of time of the All Agents Busy condition
# OF TIMES	The number of times the All All Agents Busy condition occurred
CALLS RECVD	The number of trunk calls received by the ACD group while all agents were busy
CALLS ABORTED	The number of trunk calls the outside caller aborted while waiting for an agent to answer (excluding trunk calls to which an overflow announcement is sent)

Description (Cont'd)

5. All Trunks Busy Report

Output Format

```
--------------------------------------------------------------------------------
0        1         2         3         4         5         6         7         8
12345678901234567890123456789012345678901234567890123456789012345678901234567890
--------------------------------------------------------------------------------
```

Sample Report

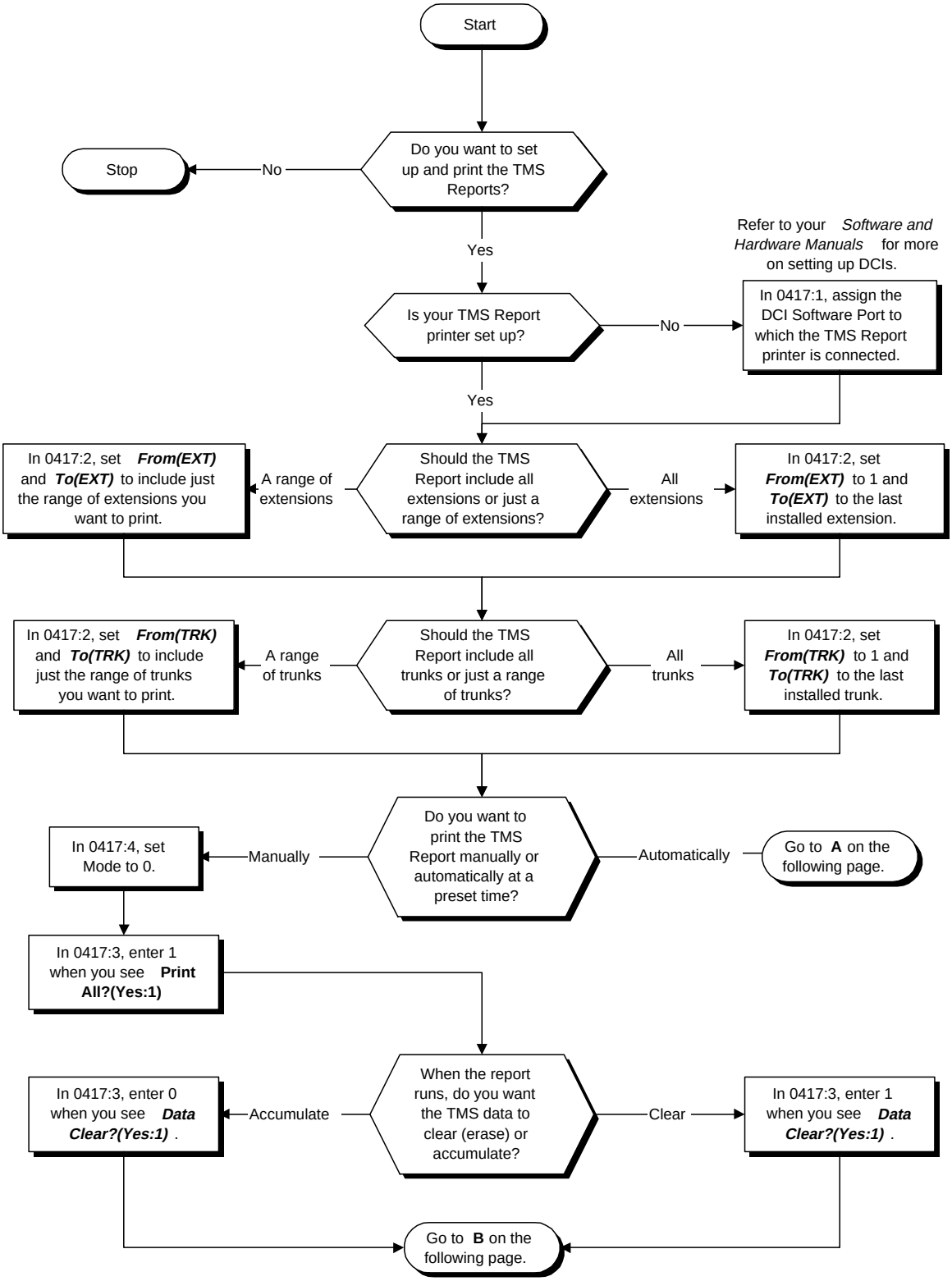
```
                                                                  10/03/95 PAGE 005
      |        |========= ALL TRUNKS BUSY ==========|
GROUPS| TRUNKS | TOTAL | DURATION | CALLS ATTEMPTED |
--------------------------------------------------------------------------------
 002     001         3   00:01:28          2         002
```

Heading	Description
GROUPS	The associated Trunk Group number
TRUNKS	The trunk port number the associated Trunk Group
ALL AGENTS BUSY	Report of the All Trunks Busy condition
TOTAL	The number of times all trunks in the associated group were busy at the same time
DURATION	The commutative length of the All Trunks Busy condition
CALLS ATTEMPTED	The number of outgoing trunk group calls attempted while all trunks in the group were busy. This field does not include trunk calls placed using a line key or Trunk Group codes (e.g., 804 + 1 for Trunk Group 1).

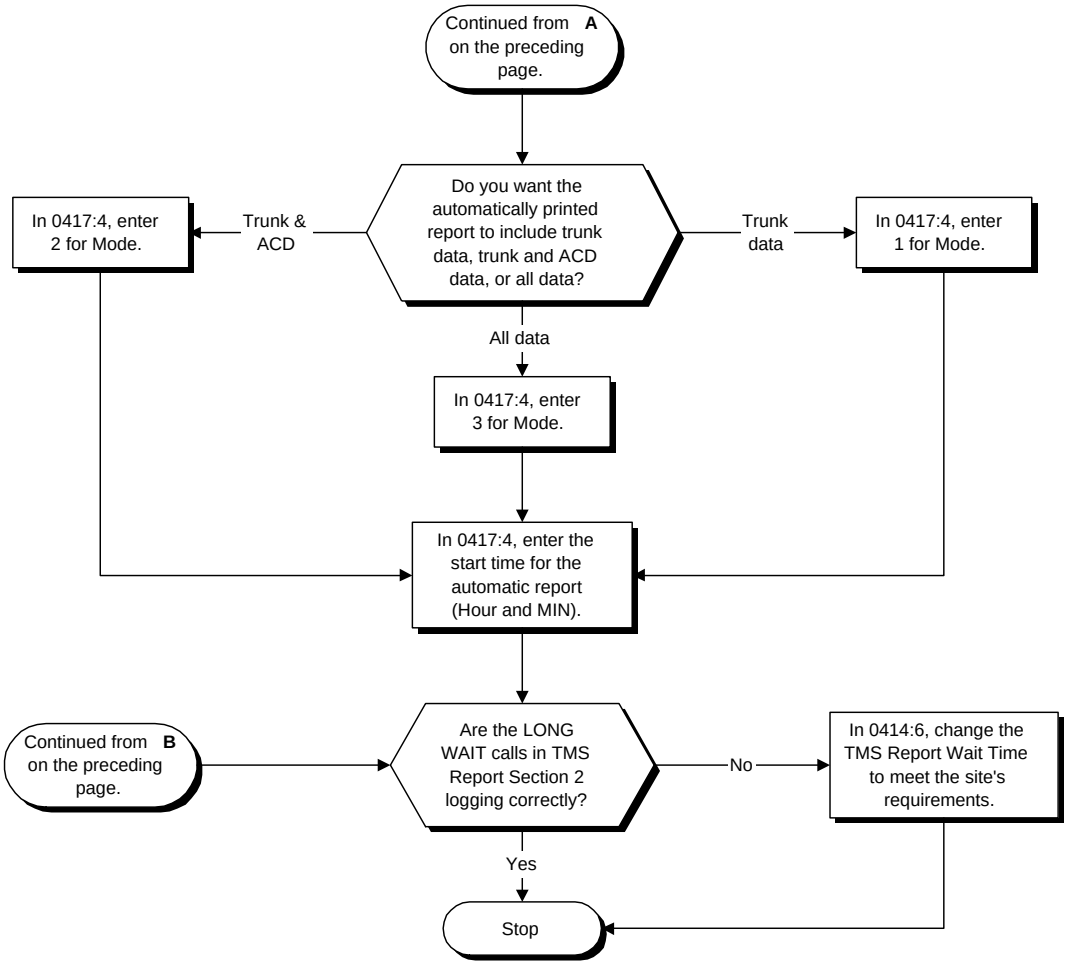
Conditions
None

Default Setting
Disabled.

Programming



Programming (Cont'd)



Programming (Cont'd)

➢ **0414 - System Timers (Part 2), Item 6: TMS Report Wait Time**
Calls ringing an ACD Group longer than this interval are marked as LONG WAIT calls in TMS Report Section 2 (Trunk Calls Sorted by Trunk). The range is 1-64800 seconds.

➢ **0417 - Traffic Management Report Setup, Item 1: TMS Printer Output Port**
Enter the DCI Software Port (1-144, 145-288) to which the TMS printer is connected.

➢ **0417 - Traffic Management Report Setup, Item 2: TMS Print Range**
Specify which extensions and trunks you want to include in each of the TMS reports:
From (EXT) = The first extension in the print range (1-256)
To (EXT) = Last extension in the print range (1-256)
From (TRK) = First trunk in the print range (1-128)
To (TRK) = Last trunk in the print range (1-128)

➢ **0417 - Traffic Management Report Setup, Item 3: Manual Printing**
Enter 1 for this option if you want the TMS report range specified in Item 2 to immediately print to the printer specified in Program 0417 Item 1. Immediate printing is available only if Program 0417 Item 4 Mode = 0 (manual mode).

➢ **0417 - Traffic Management Report Setup, Item 4: Print Time Setup**
Use this option to specify the print mode for the TMS report.

Prompt	Entry	Description
Mode	0	Manual printing enabled. Manual printing will occur immediately when requested by Program 0417 Item 3.
	1	Automatic printing (at a preset time) enabled for trunk data only. The TMS report will include only sections 2 and 5. Use the prompts *Hour* and *MIN* below to select the automatic print time. The TMS data clears after the report prints.
	2	Automatic printing (at a preset time) enabled for trunk and ACD data only. The TMS report will provide data in sections 2-5 only. Use the prompts *Hour* and *MIN* below to select the automatic print time. The TMS data clears after the report prints.
	3	Automatic printing (at a preset time) enabled for all data. Use the prompts *Hour* and *MIN* below to select the automatic print time. The TMS data clears after the report prints.
Hour	This option selects the start hour (1-23) for automatic printing. Use a 24-hour clock (e.g., 13 = 1:00 PM).	
MIN	This option selects the start minute (1-59) for the hour selected in the previous option.	

Related Features

Data Communications Interface (DCI)
TMS Reports require a DCI Module or 3-DCI Unit, in addition to additional programming and a customer-provided printer. Refer to the system *Software Manual* and *Hardware Manual* for more on setting up and connecting to DCIs.

Station Message Detail Recording
SMDR provides additional information about the system's trunk calling patterns. Refer to the *Software Manual* for more.

Traffic Management Report (TMS)

Operation

To select a printer for the Traffic Management Report:

1. Enter the programming mode
2. 0417 + HOLD

   ```
   Tenant No?
   ```

3. Enter the number of the Tenant Group you want to program (1-4) + HOLD

   ```
   Menu No?
   ```

4. 1 + HOLD

   ```
   Print Port:
   ```

   The previously programmed value displays.

5. Enter the DCI Software Port (1-144, 145-288) to which the TMS printer is connected + HOLD

   ```
   Menu  No?
   ```

6. Return to step 4 to select another menu item.
   OR
   HOLD + Return to step 3 to select another Tenant Group.
   OR
   HOLD + HOLD to exit.

To run the Traffic Management Report:

1. Enter the programming mode
2. 0417 + HOLD

   ```
   Tenant No?
   ```

3. Enter the number of the Tenant Group you want to program (1-4) + HOLD

   ```
   Menu No?
   ```

4. 3 + HOLD

   ```
   Print All?(Yes:1)
   ```

   The previously programmed value displays.

5. 1 + HOLD to enable printing.
   OR
   HOLD to go back to step 3.

   ```
   Data Clear?(Yes:1)
   ```

6. 1 + HOLD to run the TMS Report and clear (erase) the data after the report is run.
   OR
   HOLD to run the TMS Report without clearing the data.

   Use this option if you want data to accumulate in the TMS Report.

   ```
   Print O.K.
   ```

   If you see PRINT N.G. instead, there is a problem with the TMS printer or the software assignment.

7. HOLD + Return to step 4 to select another menu item.
   OR
   HOLD + HOLD + Return to step 3 to select another Tenant Group.
   OR
   HOLD three times to exit.

Note: For additional programming options, refer to **Program 0417 - Traffic Management Report Options** on page 769.

Description

124i ☞	Available.
-	MOH or ringback on Transfer requires Base 2.13, EXCPRU 2.18 or higher.

384i ☞	Available.
-	MOH or ringback on Transfer requires system software 3.04 or higher.

Transfer permits an extension user to send (i.e., extend) an active Intercom or outside call to any other extension in the system. With Transfer, any extension user can quickly send a call to the desired co-worker. A call a user transfers automatically recalls if not picked up at the destination extension. This assures that users do not lose or inadvertently abandon their transfers. In 384i system software 3.04 and higher and 124i, while a transferred call is ringing an extension the system can optionally play ringback tone or Music on Hold to the caller.

The system allows the following types of transfers:

- **Screened Transfer**
  The transferring user announces the call to the destination before hanging up
- **Unscreened Transfer**
  The transferring party extends the call without an announcement.
- **Extension (Department) Groups Transfer**
  The Transferring party sends the call to a Department instead of an extension.
- **Transfer Without Holding**
  A user presses a busy line key and waits for the call to complete. The system automatically sends them the call when the internal caller hangs up.

Automatic On-Hook Transfer Operation
With Automatic On-Hook Transfer, a Transfer goes through as soon as the transferring user hangs up. For example, extension 304 can answer a trunk, press HOLD, dial 305 and hang up. The system extends the call to extension 305. Without Automatic On-Hook Transfer, the call would stay on Hold at extension 304 when the user hangs up. To extend the call, the user at extension 304 would have to press CONF (TRF) or a Transfer function key before hanging up.

Each method has advantages. Automatic On-Hook Transfer makes transferring calls easier. However, users have to be more aware of how they handle their calls on Hold. Without Automatic On-Hook Transfer, extending a call becomes a two-step operation — but separate from placing calls on Hold.

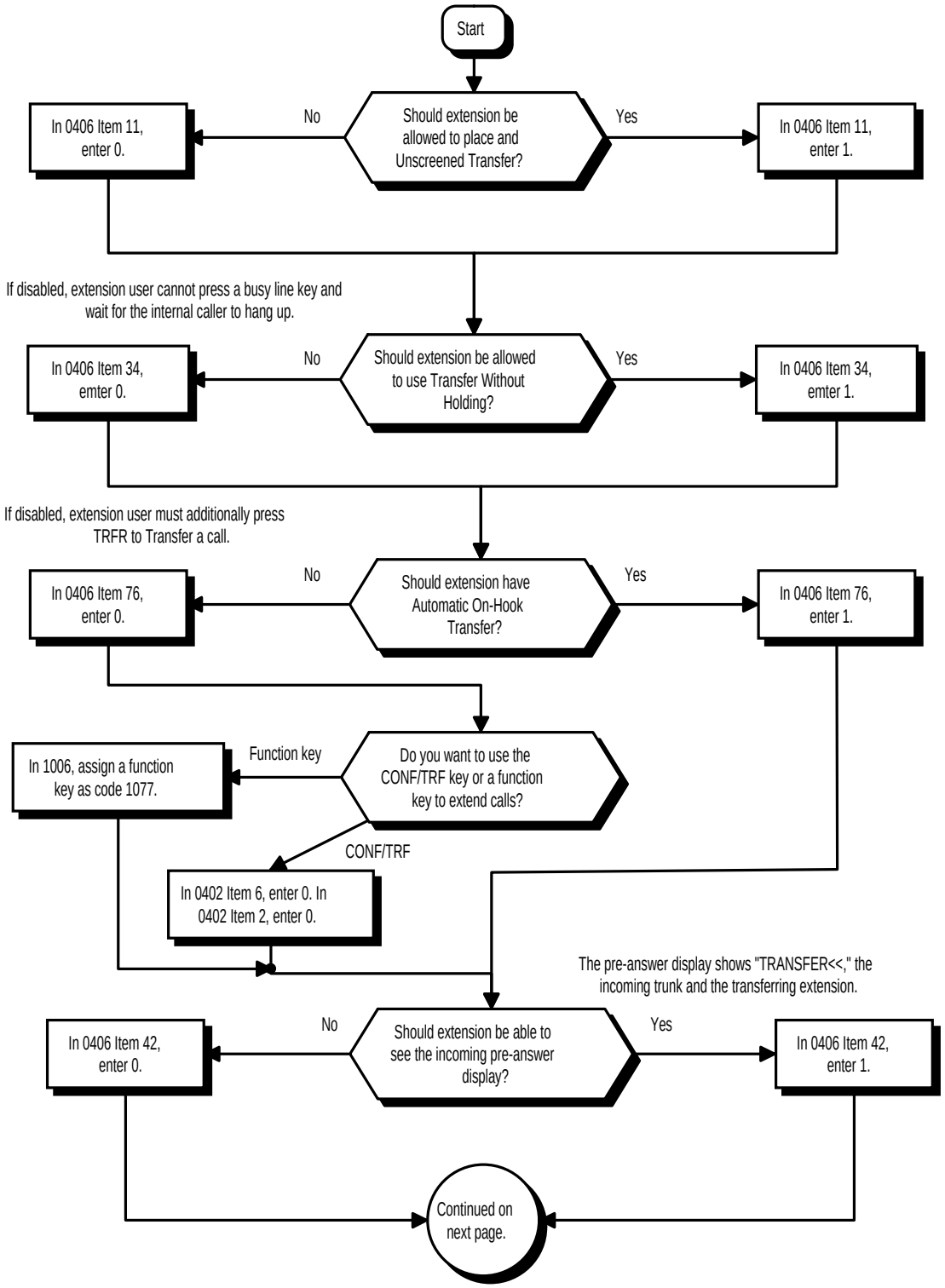
Conditions

None

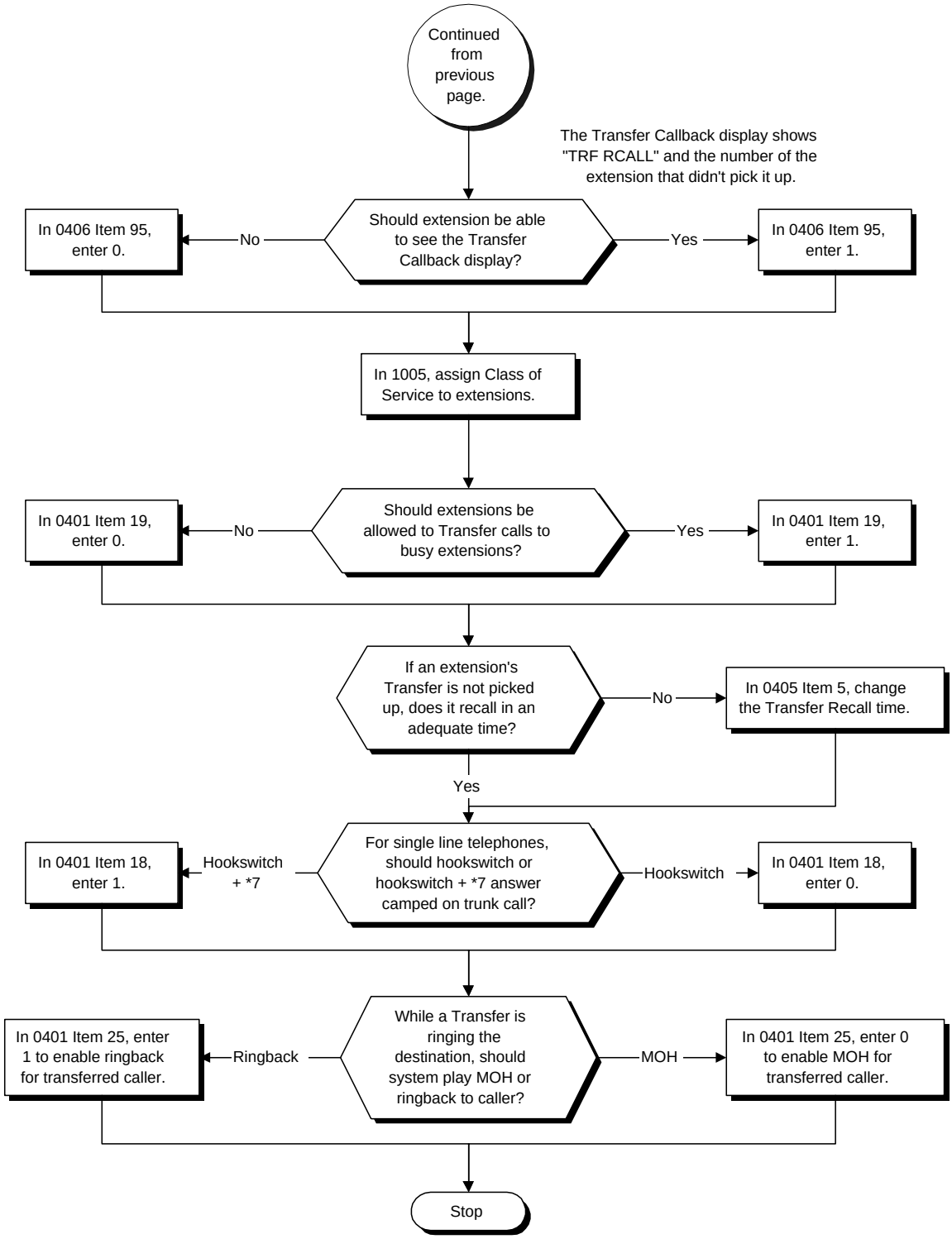
Default Setting

Enabled.

Programming



Programming (Cont'd)



Programming (Cont'd)

- **0401 - Tenant Group Options (Part A), Item 18: SLT Answering Mode**
  For a busy single line (500/2500 type) telephones, set the mode used to answer a camped-on trunk call:
  0 = Press and release hookswitch to pick up waiting call
  1 = Press and release hookswitch and dial Service Code 894 to answer waiting call
- **0401 - Tenant Group Options (Part A), Item 19: Busy Transfer**
  Prevent (0) or allow (1) extensions to transfer calls to busy extensions. If disabled, calls transferred to busy extensions recall immediately.
- **0401 - Tenant Group Options (Part A), Item 25: MOH on Transfer**
  Use this option to enable (0) or disable (1) MOH on Transfer. If enabled (0), a transferred caller hears Music on Hold while their call rings the destination extension. If disabled (1), a transferred caller hears ringback while their call rings the destination extension.
- **0402 - Tenant Group Options (Part B), Item 2: CONF (TRF) Key Operating Mode (Part A)**
  Set the CONF (TRF) key for Transfer (0), Series Call (1) or Flash (2). When enabling the Transfer mode, you must also set Program 0402 Item 6 for Transfer (0).
- **0402 - Tenant Group Options (Part B), Item 6: CONF (TRF) Key Operating Mode (Part B)**
  Set the CONF (TRF) key for Transfer (0) or Conference (1). If set for Transfer, also refer to Program 0402 Item 2.
- **0405 - System Timers (Part A), Item 5: Transfer Recall Time**
  Set the Transfer Recall Time (0-64800 seconds). An unanswered transferred call recalls to the extension that initially transferred it after this interval. This interval also sets how long a transferred call camps-on to a busy extension.
- **0406 - COS Options, Item 11: Unscreened Transfer**
  In an extension's Class of Service, enable (1) or disable (0) the extension's ability to use Unscreened Transfer.
- **0406 - COS Options, Item 34: Transfer Without Holding**
  In an extension's Class of Service, enable (1) or disable (0) the extension's ability to use Transfer Without Holding.
- **0406 - COS Options, Item 42: Transfer Display**
  In an extension's Class of Service, enable (1) or disable (0) the extension's incoming Transfer pre-answer display.
- **0406 - COS Options, Item 76: Automatic On Hook Transfer**
  In an extension's Class of Service, enable (1) or disable (0) the extension's ability to use Automatic On Hook Transfer. If enabled, user must press HOLD and dial the extension number to Transfer the call. If disabled, user must press HOLD, dial the extension number and then CONF (TRF) to transfer the call.
- **0406 - COS Options, Item 95: Transfer Callback Display**
  In an extension's Class of Service, enable (1) or disable (0) the Transfer Callback Display. If disabled, the second line of the display shows: ANSWERED. If enabled, the second line of display shows: TRF RCALL followed by the number of the extension from which the recall came.
- **1005 - Class of Service**
  Assign a Class Of Service (1-15) to an extension.
- **1006 - Programming Function Keys**
  If the CONF (TRF) key is set for Conference (in Program 0402 Item 6), extension users may want function keys programmed for Transfer (code 1077).

Related Features

Call Forwarding

With Transfer to Busy Extensions enabled (Program 0401 Item 19=1), Call Forwarding with Both Ringing offers a unique option. A transferred call will wait for either the forwarding or destination extension to become free. The call goes through to whichever extension becomes available first. If neither extension becomes free within the Transfer Recall Time, the call recalls the transferring extension.

Meet Me Paging Transfer

Page a co-worker and have the call automatically Transfer when the co-worker answers the Page.

One-Touch Calling

When transferring, an extension user can press a One-Touch Key instead of dialing the extension number.

Serial Call

Serial Call is a method of transferring a call so it automatically returns to the transferring extension.

Tenant Service

An extension user can Transfer a trunk call to a user in another tenant group.

Operation

Transferring Trunk Calls

To Transfer a trunk call to a co-worker's extension:

1. At keyset, press HOLD.
   OR
   At single line telephone, hookflash.
   You hear Transfer dial tone.
2. Dial co-worker's extension number.
   If the extension is busy or doesn't answer, you can dial another extension number or press the flashing line key to return to the call. In addition, you may be able to hang up and have the call Camp-On.
3. Announce call and hang up.
   If you don't have Automatic On Hook Transfer, you must press CONF (TRF) or your Transfer Programmable Function Key to Transfer the call.
   If your co-worker doesn't want the call, press the flashing line key to return to the call.
   If you don't want to screen the call, hang up without making an announcement.

To answer a call transferred to your extension:

1. Lift the handset when a co-worker announces the call.

Operation (Cont'd)

Transferring Without Holding

To Transfer without holding (keyset only):

1. Lift handset.
2. Press busy line key.
3. When original caller hangs up, you are connected.

Transferring Intercom Calls

To Transfer your Intercom call:

1. At keyset, press HOLD.
   OR
   At single line telephone, hookflash.
2. Dial extension to receive your call.

   If the extension is busy or doesn't answer, you can dial another extension number or press the flashing CALL key to return to the call. In addition, you may be able to hang up and have the call Camp-On.
3. Announce your call and hang up.

   If your co-worker doesn't want the call, press the flashing CALL key to return to it.

   With Automatic On Hook Transfer

   If your co-worker just speaks toward their phone to answer, the transferred Intercom call goes on Hold at your phone when you hang up.

   Without Automatic On Hook Transfer

   You must press CONF (TRF) or your Transfer Programmable Function Key to Transfer the call.

   If your co-worker just speaks toward their phone to answer, the transferred Intercom call disconnects when you hang up.

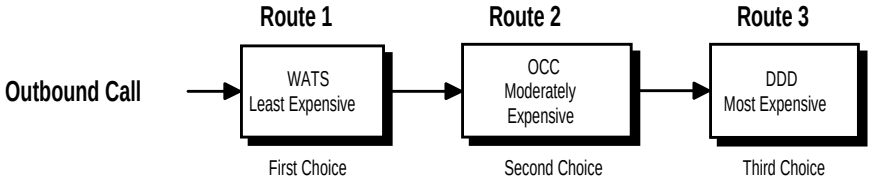
   To Transfer the call unscreened, press CONF (TRF) or your Transfer Programmable Function Key and hang up without making an announcement.

Description

124i ☞	Available — 16 trunk groups and 36 routes.
-	Changing the Trunk Access Code requires Base 2.13, EXCPRU 2.18 or higher.

384i ☞	Available — 128 trunk groups and 64 routes.
-	Changing the Trunk Access Code requires system software 3.04 or higher.

Trunk Group Routing sets outbound call routing options for users that dial the Trunk Group Routing code (9) for trunk calls. Trunk Group Routing routes calls in the order specified by system programming. If a user dials 9 and all trunks in the first group are busy, the system may route the call to another group. When you're setting up your system, Trunk Group Routing will help you minimize the expense of toll calls. For example, if your system has outbound WATS lines, OCC lines and DDD lines, use Trunk Group Routing to route calls to the WATS lines first.

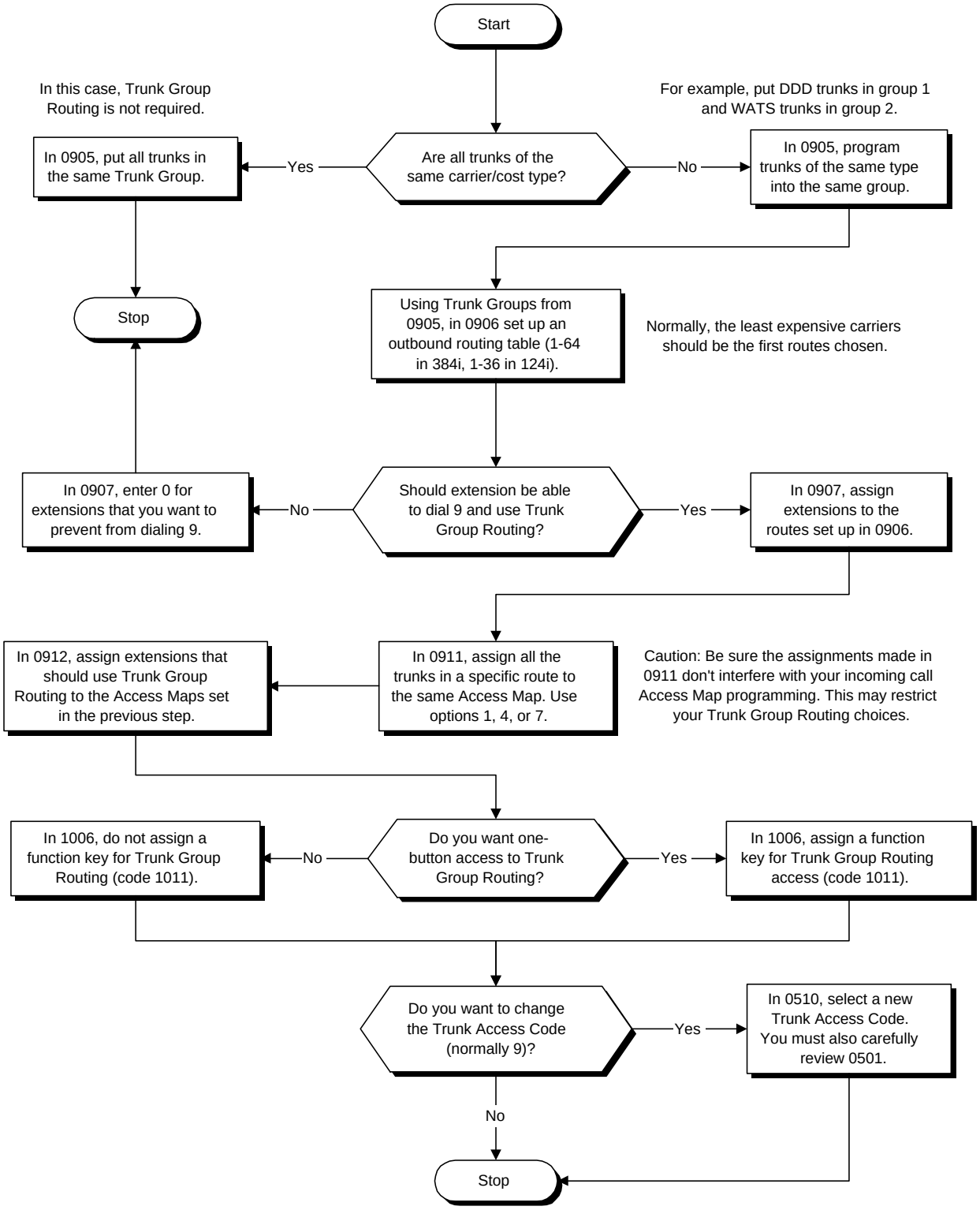


Conditions
None

Default Setting
Enabled. All trunks are in Group 1.

Trunk Group Routing

Programming



Programming (Cont'd)

- **0510 - Trunk Access Code**
  If required, change the Trunk Access Code (normally 9).
- **0905 - Trunk Groups**
  Assign trunks to trunk groups (1-128).
- **0906 - Trunk Group Routing**
  Set up an outbound routing table (1-64 in 384i, 1-36 in 124i) for trunk groups assigned in Program 0905.
- **0907 - Trunk Group Routing for Extensions**
  Assign the routes set in Program 0906 to extensions.
- **0911 - Trunk Access Map Setup**
  Access Map programming may limit Trunk Group Routing options.
- **0912 - Extension Access Map Assignment**
  Access Map programming may limit Trunk Group Routing options.
- **1006 - Programming Function Keys**
  Assign a function key for Trunk Group Routing access (code 1011).

Related Features

Central Office Calls, Placing

Instead of using Trunk Group Routing, an extension user can place a trunk call by:

- Pressing a line key
- Dialing a trunk service code
- Pressing a trunk group key (refer to the Trunk Group feature)
- Dialing a trunk group service code (refer to the Trunk Group feature).

Dial Tone Detection

Refer to this feature for the specifics on how the system handles Dial Tone Detection.

Programmable Function Keys

Programmable Function Keys simplify placing calls using Trunk Group Routing.

Ringing Line Preference

The system uses Trunk Group Routing programming (Program 0906) when setting up Ringing Line Preference.

Tenant Service

Each tenant group can have a different trunk group routing code.

Trunk Groups

Use trunk group programming to set the order in which users access trunks within a specific trunk group.

Operation

To place a call using Trunk Group Routing:

1. At keyset, press idle CALL key.
   OR
   At single line telephone, lift handset.
2. Dial 9.
3. Dial number.

OR

1. Press Trunk Group Routing key (PGM 1006 or SC 851: 1011).
2. Dial number.

Trunk Groups

Description

124i ☞	Available — 16 trunk groups.

384i ☞	Available — 128 trunk groups.

Trunk Groups let you optimize trunk usage for incoming and outgoing calls. With Trunk Groups, users can have loop (rotary) keys for trunk calls. Incoming trunk group calls ring these loop keys. For outgoing calls, the user presses a loop key to access the first available trunk within the group. You set the access order in trunk group programming. The system allows 128 trunk groups.

Loop keys give an extension user more available function keys, since the user doesn't need a separate line key for each trunk. The user only needs one loop key for each trunk group. This simplifies placing and answering calls.

Like Trunk Group Routing, Trunk Groups help you minimize the expense of toll calls. For example, if your system has outbound WATS lines, OCC lines and DDD lines, program the trunk group to route to the WATS lines first.

Priority	Type of Trunk
1	WATS
2	OCC
3	DDD

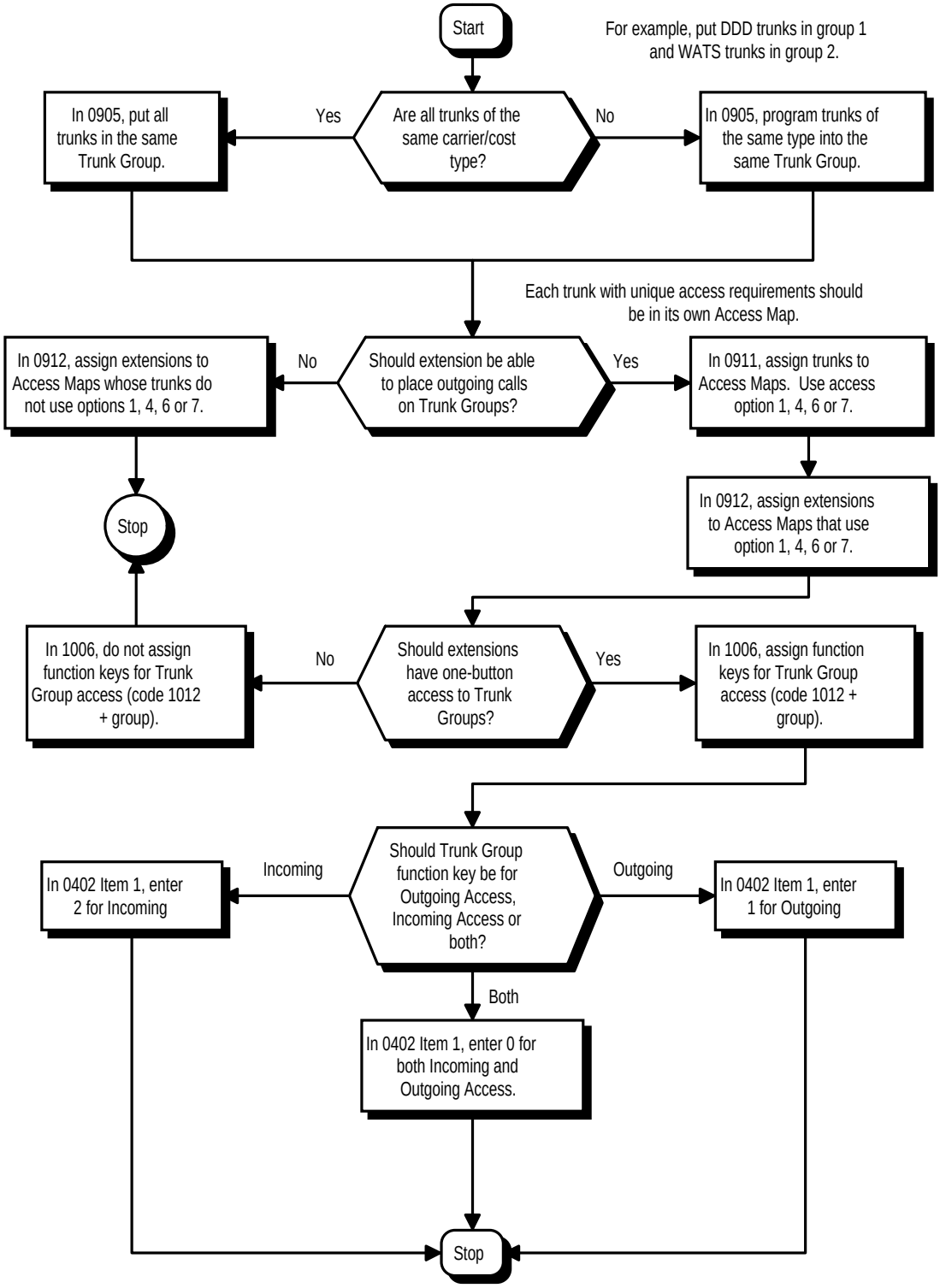
Conditions

None

Default Setting

All trunks are in group 1.

Programming



Trunk Groups

Programming (Cont'd)

- **0402 - Tenant Group Options (Part B), Item 1: Trunk Group Key Operating Mode**
  Set the operating mode of the extension's trunk group keys (Incoming and Outgoing Access = 0, Outgoing Access =1, Incoming Access = 2).
- **0905 - Trunk Groups**
  Assign trunks to trunk groups (1-128).
- **0911 - Trunk Access Map Setup**
  Assign trunks to Access Maps (1-128).
- **0912 - Extension Access Map Assignment**
  Assign Access Maps (1-128) to extensions.
- **1006 - Programming Function Keys**
  Assign function keys for trunk group access (code 1012 + group).

Related Features

Central Office Calls, Placing

Instead of using Trunk Groups, an extension user can place a trunk call by:

- Pressing a line key
- Dialing a trunk access code
- Dialing a Trunk Group Routing code (9) - refer to the Trunk Group Routing feature

Dial Tone Detection

Refer to this feature for the specifics on how the system handles Dial Tone Detection.

Programmable Function Keys

Function keys simplify placing and answering trunk group calls.

Ring Groups

Trunks ring extensions according to Ring Group programming.

Trunk Group Routing

Trunk Group Routing sets outbound call routing options for users that dial the Trunk Group Routing code (9) for trunk calls.

Operation

To place a call over a trunk group:

1. At keyset, press idle CALL key.
   OR
   At single line telephone, lift handset.
2. Dial 804.
3. Dial trunk group number (1-9, 01-99 or 001-128)
4. Dial number.

OR

1. Press trunk group key (PGM 1006 or SC 851: 1012 + group)
2. Dial number

To answer an incoming trunk group call:

1. Lift handset.
2. Press flashing trunk group key.

Description

124i ☞	Available.
384i ☞	Available.

Trunk Queuing permits an extension user to queue (wait in line) on hook for a busy trunk or trunk group to become free. The system recalls the queued extension as soon as the trunk is available. The user does not have to manually retry the trunk later. Trunk Queuing lets the caller know when the call can go through. If the extension user does not answer the Trunk Queuing ring, the system cancels the queue request.

With Trunk Camp On, an extension user can queue (wait in line) *off hook* for a busy trunk or trunk group to become free. The caller connects to the trunk when the trunk becomes free. As with Trunk Queuing, the user does not have to manually retry the trunk later.

Any number of extensions may simultaneously queue or Camp On for the same trunk or trunk group. When a trunk becomes free, the system connects the extensions in the order that the requests were left.

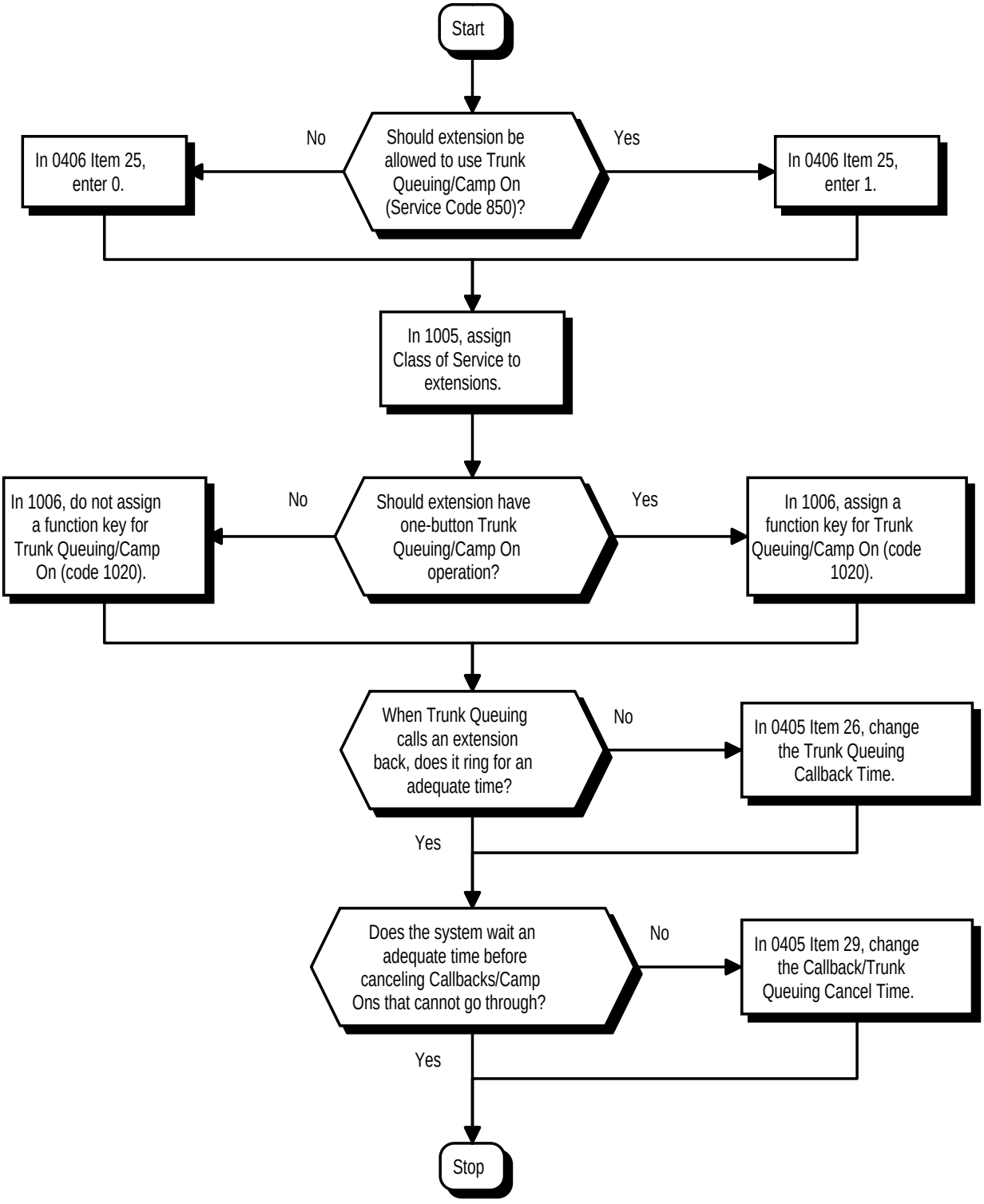
Conditions

None

Default Setting

Enabled.

Programming



Programming (Cont'd)

- **0405 - System Timers (Part A), Item 26: Trunk Queuing Callback Time**
  Set the Trunk Queuing Callback Time (0-64800 seconds). Trunk Queuing Callback rings an extension for this interval.
- **0405 - System Timers (Part A), Item 29: Callback/Trunk Queuing Cancel Time**
  Set the Callback/Trunk Queuing Cancel Time (0-64800 seconds). The system cancels an extension's Callback or Trunk Queuing request after this interval.
- **0406 - COS Options, Item 25: Trunk Queuing (Camp-On)**
  In an extension's Class of Service, enable (1) or disable (0) an extension's ability to use Trunk Queuing.
- **1005 - Class of Service**
  Assign a Class Of Service (1-15) to an extension.
- **1006 - Programming Function Keys**
  Assign a function key for Trunk Queuing and Trunk Camp On (code 1020).

Related Features

Automatic Route Selection
With Automatic Route Selection, Trunk Queuing automatically queues for the least costly route.

Call Waiting/Camp On and Callback
A user can Camp On or leave a Callback request for an extension.

Programmable Function Keys
Function keys simplify Trunk Queuing operation.

Operation

To queue for a busy trunk:

1. Try to access busy trunk.
2. Dial 2 or press Trunk Queuing/Camp On key (PGM 1006 or SC 851: 1020).
3. Hang up to leave a Trunk Queuing request.
   OR
   Wait off hook to Camp On to the trunk.

To answer when Trunk Queuing calls you back:

1. Lift handset.

To cancel a Trunk Queueing/Camp On request:

1. At keyset, press idle CALL key.
   OR
   At single line telephone, lift handset.
2. Dial 870.
3. At keyset, press SPK to hang up.
   OR
   At single line telephone, hang up.

Voice Announce Unit

Description

124i ☞	Available — install VAU in odd numbered ports only. The system reserves the next adjacent port for the expansion module (if installed). If not installed, the adjacent port is disabled.
-	When a user presses 8 with system software 2.13 Base, 2.18 EXCPRU or higher, they hear the date immediately after the time.
-	The Voice Announce Unit is Year 2000 Compliant and will announce the year 2000 and above.

384i ☞	Available. — Park and Page and Personal Greeting have different procedures prior to system software 3.04.
-	When a user presses 8 with system software 3.06.02 or higher, they hear the date immediately after the time.
-	The Voice Announce Unit is Year 2000 Compliant and will announce the year 2000 and above.

The Voice Announce Unit (VAU) Module gives the system voice recording and playback capability. This enhances the system with:

- **VAU Messages -** are 16 system messages used for the General Message, Automated Attendant greetings and the 900 Preamble
- **General Message -** provides a prerecorded message to which any user can listen
- **Personal Greeting** - lets an extension user record a message and forward their calls. Callers to the extension hear the recorded message and are then redirected.
- **Park and Page -** parks a call at an extension and automatically pages the user to pick it up
- **Automated Attendant (Operator Assistance) -** answers incoming calls, plays a greeting to the caller and then lets the caller directly dial a system extension
- **Voice Prompting Messages -** plays call and feature status messages to users
- **900 Preamble -** alerts callers using 900 lines of the cost and features of the "pay-per-call" service
- **Time, Date and Station Number Check -** lets a keyset extension user quickly hear a recording for the time, date, or the extension's number.

The Main VAU Module (P/N 92136) has three channels, 128 seconds of VAU Message storage and 256 seconds of Personal Greeting storage. By adding the Plug-in Expansion Board (P/N 92137), the VAU capacity increases to six channels and 512 seconds of Personal Greeting storage capacity. Each VAU channel has its own integral DTMF receiver. The Main VAU Module and Plug-in Expansion Board do not require the use of system (i.e., CDTU PCB) DTMF receivers.

In the Main VAU Module, all three channels can play messages simultaneously, or users can record on two while the third plays a message. By installing the Plug-in Expansion Board, six channels can play messages simultaneously, or users can record on four while the fifth and sixth play messages.[1] With Automated Attendant, for example, a system with a Main VAU Module can answer and route ***three c***alls at the same time. A system with the Plug-in Expansion Board installed can answer and route ***six*** calls at the same time.

VAU Messages

The VAU Module allows you to record up to 16 VAU messages. You allocate these messages for Automated Attendant greetings, the General Message and the 900 Preamble message. The total storage time for all 16 messages is 128 seconds. The maximum duration of any one VAU message is programmable, but normally limited to 16 seconds . VAU messages are battery backed up. Once recorded, the VAU Module will retain the VAU Messages in memory for up to 14 days provided the battery in the module is fully charged. (To fully charge the battery, plug the VAU Module into a working system for about 24 hours.)

1 The Main VAU Module allows recording on two channels simultaneously. The Main Module with the Plug-in Expansion Board allows recording on four channels simultaneously.

Description (Cont'd)

Any on-premise extension, DISA or DID caller can listen, record and erase VAU Messages (unless restricted in programming). DISA and DID callers use the same procedures as on-premise users, except that they must additionally enter a VAU password.

General Message
A General Message is a prerecorded message available to all callers. A General Message typically contains important company information that all employees should hear. To hear the General Message, an employee can go to any keyset and press 4 (for General Message). You can restrict the ability to record the General Message in an extension's Class of Service. This allows you to give recording capability to the System Administrator or Communications Manager, for example, but not any employee. You can assign a different General Message to each Tenant Group. The MW LED at each telephone flashes when a new General Message is recorded. Once the extension user listens to the message, the MW LED goes out.

Personal Greeting
Personal Greeting allows an extension user to record a message and forward their calls. Callers to the extension hear the recorded message and are then forwarded to the new destination. With Personal Greeting, an extension user can add a personal touch to their Call Forwards. For example, a user can record:
"Hi. This is John Smith. I'll be out of the office today. In my absence, Mary Jones can answer all your questions. Please hold on for Mary."

After they record their Personal Greeting, the extension user chooses the condition that will activate Personal Greeting. Personal Greeting will activate for:
- Calls to the extension when it is busy or not answered
- All calls immediately
- Calls to the extension that are unanswered

The extension user then selects the destination for their calls. The choices are:
- A co-worker's extension
- Personal Greeting only (without forwarding)
- The extension user's own subscriber mailbox (if Voice Mail is installed)
- Off-Premise via Common Abbreviated Dialing

In addition, the user can have Personal Greeting activate automatically for all calls, just CO (trunk) calls or just Intercom calls. When the user implements Personal Greeting for all calls, the system plays the greeting and reroutes:
- Calls transferred from the Automated Attendant (OPA)
- DISA calls ringing the extension
- DID calls ringing the extension
- Direct Inward Lines (DILs) ringing the extension
- Intercom calls

With Personal Greeting for only CO (trunk) calls, the system reroutes all of the calls listed above ***except*** Intercom calls.

Note: All the options above are not available in 384i system software prior to 3.04.

Description (Cont'd)

If the system has the Main VAU Module (P/N 92136), there are 256 seconds available for Personal Greeting storage. If the system has the Plug-in Expansion Board installed (P/N 92137), there are 512 seconds of Personal Greeting storage. The maximum length of a single Personal Greeting is programmable, but is normally 16 seconds. Personal Greetings are not battery backed up. If the VAU Module is unplugged, if there is a commercial power failure or if the system resets, any recorded Personal Greetings are lost.

Unique Personal Greeting Conditions
If a call comes into the extension when there are no VAU ports available to play the Personal Greeting, the system forwards the call without playing the recorded message to the caller.
If an extension has Personal Greeting (RNA) enabled, Intercom calls that voice announce are not subject to Personal Greeting rerouting.
Personal Greeting does not reroute normal Ring Group calls. Calls transferred from a co-worker or Voice Mail Automated Attendant route to the forwarding destination without listening to the Personal Greeting.

Park and Page

When an extension user is away from their phone, Park and Page can let them know when they have a call waiting to be answered. To enable Park and Page, the user records a Personal Greeting along with an additional Paging announcement. Park and Page will then answer an incoming call and play the Personal Greeting to the caller. The caller then listens to Music on Hold (if available) while the system broadcasts the prerecorded Paging announcement. When the extension user hears the Page, they can go to any telephone and use Directed Call Pickup to intercept up the call.

For example, John Smith could record a Personal Greeting that says:

"Hello, this is John Smith. I am away from my phone right now but please hold on while I am automatically paged."

The prerecorded Paging announcement could say:

"John Smith, you have a call waiting on your line."

The incoming caller hears the first message and listens to Music on Hold while the system broadcasts the second message. John Smith could then walk to any phone and pick up his call. If John doesn't pick up the call, the Page periodically repeats.

Park and Page follows the rules for Personal Greeting for All Calls, immediately rerouted. This means that Park and Page will activate for ringing Intercom calls, DID calls and DISA calls. It will also activate for calls transferred from the Automated Attendant. Additionally, calls from the Automated Attendant follow Automatic Overflow routing if not picked up. Park and Page will activate for transferred outside calls but not play the Personal Greeting to the caller. If a call comes in when the specified Page zone is busy, the system broadcasts the announcement when the zone becomes free.

Description (Cont'd)

Automated Attendant (Operator Assistance)

Automated Attendant automatically answers outside calls, plays a prerecorded greeting and then lets the outside callers directly dial system extensions, Department Calling Groups and Voice Mail. Automated Attendant provides immediate answering and routing of outside calls without the need for an operator or dispatcher. Automated Attendant provides:

- **Single Digit Dialing**
  Single Digit Dialing allows Automated Attendant callers to dial extensions, Department Calling Groups and Voice Mail by pressing a single digit. For example, your Automated Attendant can greet calls with, "*Thank you for calling. To place an order, dial 1. To check on an existing order, dial 2. To speak with an operator, dial 0.*" You can set up single digit dialing for each VAU Message programmed to answer outside calls via the Automated Attendant. This allows you to set up day/night/holiday greetings or unique greetings for each incoming trunk. (Keep in mind that if you assign destinations to digits 3 and 4, outside callers will not be able to dial system extensions.)
- **Simultaneous Call Answering**
  With the Main VAU Module installed, the Automated Attendant can answer up to three calls simultaneously. Adding the Plug-in Expansion Board lets the Automated Attendant answer up to six calls simultaneously.
- **Flexible Routing**
  The outside caller can directly dial any system extension, Department Calling Group or Voice Mail. If the caller dials a busy extension, Automated Attendant allows them to dial another extension or wait for the busy extension to become free. If the busy extension is a display keyset, the outside caller can optionally leave their number (up to 14 digits) on the called extension's display for a return call. The VAU Module has integral DTMF receivers for detecting the digits that the callers dial. The Main VAU Module has three receivers; the Main Module with the Plug-in Expansion Board has six receivers. Automated Attendant does not require circuits on a CDTU PCB for DTMF reception.
- **Automatic Overflow**
  Automatic Overflow can automatically redirect a call if it can't go through. This can happen if all VAU Module ports are busy, if the called extension doesn't answer, or if the caller misdials or waits too long to dial. (This would occur if the caller is using a dial pulse telephone.) When the call overflows, it rings a designated Ring Group or the Voice Mail system.
- **Programmable Automated Attendant Greetings**
  You can record a different greeting for each trunk answered by the Automated Attendant. The greetings can be different in the day, at night or on holidays or weekends. You can also have a special greeting if the caller misdials. You record the greetings just the way you want. For example, "*Dial the three-digit extension number you wish to reach, dial 500 for sales or dial 600 for Customer Service."* When assigning and recording Automated Attendant greetings, you can choose among the 16 VAU messages.

Description (Cont'd)

Voice Prompting Messages

The VAU Module provides the system with Voice Prompting Messages. These Voice Prompting Messages tell the extension user the status or progress of their call. For example, if a user calls extension 300 when it is busy, they hear, "*Station 300 is busy. For Callback, dial 2."* The following table shows the available Voice Prompting Messages.

Voice Prompting Messages		
Message No.	**Message**	**This message will play when . . .**
01	Oh	A user dials 6 for the extension number or 8 for the time, or as part of a spoken code (e.g., 804).
02	Zero	Not currently used
03	1	A user dials 3 for the date, 6 for the extension number, 8 for the time or as part of a spoken code (e.g., 114).
04	2	
05	3	
06	4	
07	5	
08	6	
09	7	
10	8	
11	9	
12	10	A user dials 3 for the date or 8 for the time.
13	11	
14	12	

Voice Prompting Messages		
Message No.	**Message**	**This message will play when . . .**
15	13	A user dials 3 for the date.
16	14	
17	15	
18	16	
19	17	
20	18	
21	19	
22	20	
23	30	
24	40	
25	50	
26	60	
27	70	
28	80	
29	90	
30	Hundred	Not currently used.
31	Thousand	Not currently used.
32	Sunday	A user dials 3 for the date.
33	Monday	
34	Tuesday	
35	Wednesday	
36	Thursday	
37	Friday	
38	Saturday	
39	This is station	A user dials 6 for the extension number.
40	The date is	A user dials 3 for the date.
41	The time is	A user dials 8 for the time.
42	AM	A user dials 8 for the time.
43	PM	A user dials 8 for the time.
44	Dial	A command is spoken (e.g., "*dial 2"*).
45	Star	Not currently used.
46	Pound	
47	Station	A user dials 6 for the extension number.
48	Is busy, for callback dial	A user is calling a busy extension.

Voice Prompting Messages		
Message No.	**Message**	**This message will play when . . .**
49	All lines are busy, for callback dial	A user dials 9 or 804 (+ trunk group) and all trunks are busy
50	Please do not disturb	A user calls an extension that has enabled Do Not Disturb.
51	Please hold on, all lines are busy, your call will be answered when a line becomes free	ACD message - refer to the ACD Manual (P/N 92000ACD**).
52	Please hold on, your call is being rerouted	Call Forwarding Off-Premise is rerouting your call
53	The lowest cost line is busy, please wait for the next one	ARS tries to reroute the user's call and the least costly route is busy.
54	The number you have dialed is not in service	User dials a Service Code that Class of Service prevents.
55	You have a message	An extension user has a Message Waiting to which they have not responded.
56	Your call cannot go through, please call the operator	Toll Restriction has denied a call.
57	Your calls have been forwarded	An extension user has forwarded their calls.
58	Vacant number	An extension user has dialed an extension that does not exit.
59	Is unavailable	An outside caller dials an extension through the Automated Attendant and the extension is busy.
60	Please dial a new station	
61	Or dial	
62	To wait	
63	To leave your number	
64	Dial # to call you back at	Not currently used.
65	Please enter your area code and telephone number	An outside caller dials an extension through the Automated Attendant and the extension is busy.
66	Please enter your password	Not currently used.
67	Please enter an account code	A user tries to place a trunk call and Forced Account Codes are enabled.
68	Please start recording	A user has dialed the code to record a VAU message or Personal Greeting
69	Recording finished	A user is recording a VAU message or Personal Greeting and they have exceeded the maximum allowed recording length.
70	Audio file is full	There is no more space available in the VAU for storing messages.

Voice Prompting Messages		
Message No.	**Message**	**This message will play when . . .**
71	To listen dial	A user is trying to record a VAU message or Personal Greeting and the recording already exists.
72	To erase dial	
73	To re-record dial	
74	To save dial	Not currently used.
75	To leave a message	
76	Just a moment	Not currently used.
77	Hello	
78	Thank you	
79	Good-by	

900 Preamble

If the system has trunks that are part of a 900 (caller paid) service, the VAU Module can automatically play a pre-recorded message when a user answers the call. This prerecorded message should describe the 900 service features and cost. The 900 Preamble ensures that the caller is always aware that they have accessed a 900 "pay-per-call" service. A system user cannot converse with the caller until the preamble message ends. If the caller hangs up before the message completes, they are not charged for the call. If the caller waits for the message to end, they can talk to a system user and call charging begins. The system will answer as many 900 calls as there are available VAU ports. If a 900 calls comes in when all VAU ports are busy, the call will not appear on an extension until a VAU port is available.

You can also use the 900 Preamble message to set up an *Auto-Answer with Greeting* application. When a receptionist answers a call, the VAU can play a preamble message such as, "Welcome to ABC Company. How can I help you?" When the caller replies, the receptionist answers, "One moment please," and quickly extends the call to the desired party. This ensures that all incoming calls are answered quickly, courteously and consistently.

Description (Cont'd)

Time, Date and Station Number Check
If the system has a VAU Module installed, any keyset user can find out the time, date or the extension's number while their phone is idle (on hook). The time and date check saves the user time since they don't have to look for a clock or calendar. Hearing the extension number conveniently identifies non-display keysets. To find out the date, the user presses 3 (for **D**ate). For their extension number, the user presses 6 (for **N**umber). To listen to the time, the user presses 8 (for **T**ime).

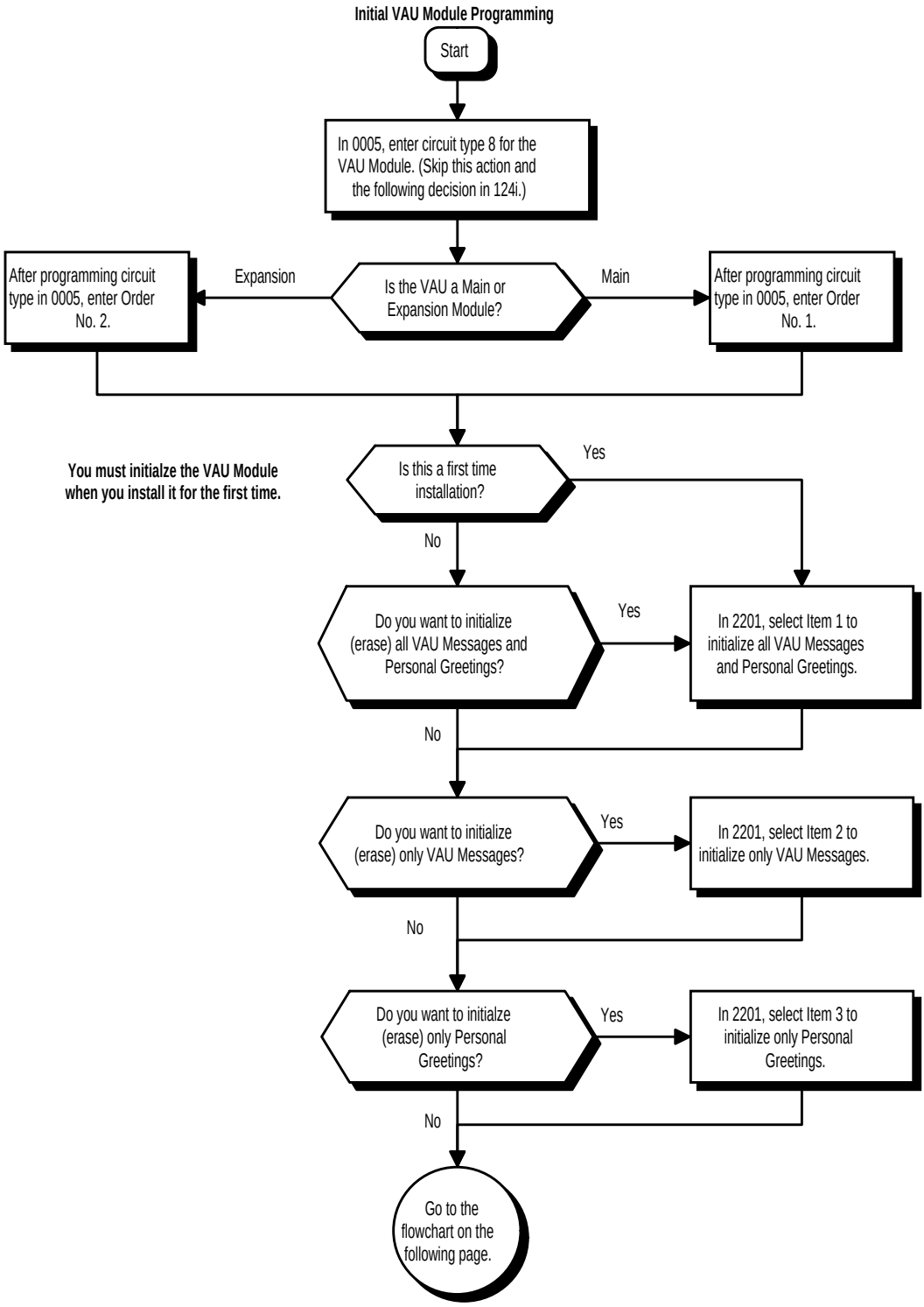
(384i System Software Prior to 3.06.02 and 124i)
To find out the date, the user presses 3 (for **D**ate). For their extension number, the user presses 6 (for **N**umber). To listen to the time, the user presses 8 (for **T**ime).

(384i System Software 3.06.02 and Higher)
For find out their extension number, the user presses 6 (for **N**umber). To listen to the time and date, the user presses 8 (for **T**ime). (Note that pressing 3 activates Directory Dialing and no longer causes the VAU to play the date.)

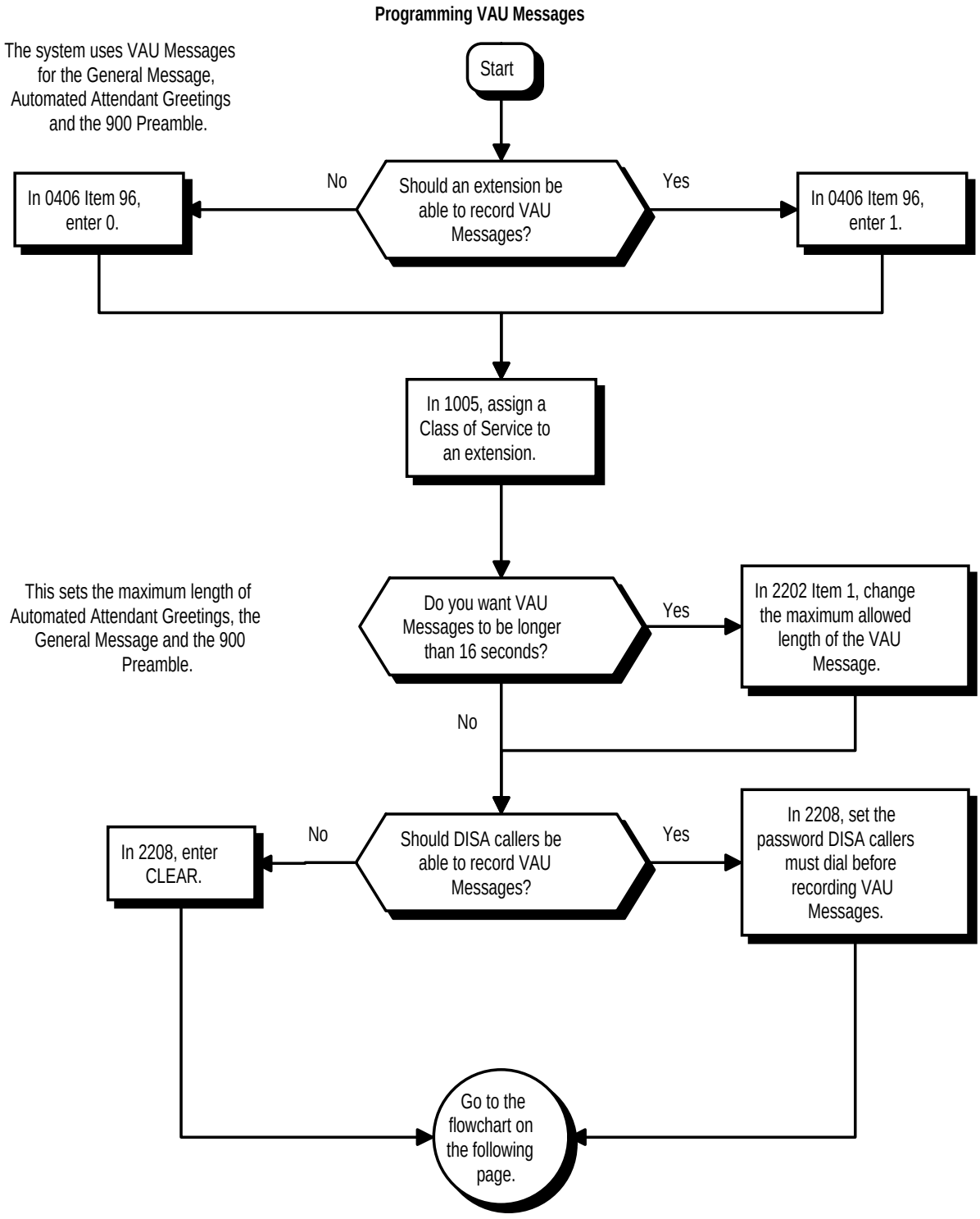
Conditions
None

Default Setting
Disabled.

Programming

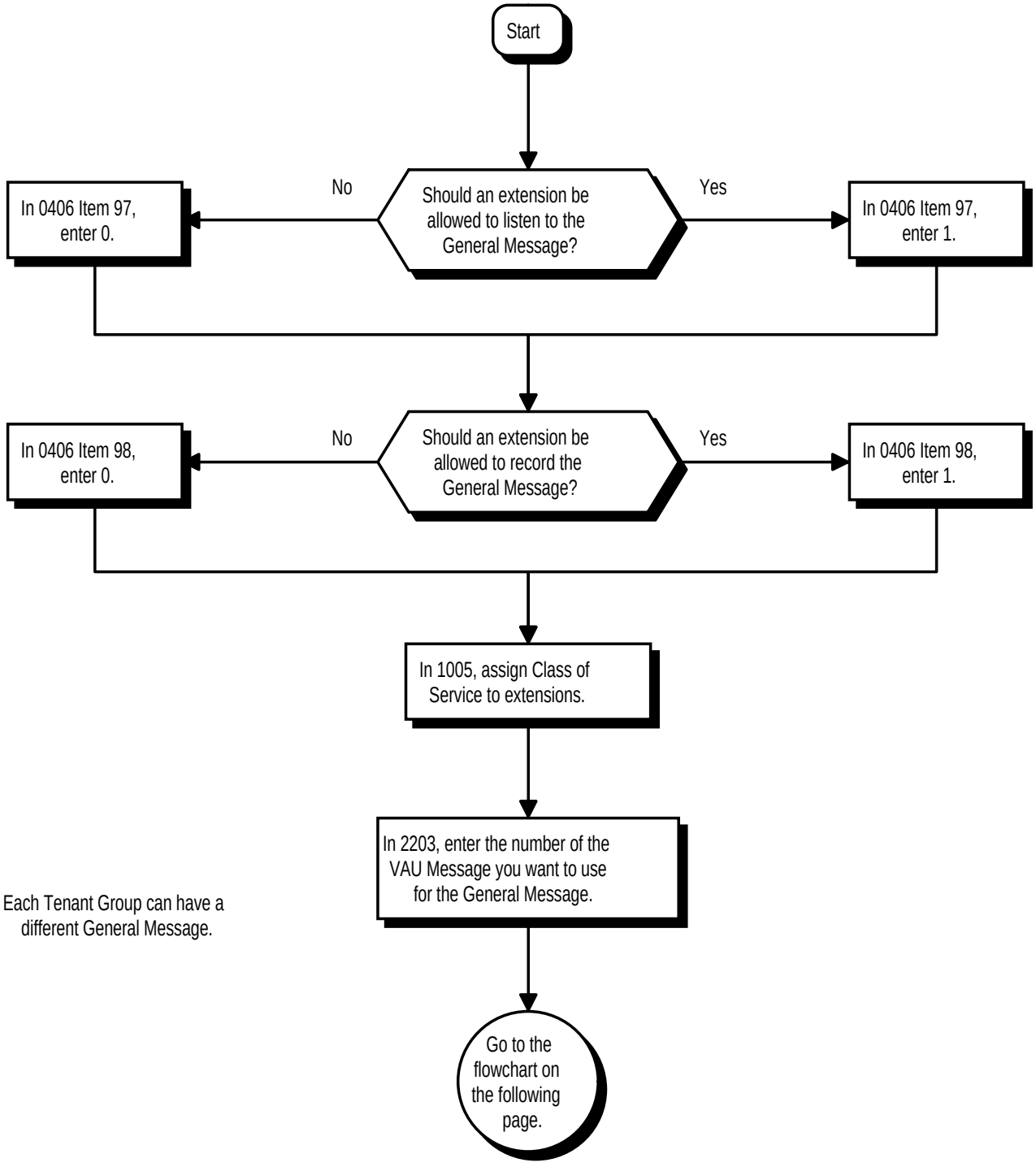


Programming (Cont'd)



Programming (Cont'd)

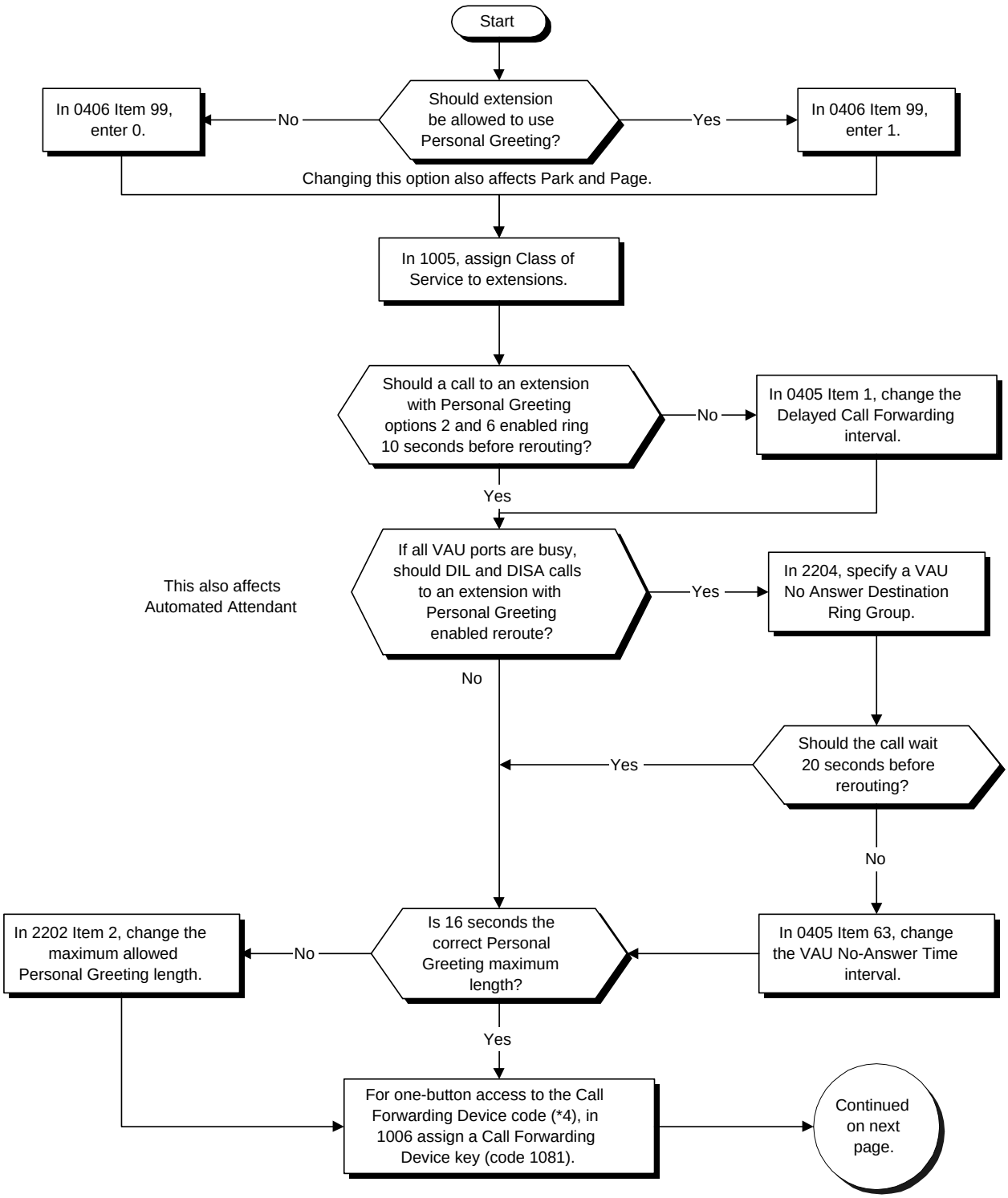
Programming the General Message



Each Tenant Group can have a different General Message.

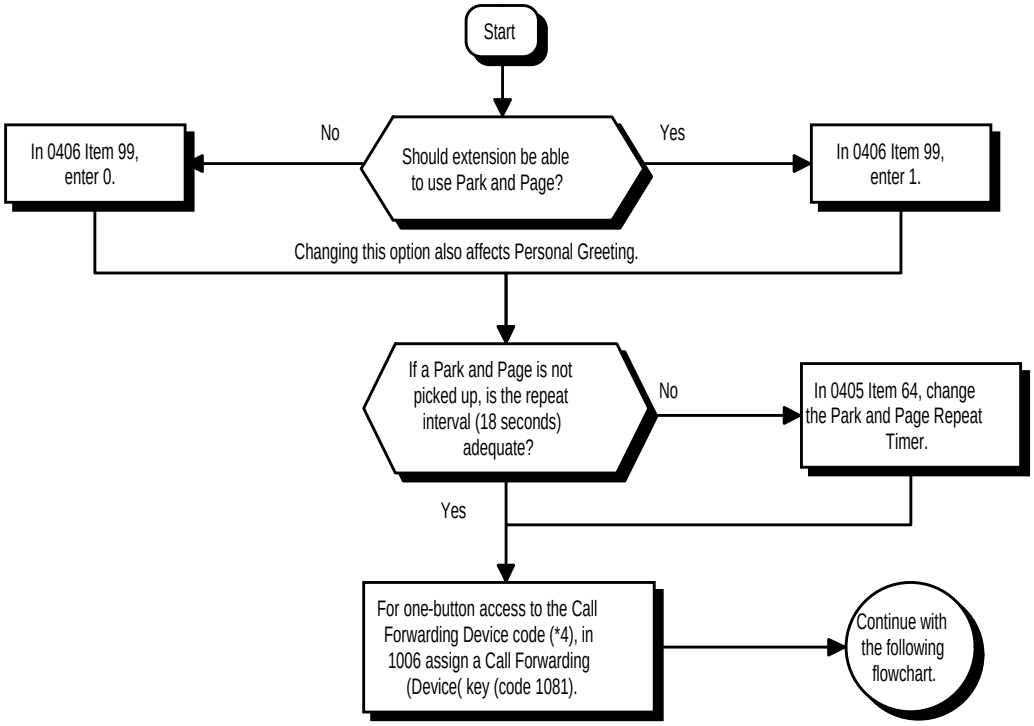
Programming (Cont'd)

Programming Personal Greeting

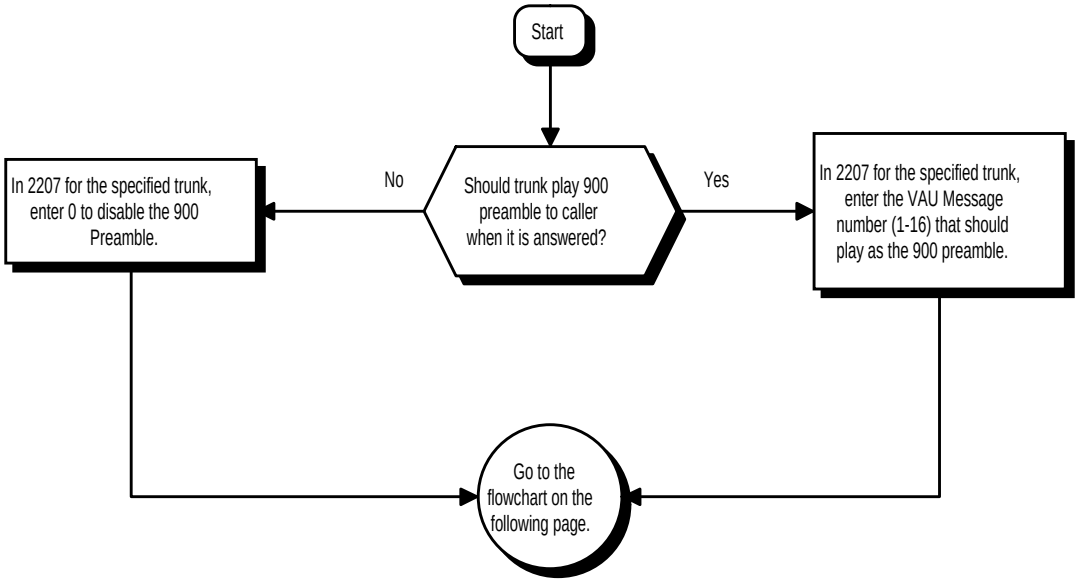


Programming (Cont'd)

Programming Park and Page

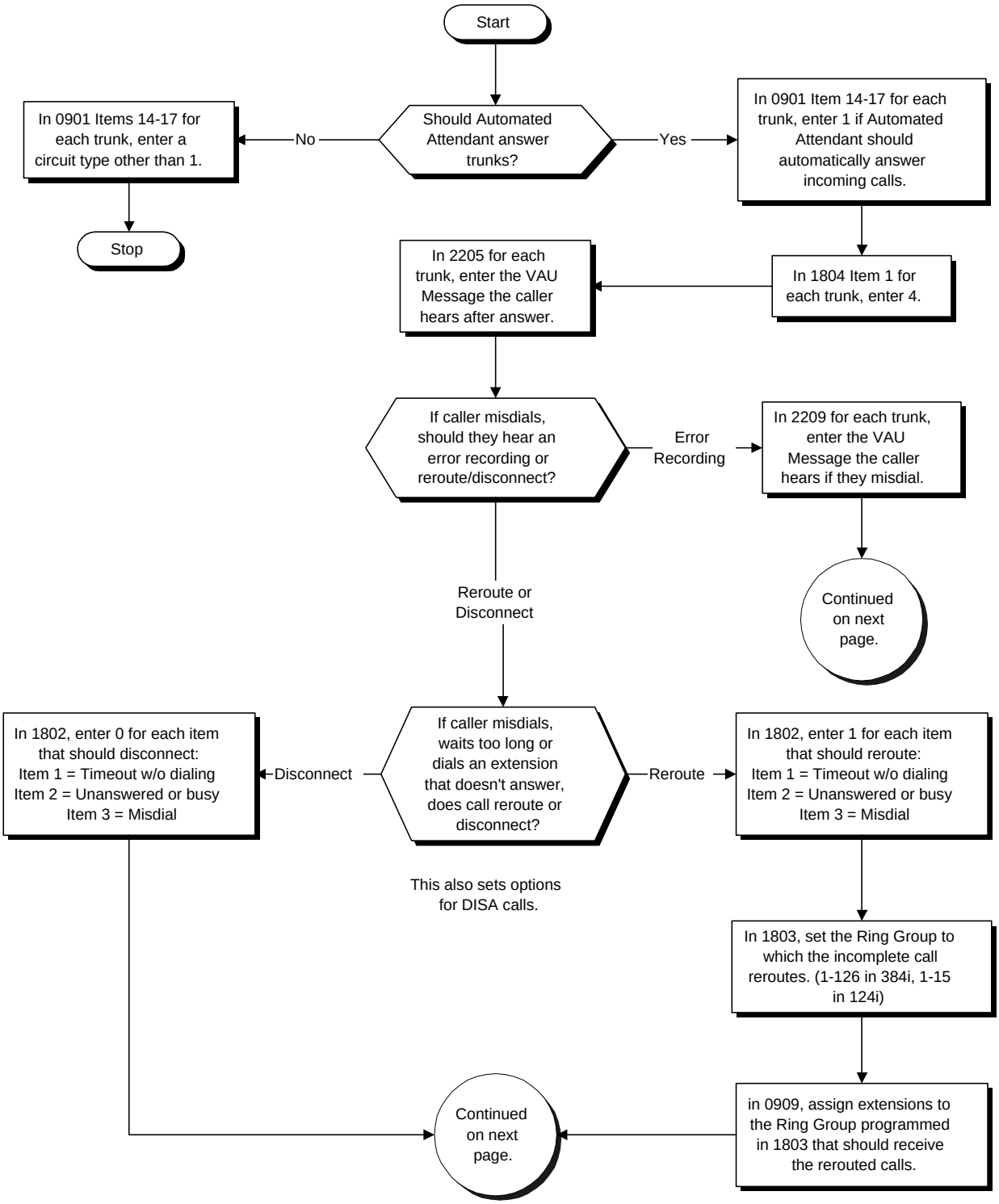


Programming the 900 Preamble



Programming (Cont'd)

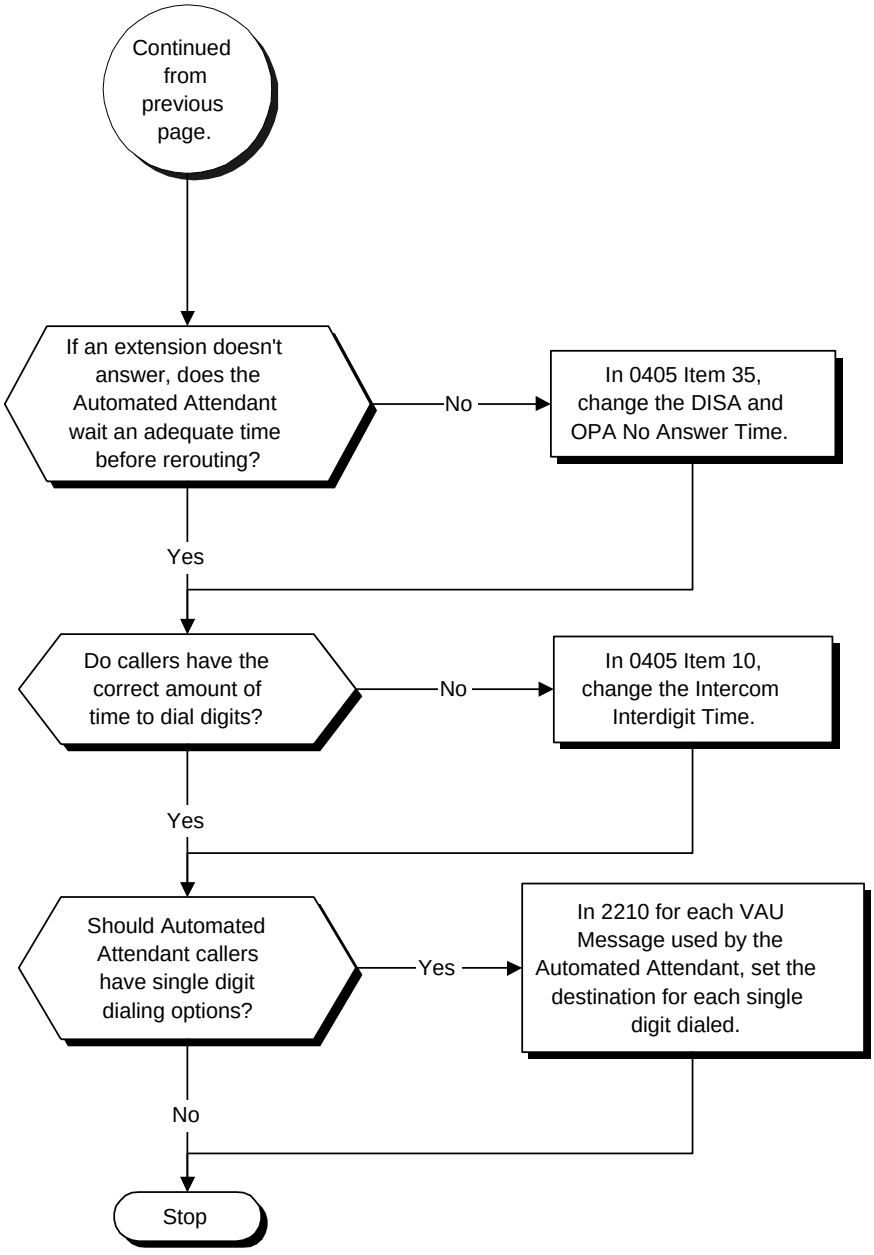
Programming Automated Attendant (OPA), Page 1 of 2



Programming (Cont'd)

Programming Automated Attendant (OPA), Page 2 of 2

Programs 1802 and 1803 must be set to reroute.



Programming (Cont'd)

- ***(384i Only)*** **0005 - Manual Extension Circuit Type Setup**
  Enter circuit type 8 for the VAU Module. Assign Order 1 to the Main VAU. Assign Order 2 to the Plug-in Expansion Board.
- **0405 - System Timers (Part A), Item 1: Delayed Call Forwarding Time**
  Set how long a telephone with Personal Greeting options 3 or 4 enabled will ring before the call reroutes to the programmed destination.
- **0405 - System Timers (Part A), Item 10: Intercom Interdigit Time**
  Automated Attendant (OPA) callers must dial digits within this interval. If the caller doesn't, they hear busy tone and must hang up and dial again.
- **0405 - System Timers (Part A), Item 35: DISA and OPA No Answer Time**
  If an Automated Attendant (OPA) caller dials an extension that doesn't answer, the call will wait this interval before rerouting to the Ring Group specified in Program 1803. This setting also affects unanswered DISA calls.
- **0405 - System Timers (Part A), Item 63: VAU No-Answer Time**
  If an extension has Personal Greeting enabled and all VAU ports are busy, a DIL or DISA call to the extension will wait this interval for a VAU port to become free. If a VAU port is still not available, the call will ring the VAU No Answer Destination set in Program 2204.
- **0405 - System Timers (Part A), Item 64: Park and Page Repeat Timer**
  If a Park and Page is not picked up within this interval, the Paging announcement repeats.
- **0406 - COS Options, Item 96: VAU Record**
  In an extension's Class of Service, enable (1) or disable (0) the extension's ability to record, erase and listen to VAU messages.
- **0406 - COS Options, Item 97: General Message Listen**
  In an extension's Class of Service, enable (1) or disable (0) the extension's ability to dial 4 or Service Code 111 and listen to their General Message.
- **0406 - COS Options, Item 98: General Message Record**
  In an extension's Class of Service, enable (1) or disable (0) the extension's ability to dial Service Code 112 and record, listen to and erase the General Message.
- **0406 - COS Options, Item 99: Personal Greeting**
  In an extension's Class of Service, enable (1) or disable (0) the extension's ability to dial Service Code *47 to record, listen to or erase a Personal Greeting. This option also affects Park and Page.
- **0901 - Basic Trunk Port Setup (Part A), Items 14-17: Trunk Service Type**
  For each Night Service mode, enter 1 if trunk should be automatically answered by VAU Automated Attendant.
- **0909 - Extension Ring Group Assignment**
  Assign extensions to the Ring Group programmed in 1803 that should receive the rerouted calls.
- **1005 - Class of Service**
  Assign a Class of Service (1-15) to extensions.
- **1006 - Programming Function Keys (Part A)**
  For one-button access to the Call Forwarding (device) setup code (*4), assign a Call Forwarding (Device) key (code 1081).
- **1802 - DISA and OPA Operating Mode, Items 1-3**
  Set what happens when an Automated Attendant (OPA) caller dials an extension that doesn't answer, misdials or waits too long to dial. The options are disconnect (0) or route (1) to the Ring Group set in Program 1803. This also sets the options for DISA calls.
  Item 1 = Time-out without dialing
  Item 2 = Unanswered or busy
  Item 3 = Misdial
  The call follows the setting of Item 3 only if Program 2209 = 0 for the trunk.
- **1803 - DISA and OPA Transfer Destination**
  Set the destination that Automated Attendant (OPA) calls ring if the OPA caller dials an extension that doesn't answer, misdials or waits too long to dial. (The corresponding item in Program 1802 must be 1.) This also sets the options for DISA calls. In 384i, destinations are Ring Groups 1-127 and Voice Mail (128). In 124i, destinations are Ring Groups 1-16.

Programming (Cont'd)

➢ **1804 - VAU Setup, Item 1: Operator Assistance**
For each Night Service mode, enter 4 if trunk should be automatically answered by VAU Automated Attendant (OPA).

➢ **2201 - VAU Initialization**
After the installing the VAU for the first time, initialize (erase) the VAU messages. The options are: 1 (Erase all VAU Messages and Personal Greetings), 2 (Erase only VAU Messages) and 3 (Erase only Personal Greetings). You can also erase any time after the initial installation for maintenance purposes. This option is only available when programming from the telephone.

➢ **2202 - VAU Message Length**
Set the maximum length of VAU messages (Item 1) and Personal Greetings (Item 2).

➢ **2203 - General Message Number**
Enter the number of the VAU message you want to use for the General Message (01-16). The message you select should not be used as a VAU message.

➢ **2204 - VAU No Answer Destination**
When all VAU ports are busy, incoming DILs and DISA calls wait for the VAU No-Answer Time (Program 0405 Item 63) and then ring the VAU No Answer Destination Ring Group.

➢ **2205 - OPA Message Assignment**
For each trunk that will be answered by the VAU Automated Attendant (OPA), enter the VAU message (1-16) the outside caller hears after answer. Make one entry for each Night Service mode.

➢ **2207 - 900 Preamble**
For each trunk that should have the 900 Preamble option, enter the number of the VAU message (1-16) that is your recorded preamble message. Enter 0 for no preamble.

➢ **2208 - VAU Password**
Enter the password DISA callers must dial before the system will allow them to record, listen to or erase VAU messages.

➢ **2209 - OPA Error Message Assignment**
For each trunk that will be answered by the VAU Automated Attendant (OPA), enter the VAU message (1-16) the outside caller hears if they dial incorrectly after answer. If you enter 0, the call reroutes according to Program 1802 Item 3 and Program 1803. Make one entry for each Night Service mode.

➢ **2210 - Automated Attendant Single Digit Codes**
Set up single digit dialing for Automated Attendant callers. For each VAU Message programmed to answer outside calls (see Program 2205), specify

- The digit the Automated Attendant caller dials (1-12, where 10=0, 11=* and 12=#). (Keep in mind that if you assign destinations to digits 3 and 4, outside callers will not be able to dial system extensions.)
- The destination reached (four digits maximum) when the caller dials the single digit code.

Related Features

***(384i Only)* Tenant Service**
One VAU Module is shared among all Tenant Groups.

Year 2000 Compliance
The Voice Announce Unit will properly announce the year 2000 and above.

Voice Announce Unit

Operation

VAU MESSAGES

To record a VAU message:

1. Press idle CALL key.
   OR
   At a single line telephone, lift handset.
2. Dial 116.
3. Dial 7 (**R**ecord).
4. Dial the VAU message number you want to record (01-16).
5. When you hear, "Please start recording" followed by a beep, record your message.
   Normally, your message cannot exceed 16 seconds. If you hear, "Recording finished," you have exceeded the allowed message length.
6. Press # to listen to the message you just recorded.
   OR
   Hang up to save the message.

To listen to a previously recorded VAU message:

1. Press idle CALL key.
   OR
   At a single line telephone, lift handset.
2. Dial 116.
3. Dial 5 (**L**isten).
4. Dial the VAU message number to which you want to listen (01-16).
   You'll hear the previously recorded message. If you hear a beep instead, there is no previous message recorded.
5. Dial # to hear the message again.
   OR
   Hang up.

To erase a previously recorded VAU message:

1. Press idle CALL key.
   OR
   At a single line telephone, lift handset.
2. Dial 116.
3. Dial 3 (**E**rase).
4. Dial the number of the VAU message you want to erase (01-16).
5. Press HOLD (keyset only) to cancel the procedure without erasing (and return to step 3).
   OR
   Hang up to erase the message.

Operation (Cont'd)

VAU MESSAGES (Cont'd)

To record, listen to or erase a VAU message if you call in using DISA:

1. Place call to the system.
2. After the system answers, dial the DISA password (normally 000000).
3. Dial 116 and the VAU password.
4. Dial the function you want.
   7 = **R**ecord
   5 = **L**isten
   3 = **E**rase
5. Dial the message number (01-16).

   If you dialed 7 to record, you can dial # to listen to the message you just recorded.

   If you dialed 5 to listen, you can dial # to listen to the message again.

   If you want to Record, listen to or erase another message, go back to step 4.

GENERAL MESSAGE

To listen to the General Message:

Keyset

Your MW LED flashes when there is a new General Message. A voice message periodically reminds you

1. Do not lift the handset or press CALL.
2. Dial 4 (**G**eneral).

   You will hear the General Message for your own Tenant Group.

   Normally, your MW LED goes out. If it continues to flash, you have unanswered "Message Waiting" requests or new messages in your "Voice Mail" mailbox.

Single Line Telephone

1. Lift handset.
2. Dial 111.

   You will hear the General Message for your own Tenant Group.

To record, listen to or erase the General Message for your own Tenant Group:

1. Press idle CALL key.
   OR
   At single line telephone, lift handset.
2. Dial 112.
3. Dial the function you want.
   7 = **R**ecord
   5 = **L**isten
   3 = **E**rase

   If you dialed 7 to record, you can dial # to listen to the message you just recorded.

   If you dialed 5 to listen, you can dial # to listen to the message again.

   To Record or listen to the General Message again, go back to step 3.

   If you dialed 3 to erase the General Message, you must go to step 4 (hang up). To cancel without erasing, press HOLD instead and go back to step 3.
4. Hang up when you are done.

Operation (Cont'd)

PERSONAL GREETING

1. Press idle CALL key (or lift handset at DSL/SLT) and dial *4.
   OR
   Press Call Forwarding (Device) key (PGM1006 or SC 851: 1081).
2. Dial 7 + When you hear, "*Please start recording,*" record your Personal Greeting.

   If you already have Personal Greeting or Park and Page set up, you can dial:
   7 to re-record
   5 to listen (then # to listen again)
   3 to erase (then optionally HOLD to cancel the erase)
3. Dial # + Personal Greeting condition:
   2 = Busy or not answered
   4 = Immediate
   6 = Not answered
   3 = Cancel
4. Dial the destination to receive your calls. The destination can be:
   - A co-worker's extension
   - Your Voice Mailbox (by dialing the Voice Mail master number)
   - Off-premise via Common Abbreviated Dialing (by entering #2 + bin)
   - Greeting without forwarding so caller hears busy (by entering your extension number)

   You cannot forward to a Department Group pilot number.
5. Dial Personal Greeting type:
   2 = All calls
   3 = Outside calls only
   4 = Intercom calls only
6. Press SPK to hang up (or hang up at DSL/SLT).

   Your DND or Call Forwarding (Device) Programmable Function Key flashes when Call Forwarding is activated.

To cancel your Personal Greeting:

1. Press idle CALL key (or lift handset at DSL/SLT).
2. Dial *47 + 3.
3. Press SPK to hang up (or hang up at DSL/SLT).

Operation (Cont'd)

PERSONAL GREETING (Cont'd)

Older 384i Systems

To enable Personal Greeting:

Use this procedure when you don't have a Personal Greeting recorded.

1. At keyset, press idle CALL key.
   OR
   At single line set, lift handset.
2. Dial *47.
3. When you hear, "Please start recording" followed by two beeps, begin recording your Personal Greeting.
4. Dial # then the destination to which Personal Greeting will forward your calls.

   You can forward your calls to:

   - A co-worker's extension number
   - Greeting only without forwarding (by entering your own extension number)
   - Your mailbox (by entering the Voice Mail master number)
   - Off-premise via Common Abbreviated Dialing (#2 + bin number)

   If you hang up without making an entry for this step, incoming callers just hear your Personal Greeting. Calls from the Automated Attendant, DISA calls and DID calls ring your phone after the greeting.

   If you hang up after you make an entry for this step, the system implements "Forward Immediately for All Calls."
5. Dial the condition that will activate Personal Greeting.

   The choices are:

   1 - Forward when busy
   2 - Forward when not answered
   3 - Forward when busy or not answered
   4 - Forward immediately for all calls

   If you hang up after you make an entry for this step, the system implements "All Calls" immediately.
6. Dial the Personal Greeting forwarding type.

   The choices are:
   1 - All incoming calls
   2 - Only CO (trunk) calls

   DND Flashes slowly.
7. Dial the option you want:
   7 = re**R**ecord
   5 = **L**isten
   3 = **E**rase
   SPK = Hang up

   If you dial 7 to Rerecord, go to step 4.

   If you dial 5 to listen, you can repeat step 3 or press SPK to hang up.

   If you dial 3, you will cancel your Park and Page when you press SPK to hang up. You can undo the cancel by pressing HOLD before SPK. Press SPK to hang up.

   You hear stutter dial tone when you place a new call.

Operation (Cont'd)

PERSONAL GREETING (Cont'd)

Older 384i Systems (Cont'd)

To rerecord, erase or listen to your Personal Greeting:

Use this procedure if you have already recorded a Personal Greeting.

1. At keyset, press idle CALL key.
   OR
   At single line set, lift handset.

   You hear stutter dial tone.
2. Dial *47.
3. The voice prompt announces your options. Dial the option you want:
   7 = re**R**ecord
   5 = **L**isten
   3 = **E**rase

   If you dial 7 to Rerecord, go to step 4.

   If you dial 5 to listen, you can repeat step 3 or press SPK to hang up.

   If you dial 3, you will cancel your Park and Page when you press SPK to hang up. You can undo the cancel by pressing HOLD before SPK.
4. Dial the destination to which Personal Greeting will forward your calls.

   You can forward your calls to:

   - A co-worker's extension number
   - Greeting only without forwarding (by entering your own extension number)
   - Your mailbox (by entering the Voice Mail master number)
   - Off-premise via Common Abbreviated Dialing (#2 + bin number)

   If you hang up without making an entry for this step, incoming callers just hear your Personal Greeting. Calls from the Automated Attendant, DISA calls and DID calls ring your phone after the greeting.

   If you hang up after you make an entry for this step, the system implements "Forward Immediately for All Calls."
5. Dial the condition that will activate Personal Greeting.

   The choices are:

   1 - Forward when busy
   2 - Forward when not answered
   3 - Forward when busy or not answered
   4 - Forward immediately for all calls

   If you hang up after you make an entry for this step, the system implements "All Calls" immediately.
6. Dial the Personal Greeting forwarding type.

   The choices are:

   1 - All incoming calls
   2 - Only CO (trunk) calls
7. Press SPK to hang up.

To cancel your Personal Greeting:

1. Press idle CALL key.
2. Dial *20.

   This also cancels Call Forwarding and Park and Page.
3. Press SPK to hang up.

Operation (Cont'd)

PARK AND PAGE

To have the system Page you when you have a call:

1. Press idle CALL key (or lift handset at DSL/SLT) and dial *4.
   OR
   Press Call Forwarding (Device) key (PGM1006 or SC 851: 1081).
2. Dial 7 + When you hear, "*Please start recording,*" record you Personal Greeting.
   If you already have Park and Page or Persona Greeting set up, you can dial:
   7 to re-record
   5 to listen (then # again to listen again)
   3 to erase (the optionally HOLD to cancel the erase)
3. Dial #7.
4. When you hear, "*Please start recording,*" record your Page.
5. Dial # + Dial the Page Zone that should broadcast your announcement.
   *For example, for Internal Zone 1 dial 801 + 1. Or, for Combined Paging Zone 1 dial *1 + 1.*
6. Dial Park and Page type:
   2 = All calls
   3 = Outside calls only
7. Press SPK to hang up (or hang up at DSL/SLT).
   Your DND or Call Forwarding (Device) Programmable Function Key flashes when Call Forwarding is activated.

To pick up your Park and Page:

1. Press idle CALL key (or lift handset at DSL/SLT).
2. Dial ** + your extension number.

To cancel your Park and Page:

1. Press idle CALL key (or lift handset at DSL/SLT).
2. Dial *473.
3. Press SPK to hang up (or hang up at DSL/SLT).

Operation (Cont'd)

PARK AND PAGE

Older 384i Systems

To have the system Page you when you have a call:

Use this procedure when you don't have a Park and Page recorded.

1. At a keyset, press idle CALL key.
   OR
   At a single line set, lift handset.
2. Dial *47.
3. When you hear, "Please start recording" followed by two beeps, begin recording your Personal Greeting.

   When a caller first reaches your extension, they hear your Personal Greeting.
4. Dial the Paging zone that should broadcast your page.

   For Internal Paging, dial 801 + zone (0-9 or 00-32, where 0 and 00 are All Call Internal Paging).

   For External Paging, dial 803 + zone (0-8, where 0 is All Call External Paging)
5. When you hear, "*Please start recording*" followed by two beeps, begin recording the message that will broadcast over the Paging zone.

   A typical message would be, "Fred Jones, you have a call on your line."
6. Press SPK to hang up when you are done.

To rerecord, erase or listen to your Park and Page:

Use this procedure if you already have a Park and Page recorded.

1. At a keyset, press idle CALL key.
   OR
   At a single line set, lift handset.
2. Dial *47.
3. The voice prompt announces your options for your Personal Greeting. Dial the option you want:
   7 = re**R**ecord
   5 = **L**isten
   3 = **E**rase

   If you dial 7 to Rerecord, go to step 4.

   If you dial 5 to listen, you can repeat step 3 or press SPK to hang up.

   If you dial 3, you will cancel your Park and Page when you press SPK to hang up. You can undo the cancel by pressing HOLD before SPK.
4. Dial the Paging zone that should broadcast your page.

   For Internal Paging, dial 801 + zone (0-9 or 00-32, where 0 and 00 are All Call Internal Paging).

   For External Paging, dial 803 + zone (0-8, where 0 is All Call External Paging)
5. When you hear, "*Please start recording*" followed by two beeps, begin recording the message that will broadcast over the Paging zone.

   A typical message would be, "Fred Jones, you have a call on your line."
6. Press SPK to hang up when you are done.

Operation (Cont'd)

PARK AND PAGE (Cont'd)

Older 384i Systems (Cont'd)

To pick up your Park and Page:

1. At keyset, press idle CALL key.
   OR
   At single line set, lift handset.
2. Dial **.
3. Dial the number of the announced extension.

   You connect to the waiting call.

To cancel your Park and Page:

1. At keyset, press idle CALL key.
   OR
   At single line set, lift handset.
2. Dial *20.
3. Press SPK to hang up.

AUTOMATED ATTENDANT

The review the phone numbers left on your display by the Automated Attendant:

1. Press idle CALL key.
2. Dial 143.
3. To scroll through the list of numbers left on your display, press VOL▲ or VOL▼.
   OR
   To erase the displayed number, dial 3 (for **E**rase).
   OR
   To automatically dial out the displayed number, dial 2 (for **C**all).

   The erases the number from the display after it dials out.

TIME, DATE AND STATION NUMBER CHECK

To check the extension number of any keyset:

1. Do not lift the handset or press idle CALL key.
2. Dial 6 for extension **N**umber.

To check the system time and date from any keyset extension:

1. Do not lift the handset or press idle CALL key.
2. Dial 8 for **T**ime and date.

   To hear the date in 384i with system software prior to 3.06.02, see the procedure below.

(Older 384i Systems)

To check the system date from any keyset extension:

1. Do not lift the handset or press idle CALL key.
2. Dial 3 for **D**ate.

Operation (Cont'd)

900 PREAMBLE

To answer a 900 Preamble call:

1. Answer the ringing call.

   The line key turns solid red as the system plays the preamble to the caller.

2. When you hear two beeps and the line key turns green, converse with the caller.

Description

124i ☞	Available
-	COS control over the reminder message requires Base 2.13, EXCPRU 2.18 or higher.
	Changing the DTMF tone detection criteria requires Base 2.13, EXCPRU 2.18 or higher.
-	To accomodate customer-provided pagers, Base 2.13 and EXCPRU 2.18 or higher can accept Park and Page strings containing any valid DTMF digits.
-	In Base 2.13, EXCPRU 2.18 or higher, a line key changes from red to green when an AME users presses CALL1 to intercept the call.
-	Voice Mail Caller ID with ANI/DNIS requires EXCPRU version 2.18 or higher.
-	Message Center Mailbox requires Base and EXCPRU 4.02 or higher.
-	Voice Mail key flashes red when there are messages waiting.
-	Year 2000 Compliance not available.

384i ☞	Available
-	COS control over the reminder message and requires system software 3.04 or higher.
	Changing the DTMF tone detection criteria setup requires system software 3.04 or higher.
-	To accomodate customer-provided pagers, system software 3.05.09 and higher can accept Park and Page strings containing any valid DTMF digits.
-	In system software 3.06.02 or higher, a line key changes from red to green when an AME users presses CALL1 to intercept the call.
-	Voice Mail Caller ID with ANI/DNIS requires system software 3.06.14 or higher.
-	Message Center Mailbox requires system software 3.07.10.
-	In system software 3.07.10 and higher, Voice Mail key flashes green when subscriber mailbox has messages waiting.
-	Year 2000 Compliance requires system software 3.07.25 or higher. Consult your Sales Representative for applicable NVM-Series Voice Mail software.

The system is fully compatible with Nitsuko's NVM-Series Voice Mail with Automated Attendant Systems. These systems provide telephone users with comprehensive Voice Mail and Automated Attendant features. Voice Mail ends the frustration and cost of missed calls, inaccurate written messages and telephone tag. This frees a company's busy receptionists and secretaries for more productive work.

Automated Attendant automatically answers the system's incoming calls. After listening to a customized message, an outside caller can dial a system extension or use Voice Mail.

Integrated Voice Mail enhances the telephone system with the following features:

- **Call Forwarding to Voice Mail**
  An extension user can forward their calls to Voice Mail. Once forwarded, calls to the extension connect to that extension's mailbox. The caller can leave a message in the mailbox instead of calling back later. Forwarding can occur for all calls immediately, for unanswered calls or only when the extension is busy. When a user transfers a call to an extension forwarded to Voice Mail, the call waits for the Delayed Call Forwarding time before routing to the called extension's mailbox. This gives the transferring party the option of retrieving the call instead of having it go directly to the mailbox.

Description (Cont'd)

- **Leaving a Message**
  Voice Mail lets a keyset extension user easily leave a message at an extension that is unanswered, busy or in Do Not Disturb. The caller just presses their Voice Mail key to leave a message in the called extension's mailbox. There is no need to call back later. A VAU announcement can periodically remind users that they messages waiting to which they have not responded.

- **Transferring to Voice Mail**
  By using Transfer to Voice Mail, a keyset extension user can Transfer a call to the user's own or a co-worker's mailbox. After the Transfer goes through, the caller can leave a message in the mailbox.

- **Conversation Record**
  While on a call, an extension user can have Voice Mail record the conversation. The keyset user just presses the Voice Mail Record key; the ESL user dials a code. Once recorded, the Voice Messaging System stores the conversation as a new message in the user's mailbox. After calling their mailbox, a user can save, edit or delete the recorded conversation.

- **Personal Answering Machine Emulation**
  A keyset user can have their idle extension emulate a personal answering machine. This lets Voice Mail screen their calls, just like their answering machine at home. If activated, the extension's incoming calls route to the user's subscriber mailbox. Once the mailbox answers, the user hears two alert tones followed by the caller's incoming message. The keyset user can then:
  - Let the call go through to their mailbox
  - Intercept the call before it goes to their mailbox
  - Reject the call before it goes to their mailbox

- **Voice Mail Overflow**
  If Voice Mail automatically answers trunks, Voice Mail Overflow can reroute those trunks to other extensions when all Voice Mail ports are busy. During periods of high traffic, this prevents the outside calls from ringing Voice Mail for an inordinate amount of time. There are two types of Voice Mail Overflow: Immediate and Delayed. With immediate overflow, calls immediately reroute to other extensions when all Voice Mail ports are busy. With delayed overflow, calls reroute after a preset interval. Without any type of overflow, the outside calls ring Voice Mail until a port becomes available or the outside caller hangs up.

- **Voice Mail Caller ID**
  NVM-Series Voice Mail can use ANI/DNIS information to identify the outside caller that left a message in a user's mailbox. When the message recipient presses **TI** after hearing a message, they hear the time the message was sent and the outside telephone number of the message sender. Refer to ANI/DNIS Compatibility on page 484 for more information on setting up this feature.

- **Message Center Mailbox**
  A Message Center Mailbox is a mailbox shared by more than one extension. Any keyset that has a Message Center Key for the shared mailbox can:
  - Listen to the messages stored in the shared mailbox.
  - Transfer calls to the shared mailbox.
  - Use many other Voice Mail features previously available only at an extension's individual mailbox.

  A Message Center Mailbox helps co-workers that work together closely — such as members of the same Department Hunt Group or ACD Group. For example, an ACD Group Supervisor can send important messages to the shared Message Center Mailbox, to which any ACD Group member can respond when time allows. Each ACD AGent's Message Center Key flashes (red) when messages are waiting. (The Message Center Mailbox can be a mailbox for an installed, uninstalled or virtual extension.)

Description (Cont'd)

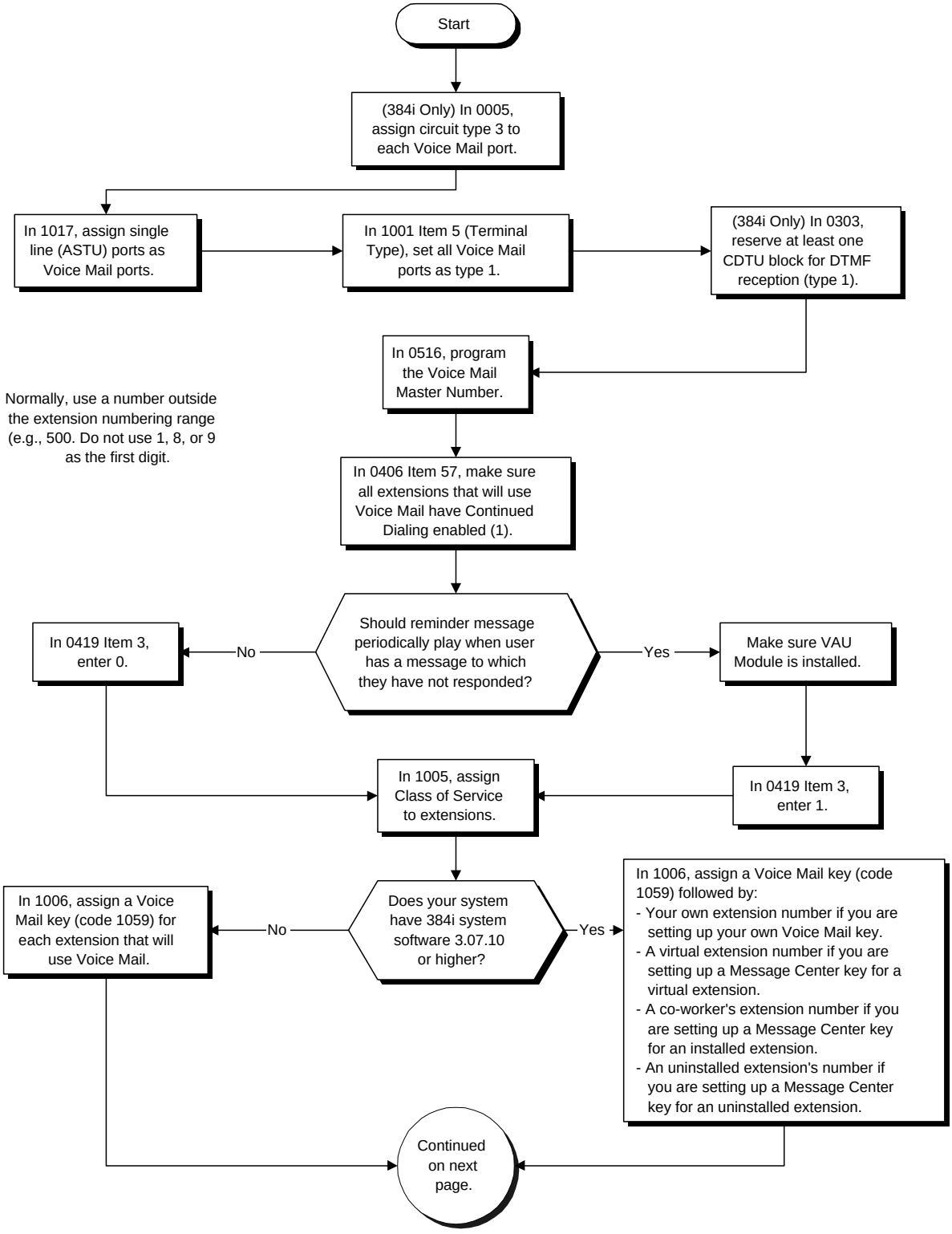
Conditions

(A.) Voice Mail requires ASTU PCBs and a customer-provided ring generator or 2-OPX Modules. Refer to the system Hardware Manual for details on ring generator specifications and installation.
(B.) The periodic reminder message requires a Voice Announce Unit (VAU) Module.
(C.) When upgrading to 384i 3.07.10 or higher from an older version, be sure to check the Voice Mail key programming for proper data entry and operation.

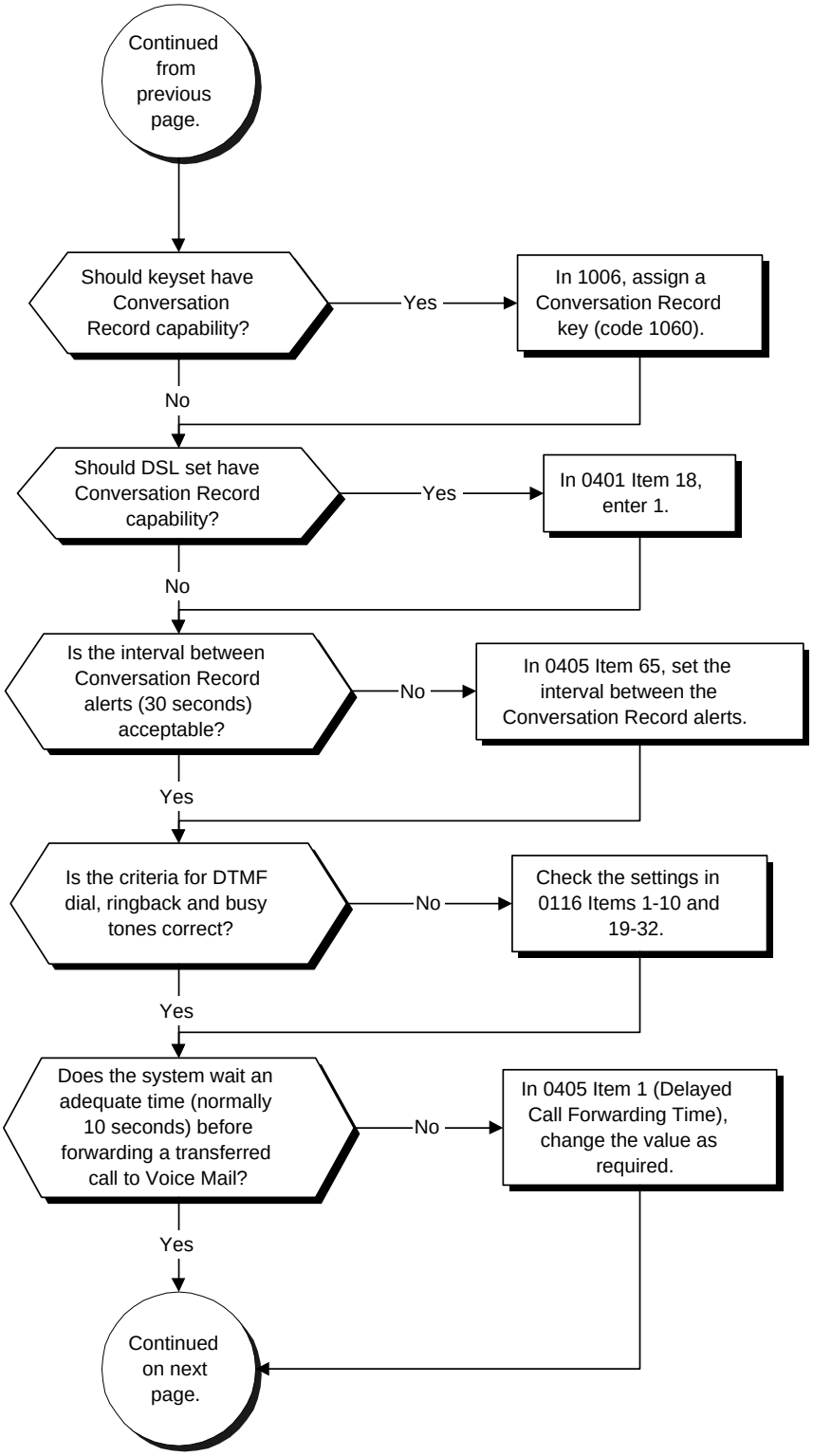
Default Setting

Disabled.

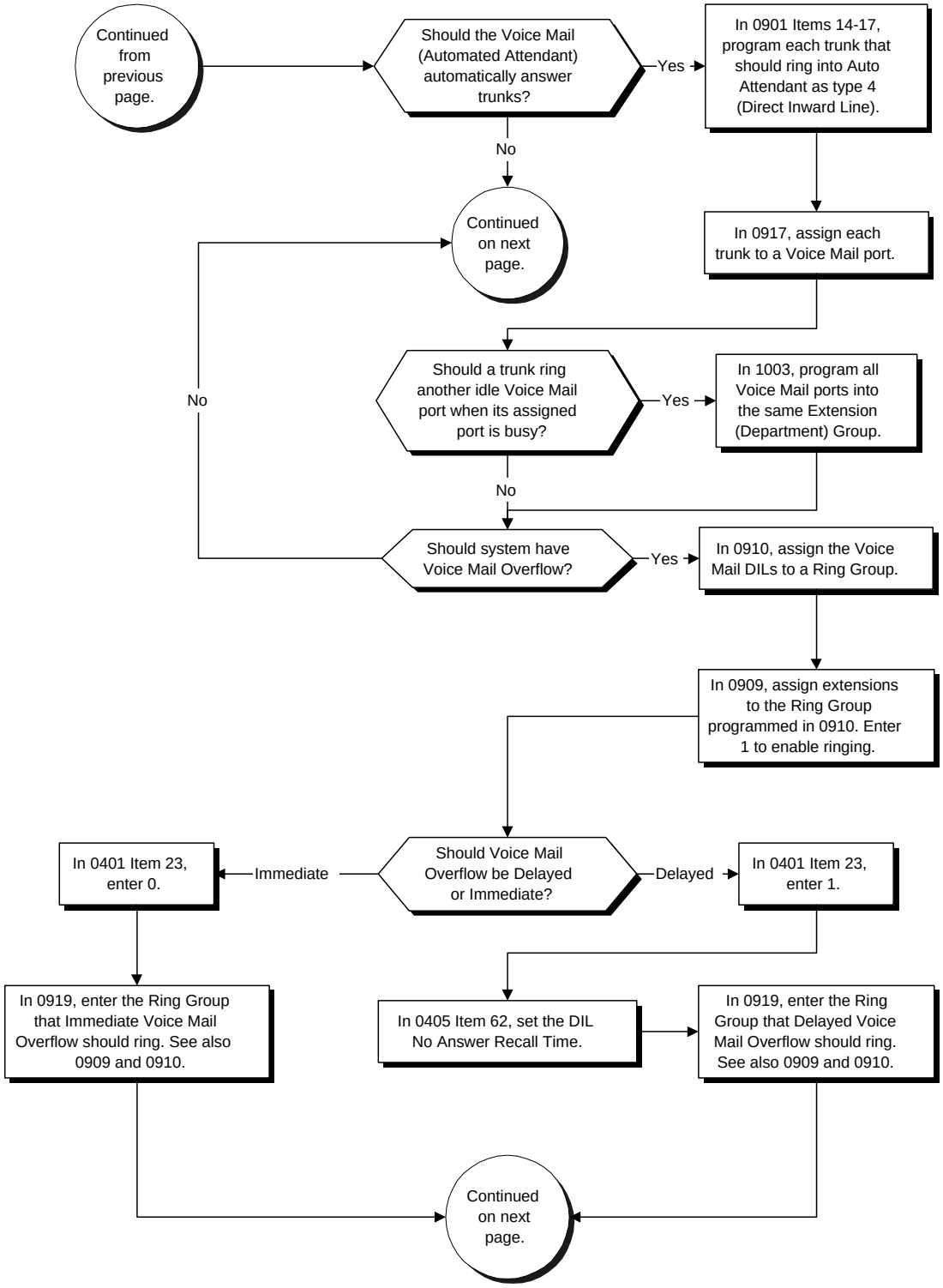
Programming



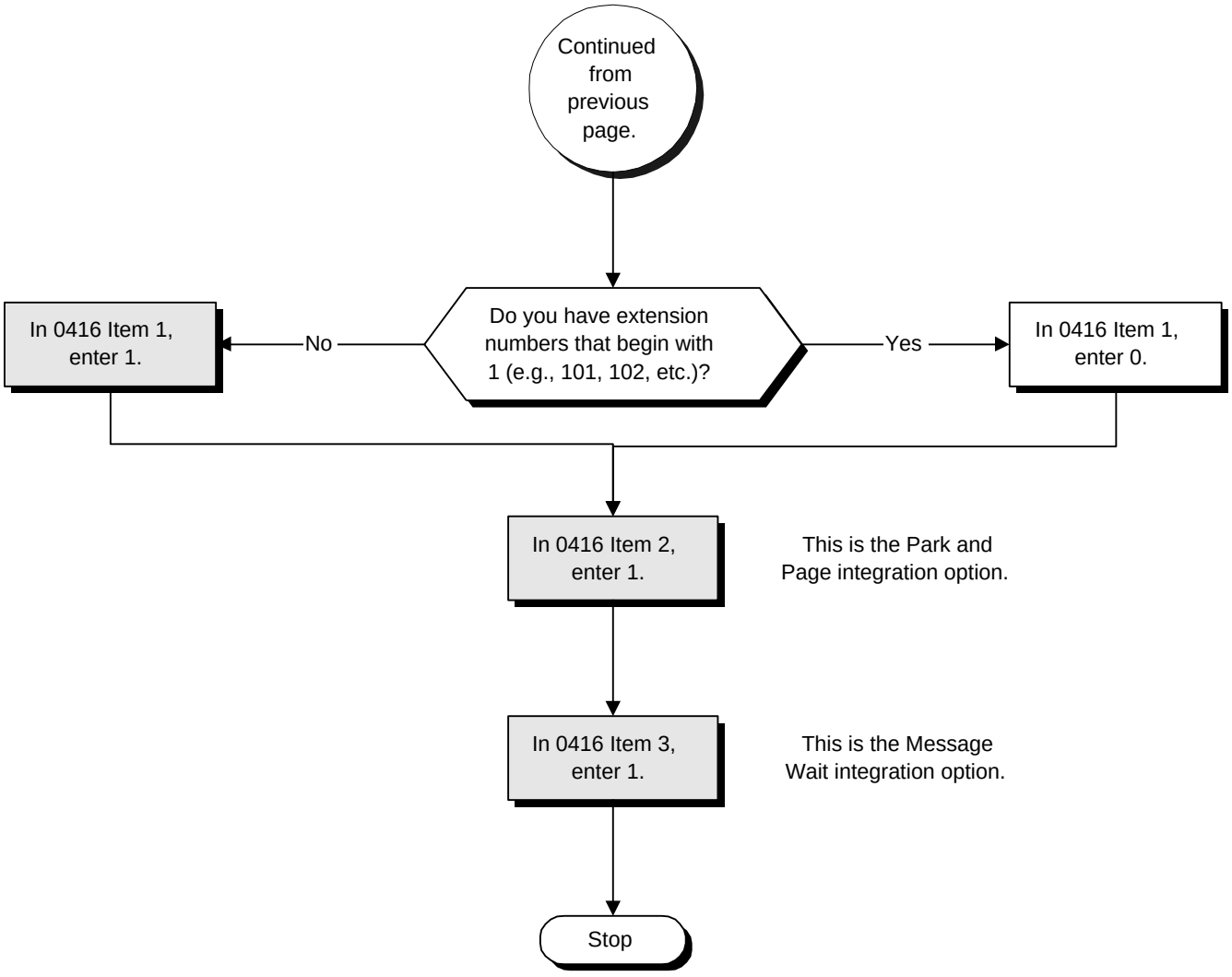
Programming (Cont'd)



Programming (Cont'd)



Programming (Cont'd)



Programming (Cont'd)

- **(384i Only) 0005 - Extension Circuit Type**
  Assign circuit type 3 to Voice Mail ports.
- **0116 - Tone Detection Setup**
  Use Items 1-10 and 19-32 to set the criteria for DTMF dial, ringback and busy tones. This options requires system software 3.04 or higher.
- ***(384i Only)*** **0303 - DTMF and Dial Tone Detection Circuit Setup**
  Assign at least one CDTU block for DTMF reception (type 1).
  - Use the following as a guide when allocating DTMF receivers (i.e., DTU blocks):
    - In light traffic sites, allocate one DTMF receiver for every 10 devices that use them.
    - In heavy traffic sites, allocate one DTMF receiver for every five devices that use them.
- **0401 - Tenant Group Options, Part A, Item 18: SLT Answering Mode**
  Enter 1 for this option to enable Conversation Record (Service Code 154) at ESL sets.
- **0401 - Tenant Group Options, Part A, Item 23: DIL Call Waiting**
  If setting up Immediate Voice Mail Overflow, enter 0. If setting up Delayed Voice Mail Overflow, enter 1.
- **0405 - System Timers (Part A), Item 1: Delayed Call Forwarding Time**
  Set the interval a transferred call waits at a forwarded extension before routing to the called extension's mailbox (If Program 0401 Item 23=1).
- **0405 - System Timers (Part A), Item 62: DIL No Answer Recall Time**
  If setting up Delayed Voice Mail Overflow, enter a timer value greater than 0. Overflow will occur after this interval (provided the other related programming is correct). If setting up Immediate Voice Mail Overflow, enter 0.
- **0405 - System Timers (Part A), Item 65: Record Alert Tone Interval Time**
  Set the interval between Voice Mail Conversation Record alerts. The alert is two short beeps followed by a programmable interval of silence.
- **0406 - COS Options (Part A), Item 57: Continued Dialing**
  Enable Continued Dialing (1) for all extensions that will dial Voice Mail features.
- **0416 - Voice Mail Integration Options, Item 1: Voice Mail Call Screening**
  With the standard extension numbering, always enable (1) this option. If your system's extensions use 100 numbers, disable this option.
- **0416 - Voice Mail Integration Options, Item 2: Park and Page**
  Make sure this option is enabled (1).
- **0416 - Voice Mail Integration Options, Item 3 - Message Wait**
  Make sure this option is enabled (1).
- **0419 - COS Options (Part B), Item 3: VAU Reminder Message**
  Enable (1) or disable (0) the VAU Reminder Messages.
- **0516 - Voice Mail Master Number**
  Assign an extension number and name for the Voice Mail Master Number. Be sure the number you select does not correspond to an installed extension or feature. Consider picking a number that is outside the normal extension numbering range (e.g., 500). ***Do not select a number that begins with 1, 8 or 9.***
- **0901 - Basic Trunk Port Setup (Part A), Items 14-17: Trunk Service Type**
  Assign Service Type 4 to each trunk you want to ring into Voice Mail as a Direct Inward Line (DIL).
- **0909 - Extension Ring Group Assignment**
  To enable Voice Mail Overflow, assign selected extensions to a Ring Group that will ring for unanswered DILs to Voice Mail ports. Enter 1 to enable overflow ringing.
- **0910 - Trunk Ring Group Assignment**
  To enable Voice Mail Overflow, assign the Voice Mail DILs to the Ring Group specified in Program 0909 above. This allows calls on the DILs to ring other extensions when all Voice Mail ports are busy.
- **0917 - DIL Assignment**
  Assign a Voice Mail port as the DIL destination for each trunk that should directly ring into Voice Mail. If all Voice Mail ports are in the same unique Extension (Department) Group (see Program 1003 below), the DIL will ring another Voice Mail port if its assigned port is busy.

Programming (Cont'd)

- **0919 - DIL No Answer Destination**
  For Delayed Voice Mail Overflow, enter the Ring Group that unanswered DILs to Voice Mail will ring after the DIL Call Waiting time (Program 0405 Item 62).
- **1001 - Basic Extension Port Setup (Part A), Item 5: Terminal Type**
  Set all ASTU ports used for Voice Mail as type 1.
- **1003 - Extension (Department) Groups**
  Put all the Voice Mail ports in an extension group. This allows DILs to Voice Mail to ring other Voice Mail ports when the DIL's assigned port is busy.
- **1005 - Class of Service**
  Assign a Class of Service (1-15) to an extension.
- **1006 - Programming Function Keys**
  Assign a Voice Mail key to an extension (code 1059). In 384i 3.07.10 or higher, you must enter the Voice Mail key code (1059) followed by:
  - Your own extension number if you are setting up your own Voice Mail key.
  - A virtual extension number if you are setting up a Message Center key for a virtual extension.
  - A co-worker's extension number if you are setting up a Message Center key for an installed extension.
  - An uninstalled extension's number if you are setting up a Message Center key for an uninstalled extension.

  (Optional) Assign a Voice Mail Record key to an extension (code 1060).
  (Optional) Assign a Personal Answering Machine Emulation key (code 1072).
- **1017 - Voice Mail Port Assignment**
  Assign single line (ASTU PCB) ports as Voice Mail ports. The system allows up to 16 Voice Mail ports.

Related Features

Direct Inward Line
To have the Voice Mail Automated Attendant answer a trunk, program the trunk as a DIL to a Voice Mail port.

Message Waiting
Message Waiting functions normally with Voice Mail installed.

One-Touch Calling
An extension can have a One-Touch Key for the Voice Mail Master Number.

Programmable Function Keys
Function keys simplify calling the Voice Mail system.

Voice Announce Unit
The periodic reminder message requires a VAU Module.

Year 2000 Compliance
Year 2000 Compliance requires system software 3.07.25 or higher. Consult your Sales Representative for applicable NVM-Series Voice Mail software.

Operation

CALLING YOUR MAILBOX
To call your mailbox:

Your Voice Mail key flashes when you have new messages in your mailbox. If you don't have a Voice Mail key, your MW LED flashes instead. (In 384i, the flashing Voice Mail key requires system software 3.04 or higher.) In 384i system software 3.07.10 or higher, your Voice Mail key flashes green and your Message Center keys flash red when they have messages waiting.

Keyset

1. Press your Voice Mail key (PGM 1006 or SC 851: 1059).
   OR
   Press idle CALL key and dial the Voice Mail Master Number. After Voice Mail Answers, dial your mailbox number.
   Your mailbox number is normally the same as your extension number. You may optionally dial a co-worker's mailbox — or use this procedure to call your mailbox from a co-worker's phone.
   OR
   Press idle CALL key and dial *8.
2. If requested by Voice Mail, enter your security code.
   Ask your Voice Mail system administrator for your security code.
   Normally, your MW LED goes out (if applicable). If it continues to flash, you have unanswered "Message Waiting" requests or a new "General Message". Go to "To check your messages" below.

Single Line 2500 Type

1. Lift handset and dial *8.
   If you are at a co-worker's phone, you can dial the Voice Mail master number and your mailbox number instead. You can also use this procedure from your own phone to call a co-worker's mailbox.
2. If requested by Voice Mail, enter your security code.

LEAVING A MESSAGE (Keyset Only)
To leave a message in the mailbox of an unanswered extension:

The extension you call can be busy, in DND or unanswered.

1. Press Voice Mail key (PGM 1006 or SC 851: code 1059)
   OR
   Dial 8.
   The Voice Mail system will prompt you to leave a message.

FORWARDING CALLS TO YOUR MAILBOX
To activate or cancel Call Forwarding:

1. Press idle CALL key (or lift handset at DSL/SLT) and dial *2.
   OR
   Press your Call Forward (Station) key (PGM 1006 or SC 851: code 1080).
2. Dial Call Forwarding condition:
   2 = Busy or not answered
   4 = Immediate
   6 = Not answered
   0 = Cancel
3. Dial Voice Mail master number or press Voice Mail key.
4. Dial Call Forwarding type:
   2 = All calls
   3 = Outside calls only
   4 = Intercom calls only
5. Press SPK to hang up (or hang up at DSL/SLT) if you dialed *2 in step 1.
   Your DND or Call Forwarding (Station) key flashes when Call Forwarding is activated.

Operation (Cont'd)

FORWARDING CALLS TO YOUR MAILBOX (Cont'd)

384i Prior to System Software 3.04)
To forward calls to your mailbox:

Keyset

1. Press idle CALL key and dial Call Forwarding code:
   *22 for Forward when Busy
   *26 for Forward when Unanswered (delayed)
   *24 for Forward All Calls Immediately
   OR
   Press Call Forwarding key:
   PGM 1006 or SC 851: code 1002 for Forward when Busy
   PGM 1006 or SC 851: code 1003 for Forward when Unanswered
   PGM 1006 or SC 851: code 1055 for Forward All Call Immediately
2. Dial 1 plus Voice Mail Master Number to enable; dial 0 to disable.
3. Press SPK to hang up.

Single Line 2500 Type

1. Lift handset and dial Call Forwarding code.
2. Dial Voice Mail master number.
3. Dial 1 to enable forwarding; 0 to disable.
4. Hang up.

TRANSFERRING CALLS TO A MAILBOX
To Transfer your active call to a mailbox:

Keyset

1. Press HOLD .
2. Press Voice Mail key (PGM 1006 or SC 851: code 1059).
3. Dial number of mailbox to receive Transfer.
   This number can be your mailbox number or a co-worker's mailbox number.
   OR
   Press DSS Console or One Touch key for extension who's mailbox will receive the Transfer.
   If the Transfer destination is an extension forwarded to Voice Mail, the call waits before routing the called user's mailbox. This gives you the option of retrieving the call instead of having it picked up by Voice Mail.
   In 384i, pressing a DSS Console key requires system software 3.04 or higher.
4. Hang up.
   Voice Mail will prompt your caller to leave a message in the mailbox you selected.

OR

1. Press DSS Console key for extension who's mailbox will receive the Transfer.
2. Press Voice Mail key (PGM 1006 or SC 851: code 1059).
3. Hang up.
   Voice Mail will prompt your caller to leave a message in the mailbox you selected.

Operation (Cont'd)

TRANSFERRING CALLS TO A MAILBOX (Cont'd)

Single Line 2500 Type

1. Hookflash
2. Dial Voice Mail master number followed by destination mailbox.

   If the Transfer destination is an extension forwarded to Voice Mail, the call waits before routing the called user's mailbox. This gives you the option of retrieving the call instead of having it picked up by Voice Mail.
3. Hang up.

RECORDING YOUR CALL (Keyset Only)

To record your active call in your mailbox:

1. Press Voice Mail Record key (PGM 1006 or SC 851: code 1060)

   You hear two beeps and your Record key flashes. The beeps periodically repeat to remind you that you are recording.

   To stop recording, press the Voice Mail Record key again. You can restart and stop recording as required.

Single Line 2500 Type

1. Hookflash
2. Dial 154.

   The system automatically reconnects you to your call.

   To stop recording, hookflash twice. You can restart and stop recording as required.

PERSONAL ANSWERING MACHINE EMULATION (Keyset Only)

To enable or cancel Personal Answering Machine Emulation:

1. Press idle CALL key (or lift handset at DSL/SLT) and dial *2.
   OR
   Press your Call Forward (Station) key (PGM 1006 or SC 851: code 1080).
2. Dial 1 and the Call Forwarding type:
   2 = All calls
   3 = Outside calls only
   4 = Intercom calls only
3. Press SPK to hang up (or hang up at DSL/SLT) if you dialed *2 in step 1.

   Your DND or Call Forwarding (Station) key flashes when Call Forwarding is activated.

(384i Prior to System Software 3.04)

To enable or cancel Personal Answering Machine Emulation:

1. Press Personal Answering Machine Emulation key (PGM 1006 or SC 851: 1072).
2. Dial 1 to enable emulation for all calls.
   OR
   Dial 2 to enable emulation for just trunk (outside) calls.
   OR
   Dial 0 to cancel emulation.

Operation (Cont'd)

PERSONAL ANSWERING MACHINE EMULATION (Cont'd)
When Personal Answering Machine Emulation broadcasts your caller's message, you can:

Your telephone must be idle (not on a call).

1. Do nothing.

   The message is automatically being recorded in your mailbox. The broadcast stops when your caller hangs up.

   OR

1. Lift the handset to listen in privacy.

   You do not connect to the call. Use this mode for private listening.

   OR

1. (Optional) Lift the handset.
2. Press the flashing CALL key to intercept the call.

   You connect to the caller. The system records the first part of the message in your mailbox. The line key changes from red to green.

   OR

1. (Optional) Lift the handset.
2. Press a line key or idle CALL key for a new call.

   The message is recorded in your mailbox.

   OR

1. (If you have Automatic Handsfree) Press a line key or idle CALL key for a new call.

   The message is recorded in your mailbox.

   OR

1. Press SPK to cut off the message broadcast and send the call to your mailbox.

   Voice Mail records the entire message in your mailbox.

CHECKING YOUR MESSAGES (Keyset Only)
To check your messages:

1. Press CHECK
2. Dial *0.

   You can have any combination of the message types in the table below on your phone.

If you see. . .	You have. . .
VOICE MESSAGE n MESSAGES	New messages in your Voice Mail mailbox
CHECK MESSAGE VAU GENERAL MESSAGE	Not listened to the current General Message
CHECK MESSAGE (name)	Message Waiting requests left at your phone by your co-workers

3. Press VOL ▲ or VOL ▼ to scroll through your display.
4. When you find the message you want to answer, press CALL1. You'll either:
   Go to your Voice Mail mailbox.
   Listen to the new General Message.
   Automatically call the extension that left you a Message Waiting.

Description

124i ☞	Available.
384i ☞	Available.

Voice Over lets a user interrupt a keyset extension user busy on another call. With Voice Over, the busy keyset extension user hears an alert tone followed by the voice of the interrupting party. The keyset extension user can respond to the interrupting party without being heard by the original caller. If desired, the keyset extension user can easily switch between their original caller and the interrupting co-worker. The original caller and the interrupting party can never hear each other's conversation.

Voice Over could help a lawyer, for example, waiting for an urgent call. While on a call with another client, the lawyer's paralegal could announce the urgent call as soon as it comes in. The lawyer could then give the paralegal instructions how to handle the situation - all without the original client hearing the conversation.

Either a keyset or 500/2500 set user can initiate a Voice Over, but only a keyset user can receive a Voice Over.

To enable Voice Over, a keyset should have a function key programmed for Voice Over. In addition to one-touch Voice Over operation, the key shows the Voice Over status as follows:

When the key is . . .	You are . . .
Off	Not using Voice Over
Flashing	Listening to the interrupting party
On	Responding to the interrupting party

Conditions

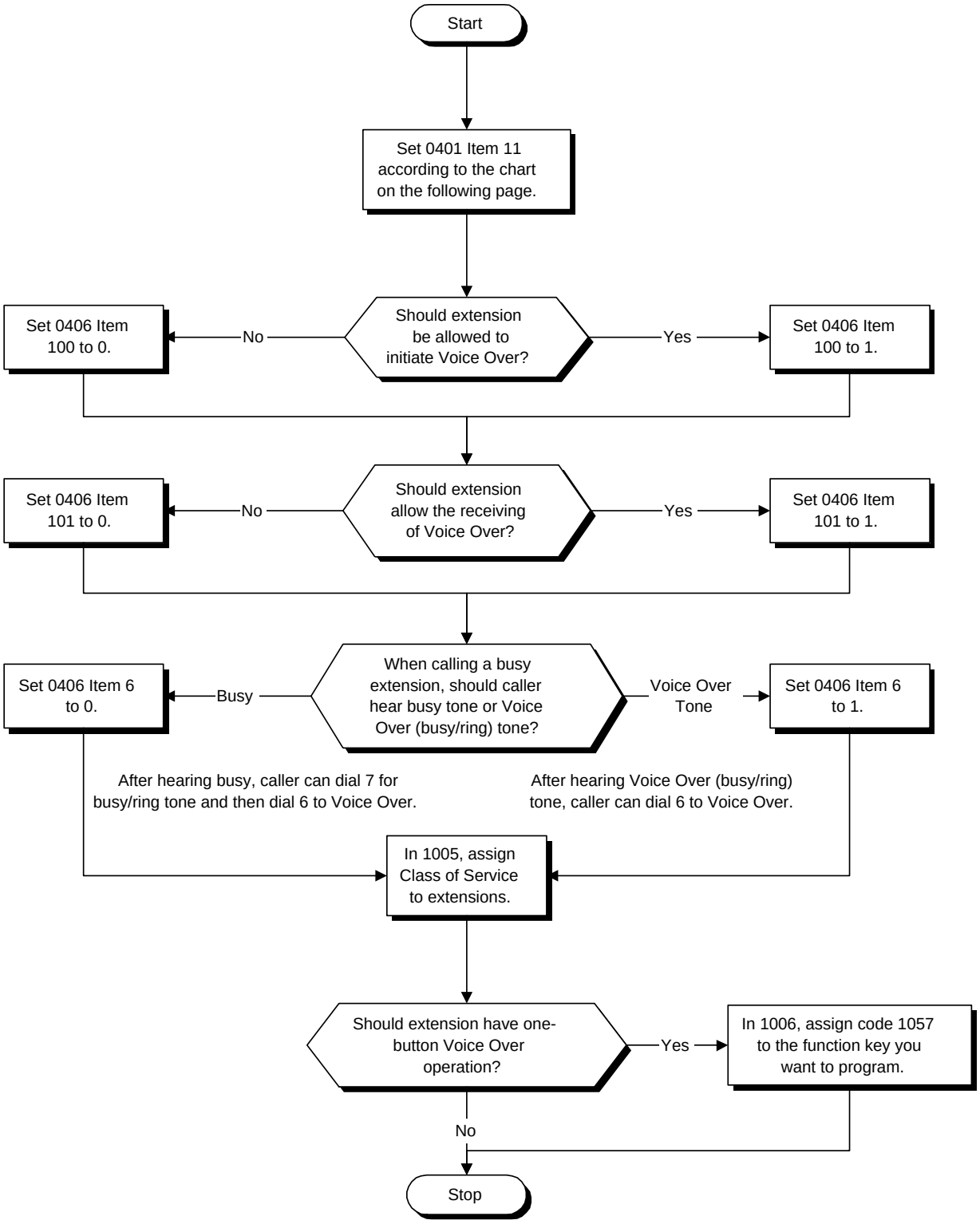
(A.) While active, Voice Over uses a circuit on a DTU-A or DTU-C PCB. Refer to the Conference feature for DTU-A/C PCB programming.

(B.) Voice Over can interrupt a trunk call only if the trunk has been set up for at least six second.

Default Setting

Disabled.

Programming



Programming (Cont'd)

➢ **0401 - Tenant Group Options, Part A, Item 11: Off Hook Signaling Mode**
Off Hook Signaling Mode interacts with Voice Over according to the following chart:

0401 Setting	When called extension is . . .	The calling extension . . .
0	Busy on a handset call with the second channel idle	Voice Announces to the second channel
	Busy on a handset call with the second channel busy	Hears busy tone and cannot Voice Over
	Busy on a handsfree call with the second channel idle	Hears Voice Over tone and can initiate a Voice Over
	Busy on a handsfree call with the second channel busy	Hears busy tone and cannot Voice Over
1	Busy on a handset call with the second channel idle	Rings second channel but hears Voice Over tone and can initiate a Voice Over
	Busy on a handset call with the second channel busy	Busy tone and cannot voice over
	Busy on a handsfree call with the second channel idle	Hears Voice Over tone and can initiate Voice Over
	Busy on a handsfree call with the second channel busy	Hears busy tone and cannot initiate Voice Over

➢ **0406 - COS Options, Item 6: Off-Hook Signals (Receiving)**
In an extension's Class of Service, enter 1 if you want callers to a busy extension to hear Voice Over (busy/ring) tone. Enter 0 if you want callers to hear busy tone. (The caller must then dial 7 to hear Voice/Over tone.)

➢ **0406 - COS Options, Item 100: Voice Over Initiate**
In an extension's Class of Service, enable (1) or disable (0) the extension's ability to initiate Voice Over.

➢ **0406 - COS Options, Item 101: Voice Over Receive**
In an extension's Class of Service, enable (1) or disable (0) and extension's ability to receive Voice Over. If disabled, extension will never receive Voice Over.

➢ **1005 - Class of Service**
Assign a Class of Service (1-15) to an extension.

➢ **1006 - Programming Function Keys**
Assign a function key for Voice Over (code 1057).

Voice Over

Related Features

Conference

An extension user cannot Voice Over to another extension user in a Conference.

Off Hook Signaling

When a user calls an extension busy on a call, they can send an off hook signal indicating they are trying to get through.

Programmable Function Keys

Answering a Voice Over requires a uniquely programmed Voice Over key.

Single Line Telephones

Single line telephones can only initiate Voice Over.

Transfer

If you place a call on Hold and then Voice Over to a busy extension, the call on Hold will not Transfer to the busy party when you end the Voice Over.

Operation

To initiate a Voice Over to a busy extension:

You can only leave a Voice Over if you hear Voice Over (busy/ring) tone. If you hear busy instead, you may be able to dial 7 and hear Voice Over (busy/ring) tone.

1. Dial 6.

   OR

   Press Voice Over key (PGM 1006 or SC 851: 1057)

   You hear an alert tone and the Voice Over key flashes. You can talk to the called party after the alert tone ends.

To respond to a Voice Over alert tone to your extension:

You can only respond if you have a Voice Over key.

1. Press and hold flashing Voice Over key.

   The Voice Over key lights steadily (green) and you can talk to the interrupting party.

   You cannot respond by dialing the Voice Over Service Code (6).

To return to your original call:

1. Release Voice Over key.

   Your Voice Over key flashes when you are talking to your original call.

   To switch between your original call and the interrupting party, just keep pressing the Voice Over key.

Description

124i ☞	Available.
384i ☞	Available.

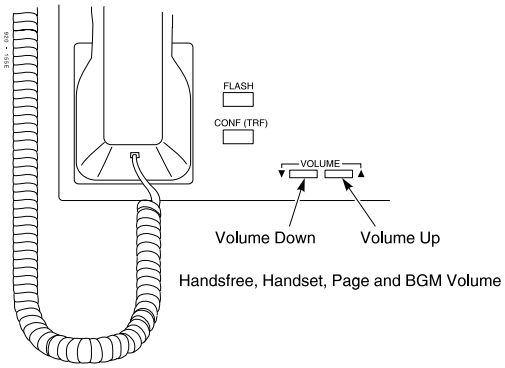
Each keyset user can control the volume of incoming ringing, splash tone, Paging, Background Music, Handsfree and your handset. Some keysets have two separate volume controls: a slide switch on the left side for ringing and tones, and volume buttons for Background Music, Paging, Handsfree and the handset. Other keysets consolidate all adjustments into the volume buttons. In either case, the user can adjust these volumes anytime while on a call or when their phone is idle. The users should set the volumes for their most confortable levels.

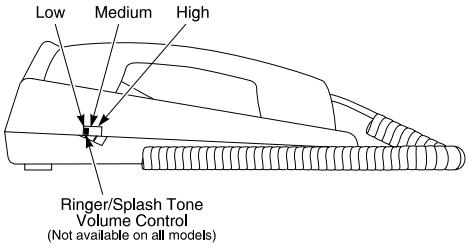
Conditions

None

Default Setting

Enabled.





Programming

None

Related Features

None

Operation

To adjust the volume of incoming ringing and splash tone:

1. Slide volume control switch.
   OR
   Press VOL ▲ or VOL ▼ (if the phone doesn't have a control switch).

To adjust the volume of incoming Paging announcements, Handsfree, the handset or Background Music:

1. Press VOLUME ▲ or VOLUME ▼.

   You can press the volume keys while on a call or when your phone is idle.

Warning Tone For Long Conversation

Description

124i ☞ Available —	***384i*** ☞ Available.

The system can broadcast warning tones to a trunk caller warning them that they have been on the call too long. The tones are just a reminder -- the user can disregard the tones and continue talking if they choose. The outside caller does not hear the warning tones. In addition, warning tones do not occur for Intercom calls and incoming trunk calls. Warning tones are not available to analog single line telephone (SLT) users.

There are two types of warning tones: Alarm Tone 1 and Alarm Tone 2. Alarm Tone 1 is the first set of tones that occur after the user initially places a trunk call. Alarm Tone 2 broadcasts periodically after Alarm Tone 1 as a continued reminder. Each alarm tone consists of three short beeps.

Conditions

None

Default Setting

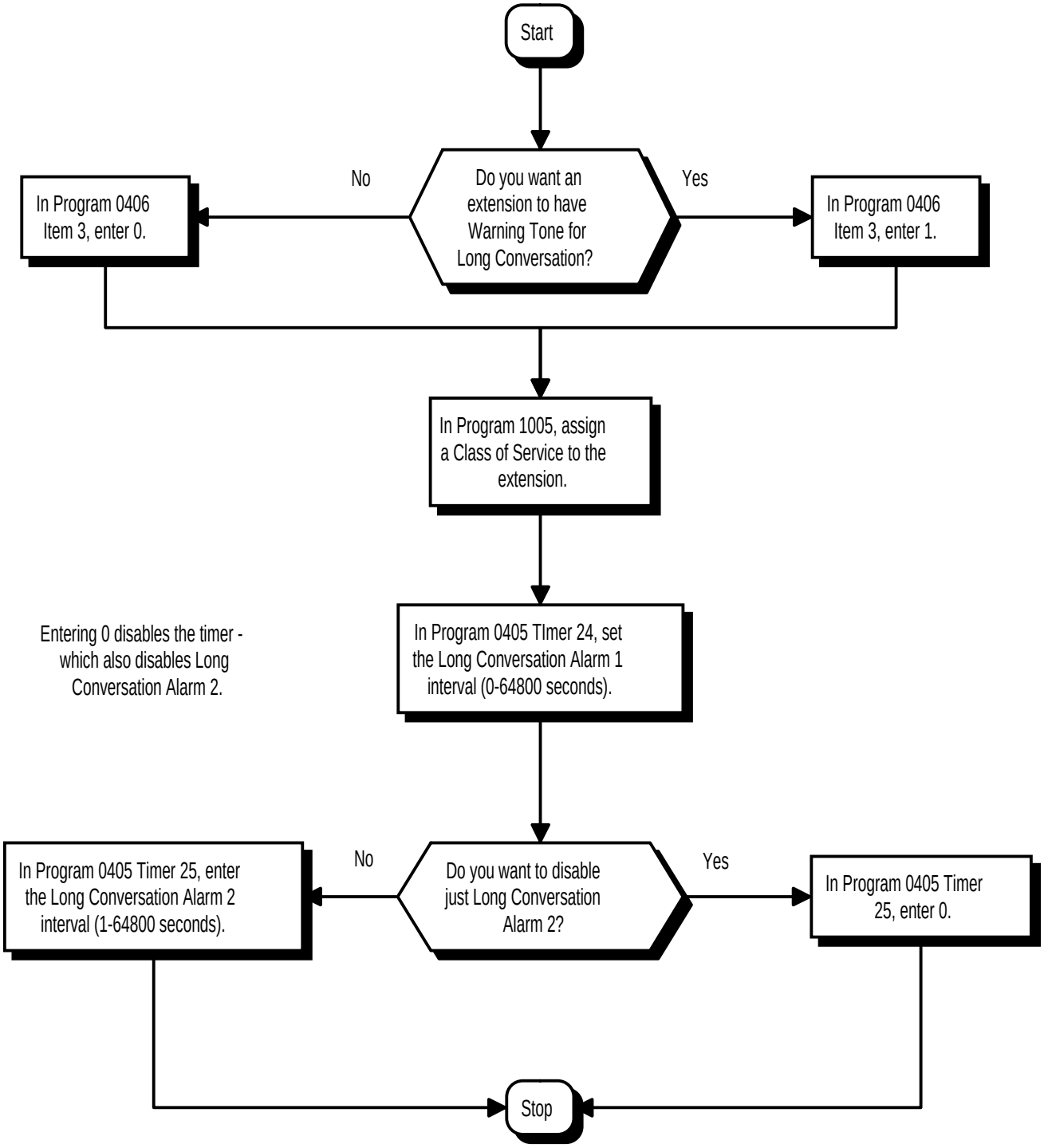
Disabled.

Programming

Refer to the Programming Flowchart on the following page.

- **0405 - System Timers (Part A), Timer 24: Long Conversation Alarm 1**
  After a user places a trunk call, the system sends the first warning tone to their extension after this interval (0-64800 seconds).
- **0405 - System Timers (Part A), Timer 25: Long Conversation Alarm 2**
  After hearing the first warning tone, the system sends additional warning tones after this interval (0-64800 seconds). The warning tones continue, spaced by this interval, until the user hangs up.
- **0406 - COS Options, Item 3: Long Conversation Alarm**
  In an extension's Class of Service, enable (1) or disable (0) Warning Tone for Long Conversation.
- **1005 - Class of Service**
  Assign a Class Of Service (1-15) to an extension.

Programming (Cont'd)



Warning Tone For Long Conversation

Related Features

Central Office Calls, Answering

Warning Tone for Long Conversation does not occur for incoming trunk calls.

Central Office Calls, Placing / Toll Restriction

Warning Tone for Long Conversation occurs for all outgoing trunk calls, regardless of how they are placed or other outgoing restrictions.

Intercom

Warning Tone for Long Conversation does not occur for Intercom calls.

Single Line Telephones

Warning tones are not available to single line telephone (SLT) users.

Operation

Warning Tone for Long Conversation is automatic if programmed.

Description

124i ☞	Available — unaffected by the date change to the year 2000. The system uses a two-digit date code entry. Future releases will use a four-digit date code enty.

384i ☞	Available — software prior to 3.07.25 are unaffected by the date change to the year 2000. The system uses a two-digit date code entry. System software 3.07.25 or higher use a four-digit date code entry.

The system provides Year 2000 Compliance. The change of the date from one century to the next is handled by the system software and is no different than the change from one year to the next. The day following 12/31/99 will be 01/01/00. The system will process the leap year correctly and will not require an upgrade or reprogramming. The Voice Announce Unit voice prompts will correctly announce the year. In addition, all date sensitive reports will properly show the years in the 21st century as 20xx. These reports include:

Station Message Detail Recording
- SMDR page banner
- SMDR summary banner

Hotel Motel
- Hotel Room Status banner

System Reports
- Alarm Report page banner
- System Information page banner

Traffic Management Reports (TMS)
- Traffic Management Report page banner

Conditions
None

Default Setting
Enabled.

Programming
None

Related Features
Hotel/Motel
The Hotel Room Status banner shows four digits for the year (e.g., 2001).

Station Message Detail Recording
The SMDR page and summary banners show four digits for the year (e.g., 2001).

Time and Date
When setting the Time and Date from the telephone, the extension user enters 00 for 2000, 01 for 2001, etc.

Traffic Management Report (TMS)
The Traffic Management Report page banner shows four digits for the year (e.g., 2001).

Voice Announce Unit
The Voice Announce Unit will properly announce the year 2000 and above.

Voice Mail
The latest releases of the NVM-Series Voice Mail systems are Year 2000 compliant. Consult with your Sales Representative for the specifics.

Year 2000 Compliance

Operation

Year 2000 Compliance is automatic.

Section 2 — Programming

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Section 2 – Programming

Before Reading This Section

This section provides you with detailed information about the system programs. By changing a program, you change the way the feature associated with that program works. In this section, you find out about each program, the features that the program affects and how to enter the program data into system memory.

Do not start customizing your system without first reading Section 1, Features.

When you want to customize a feature, find it in Section 1 and learn about it. (If you have trouble finding the feature, try cross-referencing it in the Index at the back of this book.) Section 1 will tell you what programs you have to change to get the operation you want. Then, look the program up in this section if you have any questions about how to enter the data.

384i vs. 124i

This section covers both the 384 and 124i systems. The programming and operation of these two systems is similar; however, there is a difference in system capacity and numbering. For example, the 384i system has four Tenant Groups while the 124i has one. If you are programming a 124i, you should skip any references or procedures in this section regarding Tenant Groups. Refer to the System Number Plan/Capacities chart on page 617 for more on other important differences.

How to Use This Section

This section lists each program in numerical order. For example, Program 0001 is at the beginning of the section and Program 2602 is at the end. The information on each program is subdivided into the following headings:

Description tells what the program is. Along with the Description are the *Conditions* which describe any limits or special considerations that may apply to the program. For the Default Settings for each program, refer to the chart at the end of this section. When you first install the system, it uses the Default Setting for all programs.

The reverse type (white on black) just beneath the Description heading is the program's access level. You can only use the program if your access level meets or exceeds the level the program requires. Refer to page 612 for a list of the system's access levels and passwords.

Feature Cross Reference provides you with a table of all the features affected by the program. You'll want to keep the referenced features in mind when you change a program. Customizing a feature may have an effect on another feature that you didn't intend.

Telephone Programming Instructions shows you how to enter the program's data into system memory. For example:

1. Enter the programming mode.
2. 1003 + HOLD

```
STA PORT No?
```

tells you to enter the programming mode, dial 1003 from the telephone dial pad and then press the HOLD key. After you do, you'll see the message "STA PORT No?" on the telephone display. To learn how to enter the programming mode, see How to Enter the Programming Mode below.

Introduction to Programming
Before You Start Programming

Unique Programming Considerations

When entering data, there are three characteristics of a program you must consider: if the program *Sorts Data*, *Updates the CEU* or *Can be Copied*. The check boxes below each program heading indicate when these options apply. If the option applies, there is a check in the appropriate box. If the option doesn't apply, the box is empty. Following is a more detailed explanation of each option.

- **Sorts Data** - After you enter data for a program, the system spends several seconds sorting the system's database. Program 1012 (Call Pickup Group) is an example of a program that sorts data. You can continue programming normally after the sort completes. Sorting may momentarily affect the system's performance.

- **Updates CEU** - The system updates PCBs in the CEU after you change the program's data. The update may occur a minute or so after you change the data, depending on system traffic. Updating may briefly affect the normal operation of the system.

- **Can be Copied** - You can use Program 2001 to copy the program's data. For example, you can copy many of the trunk (0900 series) and extension (1000 series) programs. This will save you a lot of time during initial system programming.

How to Enter the Programming Mode

To enter the programming mode:

1. Go to any working display telephone.

   In a newly installed system, use extension 301 (port 1).

2. Do not lift the handset.
3. Press CALL1.
4. # * # *

   ```
   DATA INPUT Vn.nn
   Password
   ```

5. Dial the system password + HOLD.

   Refer to the following table for the default system passwords. To change the passwords, use Program 0201.

Password	Level	Programs at this Level	Tenant
12345678	2 (IN)	All programs in this section not listed below for SA and SB	0
0000	3 (SA)	0003, 0403, 0604, 1023, 1024, 1025, 1104, 1206, 1610, 1901-1915, 1917, 1919, 1921-1923	1
9999	4 (SB)	0000, 0603, 1007, 1202, 1206	1

```
USER:
Enter Command>
```

How to Exit the Programming Mode

To exit the programming mode:

```
USER:
Enter Command>
```

1. DIAL

   In the 124i, the system stores your entries in RAM (volatile) memory and you exit the programming mode (skipping the next step).

```
0000:EXIT O/M MODE
Data Save?(Yes:1)
```

2. 1 + HOLD to save and exit
   OR
   HOLD to exit without saving

To back up your data to a second disk (384i only):

*In system software 3.06.02 or higher, use **Program 0015 - Automatic Backup** to have your system automatically back up the programmed data to the CPRU floppy disk.*

1. Replace the system disk in your CPU with your backup system disk.
2. Enter the programming mode (using the procedure on the previous page).

```
USER:
Enter Command>
```

3. DIAL

```
0000:EXIT O/M MODE
Data Save?(Yes:1)
```

4. 1 + HOLD to save and exit.

Using Keys to Move Around in the Programs

Once you enter the programming mode, use the keys in the following chart to enter data, edit data and move around in the menus.

Keys for Entering Data	
Use this key . . .	**When you want to . . .**
0-9, * and #	Enter data into a program
HOLD	Complete the programming step you just made (like pressing Enter on a PC keyboard). When a program entry displays, press HOLD to bypass the entry without changing it.
CONF	Delete the entry to the left (like pressing Backspace on a PC keyboard)
CLEAR	Erase the entire command line you just entered - or erase an entry in a table (e.g., a Permit Code entry)
MIC	Program a pause into an Abbreviated Dialing bin
VOL ▲	Scroll forward through a list of programs (e.g., from 0503 to 0504), through a list of items (e.g., from Program 0405 Item 15 to Item 16) or through entries in a table (e.g., Common Permit Table). *If you enter data and then press this key, the system accepts the data before scrolling forward.* *If you see the* **&** *character when programming, the entered data is longer than 20 characters. Press this key to see the remainder of the entry.*
VOL ▼	Scroll backward through a list of programs (e.g., from 0504 to 0503), through a list of items (e.g., from Program 0405 Item 16 to Item 15) or through entries in a table (e.g., Common Permit Table). *If you enter data and then press this key, the system accepts the data before scrolling backward.*

Programming Names and Text Messages

Several programs (e.g., Program 0403 - Selectable Display Messages) require you to enter text. Use the following chart when entering and editing text. When using the DSS keys, press the key once for the first character, twice for the second character, etc. For example, to enter a C, press DSS1 three times. Press DND to toggle between upper and lower case.

Keys for Entering Names	
Use this key . . .	**When you want to . . .**
DSS1	Enter characters A-D. After selecting your entry, press check to have system accept it.
DSS2	Enter characters E-H. After selecting your entry, press check to have system accept it.
DSS3	Enter characters I-L. After selecting your entry, press check to have system accept it.
DSS4	Enter characters M-P. After selecting your entry, press check to have system accept it.
DSS5	Enter characters Q-T. After selecting your entry, press check to have system accept it.
DSS6	Enter characters U-Z. After selecting your entry, press check to have system accept it.
DSS7	Enter a hyphen (-). After selecting your entry, press check to have system accept it.
DSS8	Enter a blank space. After selecting your entry, press check to have system accept it.
DSS9	Enter extended ASCII characters. Press repeatedly to scroll through the list. After selecting your entry, press check to have system accept it.
DSS10	Enter punctuation marks. Press repeatedly to scroll through the list. After selecting your entry, press check to have system accept it.
CHECK	Save text entry as part of name after you select it. You need to press CHECK after selecting characters from DSS keys 1-10. You don't need to press CHECK after dialing a dial pad digit (0-9, # or *).
CLEAR	Clear the text entry if you want to start over.
Dialpad digits 0-9, # and *.	Enter numbers, # and * as part of the name. You don't need to press CHECK after entering these characters.

What the Display Prompts Mean

You can tell the type of data the system wants you to enter by looking at the display prompts (see the following chart).

Display Prompts	
When you see this prompt . . .	**The system wants you to enter. . .**
>	Enter a program number (e.g., 0405). You can press VOLUME ▲ or VOLUME ▼ to scroll forwards or backwards through a list of commands.
-	Enter data. If the program has multiple item numbers, you can press VOLUME ▲ or VOLUME ▼ to scroll forwards or backwards through the items.
&	Press VOLUME ▲ to see rest of the entry. This prompt only appears when the entire entry cannot fit in the display window.
?	Select a category (e.g., Tenant Group, extension port number, Class of Service) you want to program.

System Number Plan/Capacities – 384i vs. 124i

System Number Plan/Capacities		
System Type:	**384i**	**124i**
System		
Tenant Groups	4	1
Classes of Service	15 per Tenant	10
Toll Restriction Classes	15 per Tenant	8
Caller ID Bins	1000	200
Trunks		
Trunk Port Numbers[1]	1-128	1-52
Trunk Group Numbers	1-128	1-16
Trunk Access Maps	1-128	1-52
Trunk Routes	1-64	1-36
Ring Groups	1-128	1-16
Caller ID Bins	1000 (0-999)	200 (0-199)
DID Translation Tables	8	4
DID Translation Table Entries	1500	200
Tie Line Classes of Service	16	11
Tie Line Toll Restriction Classes	15 per Tenant	8
DISA Classes of Service	15 per Tenant	10
Extensions		
Telephone Extension Port Numbers[1]	1-256	1-72
Telephone Extension Number Range[2]	301-799	301-799
Virtual Extension Port Numbers	257-384	73-96
Virtual Extension Number Range[2]	301-799	301-799
Operator Access Number	0	0
PC Attendant Consoles	2	0
DSS Console Numbers	8	4
DSS Consoles, Maximum Installed	32	8
Door Box Numbers	1-8	1-8
Ringdown Assignments	50 per Tenant	24
Voice Mail Ports	16	16
Voice Mail Master Numbers	200-799	200-799

System Number Plan/Capacities		
System Type:	**384i**	**124i**
Abbreviated Dialing		
Abbreviated Dialing Groups	32	8
Abbreviated Dialing Bins	1990	360
Department and Pickup Groups		
Department (Extension) Group Numbers	1-32	1-8
Department (Extension) Group Number Range	200-799	200-799
Group Call Pickup Group Numbers	1-9 or 01-32	1-8
DCIs		
DCI Software Port Numbers	1-288	1-72 (Same as ext.)
DCI Extension Number Range[2]	301-799	301-799
DCI Department (Pooling) Group Numbers	1-32	1-8
DCI Toll Restriction Classes	15	8
DCI Hotlines	50	24
DCI Department (Pooling) Group Extension Number Range[2]	200-799	200-799
ACIs		
ACI Software Port Numbers[1]	1-192	1-6
ACI Extension Number Range[2]	200-799	200-799
ACI Department (Pooling) Group Numbers	1-32	1-4
ACI Department (Pooling) Group Extension Number Range[2]	200-799	200-799
Paging and Park		
Internal Page Group Numbers	0, 1-9 or 00, 01-32	0, 1-8
External Page Group Numbers	0, 1-8	0, 1-8
PGDU Sensors	16	8
Park Group Numbers	1-9 or 01-32	1-8
Passwords		
User Password for Setting Time and Date, Music on Hold tone, Night Service and Toll Restriction Override	0000	0000

System Number Plan/Capacities		
System Type:	**384i**	**124i**
Passwords (Cont'd)		
Programming Passwords		
Level 2 (IN - Tenant 0)	12345678	12345678
Level 3 (SA - Tenant 1)	0000	0000
Level 4 (SB - Tenant 1)	9999	9999
Footnotes		
[1] Count toward total number of allowed hardware ports (124 or 384 – depending on the system).		
[2] These devices share the same pool of extension numbers. Extension numbers cannot overlap.		
Extension numbers can be three or four digits long. See Flexible System Numbering.		

— For Your Notes —

☐ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞	Not available. 124i uses battery backed-up RAM for storing data, not a disk.

384i ☞	Available from telephone programming only.

IN

Use **Program 0001 - Save Data** to save the programmed system data to the CPRU floppy disk.

Conditions

None

Feature Cross Reference

None

Telephone Programming Instructions

To enter data for Program 0001 (Save Data):

1. Enter the programming mode.
2. Insert data disk into CPRU floppy drive.
3. 0 0 0 1 + HOLD

   ```
   Save?(Yes:1)
   ```

4. 1 + HOLD

   ```
   Data Saving...
   Data Save Complete!
   ```

   To exit without saving, just press HOLD.
5. HOLD

   ```
   Save?(Yes:1)
   ```

6. Insert backup data disk into CPRU floppy drive.

   This stores your data on the backup disk.
7. 1 + HOLD

   ```
   Data Saving...
   Data Save Complete!
   ```

   To exit without saving to the backup disk, just press HOLD.
8. HOLD

0000 - Maintenance Options
0002 - Load Data

☐ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞	Not available. 124i uses battery backed-up RAM for storing data, not a disk.

384i ☞	Available from telephone programming only.

IN

Use **Program 0002 - Load Data** to load the stored customer database from the CPRU floppy disk into system memory.

Conditions

None.

Feature Cross Reference

None

Telephone Programming Instructions

To enter data for Program 0002 (Load Data):

1. Enter the programming mode.
2. 0002 + HOLD

   `Load?(Yes:1)`
3. 1 + HOLD to load data.

   OR

   HOLD to exit without loading.

☐ Sorts Data ☐ Updates CEU ☐ Can be Copied

Description

124i ☞	Available from telephone programming only.

384i ☞	Available from telephone programming only.

SA

Use **Program 0003 - Time and Date** to change the system Time and Date through system programming. Extension users can also dial Service Code 828 to change the Time and Date.

Conditions
None

Feature Cross Reference

For this feature . . .	Use this option for . . .
Time and Date	Setting the Time and Date if Class of Service prevents users from dialing Service Code 828.

Telephone Programming Instructions

To enter data for Program 0003 (Time and Date):

1. Enter the programming mode.
2. 0003 + HOLD

   `Year:`
3. Enter two digits for year (00-99) and press HOLD.

   `Month:`
4. Enter two digits (01-12) for the month and press HOLD.

   `Day:`
5. Enter two digits (01-31) for the day and press HOLD.

   `Week (0:sun):`
6. Enter digit for the day of the week (0=Sunday, 6=Saturday) and press HOLD.

   `Hour:`
7. Enter two digits for the hour (00-23) and press HOLD.

   `Minute:`
8. Enter two digits for the minute (00-59) and press HOLD.

   `Second:`
9. Enter two digits for the second (00-59) and press HOLD.

   `Set?(Yes:1,No:0)`
10. Enter 1 to save your Program 0003 entries.
    OR
    Enter 0 to cancel your entry and exit the program.
    OR
    Press HOLD to return to step 2.

0000 - Maintenance Options
0004 - Automatic Extension Circuit Type Setup

☐ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞	Not available — circuit types auto-ID.

384i ☞	Available from telephone programming only.

IN

Program 0004 - Automatic Extension Circuit Type Setup automatically sets the circuit type for each extension port (1-256). This program identifies the devices at each extension port and then sets the appropriate circuit type. Program 0004 can automatically install a keyset (circuit type 1), keyset with DCI Module (circuit type 2) and ACI Module (circuit type 5). This program only sets the circuit type - it does not affect the port assignment.

Use Program 0004 to save time when assigning circuit types to extension ports. If you use Program 0005 instead, you'll have to set each circuit type individually.

Conditions

None

Feature Cross Reference

None

Telephone Programming Instructions

To enter data for Program 0004 (Automatic Circuit Type Setup):

1. Enter the programming mode.
2. 0004 + HOLD

   `Set Up?(Yes:1)`
3. 1 + HOLD to set up circuits.
   OR
   HOLD to cancel without setting up circuits.

☐ Sorts Data ☐ Updates CEU ☐ Can be Copied

Description

124i ☞	Not available — circuit types auto-ID. This option is in the 124i PC Program for reference only.

384i ☞	Available

IN

Use **Program 0005 - Extension Circuit Type Setup** to set the circuit type for the device at each extension port (1-256). The following table shows the available circuit types:

This device . . .	Use this circuit type . . .
Not set	0
Keyset	1
Keyset with DCI Module	2
500/2500 set	3
3-DCI Module	4
3-ACI Module	5
VAU Module	8 Assign Order 1 to the Main VAU Module Assign Order 2 to the Plug-in Expansion Board
2-OPX Module	9

Conditions

None

Feature Cross Reference

For this feature . . .	Use this option for . . .
Analog Communications Interface	Assigning circuit type 5 to an 3-ACI Module.
Data Communications	Assigning circuit type 2 to a keyset with a DCI Module and circuit type 4 to a 3-DCI Module.

Telephone Programming Instructions

To enter data for Program 0005 (Extension Circuit Type):

1. Enter the programming mode.
2. 0005 + HOLD.

   `STA PORT No?`
3. Enter the extension port number you want to program and press HOLD.

```
Type:
```

4. Enter the circuit type for the port selected and press HOLD.

```
Order:
```

5. Refer to the Understanding Port Assignments table below and enter the Order Number.

```
STA PORT No?
```

6. Enter the extension port number you want to program and press HOLD.
   OR
   Press HOLD to exit program.

Setting the Installation Order Number

Use the following table when assigning the Order Number in step 5 above. Also keep the following in mind:

- The system capacity is 384 physical ports
- The total of extensions **ports**, trunk **ports**, 3-ACI **units**, 3-DCI **units** and 2-OPX **ports** cannot exceed 384.
- The system assigns a separate set of software ports to DCIs, 3-DCIs and 3-ACIs. The software port assignments are for programming only. The ports do not overlap. For example, 3-ACI software port 150 is not the same as 3-DCI software port 150.
- Each 2-OPX uses up two physical ports - the one it is plugged into and the next consecutive physical port. All 2-OPX ports must be on the same DSTU PCB. If you use the last port on a DSTU PCB for a 2-OPX, the second 2-OPX port doesn't work.
- Each trunk circuit uses one physical port. Software trunk ports are numbered 1-128.

Understanding Port Assignments

Device	Physical Port	Circuit Type	Installation Order Number	Software Port	System Capacity
Keyset	1-256	1	Not used	1-256 Same as physical port number	256
DCI Module	Same as keyset in which DCI is installed	2	1-144[1]	1-144 Used in Series 1200 Programs	144
500/2500 Type Single Line	17-256	3	Not used	Not used	240
3-DCI Module	Same as station port into which 3-DCI is plugged	4	1[1] 2 through 48	145 146 147 148 149 150 286 287 288 Used in Series 1300 Programs	48 144 separate DCI ports, with 3 ports on each 3-DCI. The 3-DCI software port numbering begins where DCI software port numbering ends

Understanding Port Assignments					
Device	**Physical Port**	**Circuit Type**	**Installation Order Number**	**Software Port**	**System Capacity**
3-ACI Module	Same as station port into which 3-ACI is plugged	5	1[1] 2 through 64	1 2 3 4 5 6 190 191 192 Used in Series 1300 Programs	64 192 separate ACI ports, with 3 ports on each 3-ACI
VAU Module	Same as station port into which VAU is plugged	8	Assign Order 1 to the Main VAU Module Assign Order 2 to the Plug-in Expansion Board	2-256	1 Main VAU Module and 1 Plug-in Expansion Board
2-OPX	2-256 Each 2-OPX uses up two physical ports: the port into which it is plugged and the next adjacent port	9	Not used	2-256 Same as physical port number	127[3]
Trunk	Uses 1 physical port	See Program 0901	N/A	1-128	128

1 The Order Number in Program 0005 assigns the Software Port Number.
2 If you plug a keyset into a physical port that was previously assigned as the second port of a 2-OPX, the 2-OPX port will work - the keyset will not.
3 The system must have at least one display keyset for data entry, installed in port 1.

0000 - Maintenance Options
0006 - Slot Control

☐ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞	Not available
384i ☞	Available from telephone programming only.

IN

Use **Program 0006 - Slot Control** to close (turn off) or delete (uninstall) circuit boards (slots 1-25).

Close lets you block a PCB (just like placing the PCB switch down). Once closed, none of the ports on the PCB can be used for new calls. Existing calls, however, are not torn down. You can cancel the close command by placing the PCB switch to the up position.

Delete allows you to completely uninstall the PCB. You might want to do this if you want to remove a PCB and plug it into a different slot - and still retain the port assignments. If a PCB has an active call, you must first Close the PCB before you can delete it.

Conditions

When you uninstall a PCB, you must remove it from its slot and plug it in again (or into a different slot) before the system will use it again.

Feature Cross Reference

None

Telephone Programming Instructions

To enter data for Program 0006 (Slot Control):

1. Enter the programming mode
2. 0006 + HOLD

   `Menu No?`
3. To Close a PCB, enter 1+ HOLD.
   OR
   To delete a PCB, enter 2 + HOLD.

   `Target Slot?`
4. Enter the number of the slot you want to close or delete + HOLD

   If you are closing a slot, you see:

   `Blocking Start!`

   if the Close is successful. You see "Not Used" if the slot is vacant.

   If you are deleting a slot, you see:

   `Delete!`

   if the Delete is successful. You see "Not Used" if the slot is vacant.

☐ Sorts Data ☐ Updates CEU ☐ Can be Copied

Description

124i ☞	The 124i system has an enhanced system report. This program assigns the system report printer and additional report options. Items 2-6 are available from telephone programming only.

384i ☞	Assigns only the system report printer.

IN

384i
Use **Program 0007 - System Report Port Setup** to indicate to which DCI software port (1-288) you have connected the system printer. After selecting the DCI port, you can also use this program to print the system report. To view an abbreviated system report from within the PC program, refer to **0091 - View System Report**. To upload the system report from the system to the PC program, use PC program option **Main Menu -> Communication -> O/M Command -> 03 Read System Information.**

124i
Use **Program 0007 - System Report Port Setup** to:
- Assign the DCI software port (1-72) for the enhanced report printer (Item 1)
- Print out the entire enhanced report (Item 2)
  OR
  Print out selected sections of the enhanced report (Items 3-6).

Program 0007 – 124i System Report Port Setup		
This menu item . . .	**Lets you . . .**	**With this data . . .**[1]
1 - Printer Output Port	Assign the DCI software port the system uses for the system report printer. For DCI Modules, this is the same number as the DSTU station port. For 3DCI Units, the software port is either the DSTU station port or one of the next two consecutive ports (depending on the installation).	DCI software port number + HOLD to assign OR HOLD to cancel without changing
2 - Printout All Alarms	Have the printer designated in Item 1 output all the system reports.	1 + HOLD for Yes OR HOLD to cancel without changing
3 - Printout Only PCB Board Information	Have the printer designated in Item 1 output just the PCB Board section of the system report (see below).	1 + HOLD for Yes OR HOLD to cancel without changing
	This section shows: – CPRU type BASIC vs. EXPANDED) and software level. – The location (slot number) and software level of each board in each system cabinet. – The location (port number) and type of each telephone installed: KST = Keyset LCD = Two line alphanumeric display HP-LCD = Super Display KST + DCI = Keyset with DCI Unit DSS = DSS Console	

PCB Board Information (Item 3)

```
<< SYSTEM INFORMATION >>     03/16/94 00:41
Main Software Version : 1.1F
--------------------------------------------------------------------------------
CPRU type is BASIC. Backup battery O.K.
- Board install condition -
           1       2       3       4       5       6       7       8
Unit 1  +--DSTU-+-------+-------+--ASTA-+-------+--ATRU-+--PGDU-+--DTDU-+
Version                           0.05            1.00            0.00
Option                                                    DDDD
Unit 2  +-------+-------+-------+-------+-------+-------+-------+-------+
Version
Option
Unit 3  +-------+-------+-------+-------+-------+-------+-------+-------+
Version
Option

- DSTU Terminals -
Unit-Slot                          Port
   1-1  +---1---+---2---+---3---+---4---+---5---+---6---+---7---+---8---+
         KST+DCI   ---     KST     ---     ---     ---     ---     ---
          HP-LCD           LCD
           DSS
```

Program 0007 – 124i System Report Port Setup (Cont'd)		
This menu item . . .	**Lets you . . .**	**With this data . . .**[1]
4 - Printout Only Trunk Information	Have the printer designated in Item 1 output just the Trunk section of the system report (see below).	1 + HOLD for Yes OR HOLD to cancel without changing
	This section shows (for each trunk port [1-52]): – The cabinet number, slot and trunk location on PCB (e.g., 1-6-1 is the Main cabinet, slot six, first trunk on the PCB). – Trunk dialing type (e.g., PB for DTMF from Program 0901 Item 1). – Trunk Service Type for each Night Service Mode (from Program 0901 Items 14-17)	

Trunk Information (Item 4)

```
<< SYSTEM INFORMATION >>     03/16/94 00:41
Software assignment
--------------------------------------------------------------------------------
- Trunk port -
 No. Port Type   Day    Night  Mid    Rest
  1 1-6-1 PB     Normal Normal Normal Normal
  2 1-6-2 PB     Normal Normal Normal Normal
  3 1-6-3 PB     Normal Normal Normal Normal
  4 1-6-4 PB     Normal Normal Normal Normal
  5  none PB     Normal Normal Normal Normal
  6  none PB     Normal Normal Normal Normal
```

Program 0007 – 124i System Report Port Setup (Cont'd)		
This menu item . . .	**Lets you . . .**	**With this data . . .**[1]
5 - Printout Only Station and DCI Information	Have the printer designated in Item 1 output just the Station and DCI section of the system report (see below).	1 + HOLD for Yes OR HOLD to cancel without changing
	For each station port (1-72), this section shows: – The cabinet number, slot and station location on PCB (e.g., 1-1-1 is the Main cabinet, slot one, first station on the PCB). – Extension number and name For each DCI software port (1-72), this section shows: – The cabinet number, slot and station location on PCB (e.g., 1-1-1 is the Main cabinet, slot one, first station on the PCB). – DCI type (e.g., built-in = DCI Module) – DCI extension number	

Station Information (Item 5)

```
<< SYSTEM INFORMATION >>     03/16/94 00:41
Software assignment
-------------------------------------------------------------------------------
- Station port -
 No. Port Dial Name        No. Port Dial Name        No. Port Dial Name
  1 1-1-1 301  STA 301     25  none 325  STA 325     49  none 349  STA 349
* 2 1-1-2 302  STA 302     26  none 326  STA 326     50  none 350  STA 350
  3 1-1-3 303  STA 303     27  none 327  STA 327     51  none 351  STA 351
* 4 1-1-4 304  STA 304     28  none 328  STA 328     52  none 352  STA 352
* 5 1-1-5 305  STA 305     29  none 329  STA 329     53  none 353  STA 353
* 6 1-1-6 306  STA 306     30  none 330  STA 330     54  none 354  STA 354
* 7 1-1-7 307  STA 307     31  none 331  STA 331     55  none 355  STA 355
* 8 1-1-8 308  STA 308     32  none 332  STA 332     56  none 356  STA 356
  9 1-4-1 309  STA 309     33  none 333  STA 333     57  none 357  STA 357
 10 1-4-2 310  STA 310     34  none 334  STA 334     58  none 358  STA 358
 11 1-4-3 311  STA 311     35  none 335  STA 335     59  none 359  STA 359
 12 1-4-4 312  STA 312     36  none 336  STA 336     60  none 360  STA 360
 13  none 313  STA 313     37  none 337  STA 337     61  none 361  STA 361
 14  none 314  STA 314     38  none 338  STA 338     62  none 362  STA 362
 15  none 315  STA 315     39  none 339  STA 339     63  none 363  STA 363
 16  none 316  STA 316     40  none 340  STA 340     64  none 364  STA 364
 17  none 317  STA 317     41  none 341  STA 341     65  none 365  STA 365
 18  none 318  STA 318     42  none 342  STA 342     66  none 366  STA 366
 19  none 319  STA 319     43  none 343  STA 343     67  none 367  STA 367
 20  none 320  STA 320     44  none 344  STA 344     68  none 368  STA 368
 21  none 321  STA 321     45  none 345  STA 345     69  none 369  STA 369
 22  none 322  STA 322     46  none 346  STA 346     70  none 370  STA 370
 23  none 323  STA 323     47  none 347  STA 347     71  none 371  STA 371
 24  none 324  STA 324     48  none 348  STA 348     72  none 372  STA 372
```

```
- DCI port -
 No. Port Kind     Dial    No. Port Kind     Dial    No. Port Kind     Dial
  1 1-1-1 built-in 601     25 Not assigned          49 Not assigned
  2 Not assigned           26 Not assigned          50 Not assigned
  3 Not assigned           27 Not assigned          51 Not assigned
  4 Not assigned           28 Not assigned          52 Not assigned
  5 Not assigned           29 Not assigned          53 Not assigned
  6 Not assigned           30 Not assigned          54 Not assigned
  7 Not assigned           31 Not assigned          55 Not assigned
  8 Not assigned           32 Not assigned          56 Not assigned
  9 Not assigned           33 Not assigned          57 Not assigned
 10 Not assigned           34 Not assigned          58 Not assigned
 11 Not assigned           35 Not assigned          59 Not assigned
 12 Not assigned           36 Not assigned          60 Not assigned
 13 Not assigned           37 Not assigned          61 Not assigned
 14 Not assigned           38 Not assigned          62 Not assigned
 15 Not assigned           39 Not assigned          63 Not assigned
 16 Not assigned           40 Not assigned          64 Not assigned
 17 Not assigned           41 Not assigned          65 Not assigned
 18 Not assigned           42 Not assigned          66 Not assigned
 19 Not assigned           43 Not assigned          67 Not assigned
 20 Not assigned           44 Not assigned          68 Not assigned
 21 Not assigned           45 Not assigned          69 Not assigned
 22 Not assigned           46 Not assigned          70 Not assigned
 23 Not assigned           47 Not assigned          71 Not assigned
 24 Not assigned           48 Not assigned          72 Not assigned
```

Program 0007 – 124i System Report Port Setup (Cont'd)		
This menu item . . .	**Lets you . . .**	**With this data . . .**[1]
6 - Printout Only Other Information	Have the printer designated in Item 1 output just the Other Information section of the system report (see below).	1 + HOLD for Yes OR HOLD to cancel without changing
	For each 3ACI Unit (1-6), this section shows: – The cabinet number, slot and location on station PCB (e.g., 1-1-4 is the Main cabinet, slot one, fourth station on the PCB). – The extension number and type (1=input, 2=output) for each channel on the 3ACI Unit. For each VAU Module, Door Box, External Paging port, alarm sensor and DSS Console, this section shows: – The cabinet number, slot and station location on PCB (e.g., 1-1-5 is the Main cabinet, slot one, fifth station on the PCB).	

```
Other Information (Item 6)
<< SYSTEM INFORMATION >>     03/16/94 00:41
Software assignment
--------------------------------------------------------------------------------
- ACI port -
No.Port  CH  Dial Kind
 1 Not assigned   No setting
 2 Not assigned   No setting•
 3 Not assigned   No setting
 4 Not assigned   No setting
 5 Not assigned   No setting
 6 Not assigned   No setting
```

```
- VAU port -
       Unit Slot Port
Master   Not assigned
Slave    Not assigned

- Door phone port -    - Speaker port -       - Sensor port -
No.Unit Slot Port      No.Unit Slot Port      No.Unit Slot Port Kind
 1    1    7    1      *1    1    7    1       1    1    7    5  Alarm
 2    1    7    2      *2    1    7    2       2    1    7    6  Alarm
 3    1    7    3      *3    1    7    3       3    1    7    7  Alarm
 4    1    7    4      *4    1    7    4       4    1    7    8  Alarm
 5  Not assigned        5  Not assigned        5  Not assigned   FAX
 6  Not assigned        6  Not assigned        6  Not assigned   FAX
 7  Not assigned        7  Not assigned        7  Not assigned   FAX
 8  Not assigned        8  Not assigned        8  Not assigned   FAX

- DSS console port -
No.      1       2       3       4
Port   1-1-1   -----   -----   -----
```

Conditions

You cannot place a data call to a DCI port dedicated to the system report, alarm report or SMDR.

Feature Cross Reference

None

0000 - Maintenance Options
0007 - System Report Port Setup

Telephone Programming Instructions

To enter data for Program 0007 (System Report Port Setup):

(384i Only)

1. Enter the programming mode.
2. 0007 + HOLD

   ```
   Print Port:
   ```

3. Enter the system report printer DCI port number (System Report Port)

   ```
   Print?(Yes:1)
   ```

4. Press 1 + HOLD to print the report.
   OR
   Press HOLD to skip printing.

(124i Only)

1. Enter the programming mode.
2. 0007 + HOLD

   ```
   Menu No?
   ```

3. Enter the menu number you want to program (1-6) + HOLD
4. **For Item 1**
   Enter the system report printer DCI port number + HOLD.

   For Items 2-6
   Press 1 + HOLD to activate the option.
   OR
   Press HOLD to cancel without implementing the option.
5. When you see "*Menu NO?*,"
   Repeat from step 5 to select another menu number
   OR
   HOLD exit.

☐ Sorts Data ☐ Updates CEU ☐ Can be Copied

Description

124i ☞ Available.	***384i*** ☞ Available.

IN

Use **Program 0008 - Alarm Report Port Setup** to set the options for the alarm report. This program has 5 separate menu options (see the following chart). Items 2-4 are available only from the telephone programming. To view the alarm report from within the PC program, refer to **0092 - View Alarm Report**. To upload the alarm report from the system to the PC program, use PC program option **Main Menu -> Communication -> O/M Command -> 04 Read Alarm Report.**

Program 0008 Menu Items		
This menu item . . .	**Lets you . . .**	**With this data . . .**[1]
1 - Printer Output Port	Assign the DCI software port the system uses for the alarm report printer	DCI software port number + HOLD to assign OR HOLD to cancel without changing
2 - Printout All Alarms	Indicate that the alarm report printer should print all alarms	1 + HOLD for Yes OR HOLD to cancel without changing
3 - Printout Only New Alarms	Allow the alarm report printer to print only the alarms that the system logged since you last printed the report	1 + HOLD for Yes OR HOLD to cancel without changing
4 - Clear Alarm Record	Initialize (clear) the alarm report record. This removes all old alarms from the record.	1 + HOLD for Yes OR HOLD to cancel without changing
5 - Printer Mode Setup	Print the alarm report manually (0) or automatically as alarms occur (1)	0 + HOLD for manual OR 1 + HOLD for automatic(as alarms occur)

See Telephone Programming Instructions below.

Conditions

You cannot place a data call to a DCI port dedicated to the system report, alarm report or SMDR.

Feature Cross Reference

None

0000 - Maintenance Options
0008 - Alarm Report Port Setup

Telephone Programming Instructions

To enter data for Program 0008 (Alarm Report Port Setup):

1. Enter the programming mode.
2. 0008 + HOLD.

   ```
   Menu No?
   ```

3. Select the menu for the item you want to program + HOLD.
4. Refer to the chart above (*Program 0008 Menu Items*) and enter data as required.
5. Repeat from step 3 to program additional menu items.

☐ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞ Not available.	***384i*** ☞ Available from telephone programming only.

IN

Use **Program 0009 - Loop Back Testing** to perform a loop back diagnostic test on telephones and system PCBs. This program has 9 separate menu options (see the following chart).

Program 0009 Menu Items		
This menu item . . .	**Lets you . . .**	**With this data . . .** [1]
1 - Analog Set Loopback (CEU to ASTU PCB)	Perform a loopback test from the CEU to the selected ASTU PCB circuit	1 (for menu 1) + HOLD + 500/2500 extension port number to test (1-256) + HOLD
2 - Keyset Circuit Loopback (CEU to DSTU circuit)	Perform a loopback test from the CEU to the selected DSTU circuit	2 (for menu 2) + HOLD + DSTU extension port to test + HOLD
3 - Keyset Loopback (CEU to keyset)	Perform a loopback test from the CEU to the selected keyset	3 (for menu 3) + HOLD + DSTU extension port to test + HOLD
4 - Trunk Loopback (CEU to ATRU circuit)	Perform a loopback test from the CEU to the selected ATRU circuit	4 (for menu 4) + HOLD + trunk port to test + HOLD
5 - DTMF Receiver Test	Perform a DTMF test on the selected DTMF receiver (see Program 0303)	5 (for menu 5) + HOLD + DTMF receiver to test + HOLD
6 - Conference Path Test	Test the specified Conference path (see Program 0308)	6 (for menu 6) + HOLD + Conference circuit to test (1-32) + HOLD
7 - Not used		
8 - Door Box Test	Test the specified Door Box	8 (for menu 8) + HOLD + Door Box to test (1-8) + HOLD
9 - External Paging Circuit Test	Test the specified External Paging circuit	9 (for menu 9) + HOLD + External Paging circuit to test (1-8) + HOLD
10- T1 Test	Test the specified T1 circuits	10 (for menu 10) + HOLD + Test Type (1 = Local, 2 = Remote and 3 = Local Channel) + HOLD + Test trunk port (1-128) + HOLD

1 See Telephone Programming Instructions below

Conditions

None

Feature Cross Reference

None

0000 - Maintenance Options
0009 - Loop Back Testing

Telephone Programming Instructions

To enter data for Program 0009 (Loop Back Testing):

1. Enter the programming mode.
2. 0009 + HOLD

   ```
   Menu No?
   ```

3. Select the menu for the item you want to program + HOLD.
4. Refer to the chart above (*Program 0009 Menu Items*) and enter data as required.
5. Repeat from step 3 to program additional menu items.

☐ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

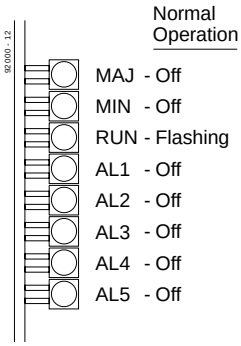
124i ☞	Not Available. The CPRU PCB does not have alarm LEDs.

384i ☞	Available.

IN

Use **Program 0010 - Alarm LED Setup** to assign a status to each of the system alarms. You can designate an alarm as Major (MAJ) or Minor (MIN). This determines which alarm LED indicates on the CPRU PCB and CEU if the alarm occurs. In addition, you can also assign an alarm to Alarm LEDs 1-5 on the CPRU PCB (AL1-AL5). For example, designate alarm 0105 (Loop Back Test Failure) as a major alarm indicating also on AL5. If you have a failure during a loop back test, the MAJ LEDs on the CPRU PCB, CEU and DSS Consoles will light. AL5 on the CPRU PCB will also light.

DETAIL C



Refer to Table for additional LED indications.

Conditions

None

Feature Cross Reference

None

0000 - Maintenance Options
0010 - Alarm LED Setup

Telephone Programming Instructions

To enter data for Program 0010 (Alarm LED Setup):

1. Enter the programming mode.
2. 0010 + HOLD

   ```
   Alarm No?
   ```

3. Enter the number of the alarm you want to program + HOLD

   ```
   Type:
   ```

4. Enter the type of alarm + HOLD
   1 = Major alarm
   2 = Minor alarm

   ```
   Level:
   ```

5. Enter the number of the CPRU LED assigned to the alarm (1-5 for AL1-AL5) + HOLD

☐ Sorts Data ☐ Updates CEU ☐ Can be Copied

Description

124i ☞	Available. System has 72 station ports (1-72).
384i ☞	Available. System has 256 station ports (1-256).

IN

Use **Program 0011 - Alarm Display Telephone** to assign the display keyset port that should receive system alarms. The keyset you select will display an alarm if:

- The battery on the CPRU PCB is low
- The periodic maintenance program encounters a disk error (384i only)
- The periodic program disk maintenance fails

If you don't make an assignment in this program, alarms display at the operator's extension assigned in Program 1105 - Operator's Extension.

Conditions

None

Feature Cross Reference

None

Telephone Programming Instructions

To enter data for Program 0011 (Alarm Display Telephone):

1. Enter the programming mode.
2. 0011 + HOLD

   `STA No:`
3. Enter the number of the station port (1-72 or 1-256) you want assigned as the Alarm Display Telephone.
4. HOLD

0000 - Maintenance Options
0012 - Remote Service Center Phone Number

☐ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞ Currently not implemented. ***384i*** ☞ Currently not implemented.

IN

Use **Program 0012 - Remote Service Center Phone Number** to define the Remote Service Center telephone number. This is the number the system dials for Automatic Fault Reporting. The number can be up to 24 digits long, using the characters 0-9, # and *.

This option is currently not used.

Conditions

None

Feature Cross Reference

None

Telephone Programming Instructions

To enter data for Program 0012 (Remote Service Center Phone Number):

1. Enter the programming mode.
2. 0012 + HOLD

   `Dial:`
3. Enter the service center's phone number + HOLD to exit

☐ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞ Currently not implemented. ***384i*** ☞ Currently not implemented.

IN

Program 0013 - Remote Service Center Trunk Group defines the trunk group used when placing calls to the Service Center for Automatic Fault Reporting.

This option is currently not used.

Conditions

None

Feature Cross Reference

None

Telephone Programming Instructions

To enter data for Program 0013 (Remote Service Center Trunk Group):

1. Enter the programming mode.
2. 0013 + HOLD

   `Trunk GRP:`
3. Enter the Remote Service Center trunk group (1-16 or 1-128) + HOLD to exit

0000 - Maintenance Options
0014 - Remote Service Center User's Data

☐ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞ Currently not implemented.

384i ☞ Currently not implemented.

IN

Use **Program 0014 - Remote Service Center User's Data** to define the site identification data sent to the Service Center when automatically reporting a fault. The data can consist of alphanumeric characters up to 16 digits long.

This option is currently not used.

Conditions

None

Feature Cross Reference

None

Telephone Programming Instructions

To enter data for Program 0014 (Remote Service Center User's Data):

1. Enter the programming mode.
2. 0014 + HOLD

   `Data:`
3. Enter the service center's user data + HOLD to exit

☐ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞	Not applicable.
384i ☞	Available — requires system software 3.06.02 or higher.

IN

Use **Program 0015 - Automatic Backup** to automatically back up program data to the CPRU floppy disk. This helps ensure that the system will retain site-specific data in the event of a power failure or system reset. You can set the Automatic Backup to occur:

- On a specific day of the month at a preset time.
  OR
- On selected day(s) of the week (Sunday through Saturday) at a preset time.

Conditions

If an error occurs while the system is doing an Automatic Backup, an alarm message will display on the telephone designated in Program 0011 - Alarm Display Telephone.

Feature Cross Reference

None

Telephone Programming Instructions

To enter data for Program 0015 (Automatic Backup):

1. Enter the programming mode.
2. 0015 + HOLD

   You see: DAY
3. Enter the day of the month (1-31) on which the Automatic Backup should occur + HOLD.
   OR
   Enter 0 to have the backup occur according to the day of week selections in the next step + HOLD.

   In either case, you see: Week No.?
4. If you selected a specific day (1-31) in step 3, press HOLD and skip to step 7.
   When you press HOLD, you see: HOUR:
   OR
   If you entered 0 in step 3, select the day of the week (0-6) you want to program + HOLD.

   The days of the week are 0 (Sunday), 1 (Monday), 2 (Tuesday), 3 (Wednesday), 4 (Thursday), 5 (Friday) and 6 (Saturday).

   After entering data, you see: (day of week):
5. For the day of the week selected in step 4, enter 0 to disable or 1 to enable Automatic Backup + HOLD

   You see: Week No.?
6. Repeat from step 4 to select another day of the week (0-6).
   OR
   HOLD to go to step 7.

   If you press HOLD, you see: HOUR:
7. Select the hour at which Automatic Backup should occur (1-23) + HOLD to exit

   Use a 24 hour clock (i.e., 13 = 1:00 PM).

0000 - Maintenance Options
0091 - View System Report

Sorts Data	Updates CEU	Can be Copied

Description

124i ☞	Available from PC program only.	*384i* ☞	Available from PC program only.

IN

Use **Program 0091 - View System Report** to display an abbreviated system report. To have the entire system report output on the report printer, refer to **0007 - System Report Port Setup**. To upload the system report from the system to the PC program, use PC program option **Main Menu -> Communication -> O/M Command -> 03 Read System Information.**

384i Abbreviated System Report

```
Slot No. = 01
Change     [           ]   00-00-00  00:00
Disk save  [           ]   00-00-00  00:00

  TYPE1    : (0)
  TYPE2    : (0)
  ID       : 00
  S-PORT   : 000
  E-PORT   : 000
  CONDITION: Running
  NOTE1    : 00
  NOTE2    : 00
  NOTE3    : 00
  NOTE4    : 00
```

124i Abbreviated System Report

```
Slot
 No.   Name   Version  Option
 01----DSTU----    ----          13----    ----    ----
 02----    ----    ----          14----    ----    ----
 03----    ----    ----          15----    ----    ----
 04----    ----    ----          16----    ----    ----
 05----    ----    ----          17----    ----    ----
 06----    ----    ----          18----    ----    ----
 07----    ----    ----          19----    ----    ----
 08----    ----    ----          20----    ----    ----
 09----    ----    ----          21----    ----    ----
 10----    ----    ----          22----    ----    ----
 11----    ----    ----          23----    ----    ----
 12----    ----    ----          24----    ----    ----
```

Conditions

None

Feature Cross Reference

None

Telephone Programming Instructions

None (available from PC program only).

☐ Sorts Data ☐ Updates CEU ☐ Can be Copied

Description

124i ☞ Available from PC program only.	***384i*** ☞ Available from PC program only.

IN

Use **Program 0092 - View Alarm Report** to display the alarm report. To have the alarm report output on the report printer, refer to **0008 - Alarm Report Port Setup**. To upload the alarm report from the system to the PC program, use PC program option **Main Menu -> Communication -> O/M Command -> 04 Read Alarm Report.**

Conditions

None

Feature Cross Reference

None

Telephone Programming Instructions

None (available from PC program only).

— For Your Notes —

☐ Sorts Data ☑ Updates CEU ☐ Can be Copied

Description

124i ☞ Available.	***384i*** ☞ Available.

IN

Use **Program 0101 - DTMF Tone Duty Cycle** to set the DTMF tone duration (on time) and pause (off time) for all trunk calls. This option affects all trunk calls system wide. You make separate entries for duration and pause. Each entry is in 10 mS increments (e.g., entry 10 = 100 mS). The range is 1 (10 mS) to 255 (2.55 seconds).

Conditions

None

Feature Cross Reference

None

Telephone Programming Instructions

To enter data for Program 0101 (DTMF Tone Duty Cycle):

1. Enter the programming mode.
2. 0101 + HOLD

   `Duration:`
3. Enter the code for the duration interval (e.g., 1 = 10 mS).
4. HOLD

   `Pause:`
5. Enter the code for the pause interval (e.g., 1=10 mS).
6. HOLD

0100 - Basic Hardware Setup (Part A)
0103 - Time and Date Display Mode

☐ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞ Available.	***384i*** ☞ Available.

IN

Use **Program 0103 - Time and Date Display** to set how the Time and Date appear on display telephones. There are eight display modes (see the following chart):

Time and Date Display Modes		
Mode	**Type**	**Sample**
1	12 hour	10 MAR TUE 3:15PM
2	12 hour	3:15PM MAR 10 TUE
3	12 hour	3-10 TUE 3:15 PM
4	12 hour	3:15PM TUE 10 MAR
5	24 hour	10 MAR TUE 15:15
6	24 hour	15:15 MAR 10 TUE
7	24 hour	3-10 TUE 15:15
8	24 hour	15:15 TUE 10 MAR

Conditions
None

Feature Cross Reference
"Time and Date"

Telephone Programming Instructions
To enter data for Program 0103 (Time and Date Display Mode):

1. Enter the programming mode.
2. 0103 + HOLD

   Type:
3. Enter the Time and Date mode (1-8)
4. HOLD

☐ Sorts Data ☐ Updates CEU ☑ Can be Copied

Description

124i ☞	Available. System has 52 trunk ports (1-52).
384i ☞	Available. System has 128 trunk ports (1-128).

IN

Use **Program 0104 - DP to DTMF Conversion Options** to determine how a user can convert a Dial Pulse (DP) call to a DTMF call. for each trunk, set the type of DP to DTMF conversion required. There are three conversion options:

- 0 - Automatic
  DP to DTMF conversion occurs automatically if the extension user waits more than 10 seconds before dialing the next digit.
- 1 - Automatic and Manual
  DP to DTMF conversion occurs automatically if the extension user waits more than 10 seconds before dialing the next digit. In addition, the user can dial # to switch a DP trunk to DTMF dialing.
- 2 - Manual
  User can dial # to switch a DP trunk to DTMF dialing.

Conditions

None

Feature Cross Reference

"Pulse to Tone Conversion"

Telephone Programming Instructions

To enter data for Program 0104 (DP to DTMF Conversion):

1. Enter the programming mode.
2. 0104 + HOLD
   `TRK No:`
3. Enter the number of the trunk port (1-52 or 1-128) you want to program.
4. HOLD
   `TRK_nnn:`
5. Enter 0 (Automatic), 1 (Automatic and Manual) or 2 (Manual)
6. HOLD

0100 - Basic Hardware Setup (Part A)
0109 - Keyset Splash Tone

☑ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞	Available.
-	Requires Base 2.13, EXCPRU 2.18 or higher.

384i ☞	Available. After you change this program and exit programming, the system will reset for about thirty seconds.
-	Requires system software 3.04 or higher.

IN

Use this program to set the frequency of the system's splash tone. This is the tone the system uses, for example, to alert the user of an incoming voice-announced Intercom call. When changing a tone, refer to the System Tones table below.

System Tones - A

No.	Frequency (Hz)	No.	Frequency (Hz)	No.	Frequency (Hz)
9	3200.00	42	744.19	75	421.05
10	2909.09	43	727.27	76	415.58
11	2666.67	44	711.11	77	410.26
12	2461.54	45	695.65	78	405.06
13	2285.71	46	680.85	79	400.00
14	2133.33	47	666.67	80	395.06
15	2000.00	48	653.06	81	390.24
16	1882.35	49	640.00	82	385.84
17	1777.78	50	627.45	83	380.95
18	1684.21	51	615.38	84	376.47
19	1600.00	52	603.77	85	372.09
20	1523.81	53	592.59	86	367.82
21	1454.54	54	581.82	87	363.64
22	1391.30	55	571.43	88	359.55
23	1333.33	56	561.40	89	355.56
24	1280.00	57	551.72	90	351.65
25	1230.77	58	542.37	91	347.83
26	1185.19	59	533.33	92	344.09
27	1142.86	60	524.59	93	340.43
28	1103.45	61	516.13	94	336.84
29	1066.67	62	507.94	95	333.33
30	1032.26	63	500.00	96	329.90
31	1000.00	64	492.31	97	326.53
32	969.70	65	484.85	98	323.23
33	941.18	66	477.61	99	320.00
34	914.29	67	470.59	100	316.83
35	888.89	68	463.77	101	313.73
36	864.86	69	457.14	102	310.68
37	- - - - -	70	450.80	103	307.69
38	820.51	71	444.44	104	304.76
39	800.00	72	438.36	105	301.89
40	780.49	73	432.43		
41	761.90	74	426.67		

Conditions

Do not use entry 37. The system saves entry 37 as 36 (864.86).

Feature Cross Reference

"Distinctive Ringing, Tones and Flash Patterns"

Telephone Programming Instructions

To enter data for Program 0109 (Keyset Splash Tone):

1. Enter the programming mode.
2. 0109 + HOLD

   FREQ:nn-

   The previously programmed value displays.
3. Enter the number of the new splash tone.

   Refer to the table on the previous page for splash tone numbers.
4. HOLD to exit.

   When you exit the programming mode, the system will restart (about 6 seconds in 124i - about 30 seconds in 384i).

0100 - Basic Hardware Setup (Part A)
0110 - Keyset Confirmation Tone

☑ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞	Available. Requires Base 2.13, EXCPRU 2.18 or higher.

384i ☞	Available. After you change this program and exit programming, the system will reset for about thirty seconds. Requires system software 3.04 or higher.

IN

Use this program to set the frequency and duration of the Dial Pad Confirmation Tone. When an extension user enables Dial Pad Confirmation Tone (Service Code 824), they hear this tone each time they press a telephone key. When changing a tone, refer to the System Tones table below. The duration settings are from 2-25 in 5 mS intervals (e.g., 2 = 10 mS, 4 = 20 mS, etc.).

System Tones - A

No.	Frequency (Hz)	No.	Frequency (Hz)	No.	Frequency (Hz)
9	3200.00	42	744.19	75	421.05
10	2909.09	43	727.27	76	415.58
11	2666.67	44	711.11	77	410.26
12	2461.54	45	695.65	78	405.06
13	2285.71	46	680.85	79	400.00
14	2133.33	47	666.67	80	395.06
15	2000.00	48	653.06	81	390.24
16	1882.35	49	640.00	82	385.84
17	1777.78	50	627.45	83	380.95
18	1684.21	51	615.38	84	376.47
19	1600.00	52	603.77	85	372.09
20	1523.81	53	592.59	86	367.82
21	1454.54	54	581.82	87	363.64
22	1391.30	55	571.43	88	359.55
23	1333.33	56	561.40	89	355.56
24	1280.00	57	551.72	90	351.65
25	1230.77	58	542.37	91	347.83
26	1185.19	59	533.33	92	344.09
27	1142.86	60	524.59	93	340.43
28	1103.45	61	516.13	94	336.84
29	1066.67	62	507.94	95	333.33
30	1032.26	63	500.00	96	329.90
31	1000.00	64	492.31	97	326.53
32	969.70	65	484.85	98	323.23
33	941.18	66	477.61	99	320.00
34	914.29	67	470.59	100	316.83
35	888.89	68	463.77	101	313.73
36	864.86	69	457.14	102	310.68
37	- - - - -	70	450.80	103	307.69
38	820.51	71	444.44	104	304.76
39	800.00	72	438.36	105	301.89
40	780.49	73	432.43		
41	761.90	74	426.67		

Conditions

Do not use Frequency entry 37. The system saves entry 37 as 36 (864.86).

Feature Cross Reference

"Dial Pad Confirmation Tone"
"Distinctive Ringing, Tones and Flash Patterns"

Telephone Programming Instructions

To enter data for Program 0110 (Keyset Confirmation Tone):

1. Enter the programming mode.
2. 0110 + HOLD

   FREQ:nn-

   The previously programmed value displays.
3. Enter the number of the frequency of the Dial Pad Confirmation Tone + HOLD

   Refer to the table on the previous page for Dial Pad Confirmation Tone frequency numbers.

   DUR:nn-
4. Enter the confirmation tone duration (2-25 5 mS increments).
5. HOLD to exit.

   When you exit the programming mode, the system will restart (about 6 seconds in 124i - about 30 seconds in 384i).

0100 - Basic Hardware Setup (Part A)
0111 - Trunk Ring Tone

☑ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞	Available.
-	Requires Base 2.13, EXCPRU 2.18 or higher.

384i ☞	Available. After you change this program and exit programming, the system will reset for about thirty seconds.
-	Requires system software 3.04 or higher.

IN

Use this program to set the trunk ring tones, which are the tones a user hears when a trunk rings an extension. These tones are grouped into four trunk ring tone *Ranges* (1-4), also called patterns, that consist of a combination of frequencies. (You assign a specific *Range* to trunks in Program 0902.) Within each *Range* there are three frequency *Types*: High, Middle and Low. (Service Code 820 allows users to choose the *Type* for their incoming calls.) Each *Type* in turn consists of three frequencies "played" simultaneously to make up the tone. These frequencies are determined by their *Frequency Number* (see the System Tones A and B tables beginning on the next page). In this program, you assign the three *Frequency Numbers* for each *Type*, for each of the four *Ranges*. The chart below shows the default *Frequency Numbers* for each *Type* in each *Range*. If you change the *Frequency Numbers* for a *Type*, be sure to write them in the *New* column for future reference.

Trunk Ring Tones

Trunk Ring Tone Range 1

Type	Frequency 1		Frequency 2		Frequency 3	
	Default	New	Default	New	Default	New
High	30		36		124	
Middle	54		76		124	
Low	75		88		124	

Trunk Ring Tone Range 2

Type	Frequency 1		Frequency 2		Frequency 3	
	Default	New	Default	New	Default	New
High	11		15		249	
Middle	15		19		249	
Low	21		26		249	

Trunk Ring Tone Range 3

Type	Frequency 1		Frequency 2		Frequency 3	
	Default	New	Default	New	Default	New
High	17		23		83	
Middle	35		44		83	
Low	72		88		83	

Trunk Ring Tone Range 4						
Type	**Frequency 1**		**Frequency 2**		**Frequency 3**	
	Default	**New**	**Default**	**New**	**Default**	**New**
High	12		13		79	
Middle	15		16		79	
Low	20		21		79	

System Tones - A

No.	Frequency (Hz)	No.	Frequency (Hz)	No.	Frequency (Hz)
9	3200.00	42	744.19	75	421.05
10	2909.09	43	727.27	76	415.58
11	2666.67	44	711.11	77	410.26
12	2461.54	45	695.65	78	405.06
13	2285.71	46	680.85	79	400.00
14	2133.33	47	666.67	80	395.06
15	2000.00	48	653.06	81	390.24
16	1882.35	49	640.00	82	385.84
17	1777.78	50	627.45	83	380.95
18	1684.21	51	615.38	84	376.47
19	1600.00	52	603.77	85	372.09
20	1523.81	53	592.59	86	367.82
21	1454.54	54	581.82	87	363.64
22	1391.30	55	571.43	88	359.55
23	1333.33	56	561.40	89	355.56
24	1280.00	57	551.72	90	351.65
25	1230.77	58	542.37	91	347.83
26	1185.19	59	533.33	92	344.09
27	1142.86	60	524.59	93	340.43
28	1103.45	61	516.13	94	336.84
29	1066.67	62	507.94	95	333.33
30	1032.26	63	500.00	96	329.90
31	1000.00	64	492.31	97	326.53
32	969.70	65	484.85	98	323.23
33	941.18	66	477.61	99	320.00
34	914.29	67	470.59	100	316.83
35	888.89	68	463.77	101	313.73
36	864.86	69	457.14	102	310.68
37	- - - - -	70	450.80	103	307.69
38	820.51	71	444.44	104	304.76
39	800.00	72	438.36	105	301.89
40	780.49	73	432.43		
41	761.90	74	426.67		

System Tones - B

No.	Frequency (Hz)	No.	Frequency (Hz)	No.	Frequency (Hz)
1	1000.00	44	44.44	87	22.73
2	667.67	45	43.48	88	22.47
3	500.00	46	42.55	89	22.22
4	400.00	47	41.67	90	21.98
5	333.33	48	40.82	91	21.74
6	285.71	49	40.00	92	21.51
7	250.00	50	39.22	93	21.28
8	222.22	51	38.46	94	21.05
9	200.00	52	37.74	95	20.83
10	181.82	53	37.04	96	20.62
11	166.67	54	36.36	97	20.41
12	153.85	55	35.71	98	20.20
13	142.86	56	35.09	99	20.00
14	133.33	57	34.48	100	19.80
15	125.00	58	33.90	101	19.61
16	117.65	59	33.33	102	19.42
17	111.11	60	32.79	103	19.23
18	105.26	61	32.36	104	19.05
19	100.00	62	31.75	105	18.87
20	95.24	63	31.25	106	18.69
21	90.91	64	30.77	107	18.52
22	86.96	65	30.30	108	18.35
23	83.33	66	29.85	109	18.18
24	80.00	67	29.41	110	18.02
25	76.92	68	28.99	111	17.86
26	74.07	69	28.57	112	17.70
27	71.43	70	28.17	113	17.54
28	68.97	71	27.78	114	17.39
29	66.67	72	27.40	115	17.24
30	64.52	73	27.03	116	17.09
31	62.50	74	26.67	117	16.95
32	60.61	75	26.32	118	16.81
33	58.82	76	25.97	119	16.67
34	57.14	77	25.64	120	16.53
35	55.56	78	25.32	121	16.39
36	54.05	79	25.00	122	16.26
37	52.63	80	24.69	123	16.13
38	51.28	81	24.39	124	16.00
39	50.00	82	24.10	125	15.87
40	48.78	83	23.81	126	15.75
41	47.62	84	23.53	127	15.63
42	46.51	85	23.26	128	15.50
43	45.45	86	22.99		

System Tones - B (Cont'd)

No.	Frequency (Hz)	No.	Frequency (Hz)	No.	Frequency (Hz)
129	15.38	172	11.56	215	9.26
130	15.27	173	11.49	216	9.22
131	15.15	174	11.43	217	9.17
132	15.04	175	11.36	218	9.13
133	14.93	176	11.30	219	9.09
134	14.81	177	11.24	220	9.05
135	14.71	178	11.17	221	9.01
136	14.60	179	11.11	222	8.97
137	14.49	180	11.05	223	8.93
138	14.39	181	10.99	224	8.89
139	14.29	182	10.93	225	8.85
140	14.18	183	10.87	226	8.81
141	14.08	184	10.81	227	8.77
142	13.99	185	10.75	228	8.73
143	13.89	186	10.70	229	8.70
144	13.79	187	10.64	230	8.66
145	13.70	188	10.58	231	8.62
146	13.61	189	10.53	232	8.58
147	13.51	190	10.47	233	8.55
148	13.42	191	10.42	234	8.51
149	13.33	192	10.36	235	8.47
150	13.25	193	10.31	236	8.44
151	13.16	194	10.26	237	8.40
152	13.07	195	10.20	238	8.37
153	12.99	196	10.15	239	8.33
154	12.90	197	10.10	240	8.30
155	12.82	198	10.05	241	8.26
156	12.74	199	10.00	242	8.23
157	12.66	200	9.95	243	8.20
158	12.58	201	9.90	244	8.16
159	12.50	202	9.85	245	8.13
160	12.42	203	9.80	246	8.10
161	12.35	204	9.76	247	8.06
162	12.27	205	9.71	248	8.03
163	12.20	206	9.66	249	8.00
164	12.12	207	9.62	250	7.97
165	12.05	208	9.57	251	7.94
166	11.98	209	9.52	252	7.91
167	11.90	210	9.48	253	7.87
168	11.83	211	9.43	254	7.84
169	11.76	212	9.39	255	7.81
170	11.70	213	9.35		
171	11.63	214	9.30		

Conditions

Do not use Frequency entry 37. The system saves entry 37 as 36 (864.86).

Feature Cross Reference

"Central Office Calls, Answering"
"Distinctive Ringing, Tones and Flash Patterns"

0100 - Basic Hardware Setup (Part A)
0111 - Trunk Ring Tone

Telephone Programming Instructions

To enter data for Program 0111 (Trunk Ring Tone):

1. Enter the programming mode.
2. 0111 + HOLD

   `Pattern No?`
3. Enter the number of the trunk ring tone Range you want to program (1-4) + HOLD

   `Type No?`
4. Enter the number of the Type (1-3) you want to program + HOLD

   1 = High, 2 = Middle and 3 = Low

   `Frequency No?`
5. Enter the frequency you want to program (1-3) + HOLD

   Refer to the Trunk Ring Tones chart if necessary.
6. For the frequency selected in the previous step, enter the Frequency Number + HOLD

   For frequencies 1 and 2, select from System Tones - Part A. For frequency 3, select from System Tones - Part B.
7. Repeat from step 5 to program another frequency.

   OR

   HOLD + Repeat from step 4 to program another Type.
8. OR

   HOLD + HOLD + Repeat from step 3 to program another Range.

   OR

   HOLD + HOLD + HOLD to exit.

✔ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞	Available.
-	Requires Base 2.13, EXCPRU 2.10 or higher.

384i ☞	Available. After you change this program and exit programming, the system will reset for about thirty seconds.
-	Requires system software 3.04 or higher.

IN

Use this program to set the Intercom and External Alarm Sensor ring tones. Each ring tone consists of a combination of frequencies, grouped into three frequency *Types*: High, Middle and Low. (Service Code 820 allows users to choose the *Type* for their incoming Intercom calls.) Each *Type* in turn consists of three frequencies "played" simultaneously to make up the tone. These frequencies are determined by their *Frequency Number* (see the System Tones A and B tables beginning on the next page). In this program, you assign the three *Frequency Numbers* for each *Type* for both the Intercom and External Alarm Sensor ring tones. The chart below shows the default *Frequency Numbers* for each *Type*, for both tones. If you change the *Frequency Numbers* for a *Type*, be sure to write them in the *New* column for future reference.

Intercom and Alarm Ring Tones Chart

Intercom Ring Tone (Range 1)

Type	Frequency 1		Frequency 2		Frequency 3	
	Default	New	Default	New	Default	New
High	39		30		166	
Middle	52		36		166	
Low	79		49		166	

Alarm Ring Tone (Range 2)

Type	Frequency 1		Frequency 2		Frequency 3	
	Default	New	Default	New	Default	New
High	39		39		001	
Middle	39		39		001	
Low	39		39		001	

System Tones - A

No.	Frequency (Hz)	No.	Frequency (Hz)	No.	Frequency (Hz)
9	3200.00	42	744.19	75	421.05
10	2909.09	43	727.27	76	415.58
11	2666.67	44	711.11	77	410.26
12	2461.54	45	695.65	78	405.06
13	2285.71	46	680.85	79	400.00
14	2133.33	47	666.67	80	395.06
15	2000.00	48	653.06	81	390.24
16	1882.35	49	640.00	82	385.84
17	1777.78	50	627.45	83	380.95
18	1684.21	51	615.38	84	376.47
19	1600.00	52	603.77	85	372.09
20	1523.81	53	592.59	86	367.82
21	1454.54	54	581.82	87	363.64
22	1391.30	55	571.43	88	359.55
23	1333.33	56	561.40	89	355.56
24	1280.00	57	551.72	90	351.65
25	1230.77	58	542.37	91	347.83
26	1185.19	59	533.33	92	344.09
27	1142.86	60	524.59	93	340.43
28	1103.45	61	516.13	94	336.84
29	1066.67	62	507.94	95	333.33
30	1032.26	63	500.00	96	329.90
31	1000.00	64	492.31	97	326.53
32	969.70	65	484.85	98	323.23
33	941.18	66	477.61	99	320.00
34	914.29	67	470.59	100	316.83
35	888.89	68	463.77	101	313.73
36	864.86	69	457.14	102	310.68
37	- - - - -	70	450.80	103	307.69
38	820.51	71	444.44	104	304.76
39	800.00	72	438.36	105	301.89
40	780.49	73	432.43		
41	761.90	74	426.67		

System Tones - B

No.	Frequency (Hz)	No.	Frequency (Hz)	No.	Frequency (Hz)
1	1000.00	44	44.44	87	22.73
2	667.67	45	43.48	88	22.47
3	500.00	46	42.55	89	22.22
4	400.00	47	41.67	90	21.98
5	333.33	48	40.82	91	21.74
6	285.71	49	40.00	92	21.51
7	250.00	50	39.22	93	21.28
8	222.22	51	38.46	94	21.05
9	200.00	52	37.74	95	20.83
10	181.82	53	37.04	96	20.62
11	166.67	54	36.36	97	20.41
12	153.85	55	35.71	98	20.20
13	142.86	56	35.09	99	20.00
14	133.33	57	34.48	100	19.80
15	125.00	58	33.90	101	19.61
16	117.65	59	33.33	102	19.42
17	111.11	60	32.79	103	19.23
18	105.26	61	32.36	104	19.05
19	100.00	62	31.75	105	18.87
20	95.24	63	31.25	106	18.69
21	90.91	64	30.77	107	18.52
22	86.96	65	30.30	108	18.35
23	83.33	66	29.85	109	18.18
24	80.00	67	29.41	110	18.02
25	76.92	68	28.99	111	17.86
26	74.07	69	28.57	112	17.70
27	71.43	70	28.17	113	17.54
28	68.97	71	27.78	114	17.39
29	66.67	72	27.40	115	17.24
30	64.52	73	27.03	116	17.09
31	62.50	74	26.67	117	16.95
32	60.61	75	26.32	118	16.81
33	58.82	76	25.97	119	16.67
34	57.14	77	25.64	120	16.53
35	55.56	78	25.32	121	16.39
36	54.05	79	25.00	122	16.26
37	52.63	80	24.69	123	16.13
38	51.28	81	24.39	124	16.00
39	50.00	82	24.10	125	15.87
40	48.78	83	23.81	126	15.75
41	47.62	84	23.53	127	15.63
42	46.51	85	23.26	128	15.50
43	45.45	86	22.99		

System Tones - B (Cont'd)

No.	Frequency (Hz)	No.	Frequency (Hz)	No.	Frequency (Hz)
129	15.38	172	11.56	215	9.26
130	15.27	173	11.49	216	9.22
131	15.15	174	11.43	217	9.17
132	15.04	175	11.36	218	9.13
133	14.93	176	11.30	219	9.09
134	14.81	177	11.24	220	9.05
135	14.71	178	11.17	221	9.01
136	14.60	179	11.11	222	8.97
137	14.49	180	11.05	223	8.93
138	14.39	181	10.99	224	8.89
139	14.29	182	10.93	225	8.85
140	14.18	183	10.87	226	8.81
141	14.08	184	10.81	227	8.77
142	13.99	185	10.75	228	8.73
143	13.89	186	10.70	229	8.70
144	13.79	187	10.64	230	8.66
145	13.70	188	10.58	231	8.62
146	13.61	189	10.53	232	8.58
147	13.51	190	10.47	233	8.55
148	13.42	191	10.42	234	8.51
149	13.33	192	10.36	235	8.47
150	13.25	193	10.31	236	8.44
151	13.16	194	10.26	237	8.40
152	13.07	195	10.20	238	8.37
153	12.99	196	10.15	239	8.33
154	12.90	197	10.10	240	8.30
155	12.82	198	10.05	241	8.26
156	12.74	199	10.00	242	8.23
157	12.66	200	9.95	243	8.20
158	12.58	201	9.90	244	8.16
159	12.50	202	9.85	245	8.13
160	12.42	203	9.80	246	8.10
161	12.35	204	9.76	247	8.06
162	12.27	205	9.71	248	8.03
163	12.20	206	9.66	249	8.00
164	12.12	207	9.62	250	7.97
165	12.05	208	9.57	251	7.94
166	11.98	209	9.52	252	7.91
167	11.90	210	9.48	253	7.87
168	11.83	211	9.43	254	7.84
169	11.76	212	9.39	255	7.81
170	11.70	213	9.35		
171	11.63	214	9.30		

Conditions

Do not use Frequency entry 37. The system saves entry 37 as 36 (864.86).

Feature Cross Reference

"Distinctive Ringing, Tones and Flash Patterns"
"External Alarm Sensors"
"Intercom"

Telephone Programming Instructions

To enter data for Program 0112 (Intercom and Alarm Ring Tone):

1. Enter the programming mode.
2. 0112 + HOLD

   `Pattern No?`
3. To set the Intercom ring tone, enter 1 + HOLD

   OR

   To set the External Alarm Sensor ring tone, enter 2 + HOLD

   `Type No?`
4. Enter the number of the Type (1-3) you want to program + HOLD

   1 = High, 2 = Middle and 3 = Low

   `Frequency No?`
5. Enter the frequency you want to program (1-3) + HOLD

   Refer to the Intercom and Alarm Ring Tones chart if necessary.
6. For the frequency selected in the previous step, enter the Frequency Number + HOLD

   For frequencies 1 and 2, select from System Tones - Part A. For frequency 3, select from System Tones - Part B.
7. Repeat from step 5 to program another frequency.

   OR

   HOLD + Repeat from step 4 to program another Type.
8. OR

   HOLD + HOLD + Repeat from step 3 to select either the Intercom (1) or Alarm (2) ring tone.

   OR

   HOLD + HOLD + HOLD to exit.

0100 - Basic Hardware Setup (Part A)
0114 - Analog Trunk (ATRU PCB) Timers (Part A)

☐ **Sorts Data** ☑ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞	Available. System has 52 trunk ports (1-52).

384i ☞	Available. System has 128 trunk ports (1-128).

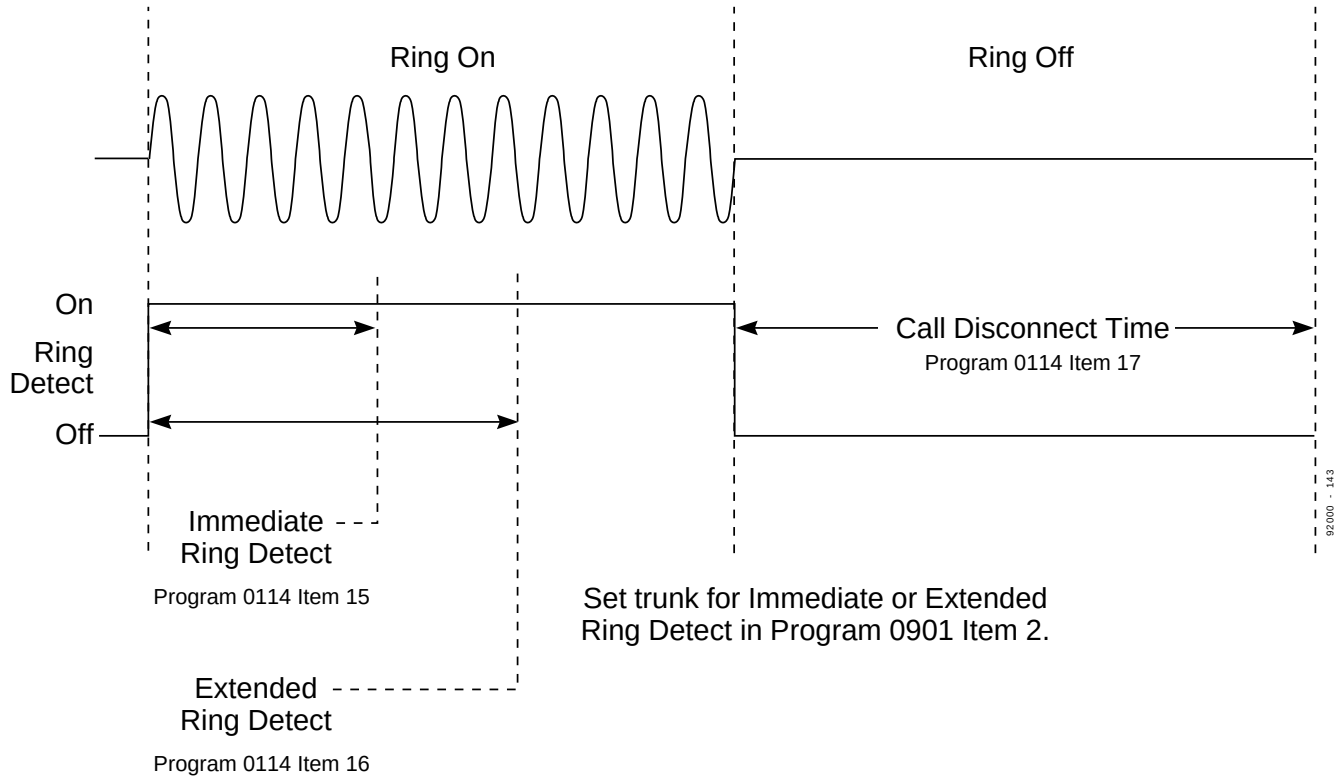
IN

Use **Program 0114 - Analog Trunk (ATRU PCB) Timers (Part A)** to set the critical timing for the Analog Trunk (ATRU) PCB. The system uses the entries you make in this program for all ATRU PCBs. Refer to the following chart for a description of each timer, its range and default setting. For additional ATRU PCB timers, also see 0135 - Analog Trunk (ATRU PCB) Timers (Part B) on page 701.

Analog Trunk (ATRU PCB) Timers

Item (Timer No.)	Description	Range	Default
Item 1	**Loop Current Detection Time (LOOP-Detect)** For loop start trunks, loop current must be present for this interval before the system seizes the trunk.	1-255 (4-1020 mS in 4 mS steps)	***(384i)*** 150 (600 mS) ***(124i)*** 75 (300 mS)
Item 2	**Loop Disconnect/Abandoned Call Time (H&D-Detect)** This timer sets the Loop Disconnect (loop current interruption) interval for trunks. If the system detects a loop disconnect longer than this interval, it assumes the CO has disconnected. The system then returns the trunk to idle. The system also uses this timer to supervise outside calls on Hold. If the system senses a loop current interruption from a held call that exceeds this interval, it assumes the outside party has hung up and terminates the call. The Flash interval (set in Item 9 below) should be less than this interval. If not, flashing a line could immediately disconnect it.	1-255 (4-1020 mS in 4 mS steps)	**(384i)** 50 (200 mS) in 3.05 or higher 12 (48 mS) prior to 3.05 ***(124i)*** 12 (48 mS)
Item 3	**10 PPS DP Break Time (DP-Break [10])]** For 10 PPS Dial Pulse trunks, this sets the digit break time.	1-255 (4-1020 mS in 4 mS steps)	15 (60 mS)
Item 4	**10 PPS DP Make Time (DP-Make [10])** For 10 PPS Dial Pulse trunks, this sets the digit make time.	1-255 (4-1020 mS in 4 mS steps)	10 (40 mS)
Item 5	**10 PPS DP Interdigit Time (DP-Intdt [10])** For 10 PPS Dial Pulse Trunks, this sets the interdigit time (i.e., the quiet time between DP digits).	1-255 (100-25500 in 100 mS steps)	8 (800 mS)
Item 6	**20 PPS DP Break Time (DP-Break [20])** For 20 PPS Dial Pulse trunks, this sets the digit break time.	1-255 (4-1020 mS in 4 mS steps)	8 (32 mS)

Analog Trunk (ATRU PCB) Timers			
Item (Timer No.)	**Description**	**Range**	**Default**
Item 7	**20 PPS DP Make Time (DP-Make [20])** For 20 PPS Dial Pulse trunks, this sets the digit make time.	1-255 (4-1020 mS in 4 mS steps)	4 (16 mS)
Item 8	**20 PPS DP Interdigit Time (DP-Intdt [20])** For 20 PPS Dial Pulse trunks, this sets the interdigit time (i.e., the quiet time between DP digits).	1-255 (100-25500 mS in 100 mS steps)	5 (500 mS)
Item 9	**Flash (Hooking 1)** This sets the flash (Hooking 1) duration for analog trunk calls. See Program 0901, Item 6.	1-255 (16-4080 mS in 16 mS steps)	50 (800 mS)
Item 10	**Flash (Hooking 2)** This sets the flash (Hooking 2) duration for analog trunk calls. See Program 0901, Item 6.	1-255 (16-4080 mS in 16 mS steps)	***(384i)*** 156 (2496 mS) ***(124i)*** 78 (1248 mS)
Item 11	**Ground Start Time (Ground)** Before the system can start a ground start trunk, the telco's tip ground signal must be present for longer than this interval.	1-255 (16-4080 mS in 16 mS steps)	9 (144 mS)
Item 12	**Pause Time (Pause)** This sets the length of the system pause (e.g., the pause in dialing after a PBX access code).	1-255 (seconds)	**(384i)** 1 (1 second) in 3.05 or higher 3 (3 seconds) prior to 3.05 **(124i)** 3 (3 seconds)
Item 13	**CES Incoming Detection Time 1 (tsrd 0) (CES-Detect 1)** Not Used in North America	1-255 (8-2040 mS in 8 mS steps)	13 (104 mS)
Item 14	**CES Incoming Detection Time 2 (tsrd 1) (DES-Detect 2)** Not used in North America	1-255 (8-2040 mS in 8 mS steps)	38 (304 mS)
Item 15	**Immediate Ring Detect Time (IMM-Detect)** See the illustration on page 701.	1-255 (8-2040 mS in 8 mS steps)	13 (104 mS)
Item 16	**Extended Ring Detect Time (EXT-Detect)** See the illustration on page 701.	1-255 (8-2040 mS)	63 (504 mS)
Item 17	**Call Disconnect Time (INC-Stop)** If the loop current on a trunk call is interrupted for longer than this interval, the system terminates the call. See the illustration on page 701.	1-255 (100-25500 mS in 100 mS steps)	60 (6000 mS)
Item 18	***(384i Only)*** **Power Recovery Loop Current Detection Time** Not used.	1-255 (100-25500 mS in 100 mS steps)	30 (3000 mS)



Conditions
None

Feature Cross Reference

None

Telephone Programming Instructions

To enter data for Program 0114 (Analog Trunk Timers [Part A]):

1. Enter the programming mode.
2. 0114 + HOLD

   `Item No?`
3. Enter the number of the timer (Item) you want to program + HOLD
4. Enter the desired timer duration + HOLD
5. Repeat from step 3 to make additional entries
   OR
   HOLD to exit

☐ Sorts Data ☐ Updates CEU ☐ Can be Copied

Description

124i ☞ Available (except for Item 9).	***384i*** ☞ Available.

IN

Use **Program 0115 - Analog Station (ASTU) Timers** to set various timing parameters for the Analog Station (ASTU) PCB. The system uses the entries you make in this program for all ASTU PCBs. Refer to the following chart for a description of each timer, its range and default setting.

Analog Station (ASTU PCB) Timers

Item (Timer No.)	Description	Range	Default
Item 1	**Break Detection Time (DTCT-Break)**	1-255 (10-1280 mS in 5 mS steps)	1 (10 mS)
Item 2	**Make Detection Time (DTCT-Make)**	1-255 (10-1280 mS in 5 mS steps)	1 (10 mS)
Item 3	**Off-Hook Detection Time (DTCT-OFHK)**	1-255 (10-1280 mS in 5 mS steps)	20 (120 mS)
Item 4	**Post-Off-Hook Detection Time (OFHK-Guard)**	1-255 (10-1280 mS in 5 mS steps)	59 (300 mS)
Item 5	**Maximum Break Time (MAX-Break)**	1-255 (10-1280 mS in 5 mS steps)	19 (100 mS)
Item 6	**Maximum Flash Time (MAX-Flash)**	1-255 (10-1280 mS in 5 mS steps)	***(384i)*** 199 (1005 mS) ***(124i)*** 99 (505 mS)
Item 7	**Maximum Make Time (MAX-Make)**	1-255 (10-1280 mS in 5 mS steps)	19 (100 mS)
Item 8	**Post-Dial Detection Time (Dial-Guard)**	1-255 (10-1280 mS in 5 mS steps)	69 (350 mS)
Item 9	**Minimum Grounding Time (MIN-Ground)** Note: This item is not available in 124i.	1-255 (10-1280 mS in 5 mS steps)	19 (100 mS)

Conditions

None

Feature Cross Reference

"Single Line Telephones"

0100 - Basic Hardware Setup (Part A)
0115 - Analog Station (ASTU) Timers

Telephone Programming Instructions

To enter data for Program 0115 (Analog Station Timers):

1. Enter the programming mode.
2. 0115 + HOLD

   ```
   Item No?
   ```

3. Enter the timer (Item) you want to program + HOLD
4. Enter the desired timer duration + HOLD

☐ Sorts Data ☐ Updates CEU ☐ Can be Copied

Description

124i ☞	Available.
-	Requires Base 2.13, EXCPRU 2.18 or higher.

384i ☞	Available.
-	Requires system software 3.04 or higher.

IN

Use this program to set the criteria for DTMF signaling, dial tone detection, and dial, busy and ringback tones. The system uses this program to filter out invalid tones from connected telco or PBX. For example, an incoming DTMF tone can only be accepted as valid by the system if it meets the criteria in Items 1-10.

DTMF and Dial Tone Detection Setup

Item	Description	Range	Default
DTMF Tone Criteria (Items 1-10)			
Item 1	**DTMF On Time (SIGNAL_DUR)** This option sets the minimum on time for DTMF tones. Valid DTMF tones must be longer than this interval.	1-255 (20-5100 mS in 20 mS steps)	1 (20 mS)
Item 2	**DTMF Off Time (PAUSE_DUR)** This option sets the minimum off time for DTMF tones over trunks. If the break in the DTMF tone is ≥ than this interval, the system assumes the DTMF tone has stopped.	1-255 (20-5100 mS in 20 mS steps)	1 (20 mS)
Item 3	**Maximum DTMF Detection Level for Trunks (MAXLEV[EXT])** Valid DTMF tones from trunks cannot exceed this level.	1-6 (0 dBm to -5 dBm in 1 dBm steps)	1 (-4 dBm)
Item 4	**Maximum DTMF Detection Level for OPXs (MAXLEV[INT])** Valid DTMF tones for analog extensions cannot exceed this level.	1-6 (0 dBm to -5 dBm in 1 dBm steps)	5 (0 dBm)
Item 5	**Minimum DTMF Detection Level for Trunks (MINLEV[EXT])** Valid DTMF tones from trunks cannot be below this level.	1-6 (-32 to -37 dBm in - dBm steps), or 11-16 (-50 to -55 dBm in 1 dBm steps)	6 (-37 dBm)
Item 6	**Minimum DTMF Detection Level for OPXs (MINLEV[INT])** Valid DTMF tones from analog extensions cannot be below this level.	1-6 (-32 to -37 dBm in - dBm steps), or 11-16 (-50 to -55 dBm in 1 dBm steps)	1 (-32 dBm)
Item 7	**Twist Level for Trunks (TWISTLEV[EXT])** The level of the two tones in a DTMF burst cannot vary my more than this setting. If variance in the tone levels exceed this setting, the system considers the tone invalid.	1-6 (± 5 to ± 10 in 1 dB steps)	6 (± 10 dB)

DTMF and Dial Tone Detection Setup			
Item	**Description**	**Range**	**Default**
Item 8	**Twist Level for OPXs (TWISTLEV[INT])** The level of the two tones in a DTMF burst cannot vary by more than this setting. If variance in the tone levels exceeds this setting, the system considers the tone invalid.	1-6 (± 5 to ± 10 in 1 dB steps)	6 (± 10 dB)
Item 9	**Guard Time for Trunks (GUARDLEV[EXT])** After seizing an outgoing trunk, the system waits this interval before outputting DTMF digits.	1-8 (10-38 mS in 4 mS steps)	4 (22 mS)
Item 10	**Guard Time for OPXs (GUARDLEV[INT])** After seizing an OPX circuit, the system waits this interval before outputting DTMF digits.	1-8 (10-38 mS in 4 mS steps)	4 (22 mS)
Dial Tone Detection Criteria (Items 11-18)			
Item 11	**Minimum Dial Tone Detection Level for Trunks (DET_MIN[EXT])** Incoming dial tone on trunks must be ≥ this level before the system will detect it.	1-9 (-5 to -45 dBm in 5 dBm steps)	7 (-39 dBm)
Item 12	**Minimum Dial Tone Detection Level for OPXs (DET_MIN[INT])** Incoming dial tone on OPX circuits must be ≥ this level before the system will detect it.	1-9 (-5 to -45 dBm in 5 dBm steps)	4 (-24 dBm)
Item 13	**Dial Tone Detection On Time (DTON_DETECT)** Incoming dial tone must last for this interval before the system will detect it. The system ignores dial tone	1-255 (20-5100 mS in 20 mS steps)	10 (200 mS)
Item 14	**Dial Tone Detection Off Time (DTOF_DETECT)** Once the system detects dial tone, it uses this option to filter out momentary interruptions. If the interruptions are shorter than this interval, the system ignores them. If the interruptions are ≥ this interval, the system assumes dial tone has stopped.	1-255 (20-5100 mS in 20 mS steps)	8 (160 mS)
Item 15	**Out-of-Band Signal Elimination Ratio for Trunks (OUTBAND[EXT])** This option sets the limits for frequency variations in dial tone on trunks. Dial tone is normally composed of a 350 Hz and 440 Hz signal. This option allows dial tone frequencies to be either 25% or 50% out-of-band (i.e., 25-50% higher or lower than normal).	1 or 2 (1=50%, 2=25%)	1 (50%)
Item 16	**Out-of-Band Signal Elimination Ratio for OPXs (OUTBAND[INT])** This option sets the limits for frequency variations in dial tone on OPX circuits. Dial tone is normally composed of a 350 Hz and 440 Hz signal. This option allows dial tone frequencies to be either 25% or 50% out-of-band (i.e., 25-50% higher or lower than normal).	1 or 2 (1=50%, 2=25%)	1 (50%)
Item 17	**Signal-to-Noise Ratio for Trunks (S/N[EXT])** This option sets the ratio of dial tone to the trunk's idle channel noise.	1-3 (1=-15 dB, 2=-20 dB, 3=-25dB)	2 (-20 dB)

DTMF and Dial Tone Detection Setup			
Item	**Description**	**Range**	**Default**
Item 18	**Signal to Noise Ratio for OPX Circuits (S/N[INT])** This option sets the ratio of dial tone to the OPX circuit's idle channel noise.	1-3 (1=-15 dB, 2=-20 dB, 3=-25dB)	2 (-20 dB)
Dial, Busy and Ringback Tone Criteria **For Items 19-32 below, make an entry for each of the three tone types. Each tone type has two frequencies: Tone A and Tone B.** **Tone Type 1 = RBT (Ringback Tone)** **Tone Type 2 = BT (Busy Tone)** **Tone Type 3 = SDT (Standard Dial Tone)**			
Item 19	**Minimum Cycle Time (CYCLE_MIN)** This option sets the minimum duration for the tone's cycle. Tone cycles less than this setting are invalid.	1-255 (20-5100 mS in 20 mS steps)	RBT=132 (2.64 sec) BT=132 (2.64 sec) SDT=42 (840 mS)
Item 20	**Maximum Cycle Time (CYCLE_MAX)** This option sets the maximum duration for the tone's cycle. Tone cycles greater than this setting are invalid.	1-255 (20-5100 mS in 20 mS steps)	RBT=167 (3.34 sec) BT=167 (3.34 sec) SDT=57 (1.14 sec)
Item 21	**Dial Tone 1 Minimum On Time for Tone A (DTON_MIN_A)** Set the minimum duration of Tone A for the tone type you are programming. Tones less than this interval are invalid.	1-255 (20-5100 mS in 20 mS steps)	RBT=42 (840 mS) BT=20 (400 mS) SDT=3 (60 mS)
Item 22	**Dial Tone 1 Minimum On Time for Tone B (DTON_MIN_B)** Set the minimum duration of Tone B for the tone type you are programming. Tones less than this interval are invalid.	1-255 (20-5100 mS in 20 mS steps)	RBT=0 BT=0 SDT=0
Item 23	**Dial Tone 1Maximum On Time for Tone A (DTON_MAX_A)** Set the maximum duration of Tone A for the tone type you are programming. Tones longer than this duration are invalid.	1-255 (20-5100 mS in 20 mS steps)	RBT=57 (1.14 sec) BT=29 (580 mS) SDT=8 (160 mS)
Item 24	**Dial Tone 1 Maximum On Time for Tone B (DTON_MAX_B_)** Set the maximum duration for Tone B for the tone type you are programming. Tones longer than this duration are invalid.	1-255 (20-5100 mS in 20 mS steps)	RBT=0 BT=0 SDT=0
Item 25	**Dial Tone 1 Minimum Off Time for Tone A (DTOF_MIN_A)** For the tone type you are programming, set the Tone A cycle minimum off time. If the cycle off time is less than this interval, the tone is invalid.	1-255 (20-5100 mS in 20 mS steps)	RBT=87 (1.74 sec) BT=20 (400 mS) SDT=3 (60 mS)

DTMF and Dial Tone Detection Setup			
Item	**Description**	**Range**	**Default**
Item 26	**Dial Tone 1 Minimum Off Time for Tone B (DTOF_MIN_B)** For the tone type you are programming, set the Tone B cycle minimum off time. If the cycle off time is less than this interval, the tone is invalid.	1-255 (20-5100 mS in 20 mS steps)	RBT=0 BT=0 SDT=0
Item 27	**Dial Tone 1 Maximum On Time for Tone A (DTOF_MAX_A)** For the tone type you are programming, set the Tone A cucle maximum off time. If the cycle off time is greater than this interval, the tone is invalid.	1-255 (20-5100 mS in 20 mS steps)	RBT=112 (2.24 sec) BT=29 (580 mS) SDT=8 (160 mS)
Item 28	**Dial Tone 1 Maximum On Time for Tone B (DTOF_MAX_B)** For the tone type you are programming, set the Tone B cycle maximum off time. If the cycle off time is greater than this interval, the tone is invalid.	1-255 (20-5100 mS in 20 mS steps)	RBT=0 BT=0 SDT=0
Item 29	**Dial Tone 1 On Count Time for Tone A (DTON_CNT_A)** For the tone type you are programming, this option sets the number of On Time repetitions for Tone A. Tones with more than this number of On Repetitions are invalid.	0-255 Seconds	RBT=1 (1 second) BT=3 (3 seconds) SDT=4 (4 seconds)
Item 30	**Dial Tone 1 On Count Time for Tone B (DTON_CNT_B)** For the tone type you are programming, this option sets the number of On Time repetitions for Tone B. Tones with more than this number of On Repetitions are invalid.	0-255 Seconds	RBT=0 BT=0 SDT=0
Item 31	**Dial Tone Off Count Time for Tone A (DTOF_CNT_A)** For the tone type you are programming, this option sets the number of Off Time repetitions for Tone A. Tones with more than this number of Off Repetitions are invalid.	0-255 Seconds	RBT=1 (1 second) BT=3 (3 seconds) SDT=4 (4 seconds)
Item 32	**Dial Tone Off Count Time for Tone B (DTOF_CNT_B)** For the tone type you are programming, this option sets the number of Off Time repetitions for Tone B. Tones with more than this number of Off Repetitions are invalid.	0-255 Seconds	RBT=0 BT=0 SDT=0

Conditions
None

Feature Cross Reference

"Abbreviated Dialing" (Items 11-32)
"Automatic Route Selection" (Items 11-32)
"Central Office Calls, Placing"(Items 11-32)
"Direct Inward Dialing (DID)" (Items 1-10 and 19-32)
"Direct Inward System Access (DISA)" (Items 1-10)
"Single Line Telephones" (Items 1-10)

"Tie Lines" (Items 1-10)
"Voice Mail" (Items 1-10 and 19-32)

Telephone Programming Instructions

To enter data for Program 0116 (Tone Detection Setup):

Items 1-18

1. Enter the programming mode.
2. 0116 + HOLD

   `Item No?`
3. Enter the number of the item you want to program (1-18) + HOLD
4. Enter the value for the selected item from the table above + HOLD

   `Item No?`
5. Repeat from step 3 to select another item (1-18).
   OR
   HOLD to exit.

Items 19-32

1. Enter the programming mode.
2. 0116 + HOLD

   `Item No?`
3. Enter the number of the item (19-32) you want to program + HOLD

   `Tone Type No?`
4. For the item selected, enter the Tone Type (1-3) you want to program + HOLD

   Tone 1 = Ringback (RBT), Tone 2 = Busy Tone (BT), and Tone 3 = Standard Dial Tone (SDT)
5. Enter the value for the item selected from the table above + HOLD

   `Tone Type No?`
6. Repeat from step 4 to select another tone type (1-3).
   OR
   HOLD + Repeat from step 3 to select another item (19-32).
   OR
   HOLD + HOLD to exit.

0100 - Basic Hardware Setup (Part A)
0117 - Trunk CODEC Gain Type Settings

☐ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞	Available.
-	Requires Base 2.13, EXCPRU 2.18 or higher.

384i ☞	Available.
-	Requires system software 3.04 or higher.

IN

Use this program to customize the five CODEC gain types for trunks. Each type has a unique CODEC transmit and receive level. Use Program 0901 Item 3 to assign gain types to trunk circuits. Available entries are:

0-31 = 0 to + 15.5 dB in .5 dB steps
32-63 = 0 to -15.5 dB in .5 dB steps

Following are the default settings for this option:

Type	384i	124i
Type 1: Transmit and Receive	0 (0 dB)	0 (0 dB)
Type 2: Transmit and Receive	42 (-5 dB)	10 (+5 dB)
Type 3: Transmit and Receive	38 (-3 dB)	6 (+3 dB)
Type 4: Transmit and Receive	6 (+3 dB)	38 (-3 dB)
Type 5: Transmit and Receive	10 (+5 dB)	42 (-5 dB)

Conditions

None

Feature Cross Reference

"Central Office Calls, Answering"
"Central Office Calls, Placing"
"Direct Inward System Access (DISA)"
"T1 Trunking"
"Tie Lines"

Telephone Programming Instructions

To enter data for Program 0117 (Trunk CODEC Gain Type Settings):

1. Enter the programming mode.
2. 0117 + HOLD

   `Type No?`
3. Enter the number of the CODEC gain type you want to customize + HOLD

   `Transmit:n`

   The previously programmed value displays.
4. Enter the desired transmit gain (0-63) + HOLD

   `Receive:nn`

   The previously programmed value displays.
5. Enter the desired receive gain (0-63) + HOLD

   `Type No?`
6. Repeat from step 3 to program another CODEC gain type
   OR
   HOLD to exit.

☐ Sorts Data ☐ Updates CEU ☐ Can be Copied

Description

124i ☞ Available.	***384i*** ☞ Available.

IN

Use **Program 0118 - Extension Codec Gain Type Setup** to set the five CODEC gain types for 500/2500 type extensions. Each type has a unique CODEC transmit (from system to phone) and receive (from phone to system) level (called the gain value). You'll assign CODEC gain types to extensions in Program 1001. The following chart shows the relative gain (in dB) for each gain value.

Enter this gain value . . .	For this gain level . . .
0-31	0 dB to +15.5 dB, increasing in .5 dB steps
32-63	0 dB to -15.5 dB, decreasing in .5 dB steps

Following are the default settings for this option:

Type	Setting
Type 1: Transmit and Receive	0 (0 dB)
Type 2: Transmit and Receive	42 (-5 dB)
Type 3: Transmit and Receive	38 (-3 dB)
Type 4: Transmit and Receive	6 (+3 dB)
Type 5: Transmit and Receive	10 (+5 dB)

Conditions

None

Feature Cross Reference

"Single Line Telephones"

Telephone Programming Instructions

To enter data for Program 0118 (Extension CODEC Gain Type Setup):

1. Enter the programming mode.
2. 0118 + HOLD

   `Type No.`
3. Enter the CODEC Type No. you want to change (1-5).
4. HOLD

   `Transmit:`
5. Enter the CODEC transmit gain value (0-31 or 32-63).
6. HOLD

   `Receive:`
7. Enter the CODEC receive gain value (0-31 or 32-63).
8. HOLD

9. Repeat from step 3 to make additional entries
   OR
   HOLD to exit

☐ Sorts Data ☐ Updates CEU ☐ Can be Copied

Description

124i ☞ Available.	***384i*** ☞ Available.

IN

Use **Program 0119 - External Page/Door Box CODEC Gain Types** to set up the five CODEC gain types for External Paging and Door Box ports. Each type has a unique CODEC transmit and receive level (called the gain value). You'll assign CODEC gain types to External Paging and Door Box ports in Program 0120. The following chart shows the relative gain (in dB) for each gain value.

Enter this gain value . . .	For this gain level . . .
0-31	0 dB to +15.5 dB, increasing in .5 dB steps
32-63	0 dB to -15.5 dB, decreasing in .5 dB steps

Following are the default settings for this option:

Type	Setting
Type 1: Transmit and Receive	0 (0 dB)
Type 2: Transmit and Receive	42 (-5 dB)
Type 3: Transmit and Receive	38 (-3 dB)
Type 4: Transmit and Receive	6 (+3 dB)
Type 5: Transmit and Receive	10 (+5 dB)

Conditions

None

Feature Cross Reference

"Door Box"
"Paging (External)"

Telephone Programming Instructions

To enter data for Program 0119 (Page/Door Box CODEC Gain Types):

1. Enter the programming mode.
2. 0119 + HOLD

   `Type No.`
3. Enter the CODEC Type No. you want to change (1-5).
4. HOLD

   `Transmit:`
5. Enter the CODEC transmit gain value (0-31 or 32-63).
6. HOLD

   `Receive:`
7. Enter the CODEC receive gain value (0-31 or 32-63).

8. Repeat from step 3 to make additional entries.
   OR
   HOLD to exit

0100 - Basic Hardware Setup (Part A)
0120 - External Page/Door Box CODEC Gain Setup

☐ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞ Available.	***384i*** ☞ Available.

IN

Use **Program 0120 - External Page/Door Box CODEC Gain Setup** to assign a CODEC gain type (set in Program 0119) to the External Paging and Door Box ports. Assign a gain number to each Paging/Door Box PCB port.

Conditions

None

Feature Cross Reference

"Door Box"
"Paging (External)"

Telephone Programming Instructions

To enter data for Program 0120 (External Page and Door Box CODEC Setup):

1. Enter the programming mode.
2. 0120 + HOLD

   ```
   PGDU Port No?
   ```

3. Enter the number of the port you want to program (1-8).
4. HOLD

   ```
   Port_nn: -
   ```

5. Enter the gain value (1-5 from Program 0119).
6. HOLD
7. Repeat from step 3 to make additional entries.
   OR
   HOLD to exit

0100 - Basic Hardware Setup (Part A)
0121 - ISDN Layer 1 Operation Mode Setup

☐ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞ Not available.	***384i*** ☞ Available.

IN Refer to the system PRI (P/N 92000PRI**) or BRI (P/N 92000BRI**) Manual.

☐ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞ Not available.	***384i*** ☞ Available.

IN Refer to the system PRI (P/N 92000PRI**) or BRI (P/N 92000BRI**) Manual.

0100 - Basic Hardware Setup (Part A)
0123 - ISDN Layer 2 Operation Mode Setup

☐ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞ Not available.

384i ☞ Available.

IN Refer to the system PRI (P/N 92000PRI**) or BRI (P/N 92000BRI**) Manual.

☐ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞ Not available.	***384i*** ☞ Available.

IN Refer to the system PRI (P/N 92000PRI**) or BRI (P/N 92000BRI**) Manual.

0100 - Basic Hardware Setup (Part A)
0125 - ISDN Layer 3 Operation Mode Setup

☐ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞ Not available.	***384i*** ☞ Available.

IN Refer to the system PRI (P/N 92000PRI**) or BRI (P/N 92000BRI**) Manual.

☐ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞ Not available.	***384i*** ☞ Available.

IN Refer to the system PRI (P/N 92000PRI**) or BRI (P/N 92000BRI**) Manual.

0100 - Basic Hardware Setup (Part A)
0127 - ITSU Operation Mode Setup

☐ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞ Not available.

384i ☞ Available.

IN Refer to the system PRI (P/N 92000PRI**) or BRI (P/N 92000BRI**) Manual.

0100 - Basic Hardware Setup (Part A)
0128 - Analog Station (ASTU PCB) Sidetone Level

☐ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞ Not available.	***384i*** ☞ Available.

IN

Use **Program 0128 - Analog Station (ASTU PCB) Sidetone Level** to set the sidetone level for single line telephones connected to ASTU PCBs. In Program 0128 Item 1, you can choose among the four preset sidetone levels or up to eight additional levels calibrated to specific telephones. Use Program 0128 Item 2 to calibrate levels for individual phones.

0128 Item 1 Entry	Description
0	Highest preset sidetone level
1	Upper mid range preset sidetone level
2	Lower mid range preset sidetone level
3	Lowest mid range preset sidetone level
4-7	Not used (Same level as entry 0)
8-15	Eight additional levels calibrated to certain telephones

Conditions

None

Feature Cross Reference

"Single Line Telephones"

Telephone Programming Instructions

To assign a sidetone level in Program 0128 Item 1:

To create calibrated sidetone levels, turn to the procedure for Item 2 that follows.

1. Enter the programming mode.
2. 0128 + HOLD

   `STA PORT No?`
3. Enter the number of ASTU single line station port you want to program + HOLD

   `Item No?`
4. 1 + HOLD

   `DSP Type:`
5. Enter the desired sidetone level (03, 8-15).

   The preset sidetone levels are 0-3. The calibrated sidetone levels are 8-15.
6. HOLD

   `Item No?`
7. Return to step 4 to assign another sidetone level
   OR
   HOLD + Return to step 2 to select another station port
   OR
   HOLD + HOLD to exit

To calibrate the sidetone for a specific single line extension in Program 0128 Item 2:

1. Enter the programming mode.
2. 0128 + HOLD

   ```
   STA PORT No?
   ```

3. Enter the number of the ASTU single line station port you want to program +HOLD

   ```
   Item No?
   ```

4. 2 + HOLD

   ```
   ADF DSP Type
   ```

5. Lift the handset on the single line telephone that you want to automatically calibrate.
6. Remove the handset modular line cord.

   If the handset doesn't have a modular line cord, disassemble the handset earpiece and remove the wires connected to the receiver element.

7. Enter the number that the system will use to store your calibrated sidetone level (8-15).

   The number you select will store the calibrated levels that this procedure generates. You can assign this number to extensions in the procedure for Item 1.

8. HOLD

   ```
   Testing. . .
   DSP ADF Complete
   ```

   If you see "Error," hand up the handset and repeat from step 5. You must be listening to dial tone at the single line set when the test begins.

9. HOLD to repeat from step 4
   OR
   HOLD + HOLD to repeat from step 3
   OR
   HOLD three times to exit

☐ Sorts Data ☐ Updates CEU ☐ Can be Copied

Description

124i ☞ Not available.	***384i*** ☞ Available.

IN

Use **Program 0129 - Analog Trunk (ATRU PCB) Sidetone Setting** to set the sidetone level for analog trunks connected to ATRU PCB ports. In Program 0129, you can choose among the four preset sidetone levels or up to eight additional levels calibrated to specific trunks. Use Program 0129 Item 2 to calibrate levels for individual trunks.

0129 Item 1 Entry	Description	Loss
0	Highest preset sidetone level	0 dB
1	Upper mid range preset sidetone level	3 dB
2	Lower mid range preset sidetone level	5 dB
3	Lowest mid range preset sidetone level	7 dB
4-7	Not used (Same level as entry 0)	
8-15	Eight additional levels calibrated to certain trunks	

Conditions

None

Feature Cross Reference

"Central Office Calls, Placing"
"Central Office Calls, Answering"

Telephone Programming Instructions

To assign a sidetone level in Program 0129 Item 1:

To create calibrated sidetone levels, turn to the procedure for Item 2 that follows.

1. Enter the programming mode.
2. 0129 + HOLD

   `TRK No?`
3. Enter the number of ATRU trunk port you want to program + HOLD

   `Item No?`
4. 1 + HOLD

   `DSP Type:`
5. Enter the desired sidetone level (0-3, 8-15).

   The preset sidetone levels are 0-3. The calibrated sidetone levels are 8-15.
6. HOLD

   `Item No?`
7. Return to step 4 to assign another sidetone level
   OR
   HOLD + Return to step 2 to select another station port
   OR
   HOLD + HOLD to exit

0100 - Basic Hardware Setup (Part A)
0129 - Analog Trunk (ATRU PCB) Sidetone Setting

To calibrate the sidetone for a specific trunk in Program 0129 Item 2:

1. Enter the programming mode.
2. 0129 + HOLD

   ```
   TRK No?
   ```

3. Enter the number of the ATRU trunk port you want to program + HOLD

   ```
   Item No?
   ```

4. 2 + HOLD

   ```
   ADF DSP Type
   ```

5. At a different telephone, use Handsfree (i.e., press SPK) to place or answer a call on the trunk you want to automatically calibrate.
6. Press the MIC key to enable Microphone Mute.

   The microphone must be muted before going to the next step. For an accurate calibration, the trunk should be on a call and not listening to dial tone.
7. Enter the number that the system will use to store your calibrated sidetone level (8-15).

   The number you select will store the calibrated levels that this procedure generates. You can assign this number to trunks in the procedure for Item 1.
8. HOLD

   ```
   Testing. . .
   DSP ADF Complete
   ```

   If you see "Error," hand up the handset and repeat from step 5. You must be listening to dial tone at the single line set when the test begins.
9. HOLD to repeat from step 4
   OR
   HOLD + HOLD to repeat from step 3
   OR
   HOLD three times to exit

0100 - Basic Hardware Setup (Part A)
0130 - Date Format for SMDR and System Reports

☐ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞ Available.	***384i*** ☞ Available.

IN

Use **Program 0130 - Date Format for SMDR and System Reports** to set the date format that appears on the SMDR printout and various system reports. The options are:

0 (U.S.A. format - month/date/year)
1 (Japanese format - year/month/date)
2 (European format - date/month/year)

Conditions

None

Feature Cross Reference

"Station Message Detail Recording"
"Time and Date"

Telephone Programming Instructions

To enter data for Program 0130 (Date Format for SMDR and System Reports):

1. Enter the programming mode.
2. 0130 + HOLD

   `Format:`
3. Enter the desired date format (0=U.S.A., 1 = Japanese and 2 = European)
4. HOLD

0100 - Basic Hardware Setup (Part A)
0131 - Unsupervised Conf. CODEC Gain Setup

☐ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞ Available.	***384i*** ☞ Available.

IN

Use **Program 0131 - Unsupervised Conference CODEC Gain Setup** to set up the five CODEC gain types for trunk circuits in an Unsupervised Conference. Each type has a unique CODEC transmit and receive level (called the gain value). You assign CODEC gain types to trunks for Unsupervised Conference in Program 0901, Item 23. The following chart shows the relative gain (in dB) for each gain value.

Enter this gain value . . .	For this gain level . . .
0-31	0 dB to +15.5 dB, increasing in .5 dB steps
32-63	0 dB to -15.5 dB, decreasing in .5 dB steps

Following are the default settings for this option:

Type	Setting
Type 1: Transmit and Receive	0 (0 dB)
Type 2: Transmit and Receive	42 (-5 dB)
Type 3: Transmit and Receive	38 (-3 dB)
Type 4: Transmit and Receive	6 (+3 dB)
Type 5: Transmit and Receive	10 (+5 dB)

Conditions
First condition

Default Setting

Feature Cross Reference
"Tandem Trunking (Unsupervised Conference)"

Telephone Programming Instructions

To enter data for Program 0131 (Unsupervised Conference Call CODEC Gain Type Settings):

1. Enter the programming mode.
2. 0131 + HOLD

   `Type No.`
3. Enter the CODEC Type No. you want to change (1-5).
4. HOLD

   `Transmit:`
5. Enter the CODEC transmit gain value (0-31 or 32-63).
6. HOLD

   `Receive:`
7. Enter the CODEC receive gain value (0-31 or 32-63).
8. HOLD

9. Repeat from step 3 to make additional entries
   OR
   HOLD to exit

0100 - Basic Hardware Setup (Part A)
0132 - DID Trunk Timers

☐ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞ Available.	***384i*** ☞ Available.

IN

Use **Program 0132 - DID Trunk Timers** to set the Direct Inward Dialing (DID) Trunk Timers. The settings you make in this program affect all DID trunks in all Tenant Groups. Make sure the DID Trunk Timers are compatible with you local telco. Refer to the following chart for a description of each timer, its range and default setting.

DID Trunk Timers			
Item	**Description**	**Range**	**Default**
Item 1	**Loop Current/Polarity Detection Time**	1-255 (8-2040 mS in 8 mS steps)	3 (24 mS)
Item 2	**Clear Signal (Open Loop) Detection**	1-255 (100-2550 mS in 100 mS steps)	6 (600 mS)
Item 3	**Release Hold Time**	1-255 (100-2550 mS in 100 mS steps)	30 (3000 mS)
Item 4	**Wink Duration Time**	1-255 (8-2040 mS in 8 mS steps)	25 (200 mS)
Item 5	**Incoming Wink Send Time**	1-255 (100-2550 mS in 100 mS steps)	3 (300 mS)

Conditions

None

Feature Cross Reference

"Direct Inward Dialing (DID)"

Telephone Programming Instructions

To enter data for Program 0132 (DID Trunk Timers):

1. Enter the programming mode.
2. 0132 + HOLD

   ```
   Item No?
   ```

3. Enter the number of the timer you want to program (1-5) + HOLD

   ```
   (timer):
   ```

4. Enter data for the timer selected + HOLD

   Refer to the chart above for the timer settings.

   ```
   Item No?
   ```

5. Return to step 3 to program another timer.
   OR
   HOLD to exit.

0100 - Basic Hardware Setup (Part A)
0133 - Tie Line Timers

☐ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞ Available.	***384i*** ☞ Available.

IN

Program 0133 - Tie Line Timers sets various timers for Tie Lines. The settings you make in this program affect all tie lines in all Tenant Groups. Be sure to set the Tie Line Timers for compatibility with the local telco. Refer to the following chart for a description of each timer, its range and default setting.

Tie Line Timers			
Timer	**Description**	**Range**	**Default**
Item 1	**Answer Signal Time**	1-255 (4-1020 mS in 4 mS steps)	15 (60 mS)
Item 2	**Clear Signal (Open Loop) Detection Time**	1-255 (100-25500 mS in 100 mS steps	7 (700 mS)
Item 3	**Ringing Signal Detection Minimum Time**	1-255 (8-2040 mS in 8 mS steps)	20 (160 mS)
Item 4	**Ringing Signal Stop Detection Time**	1-255 (100-25500 mS in 100 mS steps)	7 (700 mS)
Item 5	**Dial Pulse Break Time (10 pps)**	1-255 (4-1020 mS in 4 mS steps)	15 (60 mS)
Item 6	**Dial Pulse Make Time (10 pps)**	1-255 (4-1020 mS in 4 mS steps)	10 (40 mS)
Item 7	**Dial Pulse Interdigit Time (10 pps)**	1-255 (100-25500 mS in 100 mS steps)	8 (800 mS)
Item 8	**Dial Pulse Break Time (20 pps)**	1-255 (4-1020 mS in 4 mS steps)	8 (32mS)
Item 9	**Dial Pulse Make Time (20 pps)**	1-255 (4-1020 mS in 4 mS steps)	4 (16 mS)
Item 10	**Dial Pulse Interdigit Time (20 pps)**	1-255 (100-25500 mS in 100 mS steps)	5 (500 mS)
Item 11	**Flash Hook Time 1**	1-255 (8-2040 mS in 8 mS steps)	25 (200 mS)
Item 12	**Pause Time**	1-255 (1-255 seconds)	3 (3 seconds)

Tie Line Timers			
Timer	**Description**	**Range**	**Default**
Item 13	**Wink Duration Time**	1-255 (8-2040 mS in 8 mS steps)	25 (200 mS)
Item 14	**Incoming Wink Send Time**	1-255 (100-25500 mS in 100mS steps)	10 (1000mS)
Item 15	**Wink Receive Maximum Time (Seizure)**	1-255 (100-25500 mS in 100mS steps)	48 (4800 mS)
Item 16	**Wink Receive Minimum Time (Receive)**	1-255 (8-2040 mS in 8 mS steps)	12 (96 mS)
Item 17	**Wink Receive Maximum Time (Receive)**	1-255 (8-2040 mS in 8 mS steps)	44 (352mS)
Item 18	**Dial Pulse Make Minimum Time (Receive)**	1-255 (4-1020 mS in 4 mS steps)	3 (12 mS)
Item 19	**Dial Pulse Make Maximum Time (Receive)**	1-255 (4-1020 mS in 4 mS steps)	19 (76 mS)
Item 20	**Dial Pulse Break Minimum Time (Receive)**	1-255 (4-1020 mS in 4 mS steps)	8 (32 mS)
Item 21	**Dial Pulse Break Maximum Time (Receive)**	1-255 (4-1020 mS in 4 mS steps)	27 (108 mS)
Item 22	**Pause Time after Wink Receive**	1-255 (8-2040 mS in 8 mS steps)	13 (104 mS)

Conditions
None

Feature Cross Reference

"Tie Lines"

Telephone Programming Instructions

To enter data for Program 0133 (Tie Line Timers):

1. Enter the programming mode.
2. 0133 + HOLD
3. Enter the number of the timer you want to program (1-22) + HOLD
   `(timer):`
4. Enter data for the timer selected + HOLD

Refer to the chart above for the timer settings.

```
Item No?
```

5. Return to step 3 to program another timer.
   OR
   HOLD to exit.

☐ Sorts Data ☑ Updates CEU ☐ Can be Copied

Description

124i ☞	Available. System has 52 trunk ports (1-52).
384i ☞	Available. System has 128 trunk ports (1-128).

IN

Use **Program 0135 - Analog Trunk (ATRU PCB) Timers (Part A)** to set critical timing for the Analog Trunk (ATRU) PCB. The system uses the entries you make in this program for all ATRU PCBs. Refer to the following chart for a description of each timer, its range and default setting. For additional ATRU PCB timers, also see 0114 - Analog Trunk (ATRU PCB) Timers (Part A) on page 666.

Analog Trunk (ATRU PCB) Timers (Part B)

Item (Timer No.)	Description	Range	Default
Item 1	**Caller ID Ring Timer**	0-15 (0-1.5 secs in 100 mS steps)	2 (200 mS)
Item 2	**Caller ID No Signal Timer**	0-15 (0-750 mS in 50 mS steps)	7 (350 mS)
Item 3	**Caller ID Carrier Detect Timer**	0-15 0-10=500-1000 mS in 50 mS steps) 11=1200 mS 12=1400 mS 13=1600 mS 14=1800 mS 15=3000 mS	6 (800 mS)

Conditions

None

Feature Cross Reference

"Caller ID"

0100 - Basic Hardware Setup (Part A)
0135 - Analog Trunk (ATRU PCB) Timers (Part B)

Telephone Programming Instructions

To enter data for Program 0135 (Analog Trunk Timers [Part B]):

1. Enter the programming mode.
2. 0135 + HOLD

   ```
   Item No?
   ```

3. Enter the number of the timer (Item) you want to program + HOLD
4. Enter the desired timer duration + HOLD
5. Repeat from step 3 to make additional entries

   OR

   HOLD to exit

☐ Sorts Data ☐ Updates CEU ☐ Can be Copied

Description

124i ☞ Available.	***384i*** ☞ Available.

IN

Use **Program 0136 - T1 Trunk Timers** to set various timers for T1 Trunks. Refer to the following chart for a description of each timer, its range and default setting.

T1 Trunk Timers			
Timer	**Description**	**Range**	**Default**
Item 1	**Tie Line Answer Signal Time**	1-255 (4-1020 mS in 4 mS steps)	15 (60 mS)
Item 2	**OPX Trunk Answer Signal Time**	1-255 (4-1020 mS in 4 mS steps	15 (60 mS)
Item 3	**Clear Signal (Open Loop) Detection Time for Loop Start Trunks)**	1-255 (100-25500 mS in 100 mS steps)	6 (600 mS)
Item 4	**Clear Signal (Open Loop) Detection Time for Ground Start Trunks**	1-255 (100-25500 mS in 100 mS steps)	6 (600 mS)
Item 5	**Clear Signal (Open Loop) Detection Time for DID Trunks**	1-255 (100-25500 mS in 100 mS steps)	6 (600 mS)
Item 6	**Clear Signal (Open Loop) Detection Time for Tie Trunks**	1-255 (100-25500 mS in 100 mS steps)	6 (600 mS)
Item 7	**Clear Signal (Open Loop) Detection Time for OPX Trunks**	1-255 (100-25500 mS in 100 mS steps)	6 (600 mS)
Item 8	**Ringing Signal Detection Minimum Time for Loop Start Trunks**	1-255 (8-2040 mS in 8 mS steps)	10 (80 mS)
Item 9	**Ringing Signal Detection Minimum Time for Ground Start Trunks**	1-255 (8-2040 mS in 8 mS steps)	10 (80 mS)
Item 10	**Ringing Signal Detection Minimum Time for DID Trunks**	1-255 (8-2040 mS in 8 mS steps)	7 (56 mS)
Item 11	**Ringing Signal Detection Minimum Time for Tie Trunks**	1-255 (8-2040 mS in 8 mS steps)	7 (56 mS)
Item 12	**Ringing Signal Detection Minimum Time for OPX Trunks**	1-255 (8-2040 mS in 8 mS steps)	10 (80 mS)

T1 Trunk Timers			
Timer	**Description**	**Range**	**Default**
Item 13	**Ringing Signal Stop Detection Minimum Time for Loop Start Trunks**	1-255 (100-25500 mS in 100mS steps)	50 (5 S)
Item 14	**Ringing Signal Stop Detection Minimum Time for Ground Start Trunks**	1-255 (100-25500 mS in 100mS steps)	10 (1 S)
Item 15	**Open Loop Time for DID Trunks**	1-255 (100-25500 mS in 100mS steps)	6 (600 mS)
Item 16	**Close Loop Time for Loop Start Trunks**	1-255 (4-1020 mS in 4 mS steps)	18 (72 mS)
Item 17	**Close Loop Time for DID Trunks**	1-255 (4-1020 mS in 4 mS steps)	18 (72 mS)
Item 18	**Ring Ground Time for Ground Start Trunks**	1-255 (4-1020 mS in 4 mS steps)	13 (52 mS)
Item 19	**Dial Pulse Break Time**	1-255 (4-1020 mS in 4 mS steps)	15 (60 mS)
Item 20	**Dial Pulse Make Time**	1-255 (4-1020 mS in 4 mS steps)	10 (40 mS)
Item 21	**Dial Pulse Interdigit Time**	1-255 (100-25500 mS in 100mS steps)	7 (700 mS)
Item 22	**Pause Time**	1-255 (8-2040 mS in 8 mS steps)	3 (24 mS)
Item 23	**Wink Duration Time for DID Trunks**	1-255 (8-2040 mS in 8 mS steps)	25 (200 mS)
Item 24	**Wink Duration Time for Tie Trunks**	1-255 (8-2040 mS in 8 mS steps)	25 (200 mS)
Item 25	**Incoming Wink Send Time for DID Trunks**	1-255 (100-25500 mS in 100mS steps)	3 (300 mS)
Item 26	**Incoming Wink Send Time for Tie Trunks**	1-255 (100-25500 mS in 100mS steps)	3 (300 mS)

T1 Trunk Timers			
Timer	**Description**	**Range**	**Default**
Item 27	**Receive Wink Duration Minimum Time**	1-255 (8-2040 mS in 8 mS steps)	12 (96 mS)
Item 28	**Receive Wink Duration Maximum Time**	1-255 (8-2040 mS in 8 mS steps)	45 (360 mS)
Item 29	**Pause Time After Wink Receive**	1-255 (8-2040 mS in 8 mS steps)	13 (104 mS)
Item 30	**Receive Dial Pulse Make Minimum Time**	1-255 (4-1020 mS in 4 mS steps)	3 (12 mS)
Item 31	**Receive Dial Pulse Make Maximum Time**	1-255 (4-1020 mS in 4 mS steps)	19 (76 mS)
Item 32	**Receive Dial Pulse Break Minimum Time**	1-255 (4-1020 mS in 4 mS steps)	8 (32 mS)
Item 33	**Receive Dial Pulse Break Maximum Time**	1-255 (4-1020 mS in 4 mS steps)	27 (216 mS)
Item 34	**Guard Time for Loop Start Trunks**	1-255 (100-25500 mS in 100mS steps)	9 (900 mS)
Item 35	**Guard Time for Ground Start Trunks**	1-255 (100-25500 mS in 100mS steps)	9 (900 mS)
Item 36	**Guard Time for DID Trunks**	1-255 (100-25500 mS in 100mS steps)	9 (900 mS)
Item 37	**Guard Time for Tie Trunks**	1-255 (100-25500 mS in 100mS steps)	9 (900 mS)
Item 38	**Guard Time for OPX Trunks**	1-255 (100-25500 mS in 100mS steps)	9 (900 mS)
Item 39	**Guard Time 2**	1-255 (4-1020 mS in 4 mS steps)	3 (12 mS)
Item 40	**Ring Type**	1=Single ring 2=Double ring	1 (Single ring)
Item 41	**Double Ringing Send Time 1**	1-255 (100-25500 mS in 100mS steps)	5 (500 mS)

T1 Trunk Timers			
Timer	**Description**	**Range**	**Default**
Item 42	**Double Between Ringing Send Time 1**	1-255 (100-25500 mS in 100mS steps)	5 (500 mS)
Item 43	**Double Ringing Send Time 2**	1-255 (100-25500 mS in 100mS steps)	5 (500 mS)
Item 44	**Double Between Ringing Send Time 2**	1-255 (100-25500 mS in 100mS steps)	25 (2.5 S)
Item 45	**Single Ringing Send Time**	1-255 (100-25500 mS in 100mS steps)	30 (3 S)
Item 46	**Single Between Send Time**	1-255 (100-25500 mS in 100mS steps)	10 (1 S)
Item 47	**Receive Flash Duration Minimum Time for Tie Trunks**	1-255 (100-25500 mS in 100mS steps)	3 (300 mS)
Item 48	**Receive Flash Duration Minimum Time for OPX Trunks**	1-255 (100-25500 mS in 100mS steps)	3 (300 mS)
Item 49	**Receive Flash Duration Maximum Time for Tie Trunks**	1-255 (100-25500 mS in 100mS steps)	6 (600 mS)
Item 50	**Receive Flash Duration Maximum Time for OPX Trunks**	1-255 (100-25500 mS in 100mS steps)	6 (600 mS)
Item 51	**Flash Send Time for Loop Start Trunks**	1-255 (100-25500 mS in 100mS steps)	5 (500 mS)
Item 52	**Flash Send Time for Ground Start Trunks**	1-255 (100-25500 mS in 100mS steps)	5 (500 mS)
Item 53	**Flash Send Time for DID Trunks**	1-255 (100-25500 mS in 100mS steps)	5 (500 mS)
Item 54	**Flash Send Time for Tie Trunks**	1-255 (100-25500 mS in 100mS steps)	5 (500 mS)
Item 55	**Flash Send Time for OPX Trunks**	1-255 (100-25500 mS in 100mS steps)	5 (500 mS)

T1 Trunk Timers			
Timer	**Description**	**Range**	**Default**
Item 56	**Dial Send Time**	1-255 (100-25500 mS in 100mS steps)	20 (2 mS)
Item 57	**On-Hook Bit Send Time**	1-255	40 (4 S)
Item 58	**Dial Pulse Interval Minimum Time**	1-255 (4-1020 mS in 4 mS steps)	27 (108 mS)
Item 59	**Clock Select**	1=Internal 2=External	2 = External
Item 60	**Distance Between PCB and CSU**	1-5 (133 feet to 665 feet, in 133 foot steps)	1 (133 feet)
Item 61	**Frame Type**	1=D3/D4 2=ESF	1 (D3/D4)
Item 62	**Zero Suppression**	1=B8ZS 2=AMI/ZCS	1 (B8ZS)

Conditions
None

Feature Cross Reference
"T1 Trunking (with ANI/DNIS Compatibility)"

0100 - Basic Hardware Setup (Part A)
0136 - T1 Trunk Timers

Telephone Programming Instructions

To enter data for Program 0136 (T1 Trunk Timers):

1. Enter the programming mode.
2. 0136 + HOLD

   `Item No?`
3. Enter the number of the timer you want to program + HOLD
4. Enter the data for the selected timer + HOLD

   `Item No?`
5. Return to step 3 select another timer to program.
   OR
   HOLD to exit.

0100 - Basic Hardware Setup (Part A)
0137 - ISDN Primary Interface Layer 2 Operating Mode Setup

☐ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞ Not available.	***384i*** ☞ Available.

IN Refer to the system PRI (P/N 92000PRI**) or BRI (P/N 92000BRI**) Manual.

0100 - Basic Hardware Setup (Part A)
0138 - ISDN Primary Interface Layer 3 Operating Mode Setup

☐ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞ Not available.

384i ☞ Available.

IN Refer to the system PRI (P/N 92000PRI**) or BRI (P/N 92000BRI**) Manual.

☐ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞ Not available.	***384i*** ☞ Available.

IN Refer to the system PRI (P/N 92000PRI**) or BRI (P/N 92000BRI**) Manual.

— For Your Notes —

0200 - Programming Passwords
0201 - Setting the Programming Passwords

☐ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞	Available — four users and one Tenant Group.

384i ☞	Available — eight users and four Tenant Groups.

IN

Use **Program 0201 - Setting the Programming Passwords** to set the system passwords. For password entry purposes, the system allows multiple users (4 in the 124i and 8 in the 384i). Each user can have a:

- Unique alphanumeric name (up to 10 alphanumeric characters long).
  While in the programming mode, the user name shows on the telephone display.
- Password entry of up to 10 digits (using 0-9, # and *)
- ***(384i Only)*** Tenant assignment (1-4, 0 = access to all Tenant Groups)[1]
- Password level
  While in the programming mode, the Abbreviation shows on the telephone display.

Level	Password	Default Name	384i Tenant	Description
0	-	-	-	Blocked User (cannot program)
2 (IN)	12345678	DX-2NA	0	Installer Level - Access to all programs in this manual
3 (SA)	0000	CUSTOMER1	1	System Administrator Level 1 - Restricted access
4 (SB)	9999	CUSTOMER2	1	System Administrator Level 2 - More restricted access

Refer to the following table when entering password data. Press DND to toggle between upper and lower case.

Keys for Entering Names	
Use this key . . .	**When you want to . . .**
DSS1	Enter characters A-D. After selecting your entry, press check to have system accept it.
DSS2	Enter characters E-H. After selecting your entry, press check to have system accept it.
DSS3	Enter characters I-L. After selecting your entry, press check to have system accept it.
DSS4	Enter characters M-P. After selecting your entry, press check to have system accept it.
DSS5	Enter characters Q-T. After selecting your entry, press check to have system accept it.
DSS6	Enter characters U-Z. After selecting your entry, press check to have system accept it.

[1] A user in one tenant group can program extensions in another tenant group if the password level allows.

0200 - Programming Passwords
0201 - Setting the Programming Passwords

Keys for Entering Names	
Use this key . . .	**When you want to . . .**
DSS7	Enter a hyphen (-). After selecting your entry, press check to have system accept it.
DSS8	Enter a blank space. After selecting your entry, press check to have system accept it.
DSS9	Enter extended ASCII characters. Press repeatedly to scroll through the list. After selecting your entry, press check to have system accept it.
DSS10	Enter punctuation marks. Press repeatedly to scroll through the list. After selecting your entry, press check to have system accept it.
CHECK	Save text entry as part of name after you select it. You need to press CHECK after selecting characters from DSS keys 1-10. You don't need to press CHECK after dialing a dial pad digit (0-9, # or *).
CLEAR	Clear the text entry if you want to start over.
Dialpad digits 0-9, # and *.	Enter numbers, # and * as part of the name. You don't need to press CHECK after entering these characters.

Conditions

Only one extension can be in the programming mode at any one time.

Feature Cross Reference

"Tenant Service"

Telephone Programming Instructions

To enter data for Program 0201 (Setting the User Passwords):

1. Enter the programming mode.
2. 0201 + HOLD

   User No?
3. Enter the user number (1-8) + HOLD

   If pressing HOLD has no effect, you have entered an invalid user number. The 124i has four users. The 384i has eight users.

   Name:

   The previously entered name displays (if any).
4. Enter the new name (up to 10 alphanumeric characters) + HOLD

   PWD:

   The previously programmed password displays.
5. Enter the new password (up to 10 digits - 0-9, # and *) + HOLD

   Tenant:

   The previously programmed tenant assignment displays.
6. Enter the Tenant Group assignment (1-4, 0 for all tenants) + HOLD

   Level:

   The previously programmed tenant assignment displays.

7. Enter the password level (0, 2, 3 or 4) + HOLD

```
User No?
```

8. Repeat from step 3 to program another user.
   OR
   HOLD to exit.

0200 - Programming Passwords
0202 - Setting User Passwords

☐ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞	Available — one Tenant Group.
-	An extension's Class of Service cannot be changed via Service Code.

384i ☞	Available — four Tenant Groups.
-	Allowing an extension to change Class of Service via Service Code 177 requires system software 3.07.31.

IN

Use **Program 0202 - Setting User Passwords** to set the password a user must dial before:

- Setting the system Time and Date, changing the Music on Hold tone and changing an extension's Class of Service via Service Code 177 (Item 1)
- Activating/deactivating Night Service (Item 2)

In 384i, you can make a separate set of entries for each Tenant Group.

Conditions

None

Feature Cross Reference

"Class of Service"
"Music on Hold"
"Night Service"
"Time and Date"

Telephone Programming Instructions

To enter data for Program 0202 (Setting User Passwords):

1. Enter the programming mode.
2. 0202 + HOLD

   `Tenant No?`
3. Enter the number of the Tenant Group you want to program.
4. HOLD

   `Item No?`
5. Enter the Item Number for the password you want to program.

   Item 1 is for Setting the system Time and Date, changing the Music on Hold tone and changing an extension's Class of Service via Service Code 177.

   Item 2 is for Activating/deactivating Night Service.
6. HOLD

   `PWD(CLK)`

   This display is for Item 1 (Time/Date and MOH Password)

   `PWD(NIT)`

   This display is for Item 2 (Night Service Password).
7. Enter the password for the item selected + HOLD
8. Repeat from step 5 to program another item.

   OR

   HOLD to exit.

☐ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞ Not available.	***384i*** ☞ Available.

IN

Use **Program 0301 - Inter-Tenant Calling** to set the parameters for Inter-Tenant Calling. If enabled:

- Intercom calling between tenants is allowed
- An extension port in one Tenant Group cannot have the same extension number as an extension port in another group
- An extension user can Transfer one of their Tenant Group's trunks to an extension in another Tenant Group

If disabled:

- An extension user in one Tenant Group cannot place an Intercom call to an extension in a different group
- An extension user cannot Transfer one of their Tenant Group's trunks to an extension in another group.
- An extension port in one tenant group can have the same extension number as an extension in a different group

Conditions

None

Feature Cross Reference

For this feature . . .	Use this option for . . .

Telephone Programming Instructions

To enter data for Program 0301 (Inter-Tenant Calling):

1. Enter the programming mode.
2. 0301 + HOLD

   `Tenant COMM`
3. Enter 1 to enable Inter-Tenant Calling.
   OR
   Enter 0 to disable Inter-Tenant Calling.
4. HOLD

0300 - Basic Hardware Setup (Part B)
0302 - Music on Hold and Conference SetUp

☐ **Sorts Data** ☑ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞	System allows either 8 four-party conferences or 4 eight-party conferences.

384i ☞	Each CTDU PCB allows either 4 four-party conferences or 2 eight-party conferences.

IN

Use **Program 0302 - Music on Hold and Conference Setup** to set the Music on Hold selection and the system Conference mode. For MOH, the system can provide silence to callers on Hold or one of two synthesized selections. The 124i system allows either 8 four-party conferences or 4 eight-party conferences. The 384i system allows either 4 four-party conferences or 2 eight-party conferences ***per CDTU PCB***.

Conditions

(384i) The system allows up to eight CDTU PCBs.

Feature Cross Reference

"Conference"
"Music on Hold"

Telephone Programming Instructions

To enter data for Program 0302 (Music on Hold and Conference Setup):

1. Enter the programming mode.
2. 0302 + HOLD

   `Item No?`
3. Enter 1 to program the Music on Hold tone.
   OR
   Enter 2 to program the Conference mode
4. HOLD

   `Hold Tone:`
   This display is for Item 1 (Music on Hold tone)

   `CONF Mode:`
   This display is for Item 2 (Conference mode)
5. For Item 1, enter 0 for no tone, 1 for synthesized Minuet in G or 2 for synthesized Nocturne.
   OR
   For Item 2 in 124i systems, enter 0 for 8 four-party conferences or 1 for 4 eight-party conferences.
   OR
   For Item 2 in 384i systems, enter 0 for 4 four-party conferences or 1 for 2 eight-party conferences.
6. HOLD

   `Item No?`
7. Repeat from step 3 to program another item.
   OR
   HOLD to exit.

☐ Sorts Data ☐ Updates CEU ☐ Can be Copied

Description

124i ☞ Not available.	***384i*** ☞ Available.

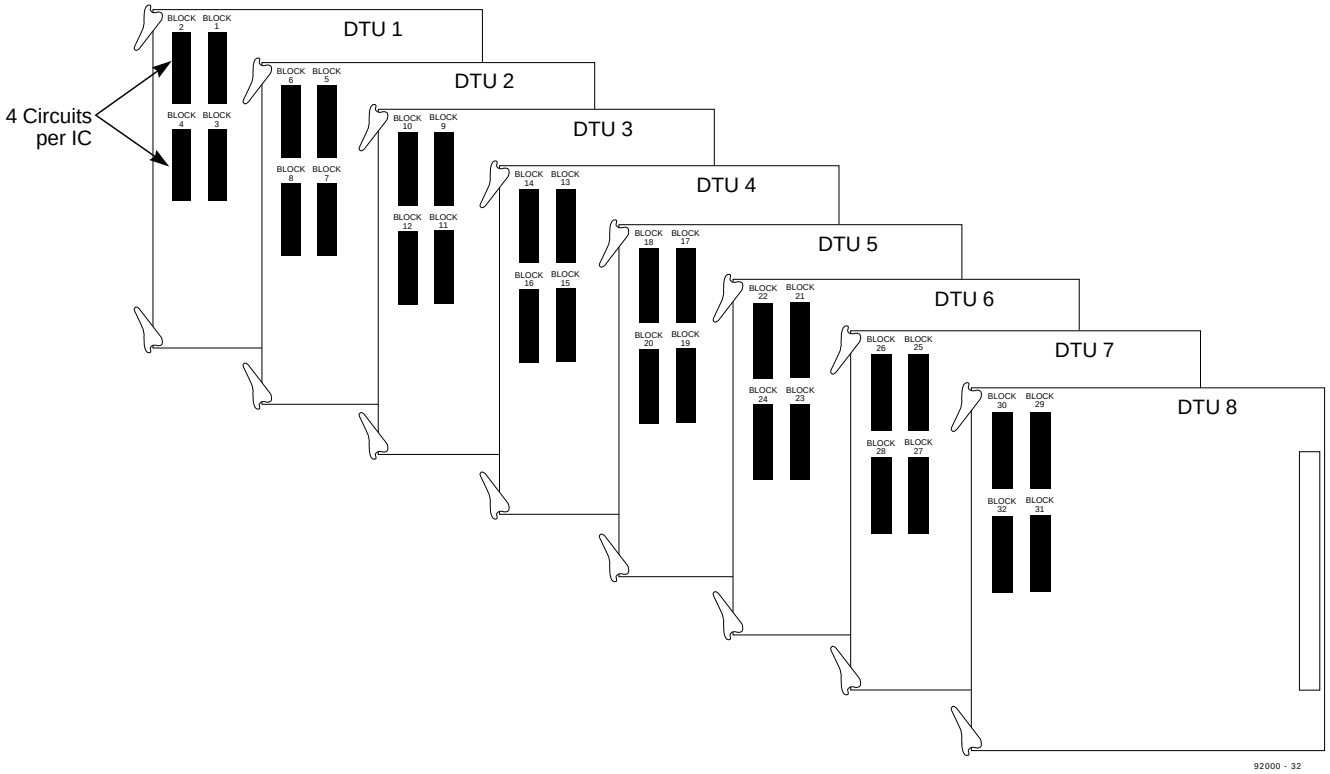
IN

Use **Program 0303 - DTMF and Dial Tone Circuit Setup** to allocate the circuits on the CDTU PCBs for either DTMF receiving or dial tone detection. Each CDTU PCB has 16 individual circuits, grouped into 4 four-circuit blocks. You assign a function to each block. Since the system allows a total of eight CDTU PCBs, you can program a total of 32 blocks (128 circuits).

Use the following as a guide when allocating DTMF receivers (i.e., DTU blocks):
- In light traffic sites, allocate one DTMF receiver for every 10 devices that use them.
- In heavy traffic sites, allocate one DTMF receiver for every five devices that use them.

You can make five different types of CDTU PCB circuit allocations:
- 0 (Not connected)
- 1 (DTMF receiver for analog extensions)
- 2 (DTMF receiver for analog trunks)
- 3 (Dial tone detection for OPX trunks)
- 4 (Dial tone detection for analog trunks)

Refer to the following illustration when allocating CDTU circuits.



Conditions

Any changes you make in Program 0303 take effect in about 30 seconds or after you reset the system.

0300 - Basic Hardware Setup (Part B)
0303 - DTMF and Dial Tone Circuit Setup

Feature Cross Reference

TBD

Telephone Programming Instructions

To enter data for Program 0303 (DTMF and Dial Tone Detection Circuit Setup):

1. Enter the programming mode.
2. 0303 + HOLD

   ```
   Block No?
   ```

3. Enter the number of the CDTU block you want to program (1-32).
4. HOLD

   ```
   Block_nn:
   ```

5. Enter the CDTU block type (0-4) + HOLD

   ```
   Block No?
   ```

6. Repeat from step 3 to program another block.
   OR
   HOLD to exit.

0300 - Basic Hardware Setup (Part B)
0304 - PGDU PCB Alarm/Fax Sensor Setup

☐ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞	4 sensors per PGDU PCB — 8 max per system (2 PCBs). System has 52 trunk ports.

384i ☞	8 sensors per PGDU PCB — 16 max per system (2 PCBs). System has 128 trunk ports.

IN

Use **Program 0304 - PGDU PCB Alarm/Fax Sensor Setup** to set the function of the sensors on the PGDU PCBs. Each PCB has sensors which you can set as fax sensors or alarm sensors. The system allows up to two PGDU PCBs.

The alarm sensors connect to external alarm relays. The sensor detects the external alarm activation and sends an alarm tone to all extensions programmed to receive alarm tones.

Fax sensors connect to relay contacts on the fax machine (usually on the B Pair). When the fax answers an incoming call, the associated PGDU PCB sensor detects the fax relay activation and busies out the trunk to the system. The trunk is available only to the fax machine - not the system.

Conditions

The sensor circuits on the PGDU PCB require a 10-30 V DC power supply in series with the sensor contacts. Refer to the hardware manual for additional details.

Feature Cross Reference

"External Alarm Sensors"
"Fax Machine Compatibility"

Telephone Programming Instructions

To enter data for Program 0304 (PGDU PCB Alarm/Fax Sensor Setup)):

1. Enter the programming mode.
2. 0304 + HOLD

   `Sensor No?`
3. Enter the number of the sensor you want to program (1-8 in 124i, 1-16 in 384i)

   For the 384i, sensors 1-8 are the the first PGDU PCB. Sensors 9-16 are on the second PGDU PCB.

   For the 124i, sensors 1-4 are the the first PGDU PCB. Sensors 5-8 are on the second PGDU PCB.
4. HOLD

   `Type:`
5. Enter the type (0-2) for the sensor selected + HOLD

   0 = Sensor disabled, 1 = Alarm sensor and 2 = Fax sensor

   `ADD_INFO:`
6. For alarm sensors, enter:
   0 = No alarm ring sent to extensions
   1-3 = Alarm tones 1-3 sent to extension

   For fax sensors, enter:
   The trunk port (1-52 or 1-128) the sensor monitors. Enter 0 for no trunk.

   `Sensor No?`
7. Repeat from step 3 to program another sensor.
   OR
   HOLD to exit..

0300 - Basic Hardware Setup (Part B)
0305 - PGDU PCB Sensor Activation Mode

☐ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞	4 sensors per PGDU PCB — 8 max per system (2 PCBs). System has 52 trunk ports.

384i ☞	8 sensors per PGDU PCB — 16 max per system (2 PCBs). System has 128 trunk ports.

IN

Use **Program 0305 - PGDU PCB Sensor Activation Mode** to have the PGDU sensors activate for either normally open or normally closed alarm or fax relay contacts.

Conditions

The sensor circuits on the PGDU PCB require a 10-30 V DC power supply in series with the sensor contacts. Refer to the hardware manual for additional details.

Feature Cross Reference

"External Alarm Sensors"
"Fax Machine Compatibility"

Telephone Programming Instructions

To enter data for Program 0305 (PGDU PCB Sensor Activation Mode):

1. Enter the programming mode.
2. 0305 + HOLD

   `Sensor No?`
3. Enter the number of the sensor you want to program (1-8 in 124i, 1-16 in 384i).

   In the 384i, sensors 1-8 are the the first PGDU PCB. Sensors 9-16 are on the second PGDU PCB.

   In the 124i, sensors 1-4 are the the first PGDU PCB. Sensors 5-8 are on the second PGDU PCB.
4. HOLD

   `Sensor_nn:`
5. For the sensor selected:
   Enter 0 for connection to normally closed relay.
   OR
   Enter 1 for connection to normally open relay.
6. HOLD

   `Sensor?`
7. Repeat from step 3 to program another sensor.
   OR
   HOLD to exit.

☐ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞ Available.	***384i*** ☞ Available.

IN

Use **Program 0306 - Pre-ringing Enable** to enable or disable pre-ringing for trunk calls. This sets how a trunk initially rings a telephone. With pre-ringing, a burst of ringing occurs as soon as the trunk's LED flashes. The call then continues ringing with the normal ring cadence cycle. Without pre-ringing, the call starts ringing only when the normal ring cadence cycle occurs. this may cause a ring delay, depending on when call detection occurs in reference to the ring cycle.

Conditions

None

Feature Cross Reference

"Central Office Calls, Answering"

Telephone Programming Instructions

To enter data for Program 0306 (Pre-ringing Enable):

1. Enter the programming mode.
2. 0306 + HOLD

   `Pre-ringing:`
3. Enter 1 to enable pre-ringing.
   OR
   Enter 0 to disable pre-ringing.

0300 - Basic Hardware Setup (Part B)
0307 - Setting the ISDN Line Operating Mode

☐ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞ Not available.	***384i*** ☞ Available.

IN Refer to the system PRI (P/N 92000PRI**) or BRI (P/N 92000BRI**) Manual.

☐ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞ Not available.	***384i*** ☞ Available.

IN

Use **Program 0308 - Conference Circuit Setup** to define the function of the Conference circuits on the CDTU PCBs. Each CDTU PCB has two Conference circuits (called blocks) which you can program for Conference or Speech Recording. Since the system accepts up to 8 CDTU PCBs, there are 16 programmable Conference blocks (32 Conference circuits).

Conditions

(A.) Speech Recording is currently not used.
(B.) Any changes you make in Program 0303 take effect in about 30 seconds or after you reset the system.

Feature Cross Reference

"Conference"

Telephone Programming Instructions

To enter data for Program 0308 (Conference Circuit Setup):

1. Enter the programming mode.
2. 0308 + HOLD

   `Block No?`
3. Enter the number of the Conference block you want to program (1-32).
4. HOLD

   `Block_nn:`
5. Enter 0 for Conference + HOLD

0300 - Basic Hardware Setup (Part B)
0309 - DSS Console Operating Mode

✔ Sorts Data	☐ Updates CEU	✔ Can be Copied

Description

124i ☞	Regular Mode available only.

384i ☞	Regular Mode and Hotel Mode available.

IN

Use Program **0309 - DSS Console Operating Mode** to set the mode of the system's DSS Consoles. The entry you make in this option applies to all the system's DSS Consoles. The available options are:

- Regular (Business) Mode (0)
- ***(384i Only)*** Hotel Mode (3)

Conditions

None

Feature Cross Reference

"Direct Station Selection (DSS) Console"
"Hotel/Motel"

Telephone Programming Instructions

To enter data for Program 0309 (DSS Console Operating Mode):

1. Enter the programming mode.
2. 0309 + HOLD

   `Mode:`
3. Enter the DSS Console Operating Mode + HOLD to exit

   0 = Regular (Business Mode), 3 = Hotel Mode (384i Only)

0400 - Extension Options (For Tenant Groups)
0401 - Tenant Group Options (Part A)

☐ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞ Available — one Tenant Group. | ***384i*** ☞ Available — four Tenant Groups.

IN

Use **Program 0401 - Tenant Group Options Part A** to set up various options for each tenant group. You can set the options differently for each of the four tenant groups. Refer to the following chart for a description of each option, its range and default setting.

Tenant Group Options (Part A)

Item	Description	Feature	Range	Default
Item 1	**Manual Night Service Enable** Allows/prevents tenant group members from activating Night Service.	"Night Service"	0 = Prevent 1 = Allow	1 (Allow)
Item 2	Not used.			
Item 3	**Incoming Call Ring No Answer Alarm** If enabled, an incoming call that rings longer than the Ring No Answer Alarm interval (Program 0405 Item 7) will change to a unique ring cadence to indicate that the call has been ringing too long. If disabled, this will not occur.	"Central Office Calls, Answering"	0 = Disabled 1 = Enabled	0 = Disabled
Item 4	**Automatic Hold** Enable/disable Automatic Hold. If enabled, the system places a trunk call on Hold when the user presses another line key. If disabled, the system disconnects a trunk call when the user presses another line key.	"Hold"	0 = Enabled 1 = Disabled	1 (Disabled)
Item 5	**Barge In Tone** Use this option to enable/disable the Barge In tone. If enabled, callers hear an alert tone when another extension barges into their conversation. If disabled, there is no alert tone.	"Barge In"	0 = Disabled 1 = Enabled	0 (Disabled)
Item 6	**Automatic Handsfree** Use this option to enable/disable Automatic Handsfree. If enabled, user can press a line or line appearance key without first lifting the handset or pressing SPK. If disabled, user must lift the handset or press SPK before placing a call. User may, however, preselect for an outside line.	"Handsfree and Monitor"	0 = Disabled 1 = Enabled	1 (Enabled)

0400 - Extension Options (For Tenant Groups)
0401 - Tenant Group Options (Part A)

Tenant Group Options (Part A)				
Item	**Description**	**Feature**	**Range**	**Default**
Item 7	**Handsfree Microphone Control** Use this option to enable or disable a keyset's Handsfree microphone. If enabled, a user can place a call Handsfree without lifting the handset. If disabled, a user can place a call Handsfree but must lift the handset to talk.	"Handsfree and Monitor"	0 = Disabled 1 = Enabled	1 (Enabled)
Item 8	**Incoming Call Priority** Use this option to determine if Intercom calls or trunk calls have answer priority when both are ringing simultaneously.	"Line Preference"	0 = Intercom Call Priority 1 = Trunk Call Priority	1 (Trunk Call Priority)
Item 9	**Not used**			
Item 10	**Forced Intercom Ringing** Use this option to enable or disable Forced Intercom Ringing. If enabled, incoming Intercom calls normally ring. If disabled, Intercom calls voice-announce.	"Handsfree Answerback / Forced Intercom Ringing"	0 = Disabled (Voice-announce) 1 = Enabled (Intercom calls only)	0 (Voice-announced)
Item 11	**Off Hook Signaling Mode** Use this option to select between ringing and voice-announced Off-Hook Signaling.	"Off Hook Signaling"	0 = (Voice-announced) 1 = Ringing	0 (Voice-announced)
Item 12	**Ringing Line Preference for Intercom Calls** Use this option to select between Idle and Ringing Line Preference for Intercom calls.	"Line Preference"	0 = Idle Line Preference 1 = Ringing Line Preference	1 (Ringing Line Preference) 0 (Idle Line Preference) in 384i prior to 3.05
Item 13	**Ringing Line Preference for Trunk Calls** Use this option to select between Idle and Ringing Line Preference for trunk calls.	"Line Preference"	0 = Idle Line Preference 1 = Ringing Line Preference	1 (Ringing Line Preference) 0 (Idle Line Preference) in 384i prior to 3.05
Item 14	**Callback Automatic Answer** Use this option to enable or disable automatic answer for Callback. If enabled, extension automatically answers Callback ring when user lifts the handset. If disabled, use must press line appearance key to answer Callback.	"Callback"	0 = Callback Automatic Answer disabled 1 = Callback Automatic Answer enabled	1(Callback Automatic Answer enabled) 0 (disabled) in 384i prior to 3.05

Tenant Group Options (Part A)				
Item	**Description**	**Feature**	**Range**	**Default**
Item 15	**Abbreviated Dialing DIAL Key Control** Use this option to control the function of the extension's DIAL key when used with Abbreviated Dialing. The DIAL key can access either the Common or Group Abbreviated Dialing numbers.	"Abbreviated Dialing"	0 = Common Abbreviated Dialing 1 = Group Abbreviated Dialing	0 (Common Abbreviated Dialing)
Items 16 and 17	Not used			
Item 18	**SLT Answering Mode** For a busy single line (500/2500 type) telephone, set the mode used to answer a camped-on trunk call. For ESL sets, enabling this option (1) allows the user to dial Service Code 154 for Voice Mail Conversation Record.	"Transfer" "Voice Mail"	0 = Hookflash to pick up camped-on call 1 = Hookflash + Service Code 894 to answer camped-on call	0 (Hookflash to pick up camped-on call)
Item 19	**Busy Transfer** Use this option to prevent or allow extensions to Transfer calls to busy extensions.	"Transfer"	0 = Prevent busy Transfer (calls transferred to busy extensions recall immediately) 1 = Allow busy Transfer	0 (Prevent Busy Transfer)
Item 20	**BLF Control** Set the conditions under which a Hotline, Reverse Voice Over or DSS Console key indicates that an extension is busy. Refer to the Reverse Voice Over feature for more information.	"Direct Station Selection (DSS) Console" "Hotline" "Reverse Voice Over"	0 = BLF is on only when both line appearances are busy (if 0406 Item 6=1) 1 = BLF on when only one line appearance busy	1 (BLF on when only one line appearance busy)
Item 21	**ARS Enable** Use this option to enable or disable Automatic Route Selection (ARS).	"Automatic Route Selection"	0 = ARS Disabled 1 = ARS Enabled	0 (ARS disabled)

0400 - Extension Options (For Tenant Groups)
0401 - Tenant Group Options (Part A)

Tenant Group Options (Part A)				
Item	**Description**	**Feature**	**Range**	**Default**
Item 22	**Headset Busy Mode** Set the conditions under which a headset extension is busy to incoming callers.	"Headset Operation"	0 = Headset extension is busy to incoming callers when only one extension appearance is busy 1 = Headset extension is busy to incoming callers only when both extension appearances are busy.	0
Item 23	**DIL Call Waiting** Use this option to set Voice Mail Overflow operation.	"Voice Mail"	0 = Immediate Voice Mail Overflow enabled 1 = Delayed Voice Mail Overflow enabled	1 (Delayed Voice Mail Overflow)
Item 24	Not used			
Item 25	**MOH or Ringback on Transferred Calls** Use this option to enable or diable MOH on Transfer. If enabled (0), a transferred caller hears MOH while their call rings the destination extension. If disabled (1), a transferred caller hears ringback while their call rings the destination extension.	"Transfer"	0 = Enabled (Caller hears Music on Hold) 1 = Disabled (Caller hears ringback)	0 (Caller hears Music on Hold)
Items 26-27	Not used			
Item 28	***(384i Only)*** **Hotel Wake Up Call No Answer Procedure**	"Hotel/Motel"	Refer to the Hotel/Motel Services Guide (P/N xoxoxoxo)	
Item 29	**SLT Trunk Dial (Store & Forward or Direct)**		0 = Store and Forward 1 = Direct	0 (Store and Forward)
Item 30	**Block Outgoing Caller ID** Allow (1) or prevent (0) the system from automatically blocking outgoing Caller ID information when a user places a call. If allowed (i.e., block enabled), the system automatically inserts the Caller ID block code *67 before the user dialed digits. If prevented (i.e., block disabled), the system outdials the call just as it was dialed by the user.	"Caller ID"	0 = Allow 1 = Block	1 (Outgoing Caller ID Blocked)

Tenant Group Options (Part A)				
Item	**Description**	**Feature**	**Range**	**Default**
Item 31	**VAU Fixed Message**		TBD	0
Item 32	**Restriction for Incoming Answer**		TBD	0

Conditions
None

Feature Cross Reference

Refer to the chart above.

Telephone Programming Instructions

To enter data for Program 0401 (Tenant Group Options [Part A]):

1. Enter the programming mode.
2. 0401 + HOLD
   `Tenant No?`
3. Enter the number of the Tenant Group you want to program.
4. HOLD
   `Item No?`
5. Enter the number of the item you want to program.
6. HOLD
   `Item_nn:`
7. Enter data (see the chart above) for the item selected.
8. HOLD
   `Item No?`
9. Repeat from step 5 to program another item.
   OR
   HOLD to exit.

0400 - Extension Options (For Tenant Groups)
0402 - Tenant Group Options (Part B)

☐ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞ Available — one Tenant Group.	***384i*** ☞ Available — four Tenant Groups.

IN

Use **Program 0402 - Tenant Group Options Part B** to set up additional options for each tenant group. You can set the options differently for each of the four tenant groups. Refer to the following chart for a description of each option, its range and default setting.

Tenant Group Options (Part B)

Item	Description	Feature	Range	Default
Item 1	**Trunk Group Key Operating Mode** Use this option to set the operating mode of the extension's trunk group keys. The keys can be for incoming access, outgoing access or both.	"Trunk Groups"	0 = Incoming and outgoing access 1 = Outgoing only 2 = Incoming only	0 (Incoming and outgoing access)
Item 2	**CONF (TRF) Key Operating Mode (Part A)** Use this option to set the operating mode of the extension's CONF (TRF) key. The keys can be for Call Transfer, Serial Calling or Flash. When selecting the Flash option (selection 2), refer also to Program 0114 Item 9. If programmed for Transfer (0), you must also enter 0 in Item 6 below.	"Conference" "Flash" "Transfer"	0 = Transfer 1 = Series call 2 = Flash	0 (Transfer)
Item 3	**Night Mode Switch Operating Mode** Use this option to set the function of the CPU Night Service mode switch sensors. The Night Service mode affects trunk inbound and outbound routing.	"Night Service"	0 = Not used 1 = Day Mode activated 2 = Night Mode activated 3 = Midnight Mode activated 4 = Rest Mode activated	0 (Not used)
Item 4	**Hold Key Operating Mode** Use this option to set the function of the keyset Hold key. The Hold key can activate normal Hold, Exclusive Hold or Park.	"Hold" "Park"	0 = Normal Hold 1 = Exclusive Hold 2 = Park	0 (Normal Hold)
Item 5	**Hotel Wake-Up Call Message**	"Hotel/Motel"	Refer to the Hotel/Motel Services Guide (P/N 92000HMT**)	

Tenant Group Options (Part B)				
Item	**Description**	**Feature**	**Range**	**Default**
Item 6	**CONF (TRF) Key Operating Mode (Part B)** Use this option to assign the CONF (TRF) key for Transfer (0) or Conference (1). If set for Transfer (0), you must also enter 0 for Item 2 above.	"Conference" "Transfer"	0 = Transfer 1 = Conference	***(384i)*** 1 (Conference) ***(124i)*** 0 (Transfer)
Item 7	**ARS Misdialed Number Handling** If a user dials a call not programmed in ARS, this option determines if the system should route over trunk group 1 or play error tone.	"Automatic Route Selection"	0 = Route to default Trunk Group 1 = Play warning tone to dialer	0 (Route to default Trunk Group)

Conditions
None

Feature Cross Reference

Refer to the chart above.

Telephone Programming Instructions

To enter data for Program 0402 (Tenant Group Options [Part B]):

1. Enter the programming mode.
2. 0402 + HOLD
   `Tenant No?`
3. Enter the number of the Tenant Group you want to program.
4. HOLD
   `Item No?`
5. Enter the number of the item you want to program.
6. HOLD
   `Item_nn:`
7. Enter data (see the chart above) for the item selected.
8. HOLD
   `Item No?`
9. Repeat from step 5 to program another item.
   OR
   HOLD to exit.

0400 - Extension Options (For Tenant Groups)
0403 - Selectable Display Messages

☐ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞ Available.	***384i*** ☞ Available.

SA

Use **Program 0403 - Selectable Display Messages** to enter the Selectable Display Messages. Each tenant has 20 alphanumeric messages, up to 29 characters long. Use the following chart when programming messages.

Keys for Entering Messages	
Use this key . . .	**When you want to . . .**
DSS1	Enter characters A-D. After selecting your entry, press CHECK to have system accept it.
DSS2	Enter characters E-H. After selecting your entry, press CHECK to have system accept it.
DSS3	Enter characters I-L. After selecting your entry, press CHECK to have system accept it.
DSS4	Enter characters M-P. After selecting your entry, press CHECK to have system accept it.
DSS5	Enter characters Q-T. After selecting your entry, press CHECK to have system accept it.
DSS6	Enter characters U-Z. After selecting your entry, press CHECK to have system accept it.
DSS7	Enter a hyphen (-). After selecting your entry, press CHECK to have system accept it.
DSS8	Enter a blank space. After selecting your entry, press CHECK to have system accept it.
DSS9	Enter extended ASCII characters. Press repeatedly to scroll through the list. After selecting your entry, press CHECK to have system accept it.
DSS10	Enter punctuation marks. Press repeatedly to scroll through the list. After selecting your entry, press CHECK to have system accept it.
CHECK	Save text entry as part of name after you select it. You need to press CHECK after selecting characters from DSS keys 1-10. You don't need to press CHECK after dialing a dial pad digit (0-9, # or *).
CLEAR	Clear the text entry if you want to start over.
Dialpad digits 0-9, # and *.	Enter numbers, # and * as part of the name. You don't need to press CHECK after entering these characters.

Conditions

None

Default Setting

No	Message
1	IN MEETING UNTIL (Appended time)
2	OUT UNTIL (Appended time)
3	OUT-PLEASE CALL (9 appended digits)
4	PLEASE CALL ME ON (9 appended digits)
5	BUSY CALL AFTER (9 appended digits)
6	OUT FOR LUNCH BACK (Appended time)
7	BUSINESS TRIP UNTIL (Appended date)
8	BUSINESS TRIP CALL (9 appended digits)
9	GONE FOR THE DAY
10	ON VACATION UNTIL (Appended date)
11-20 display MESSAGE 11 through MESSAGE 20, respectively.	

Feature Cross Reference

"Selectable Display Messaging"

Telephone Programming Instructions

To enter data for Program 0403 (Selectable Display Messages):

1. Enter the programming mode.
2. 0403 + HOLD

   `Tenant No?`
3. Enter the number of the Tenant Group (1-4) you want to program.
4. HOLD

   `Message No?`
5. Enter the number of the message (1-20) you want to program
6. HOLD

   The default message displays.
7. Press VOLUME ▲ + HOLD to begin programming the messages.
8. Refer to the chart above and enter the message.

   To let users append the time, enter ##:## followed by two spaces
   To let users append the message with digits, enter # for each digit,
   To have a message enter the system date, enter ##/##/##.
9. HOLD

0400 - Extension Options (For Tenant Groups)
0404 - SMDR Options

☐ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞ Available — one Tenant Group.

384i ☞ Available — four Tenant Groups.

IN

Use **Program 0404 - SMDR Options** to set the SMDR report options for each tenant. Refer to the following chart for a description of each option, its range and default setting.

SMDR Options			
Item	**Description**	**Range**	**Default**
Item 1	**Omit (Mask) Digits (MASK_DIGIT)** The number of digits entered in this option do not print on the SMDR report. For example, if the entry is 10, the first 10 digits a user dials do not appear on the SMDR report.	0-24 (0 = No limit applied)	0 (No limit)
Item 2	**Minimum Number of SMDR Digits (MIN_DIGIT)** Outgoing calls must be at least this number of digits for inclusion in the SMDR report.	0-24 (0 = No limit applied)	0 (No limit)
Item 3	**SMDR Printer Output Port (PRINT_PORT)** This option specifies the SMDR printer output port (DCI port number).	0-288 (384i) or 0-72 (124i) (0 = No port assigned)	0 (Not assigned)
Item 4	**Minimum Call Duration (MIN_DUR)** The duration of a call must be at least this interval to be included on the SMDR report.	0 - 65535 seconds (0 = Calls of any duration print)	0 (Calls of any duration print)
Item 5	**Minimum Ringing Time (MIN_RNG)** A call must ring for at least this interval to be included on the SMDR report.	0-65535 seconds (0 = Calls ringing for any interval print)	0 (Calls of any duration print)
Item 6	**SMDR Report Printing Options** The SMDR report can include any combination of the following options.	0 (option disabled) or 1 (option enabled)	1 (option enabled)
	Item 1: Toll Restricted Call (Blocked) SMDR can include or exclude calls blocked by Toll Restriction	0 (option disabled) or 1 (option enabled)	1 (option enabled)
	Item 2: Extension Calls When the system is behind a PBX, SMDR can include all calls or just calls dialed using the PBX trunk access code.	0 (option disabled) or 1 (option enabled)	1 (option enabled)
	Item 3: Extension data call SMDR can include or exclude internal system data calls.	0 (option disabled) or 1 (option enabled)	1 (option enabled)
	Item 4: Daily Summary Enable this option to have the SMDR report provide a daily summary (at midnight every night).	0 (option disabled) or 1 (option enabled)	1 (option enabled)

SMDR Options			
Item	**Description**	**Range**	**Default**
	Item 5: Weekly Summary Enable this option to have the SMDR report provide a weekly summary (every Saturday at midnight).	0 (option disabled) or 1 (option enabled)	1 (option enabled)
	Item 6: Monthly Summary Enable this option to have the SMDR report provide a monthly summary (at midnight on the last day of the month).	0 (option disabled) or 1 (option enabled)	1 (option enabled)
	Item 7: Telephone toll charge (with ARS only) Enable this option to have the SMDR report include toll charges.	0 (option disabled) or 1 (option enabled)	1 (option enabled)
	Item 8: Print Incoming Calls Enable this option (0) to have the SMDR report include incoming calls. If you disable this option (1), incoming calls will not print.	0 (option enabled) or 1 (option disabled)	1 (option disabled)
	Item 9: Print Name or Number Enable this option (1) to have the SMDR report include extension numbers. Disable this option (0) to have the SMDR report include extension names.	0 = Print extension's name 1 = Print extension's number	0 (Print extension's name)
	Items 10-16: Not used		

Conditions

None

Feature Cross Reference

"Station Message Detail Recording"

Telephone Programming Instructions

To enter data for Program 0404 (SMDR Options), Items 1-5:

1. Enter the programming mode.
2. 0404 + HOLD

   `Tenant No?`
3. Enter the number of the Tenant Group you want to program.
4. HOLD

   `Item No?`
5. Enter the item number you want to program + HOLD
6. Enter data for the item you select.

   Refer to the chart on the previous page.
7. HOLD

   `Item No?`
8. Repeat from step 5 to program another item.

   OR

   HOLD to exit.

To enter data for Program 0404 (SMDR Options) Item 6:

1. Enter the programming mode.
2. 0404 + HOLD

   ```
   Tenant No?
   ```

3. Enter the number of the Tenant Group you want to program.
4. HOLD

   ```
   Item No?
   ```

5. 6 + HOLD

   ```
   Print Item No?
   ```

6. Enter the Item 6 Print Item Number (1-8) + HOLD

   Refer to the chart on page 736 for additional information.

7. Enter data for Item 6 Print Item + HOLD

   ```
   Print Item No?
   ```

8. Repeat from step 6 to program another Print Item
   OR
   HOLD to exit to the SMDR items (1-6).
   OR
   HOLD + HOLD to exit.

☐ Sorts Data ☐ Updates CEU ☐ Can be Copied

Description

124i ☞	Available.
-	Department Hunting No Answer Time (Item 80) requires Base 2.13, EXCPRU 2.18 or higher.

384i ☞	Available.
-	Deparment Hunting No Answer Time (Item 80) requires system software 3.06.02 or higher.

IN

Use **Program 0405 - System Timers (Part A)** to set the value for the system timers. Each tenant group can have different timer settings. Refer to the following chart for a description of each option, its range and default setting. Also see Program 0414 - System Timers (Part B) on page 764.

System Timers (Part A)

Timer	Description	Range	Default
Timer 1	**Delayed Call Forwarding Time** If activated at an extension, Delayed Call Forwarding occurs after this interval. This also sets how long a Transferred call waits at an extension forwarded to Voice Mail before routing to the called extension's mailbox.	0-64800 seconds	10 seconds
Timer 2	**Exclusive Hold Recall Time** A call left on Exclusive Hold recalls the extension that placed it on Hold after this interval.	0-64800 seconds	90 seconds
Timer 3	**Exclusive Hold Recall Callback Time** An Exclusive Hold Recall rings an extension for this interval. If not picked up, the call goes back on System Hold.	0-64800 seconds	30 seconds
Timer 4	**Call Waiting Tone Timer** This option sets the interval between Call Waiting tones. This timer also sets the interval between Off Hook Signaling alerts.	0 - 64800 seconds	10 seconds
Timer 5	**Transfer Recall Time** An unanswered transferred call recalls to the extension that initially transferred it after this interval.	0 - 64800 seconds	30 seconds
Timer 6	**Callback Ring Duration Time** Callback rings an extension for this interval.	0-64800 seconds	15 seconds
Timer 7	**Ring No Answer Alarm Time** If a trunk rings a keyset longer than this interval, the system changes the ring cadence. This indicates to the user that the call has been ringing too long.	0 - 64800 seconds	60 seconds
Timer 8	**Busy Tone Time**	0 - 64800 seconds	15 seconds
Timer 9	**Meet Me Conference Time** Once the user initiates a Meet Me Conference, the system waits this interval for the Paged party to join the call.	0-64800 seconds	90 seconds

0400 - Extension Options (For Tenant Groups)
0405 - System Timers (Part A)

System Timers (Part A)			
Timer	**Description**	**Range**	**Default**
Timer 10	**Intercom Interdigit Time** When placing Intercom calls, extension users must dial each digit within this interval.	0-64800 seconds	10 seconds
Timer 11	**Meet Me Paging Time** When a user initiates a Meet Me Page, the paged party must join within this interval.	0-64800 seconds	0 (disabled)
Timer 12	**Dial Tone Detection**	0-64800 seconds	*(384i)* 2 secs. *(124i)* 5 secs.
Timer 13	**Pause** Before Outdialing First Digit the system waits this interval before outdialing a keyset user's first manually-dialed digit. Additional digits outdial without delay. Refer to Program 0901, Item 12.	0-64800 seconds	1 second
Timer 14	**Door Box Answer Time** A keyset user must answer Door Box chimes within this interval.	0-64800 seconds	30 seconds
Timer 15	**Preselection Time** When a keyset user preselects a line key, the system remembers the preselection for this interval.	0-64800 seconds	5 seconds
Timer 16	**Ringdown Extension Timer** A Ringdown extension automatically calls its programmed destination after this interval.	0-64800 seconds	5 seconds
Timer 17	**DTMF Receiver Active Time** For OPXs, analog telephones and certain analog trunks (like DISA), the system attaches a DTMF receiver to the port for this interval. The system releases the receiver after the interval expires.	0-64800 seconds	10 seconds
Timer 18	**Page Announcement Duration** This timer sets the maximum length of Page announcements.	0-64800 seconds	120 seconds
Timer 19	**Congestion Tone**	0-64800 seconds	10 seconds
Timer 20	**Warning Tone**	0-64800 seconds	10 seconds
Timer 21	**Confirmation Tone**	0-64800 seconds	10 seconds
Timer 22	**Hold Recall Time** A call on Hold recall the extension that placed it on Hold after this interval. This timer works with timer 27 (Hold Recall Callback).	0-64800 seconds	90 seconds
Timer 23	**Alarm Duration** This interval sets the duration or the alarm signal.	0-64800 seconds	30 seconds

System Timers (Part A)			
Timer	**Description**	**Range**	**Default**
Timer 24	**Long Conversation Alarm 1** The warning tone for long toll calls sounds after this interval.	0-64800 seconds	170 seconds
Timer 25	**Long Conversation Alarm 2** After the initial long toll call warning tone, additional warning tones sound after this interval.	0-64800 seconds	180 seconds
Timer 26	**Trunk Queuing Callback Time** Trunk Queuing callback rings an extension for this interval.	0-64800 seconds	15 seconds
Timer 27	**Hold Recall Callback Time** A trunk recalling from Hold rings an extension for this interval. This timer works with timer 22 (Hold Recall Time). After this interval, the system invokes the Hold recall time again. Cycling between timer 22 and 27 continues until a user answers the call.	0 - 64800 seconds	30 seconds
Timer 28	**Extension Dial Tone Time** After getting Intercom dial tone, a keyset user has this interval to dial the first digit of the Intercom call.	0 - 64800 seconds	30 seconds
Timer 29	**Callback/Trunk Queuing Cancel Time** The system cancels an extension's Callback or Trunk Queueing request after this interval.	0 - 64800 seconds	64800 seconds
Timer 30	**Trunk Interdigit Time** The system waits for this timer to expire before placing the call in a talk state (call isn't timed until then, Voice Over and Barge-In are not allowed until after timer expires).	0-64800 seconds	*(384i)* 5 seconds *(124i)* 10 seconds
Timer 31	**DID Ring-No-Answer Time** In systems with DID Ring-No-Answer Intercept, this interval sets the Ring-No-Answer time. This interval is how long a DID call rings the destination extension before rerouting to the intercept ring group. In systems with DID Camp-On, it also sets how long a DID call camps-on to a busy extension.	0-64800 seconds	20 seconds
Timer 32	**Trunk Guard Time** This interval is the guard time for trunks. After a user terminates a trunk call, the system denies other users access to the trunk for this time.	0-64800 seconds	1 second
Timer 33	**LCD Display Hold**	0-64800 seconds	5 seconds
Timer 34	**DISA Dial Tone Time** After answering a DISA trunk, the system waits this interval for the caller to dial the first digit of the DISA password. If the caller fails to dial within this interval, the system drops the call.	0-64800 seconds	10 seconds

0400 - Extension Options (For Tenant Groups)
0405 - System Timers (Part A)

System Timers (Part A)			
Timer	**Description**	**Range**	**Default**
Timer 35	**DISA No Answer Time** A DISA caller can ring an extension for this interval before the system sets the call as a Ring No Answer. After this interval expires, the call follows the programmed Ring No Answer routing (set in Program 1802).	0-64800 seconds	10 seconds
Timer 36	**Repeat Redial Time** This timer sets the interval between Repeat Redial attempts.	0-64800 seconds	60 seconds
Timer 37	**Repeat Dial Enable Time** After dialing the trunk call, Repeat Redial maintains the call after this interval. After this interval, the system terminates the call, waits the Repeat Redial Time (Timer 36) and tries again.	0-64800 seconds	30 seconds
Timer 38	**Toll Restriction Override Time** After dialing the Toll Restriction Override codes, the system removes Toll Restriction from the extension for this interval.	0-64800 seconds	10 seconds
Timer 39	**Dial Number Preview Time**	0-64800 seconds	5 seconds
Timer 40	**Forced Release of Held Call** Depending on Program 0901:20 entry, the system disconnects calls on Hold longer than this interval.	0-64800 seconds	64800 seconds
Timer 41	Not used		
Timer 42	Not used		
Timer 43	**DID Trunk Disconnect After Transfer**	0-64800 seconds	60 seconds
Timer 44	**ACK Supervison by WS Server**	Refer to the ACD Manual (P/N 92000ACD**)	
Timer 45	**Information Transmission from WS to ACD PC**		
Timer 46	**ACD No Answer Skip Time**		
Timer 47	**ACD Overflow Transfer Time**		
Timer 48	**ACD 1st Delay Announce Start**		
Timer 49	**ACD 2nd Delay Announce Start**		
Timer 50	**Dial Sending Start Time for SLT or ARS** When ARS or an analog extension user accesses a trunk and dials an outside call, the system waits this interval before outdialing the first digit (For SLT's, Program 0401:29 must be set to '0').	0-64800 seconds	3 seconds
Timer 51	**Conference Mode Call Back**	0-64800 seconds	2 seconds
Timer 52	**ACD Forced Disconnect Time**	Refer to the ACD Manual (P/N 92000ACD**)	
Timers 53-57	Not used		

System Timers (Part A)			
Timer	**Description**	**Range**	**Default**
Timer 58	**Busy Tone for Repeat Dial Busy (ISDN)**	Refer to the ISDN PRI Manual (P/N 92000PRI**) or BRI Manual (P/N 92000BRI**)	
Timer 59	**Door Lock Cancel Time** When a single line (2500 type) telephone user hook flashes while talking to a Door Box, the strike stays open for this interval.	0-64800 seconds	10 seconds
Timer 60	**Dial Tone Detection Time** If dial tone detection is enabled, the system will wait this interval for the telco to return dial tone. When the interval expires, the system assumes dial tone is not present. To disable this timer (and have the system wait continuously), enter 0.	0-64800 seconds	3 (disabled)
Timer 61	**Barge In Tone Repeat Time** After a user Barges In, the system repeats the Barge In Tone after this interval. Normally, you should enter 0 to disable this interval.	0-64800 seconds	0
Timer 62	**DIL No Answer Recall Time** A DIL that rings its programmed destination longer than this interval diverts to the DIL No Answer Ring Group (set in Program 0919).	0-64800 seconds	0 (DIL Delayed Ringing disabled)
Timer 63	**VAU No-Answer Time** If an extension has Personal Greeting enabled and all VAU ports are busy, a DIL or DISA call to the extension will wait this interval for a VAU port to become free.	0-64800 seconds	20 seconds
Timer 64	**Park and Page Repeat Timer** If a Park and Page is not picked up within this interval, the Paging announcement repeats.	0-64800 seconds	18 seconds
Timer 65	**Record Alert Tone Interval Time** This timer sets the interval between Voice Mail Conversation Record alerts.	0-64800 seconds	30 seconds
Timer 66	**Park Hold Time** A call left parked longer than this interval recalls the extension that initially parked it.	0-64800 seconds	30 seconds
Timer 67	Not used		
Timer 68	**ACD Enhance Guard Time (Computer Dialed Calls)**	Refer to the ACD Manual (P/N 92000ACD**)	
Timer 69	**Outgoing ACD Call Cut Through Delay**		
Timer 70	**Outgoing ACD Call Ringback Tone Detection Time**		
Timer 71	**Outgoing ACD Call Waiting for Answer Detection**		
Timer 72	**Conference Tone Interval**	Not used	

System Timers (Part A)			
Timer	**Description**	**Range**	**Default**
Timer 73	**DISA Conversation**	Not used	
Timer 74	**DISA Long Conversation Disconnect**	Not used	
Timer 75	**DISA Internal Paging Time** This is the maximum length of an Internal Page placed by a DISA caller. If the Page continues longer than this interval, the system terminates the DISA call.	0-64800 seconds	30 seconds
Timer 76	**DISA External Paging Time** This is the maximum length of an External Page placed by a DISA caller. If the Page continues longer than this interval, the system terminates the DISA call.	0-64800 seconds	30 seconds
Timer 77	**Long Conversation Cutoff for Incoming**	Not used	
Timer 78	**Long Conversation Cutoff for Outgoing**	Not used	
Timer 79	**DISA Answer Delay Timer**	Not used	
Timer 80	**Department Hunting No Answer Time** Set how long a call will ring a Department Group extension before hunting occurs.	0-64800 seconds	0 (Disabled)

Conditions
None

Feature Cross Reference
Refer to the *Features* section in this manual.

Telephone Programming Instructions

To enter data for Program 0405 (System Timers [Part A]):

1. Enter the programming mode.
2. 0405 + HOLD.

   ```
   Tenant No?
   ```

3. Enter the number of the Tenant Group you want to program.
4. HOLD

   ```
   Timer No?
   ```

5. Enter the number of the timer you want to program.
6. HOLD

   ```
   Timer_nn:
   ```

7. Enter data for the timer you selected + HOLD

   Refer to the chart above when entering data.

   ```
   Timer No?
   ```

8. Repeat from step 5 to program another timer.

   OR

   HOLD to return to the *Tenant No?* prompt.

0400 - Extension Options (For Tenant Groups)
0406 - Class of Service Options (Part A)

☐ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞ Available — 10 Classes of Service assigned in Program 1005.	***384i*** ☞ Available — 15 Classes of Service in each Tenant Group assigned in 1005.

IN

Use **Program 0406 - Class of Service Options (Part A)** to set the Extension Class of Service (COS) options. Assign Class of Service to extensions in Program 1005 - Class of Service. The 384i has 15 Classes of Service in each of four Tenant Groups. The 124i has 10 Classes of Service. Refer to the following chart for a description of each COS option, its range and default setting. For additional Class of Service options, refer to **0419 - Class of Service Options (Part B)** on page 772.

Class of Service Options (Part A), Program 0406

Item	Name	This option...	Is used with...	Default	
				384i COS 1-14 *124i* COS 1-9	*384i* COS 15 *124i* COS 10
1	Flash for Single Line Telephones	Enables/disables Flash for single line (500/2500 type) telephones	"Flash"	1 (Enabled)	
2	Manual Night Service Enable	Enables/disables an extension's ability to use manual Night Service Switching	"Night Service"	0 (Disabled)	1 (Enabled)
3	Long Conversation Alarm	Enables/disables the Warning Tone for Long Conversation (not for SLTs)	"Warning Tone for Long Conversation"	*(384i)* (Enabled [1] prior to 3.05 - disabled [0] 3.05 or higher) *(124i)* 0 (Disabled)	
4	Call Forwarding/DND Override	Enables/disables an extension's ability to use Call Forwarding/DND Override	"Call Forwarding/DND Override"	1 (Enabled)	
5	Off Hook Signaling Receive	Allows/prevents an extension busy on a call from receiving off-hook signaling	"Off-Hook Signaling"	0 (Disabled)	1 (Enabled)
6	Automatic Off Hook Signaling	Allows an extension to manually (0) or automatically (1) send off hook signals to a busy extension.	"Off-Hook Signaling"	0 (Manual)	1 (Automatic)
7	Data Privacy	Enables/disables an extension's ability to switch privacy at their extension	"Privacy"	1 (Enabled)	
8	Group Call Pickup (Within Group)	Enables/disables Group Call Pickup for calls ringing an extension's own Pickup Group (Service Code *#)	"Group Call Pickup"	1 (Enabled)	
9	Group Call Pickup (Another Group)	Enables/disables Group Call Pickup for calls ringing outside a group (Service Code 869)	"Group Call Pickup"	1 (Enabled)	

Class of Service Options (Part A), Program 0406					
Item	**Name**	**This option...**	**Is used with...**	**Default**	
				384i COS 1-14 *124i* COS 1-9	*384i* COS 15 *124i* COS 10
10	Group Call Pickup for Specific Group	Enables/disables Group Call Pickup for calls ringing a specific group (Service Code 868)	"Group Call Pickup"	1 (Enabled)	
11	Unscreened Transfer	Enables/disables an extension's ability to use Unscreened Transfer	"Transfer"	1 (Enabled)	
12	Do Not Disturb	Enables/disables an extension's ability to use Do Not Disturb	"Do Not Disturb"	1 (Enabled)	0 (Disabled)
13	Intercom Abandoned Call Display	Enables/disables an extension's Intercom Abandoned Call display	"Intercom Abandoned Call Display"	1 (Enabled)	
14	Meet Me Conference and Paging	Enables/disables an extension's ability to use Meet Me Conference and Paging	"Meet Me Conference Meet Me Paging"	1 (Enabled)	
15	Message Waiting	Enables/disables an extension's ability to leave Messages Waiting	"Message Waiting"	1 (Enabled)	
16	Conference	Enables/disables an extension's ability to initiate a Conference or Meet Me Conference	"Conference Meet Me Conference"	1 (Enabled)	
17	Voice Call Conference	Enables/disables an extension's ability to initiate a Voice Call Conference	"Voice Call Conference"	1 (Enabled)	
18	Storing Abbreviated Dialing Entries	Enables/disables an extension's ability to store Abbreviated Dialing numbers	"Abbreviated Dialing	1 (Enabled)	
19	Common Abbreviated Dialing	Enables/disables an extension's ability to use Common Abbreviated Dialing	"Abbreviated Dialing"	1 (Enabled)	
20	Group Abbreviated Dialing	Enables/disables an extension's ability to use Group Abbreviated Dialing	"Abbreviated Dialing"	1 (Enabled)	
21	Department Group Step Calling	Enables/disables an extension's ability to use Department Group Step Calling	"Department Group Step Calling"	1 (Enabled)	
22	External Paging	Enables/disables an extension's ability to make an External Page	"Paging, External"	1 (Enabled)	
23	Call Forwarding (Both Ringing)	Enables/disables an extension's ability to activate Call Forwarding with Both Ringing (Service Code *27)	"Call Forwarding"	1 (Enabled)	

Class of Service Options (Part A), Program 0406					
Item	**Name**	**This option...**	**Is used with...**	**Default**	
				384i COS 1-14 *124i* COS 1-9	*384i* COS 15 *124i* COS 10
24	Extension Camp On /Callback	Enables/disables an extension's ability to dial Service Code 2 for a Camp On or Callback	"Call Waiting / Camp On Callback"	1 (Enabled)	
25	Trunk Queuing (Camp On)	Enable/disable an extension's ability to Camp On to a busy trunk	"Trunk Queuing"	1 (Enabled)	
26	Call Forwarding with Follow Me	Enables/disables an extension's ability to initiate Call Forwarding with Follow Me	"Call Forwarding with Follow Me"	1 (Enabled)	
27	Alarm	Enables/disables an extension's ability to set an alarm	"Alarm"	1 (Enabled)	
28	DSS Console Alternate Answer	Enables/disables an extension's ability to use DSS Console Alternate Answer	"Direct Station Selection (DSS) Console"	1 (Enabled)	
29	Long Toll Call Alert	TBD	TBD	1 (Enabled)	
30	Call Transfer	TBD	TBD	1 (Enabled)	
31	Call Forward When Busy	Enables/disables an extension's ability to use Call Forward When Busy (Service Code *22)	"Call Forwarding"	1 (Enabled)	
32	Call Forwarding When Unanswered	Enables/disables an extension's ability to use Call Forward When Unanswered (Service Code *26)	"Call Forwarding"	1 (Enabled)	
33	Toll Restriction Override	Enables/disables Toll Restriction Override (Service Code 875)	"Toll Restriction Override"	1 (Enabled)	0 (Disabled)
34	Transfer Without Holding	Enables/disables an extension's ability to use Transfer Without Holding	"Transfer"	0 (Disabled)	
35	Group Hold Initiate	Enables/disables an extension's ability to initiate a Group Hold	"Hold"	1 (Enabled)	
36	Group Hold Answer	Enables/disables an extension's ability to pick up a call on Group Hold	"Hold"	1 (Enabled)	
37	Trunk Name Display, Seizing	Enables/disables the displaying of a trunk's name/number when the user seizes the trunk	"Central Office Calls, Placing" "Name Storing"	1 (Enabled)	
38	Trunk Name Display, Incoming	Enables/disables the displaying of a trunk's name/number when the trunk is ringing	"Central Office Calls, Answering" "Name Storing"	1 (Enabled)	

Class of Service Options (Part A), Program 0406					
Item	**Name**	**This option...**	**Is used with...**	**Default**	
				384i COS 1-14 *124i* COS 1-9	*384i* COS 15 *124i* COS 10
39	Extension Name Display, Answer	Enables/disables the displaying of the incoming Intercom caller's name/number after answer	"Intercom" "Name Storing"	1 (Enabled)	
40	Intercom Name Display, Incoming	Enables/disables the pre-answer display of the incoming Intercom caller's name and number	"Intercom" "Name Storing"	1 (Enabled)	
41	Extension Ringdown	Enables/disables Ringdown Extension for extensions with this COS	"Ringdown Extension"	0 (Disabled)	
42	Transfer Display	Enables/disables an extension's incoming Transfer pre-answer display	"Transfer"	1 (Enabled)	
43	Not used				
44	Barge In Mode	Enables the extension's Barge In speech mode (0) or Monitor mode (1).	"Barge In"	0 (Speech)	
45	Changing the Music on Hold Tone	Enable/disable an extension's ability to change the Music on Hold tone	"Music on Hold"	0 (Disabled)	1 (Enabled)
46	Call Timer	Enable/disable an extension's Call Timer	"Call Timer"	1 (Enabled)	
47	Memo Dial	Enable/disable an extension's ability to use Memo Dial	"Memo Dial"	1 (Enabled)	
48	Last Number Redial	Enable/disable an extension's ability to use Last Number Redial	"Last Number Redial"	1 (Enabled)	
49	Save Number Redial	Enable/disable an extension's ability to use Save Number Dial	"Save Number Dial"	1 (Enabled)	
50	Dial Number Preview	Enable/disable an extension's ability to use Dial Number Preview	"Dial Number Preview"	1 (Enabled)	
51	Group Call Pickup Information Display	Enable/disable an extension's Group Call Pickup display	"Group Call Pickup"	1 (Enabled)	
52	Internal Paging	Enable/disable an extension's ability to use Internal Paging	"Paging, Internal"	1 (Enabled)	
53	Background Music	Enable/disable an extension's ability to turn Background Music on and off (Service Code 825)	"Background Music"	1 (Enabled)	

0400 - Extension Options (For Tenant Groups)
0406 - Class of Service Options (Part A)

Class of Service Options (Part A), Program 0406					
Item	**Name**	**This option...**	**Is used with...**	**Default**	
				384i COS 1-14 *124i* COS 1-9	*384i* COS 15 *124i* COS 10
54	Room Monitor, Initiating Extension	Enable/disable an extension's ability to initiate Room Monitor	"Room Monitor"	0 (Disabled)	
55	Room Monitor, Extension Being Monitored	Enable/disable an extension's ability to be monitored	"Room Monitor"	0 (Disabled)	
56	Dial Pad Confirmation Tone	Allow/prevent an extension from enabling/disabling the Dial Pad Confirmation Tone	"Dial Pad Confirmation Tone"	0 (Prevented)	
57	Continued Dialing	Enable/disable an extension's ability to use Continued Dialing	"Continued Dialing"	1 (Enabled)	
58	ISDN Connected Line Identification	Refer to the ISDN PRI Manual (P/N 92000PRI**) or BRI Manual (P/N 92000BRI**)			
59	Selectable Ring Tone Selection	Enable/disable an extension's ability to change the incoming ring tones	"Selectable Ring Tones"	1 (Enabled)	
60	Not used				
61	Intercom Calls	Enable/disable Intercom calling for the extension	"Intercom"	1 (Enabled)	
62	Trunk Calls	Enable/disable trunk calling for the extension	"Central Office Calls, Placing"	1 (Enabled)	
63	Group Call Pickup	Enable/disable an extension's ability to pick up a call ringing into a Pickup Group (Service Codes *# and 868)	"Group Call Pickup"	1 (Enabled)	
64	Department Calling	Enable/disable an extension's ability to call a department number	"Department Calling"	1 (Enabled)	
65	Barge In, Initiate	Enables/disables Barge In at initiating extension	"Barge In"	1 (Enabled)	
66	Barge In, Receive	Blocks/allows Barge In at the receiving extension	"Barge In"	1 (Allowed)	
67	Secretary Call	Enables/disables an extension's ability to use Secretary Call	"Secretary Call"	1 (Allowed)	
68	Setting Handsfree Answerback and Forced Intercom Ringing	Allows/prevents an extension from enabling Handsfree Answerback or Forced Intercom Ringing for their incoming Intercom calls	"Handsfree Answerback / Forced Intercom Ringing"	1 (Allowed)	

Class of Service Options (Part A), Program 0406					
Item	**Name**	**This option...**	**Is used with...**	**Default**	
				384i COS 1-14 *124i* COS 1-9	*384i* COS 15 *124i* COS 10
69	Programmable Function Key Programming	Enables/disables an extension's ability to program their function keys	"Programmable Function Keys"	1 (Enabled)	
70	DCI Auto Answer	Enables/disables an extension's ability to set the DCI Auto Answer Mode (Service Code 883)	"Data Communications"	1 (Enabled)	
71	Time and Date	Enables/disables an extension's ability to set the Time and Date and an extension's Class of Service via Service Code 177.	"Time and Date" "Class of Service"	1 (Enabled)	
72	Switching from Handsfree Answerback to Forced Intercom Ringing	Enables/disables an extension's ability to force Handsfree Answerback or Forced Intercom Ringing for outgoing Intercom calls	"Handsfree Answerback / Forced Intercom Ringing"	1 (Enabled)	
73	Microphone Cutoff	Enables/disables and extension's ability to use Microphone Cutoff	"Microphone Cutoff"	1 (Enabled)	
74	Repeat Redial	Enables/disables an extension's ability to use Repeat Redial	"Repeat Redial"	1 (Enabled)	
75	Selectable Display Messaging	Enables/disables an extension's ability to use Selectable Display Messaging	"Selectable Display Messaging"	1 (Enabled)	
76	Automatic On Hook Transfer	Enables/disables an extension's ability to use Automatic On Hook Transfer	"Transfer"	1 (Enabled)	
77-79	Not used				
80	ISDN Calling Party Number	Refer to the ISDN PRI Manual (P/N 92000PRI**) or BRI Manual (P/N 92000BRI**)			
81,82	Not used				
83	ISDN Calling Party Subaddress	Refer to the ISDN PRI Manual (P/N 92000PRI**) or BRI Manual (P/N 92000BRI**)			
84	*(384i prior to 3.07.10 and 124i)* Account Codes	Enables/disables an extension's ability to enter Account Codes	"Account Codes"	0 (Disabled)	
84	*(384i 3.07.10 or higher and 124i Base and EXCPRU 4.02 or higher)* Account Code/Toll Restriction Operator Alert	Enables/disables operator alert when an extension improperly enters an Account Code or violates Toll Restriction.	"Account Codes" "Toll Restriction"	0 (Disabled)	

0400 - Extension Options (For Tenant Groups)
0406 - Class of Service Options (Part A)

Class of Service Options (Part A), Program 0406					
Item	**Name**	**This option...**	**Is used with...**	**Default**	
				384i COS 1-14 *124i* COS 1-9	*384i* COS 15 *124i* COS 10
85	Extension Name	Enables/disables an extension's ability to program its name	"Name Storing"	1 (Enabled)	
86	Checking Selectable Ring Tones	Enables/disables an extension's ability to check the Selectable Ring Tones	"Selectable Ring Tones"	1 (Enabled)	
87-90	Not used				
91	Operator Transfer After Hold Callback	Not used			
92	Directed Call Pickup	Not used			
93	E-Hold (2nd)	Not used			
94	E-Hold Answer (2nd)	Not used			
95	Transfer Callback Display	Enables/disables the Transfer Callback display. If enabled, second line of display shows recall source.	"Transfer"	0 (Disabled)	1 (Enabled)
96	VAU Record	Enables/disables extension's ability to record, erase and listen to VAU messages	"Voice Announce Unit"	0 (Disabled)	1 (Enabled)
97	General Message Listen	Enables/disables extension's ability to dial 4 or Service Code 111 and listen to the General Message	"Voice Announce Unit"	1 (Enabled)	
98	General Message Record	Enables/disables extension's ability to dial Service Code 112 and record, listen to or erase the General Message	"Voice Announce Unit"	0 (Disabled)	1 (Enabled)
99	Personal Greeting	Enables/disables extension's ability to dial Service Code *47 to record, listen to or erase a Personal Greeting. This option also affects Park and Page.	"Voice Announce Unit"	1 (Enabled) (Disabled [0] in 384i prior to 3.05)	
100	Voice Over Initiate	Enables/disables an extension's ability to initiate Voice Over	"Voice Over"	0 (Disabled)	1 (Enabled)
101	Voice Over Receive	Enables/disables an extension's ability to receive Voice Over	"Voice Over"	1 (Enabled)	0 (Disabled)
102-104	Not used				

Class of Service Options (Part A), Program 0406					
Item	**Name**	**This option...**	**Is used with...**	**Default**	
				384i COS 1-14 *124i* COS 1-9	*384i* COS 15 *124i* COS 10
105	Group Listen	Enables/disables an extension's ability to use Group Listen	"Group Listen"	0 (Disabled)	
106	Not used				
107	Long Conversation Cutoff (Incoming)	Not used			
108	Long Conversation Cutoff (Outgoing)	Not used			
109	Hotel DND Set - Other Phone	Refer to the Hotel/Motel Guide (P/N 92000HMT**)			
110	Hotel Wake Up Call - Other Phone				
111	Hotel Set Call Restriction Between Rooms				
112	Hotel Set Toll Restriction of Other Rooms				
113	Hotel Check-in Operation				
114	Hotel Check-out Operation				
115	Hotel Clean Room Set - Own Phone				
116	Hotel Clean Room Set - Other Phone				
117	Hotel Room Status Printer Control				
118	Hotel DND Set - Own Phone				
119	Hotel Wake Up Call - Own Phone				
120	Forced Trunk Disconnect	Enables/disables an extension's ability to use Forced Trunk Disconnect	"Forced Trunk Disconnect"	0 (Disabled)	1 (Enabled)
121,122	Not used				
123	Caller ID Display	Enables/disables the Caller ID display at an extension	"Caller ID"	1 (Enabled)	

0400 - Extension Options (For Tenant Groups)
0406 - Class of Service Options (Part A)

Class of Service Options (Part A), Program 0406					
Item	**Name**	**This option...**	**Is used with...**	**Default**	
				384i COS 1-14 *124i* COS 1-9	*384i* COS 15 *124i* COS 10
124	Edit Caller ID	Enables/disables an extension's ability to edit the stored Caller ID information	"Caller ID"	1 (Enabled)	
125	Automatic Handsfree Incoming	Enables/disables Automatic Handsfree for incoming calls on line/loop keys	"Handsfree and Monitor"	(384i) 1 (Enabled) (124i) 0 (Disabled)	(384i) 0 (Disabled) (124i) 0 (Disabled)
126	Universal Answer	Enables/disables an extension's ability to dial the Universal Answer code (#0)	"Universal Answer"	0 (Disabled)	
127	Not used				
128	Call Forwarding Off-Premise	Enables/disables an extension's ability to set up Call Forwarding Off-Premise for their phone	"Call Forwarding, Off-Premise"	0 (Disabled)	

Conditions
None

Feature Cross Reference

Refer to the chart above.

Telephone Programming Instructions

To enter data for Program 0406 (Class of Service Options [Part B]):

1. Enter the programming mode.
2. 0406 + HOLD

   ```
   Tenant No?
   ```

3. Enter the number of the Tenant Group you want to program (1-4).
4. HOLD

   ```
   Class No?
   ```

5. Enter the number of the Class of Service (1-15) you want to program.
6. HOLD

   ```
   Item No?
   ```

7. Enter the COS item number you want to program.
8. HOLD

   ```
   Item_nnn:
   ```

9. Enter the data for the item selected + HOLD

   Refer to the chart above.

   ```
   Item No?
   ```

10. Repeat from step 6 to program another timer.
    OR
    HOLD to return to the *Class No?* prompt.

0400 - Extension Options (For Tenant Groups)
0407 - Account Codes

☐ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞	Available — one Tenant Group.
-	This program does not exist in Base and EXCPRU 4.02 or higher. Use Program 3001 instead.

384i ☞	Available — four Tenant Groups.
-	This program does not exist in system software 3.07.10 or higher. Use Program 3001 instead.

IN

Use **Program 0407 - Account Codes** to set the Account Code mode. In 124i, this option sets the Account Code mode for the entire system. In 384i, you can have a different Account Code mode for each of the four Tenant Groups. Account Codes can be disabled (0), enabled but not required (1) or required (2). Valid Account Codes are from 1-8 digits, using 0-9 and #.

Conditions

None

Feature Cross Reference

"Account Codes"

Telephone Programming Instructions

To enter data for Program 0407 (Account Codes):

1. Enter the programming mode.
2. 0407 + HOLD

   `Tenant No?`
3. Enter the Tenant Group you want to program (1-4) + HOLD

   `Tenant_n: or (124i) MODE:`
4. Enter the Account Code mode (0-2) + HOLD

   0 = disabled

   1 = Enabled but not required

   2 = Enabled and required (forced)

   `Tenant No?`
5. Repeat from step 3 to program another Tenant Group.

   OR

   HOLD + Repeat from step 2 to select another Tenant Group.

   OR

   HOLD + HOLD to exit.

☐ Sorts Data ☐ Updates CEU ☐ Can be Copied

Description

These programs are currently not available.

0400 - Extension Options (For Tenant Groups)
0410 - Extension (Department) Group Options

☐ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞	Available — eight Department Groups.
-	Item 4 requires Base 2.13, EXCPRU 2.18 or higher.

384i ☞	Available — 32 Department Groups in each of four Tenant Groups.
-	Item 4 requires system software 3.06.02.

IN

Use **Program 0410 - Extension (Department) Group Options** to set the options for Department Calling. You can set the calling sequence and the call routing pattern. Make an assignment for each programmed department in each Tenant Group. Refer to the following chart for a description of each option, its range and default setting.

Department Group Options			
Item	**Description**	**Range**	**Default**
1	**Department Calling Cycle** Use this option to set the call routing for Department Calling. Routing can be either circular (cycles to all phones in group) or priority (cycles to highest priority extensions first).	0 (Priority Routing) 1 (Circular Routing)	0 (Priority Routing)
2	**Department Routing When Busy** Use this option to set how the system routes an Intercom call to a busy Department Group member. Intercom callers to the extension can either hear busy or route to the first available department number. This only occurs for calls to the extension directly, not the department number.	0 (Intercom caller to busy department member hears busy) 1 (Intercom callers to busy department member routes to idle member)	0 (Intercom caller to busy department member hears busy)
3	Not used		
4	**Hunt Type** Set the type of hunting for each Extension (Department) Group: 0 = Hunting when busy 1 = Hunting when not answered 2 = Hunting when busy or not answered 3 = Simultaneous ringing (all members)	0 - 3	0 (Hunting when busy)

Conditions

None

Feature Cross Reference

"Department Calling"

Telephone Programming Instructions

To enter data for Program 0410 (Department Group Options):

1. Enter the programming mode.
2. 0410 + HOLD

   `Tenant No?`
3. Enter the number of the Tenant Group you want to program (1-4).
4. HOLD

```
STA Group No?
```

5. Enter the number of the Department Group you want to program (1-32).
6. HOLD

```
Item No?
```

7. Enter the Item you want to program (1 or 2) + HOLD

```
Item_nn:
```

8. Enter the data for the item selected + HOLD

```
Item No?
```

9. Repeat from step 6 to program another item.
   OR
   HOLD to return to the *STA Group No?* prompt.

0400 - Extension Options (For Tenant Groups)
0411 -

Sorts Data	Updates CEU	Can be Copied

Description

124i ☞ Not available.	*384i* ☞ Not available.

This program is currently not available.

0400 - Extension Options (For Tenant Groups)
0412 - DISA and Tie Trunk Class of Service Options

☐ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞	Available with EXCPRU only.
-	10 DISA Classes of Service (1-10).

384i ☞	Available.
-	15 Classes of Service (1-15) in each of four Tenant Groups.

IN

Use **Program 0412 - DISA and Tie Trunk Class of Service** to enable/disable DISA Class of Service options. You assign a DISA Class of Service to DISA users in Program 1801. Assign tie line Classes of Service in 2302. In 384i, there are up to 15 DISA Classes of Service in each of the four Tenant Groups. In 124i, there are up to 10 DISA Classes of Service.

Refer to the following chart for a description of each option, its range and default setting.

DISA and Tie Trunk Class of Service Options

Item	Description	Range	Default
Item 1	**First Digit Absorption** For tie lines, enable or disable the ability to absorb (ignore) the first incoming digit. Use this to make the tie trunk compatible with 3- and 4-digit tie line service. This option does not apply to DISA.	0 (disabled) or 1 (enabled)	0 (disabled)
Item 2	**Trunk Group Routing/ARS Access** This option enables or disables a DISA or tie trunk caller's ability to dial 9 for Trunk Group Routing or Automatic Route Selection (ARS).	0 (disabled) or 1 (enabled)	0 (disabled)
Item 3	**Trunk Group Access** This option enables or disables a DISA or tie trunk caller's ability to access trunk groups for outside calls (Service Code 804).	0 (disabled) or 1 (enabled)	0 (disabled)
Item 4	**Common Abbreviated Dialing** This option enables or disables a DISA or tie trunk caller's ability to use the system's Common Abbreviated Dialing.	0 (disabled) or 1 (enabled)	0 (disabled)
Item 5	**Operator Calling** This option enables or disables a DISA or tie trunk caller's ability to dial 0 for the telephone system operator.	0 (disabled) or 1 (enabled)	0 (disabled)
Item 6	**Internal Paging** This option enables or disables a DISA or tie trunk caller's ability to use the telephone system's Internal Paging.	0 (disabled) or 1 (enabled)	0 (disabled)
Item 7	**External Paging** This option enables or disables a DISA or tie trunk caller's ability to use the telephone system's External Paging.	0 (disabled) or 1 (enabled)	0 (disabled)

0400 - Extension Options (For Tenant Groups)
0412 - DISA and Tie Trunk Class of Service Options

DISA and Tie Trunk Class of Service Options			
Item	**Description**	**Range**	**Default**
Item 8	**Direct Trunk Access** This option enables or disables a DISA or tie trunk caller's ability to use Direct Trunk Access (Service Code #9).	0 (disabled) or 1 (enabled)	0 (disabled)
Item 9	**Forced Trunk Disconnect** This option enables or disables a tie trunk caller's ability to use Forced Trunk Disconnect (Service Code *3). This option is not available to DISA callers.	0 (disabled) or 1 (enabled)	0 (disabled)
Items 10-16	Not used		

Conditions
None

Feature Cross Reference

"Direct Inward System Access (DISA)"
"Tie Lines"

Telephone Programming Instructions

To enter data for Program 0412 (DISA and Tie Trunk Class of Service Options):

1. Enter the programming mode.
2. 0412 + HOLD

   `Tenant No?`
3. Enter the number of the Tenant Group you want to program (1-4).
4. HOLD

   `Class No?`
5. Enter the number of the DISA Class of Service you want to program (1-16 or 1-11).
6. HOLD

   Assign users a DISA Class of Service in Program 1801.

   `Item No?`
7. Enter the number of the Item you want to program + HOLD

   `Item_nn:`
8. Enter data for the item selected + HOLD

   Refer to the chart above for information on each item.

   `Item No?`
9. Repeat from step 6 to program another DISA Class of Service option.
   OR
   HOLD to program another DISA Class of Service
   OR
   HOLD + HOLD to program another Tenant Group
   OR
   HOLD three times to exit.

☐ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞ Not available.	***384i*** ☞ Available.

IN Refer to the Hotel/Motel User Guide (P/N 92000HMT**).

0400 - Extension Options (For Tenant Groups)
0414 - System Timers (Part B)

☐ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞	Available. Refer to the required system software levels for each item.

384i ☞	Available — four Tenant Groups. Refer to the required system software levels for each item.

IN

Use **Program 0414 - System Timers (Part B)** to set the value for additional system timers. In 384i, each tenant group can have different timer settings. Refer to the following chart for a description of each option, its range and default setting. Also refer to Program 0405 - System Timers (Part A) on page 739.

System Timers (Part B)			
Timer	**Description**	**Range**	**Default**
Timer 1	Not used		
Timer 2	Not used		
Timer 3	**DISA Busy Tone Interval** If a DISA caller dials a busy extension (and Program 1803 Item 2 = 0), the system plays busy tone for this interval before disconnecting.	0-64800 seconds	5 seconds
Timer 4	**VAU ACD Overflow Message Delay Time (T1)** Refer to the ACD Manual P/N 92000ACD**. This option is also used when setting up an overflow message for DISA calls to Department Group pilot numbers (with VAU installed).	0-64899 seconds	20 seconds
Timer 5	**Call Coverage Delay Interval** Multiple Directory Number/Call Coverage Keys set for Delayed Ringing (see Program 1028) ring the covering extension after this interval.	0-64800 seconds	10 seconds
Timer 6	**Traffic Management Report Wait Time** Only calls longer than this interval are included in the TMS report. To include all calls regardless of duration, enter 0. Requires 384i system software 3.04 or higher.	0-64800 seconds	*(384i)* 0 *(124i)* 60
Timer 7	**ACD Wrapup Time Auto Turn-off** An ACD Agent's phone is temporarily busied out so they can work uninterrupted for the duration of this timer. Requires 384i system software 3.07.10 or higher or 124i Base and EXCPRI 4.02 or higher.	0-64800 seconds	0
Timer 8	**Alarm Ring Timer** Use this option to set the duration of the E911 Alarm Ring Time. If set for 0, the E911 Alarm rings for 60 seconds and then stops. Requires 384i system software 3.07.10 or higher or 124i Base and EXCPRU 4.02 or higher.	0-64800 seconds	0 (60 seconds)
9	Not used		

10	**Voice Mail/VAU ACD Announcement Repeat Time** This option is used to set the Repeat Time for the ACD Announcement. This allows different timers for answering an ACD call with the first announcement and another timer for the repeat announcement. Refer to the ACD Manual (P/N 92000ACD**). Requires 384i 3.07.24 or higher or 124i Base or EXCPRU 4.02 or higher.	0-64800 seconds	60 seconds
11	**Forced Account Code Interdigit Time** The system waits this interval for a user to enter a Forced Account Code.	0-64800 seconds	3 (3 seconds)
Timers 12-80	Not used		

Conditions
None

Feature Cross Reference

Refer to the chart above.

Telephone Programming Instructions

To enter data for Program 0414 (System Timers [Part A]):

1. Enter the programming mode.
2. 0414 + HOLD.

   `Tenant No?`
3. Enter the number of the Tenant Group you want to program.
4. HOLD

   `Timer No?`
5. Enter the number of the timer you want to program.
6. HOLD

   `Timer_nn:`
7. Enter data for the timer you selected + HOLD

   Refer to the chart above when entering data.

   `Timer No?`
8. Repeat from step 5 to program another timer.

   OR

   HOLD to return to the *Tenant No?* prompt.

0400 - Extension Options (For Tenant Groups)
0415 - Repeat Redial Count

☐ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞	Available.
384i ☞	Available — separate entry for each Tenant Group.

IN

Use **Program 0415 - Repeat Redial Count** to set how many a Repeat Redial will automatically repeat if the call does not go through. In 384i, you can make a separate entry for each of the four Tenant Groups. The range is 0-255.

Conditions

None

Feature Cross Reference

"Repeat Redial"

Telephone Programming Instructions

To enter data for Program 0415 (Repeat Redial Count):

1. Enter the programming mode.
2. 0415 + HOLD

   `Tenant No?`
3. Enter the number of the Tenant Group you want to program + HOLD

   `COUNT:`
4. Enter the Repeat Redial Count (0-255) + HOLD

   `Tenant No?`
5. Repeat from step 3 to select another Tenant Group.

   OR

   HOLD to exit.

☐ Sorts Data ☐ Updates CEU ☐ Can be Copied

Description

124i ☞	Available.
384i ☞	Available — separate entries for each Tenant Group.

IN

Use **Program 0416, Voice Mail Integration** to customize certain Voice Mail integration options. Refer to the following chart for a description of each option, its range and default setting. In 384i, you can make separate entires for each of the four Tenant Groups.

Voice Mail Integration Options			
Item	**Description**	**Range**	**Default**
1	**Voice Mail Call Screening** Enable/disable the system's ability to process the Call Screening commands (1 + extension number) sent from the Voice Mail. You should normally ***enable*** this option to allow for Voice Mail Call Screening. Disable this option if your system has been modified so that extensions begin with the digit 1 (e.g., 101, 102, etc.). Also see the "Flexible System Numbering" feature.	0 (Screening disabled) 1 (Screening enabled)	1 (Screening enabled)
2	**Park and Page** Enable/disable the system's ability to process the Voice Mail's Park and Page (*) commands. You should normally ***enable*** this option.	0 (Park and Page disabled) 1 (Park and Page enabled)	1 (Park and Page enabled)
3	**Message Wait** Enable/disable the system's ability to process the Voice Mail's Message Wait (#) commands. You should normally ***enable*** this option. In enabled, be sure that the programmed Message Notification strings don't contain the code #9 for trunk access.	0 (Message Wait disabled) 1 (Message Wait enabled)	1 (Message Wait enabled)

Conditions

Make sure the Voice Mail system programming matches the options you set in this program.

Feature Cross Reference

"Voice Mail"

Telephone Programming Instructions

To enter data for Program 0416 (Voice Mail Integration Options):

1. Enter the programming mode.
2. 0416 + HOLD.

   `Tenant No?`
3. Enter the number of the Tenant Group you want to program.
4. HOLD

   `Item No?`
5. Select the item you want to program (1-3) + HOLD.

Item 1 = Call Screening, Item 2 = Park and Page and Item 3 = Message Waiting.

6. For the item selected, enter 1 to enable the option; 0 to disable the option.
7. HOLD

   Item No?

8. Return to step 5 and select another item (1-3).
   OR
   HOLD + Return to step 3 and select another Tenant Group (1-4).
   OR
   HOLD + HOLD to exit.

☐ Sorts Data ☐ Updates CEU ☐ Can be Copied

Description

124i ☞	Not available.
384i ☞	Available — requires system software 3.04.

IN

Use **Program 0417 - Traffic Management Report Options** to set various options for the Traffic Management Report. You make separate entries for each Tenant Group. The Traffic Managment Report report includes call data and Automatic Call Distribution (ACD) data. Refer to the ACD Manual (P/N 92000ACD**) for the specifics on ACD.

Traffic Management Report Options

Item	Description		Range	Default
1	**TMS Report Printer Output Port** Enter the DCI Software Port (1-144, 145-288) to which the TMS printer is connected.		1-288 0=No assignment	0
2	**TMS Report Print Range** Specify which extensions and trunks you want to include in each of the TMS reports:			
	From (EXT)	Designate the first extension in the print range (1-256)	1-256 0 = no selection	0 (no selection)
	To (EXT)	Designate the last extension in the print range (1-256)	1-256 0 = no selection	0 (no selection)
	From (TRK)	Designate the first trunk in the print range (1-128)	1-128 0 = no selection	0 (no selection)
	To (TRK)	Designate the last trunk in the print range (1-128)	1-128 0 = no selection	0 (no selection)
3	**TMS Report Manual Printing** (Telephone programming only) Enter 1 for this option if you want the TMS report range specified in Item 2 above to immdiately print to the printer specified in 0417 Item 1. Immediate printing is available only if 0417 Item 4 Mode=0 (manual mode).		0 (no manual printing) 1 (manual printing enabled)	0
4	**TMS Report Print Time Setup** Use this option to specify the print mode for the TMS report.			

Traffic Management Report Options			
Item	**Description**	**Range**	**Default**
4 (Cont'd)	**Mode**	**Entry 0** Manual aprinting enabled. Manual printing will occur when requested in 0417 Item 3. **Entry 1** Automatic printing (at a preset time) enabled for trunk data only. The TMS report will include only sections 2 and 5. Use the prompts *Hour* and *MIN* below to select the automatic print time. The TMS data clears after the report prints. **Entry 2** Automatic printing (at a preset time) enabled for trunk and ACD data only. The TMS report will provide data in sections 2-5 only. Use the prompts *Hour* and *MIN* below to select the automatic print time. The TMS data clears after the report prints. **Entry 3** Automatic printing (at a preset time) enabled for all data. Use the prompts *Hour* and *MIN* below to select the automatic print time. The TMS data clears after the report prints.		
	Hour	This option selects the start hour (1-23) for automatic printing. Use a 24-hour clock (e.g., 13=1:00 PM).	
	MIN	This option selects the start minute (1-59) for the hour selected in the previous option.	

Conditions
None

Feature Cross Reference

"Automatic Call Distribution"
"Traffic Management Report"

Telephone Programming Instructions

Part 1
To enter data for Program 0417 (Traffic Management Report Options):

1. Enter the programming mode.
2. 0417 + HOLD
   `Tenant No?`
3. Enter the number of the Tenant Group you want to program + HOLD
   `Item No?`
4. Select the number of the item (1-4) you want to program + HOLD
   1 = TMS Report Printer Output Port. You see:
   2 = TMS Report Print Range. You see: From (EXT)
   3 = TMS Report Manual Printing. You see:
   4 = TMS Report Print Time Setup. You see:
5. Go to Part 2, 3, 4 or 5 below

Part 2
To enter data for Item 1 (TMS Report Printer Output Port):

1. Enter the DCI Software Port (1-144, 145-288) to which the TMS printer is connect + HOLD
   `Item No?`

2. Return to step 4 in Part 1 to select another item.
   OR
   HOLD + Return to step 3 in Part 1 to select another Tenant Group.
   OR
   HOLD + HOLD to exit.

Part 3
To enter data for Item 2 (TMS Report Print Range):

1. Enter the first extension in the print range (1-256) + HOLD

   ```
   To (EXT)
   ```

2. Enter the last extension in the print range (1-256) + HOLD

   ```
   From (TRK)
   ```

3. Enter the first trunk in the print range (1-128) + HOLD

   ```
   To (TRK)
   ```

4. Enter the last extension in the print range + HOLD
5. Return to step 4 in Part 1 to select another item.
   OR
   HOLD + Return to step 3 in Part 1 to select another Tenant Group.
   OR
   HOLD + HOLD to exit.

Part 4
To enter data for Item 3 (TMS Report Manual Printing):

1. Enter 1 to enable manual printing + HOLD
   OR
   Enter 0 to skip to the next step without printing + HOLD
2. Return to step 4 in Part 1 to select another item.
   OR
   HOLD + Return to step 3 in Part 1 to select another Tenant Group.
   OR
   HOLD + HOLD to exit.

Part 5:
To enter data for Item 4: (TMS Report Print Time Setup)

1. Enter the Print Time Setup mode (0-3) + HOLD

   If you entered mode 0, skip to step 4.

   ```
   Hour:
   ```

2. Enter the print start hour (1-23) + HOLD

   ```
   MIN:
   ```

3. Enter the print start minute (1-59) + HOLD
4. Return to step 4 in Part 1 to select another item.
   OR
   HOLD + Return to step 3 in Part 1 to select another Tenant Group.
   OR
   HOLD + HOLD to exit.

0400 - Extension Options (For Tenant Groups)
0419 - Class of Service Options (Part B)

☐ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞	Available — refer to the required system software levels for each item.

384i ☞	Available — refer to the required system software levels for each item.

IN

Use **Program 0419 - Class of Service Options (Part B)** to set the Extension Class of Service (COS) options. Assign Class of Service to extensions in Program 1005 - Class of Service. The 384i has 15 Classes of Service in each of four Tenant Groups. The 124i has 10 Classes of Service. Refer to the following chart for a description of each COS option, its range and default setting. For additional Class of Service options, refer to **0406 - Class of Service Options (Part A)** on page 746.

Class of Service Options (Part B), Program 0419

Item	Name	This option...	Is used with...	Default	
				384i COS 1-14 124i COS 1-9	384i COS 15 124i COS 10
1	***(384i 3.05.10 or higher or 124i Base 2.13 and EXCPRU 2.18 or higher)*** Manual Tandem Trunking	Allows an extension user to set up a tandem call by pressing their CONF (TRF) key.	"Tandem Trunking (Unsupervised Conference)"	0 (Disabled)	
2	***(384i 3.05.10 or higher or 124i Base 2.13 and EXCPRU 2.18 or higher)*** Tandem Trunking on Hang up	Allows an extension user to set up a tandem call automatically when they hang up.	"Tandem Trunking (Unsupervised Conference)"	0 (Disabled)	
3	***(384i 3.05 or higher or 124i Base 2.13 and EXCPRU 2.18 or higher)*** VAU Reminder Messages	Enables/disables the Call Forwarding, Message Waiting and Voice Mail reminder messages.	"Voice Announce Unit"	0 (Disabled)	
4	***(384i 3.05 or 124i EXCPRU 4.02 or higher*** ACD Queue Status Display	Enables/disables the Queue Status Display for the ACD Group Supervisor's COS. Refer to the ACD Manual (P/N 92000ACD**) for additional information.	ACD "Queue Status Display"	0 (Disabled)	
5	Not used				

Class of Service Options (Part B), Program 0419					
Item	**Name**	**This option...**	**Is used with...**	**Default**	
				384i COS 1-14 124i COS 1-9	384i COS 15 124i COS 10
6	***(384i 3.06.06)*** Enhanced Dial Buffering	Use this option to enable (1) or disable (0) Enhanced Dial Buffering. If disabled, the system uses the standard dial buffering.	"Park"	0 (standard dial buffering enabled)	
7	***(384i 3.07.10 or higher or 124i EXCPRU 4.02 or higher*** ACD Supervisor's Position Enhancement	This option must be enabled in order for the operator to use service codes 57-60 in Program 0514.	ACD "Suupervisor's Position Enhancement"	0 (Disabled)	
8	***(384i 3.07.10 or higher or 124i Base and EXCPRU 4.02 or higher)*** Display 911 Dialed Station Name and Number	Enable (1) or disable (0) an extension's ability to display the name and number of the extension that activated E911 service. (If disabled, option 9 below is also disabled.)	"E911 Compatibility"	0 (Disabled)	
9	***(384i 3.07.10 or higher or higher or 124i Base and EXCPRU 4.02 or higher)*** E911 Alarm Ring	Enable (1) or disable (0) an extension' s ability to play tne E911 alarm ring. (This can only occur if option 8 above is also enabled.)	"E911 Compatiblity"	0 (Disabled)	
10	***(384i 3.07.10 or higher or higher or 124i Base and EXCPRU 4.02 or higher)*** Clear E911 Alarm Ring	If enabled (1), an extension user can dial 886 to turn off the E911 alarm ring. If disabled, an extension user cannot dial 886.	"E911 Compatibility"	0 (Disabled)	
11	***(384i 3.07.12 or higher or higher or 124i Base and EXCPRU 4.02 or higher)*** TAPI Auto Idle Mode (Driver ID)	Enter 0 for this option if you are installing the Nitsuko TAPI Service Provider 1.02.02 driver. Enter 1 for this option if you are installing the Nitsuko 384i Proprietary Mode Telephony SPV 1.00.03 (or higher) driver.	"TAPI Compatibility"	0 (Nitsuko TAPI Service Provider 1.02.02)	
12	***(384i 3.07.24 or higher)*** DID Off Hook Ringing	Enable (1) or disable (0) an extension's Off Hook Signaling for incoming DID calls.	"Off Hook Signaling"	0 (DID Off Hook Ringing disabled)	

0400 - Extension Options (For Tenant Groups)
0419 - Class of Service Options (Part B)

Class of Service Options (Part B), Program 0419					
Item	**Name**	**This option...**	**Is used with...**	**Default**	
				384i COS 1-14 124i COS 1-9	384i COS 15 124i COS 10
13	***(384i 3.07.24 or higher)*** Block Manual Off Hook Signaling	Enable (1) or disable (0) an extension's ability to block off hook signals manuall sent from a co-worker.	"Off Hook Signaling"	0 (Block Manual Off Hook Signaling disabled)	
14	***(384i 3.07.24 or higher)*** Block Camp On	Enable (1) or disable (0) an extension's ability to block callers from dialing 2 to Camp On.	"Off Hook Signaling"	0 (Block Camp On disabled)	
15	***(384i 3.07.24 or higher)*** DID Call Waiting	Enable (1) or disable (0) DID Call Waiting for an extension.	"Off Hook Signaling"	0 (DID Call Waiting disabled)	
16-18	Not used				
19	***(384i 3.07.31 or higher)*** Allow COS to be Changed	Enable (1) or disable (0) the ability of an extension's COS to be changed via Service Code 177.	"Class of Service"	0 (Extension's COS cannot be changed)	
16-64	Not used				

Conditions
None

Feature Cross Reference

Refer to the chart above.

Telephone Programming Instructions

To enter data for Program 0419 (Class of Service Options [Part B]):

1. Enter the programming mode.
2. 0419 + HOLD

   `Tenant No?`
3. Enter the number of the Tenant Group you want to program (1-4).
4. HOLD

   `Class No?`
5. Enter the number of the Class of Service (1-15) you want to program.
6. HOLD

   `Item No?`
7. Enter the COS item number you want to program.
8. HOLD

   `Item_nnn:`
9. Enter the data for the item selected + HOLD

   Refer to the chart above.

   `Item No?`

10. Repeat from step 6 to program another timer.
    OR
    HOLD to return to the *Class No?* prompt.

0400 - Extension Options (For Tenant Groups)
0420 - E911 Options

☐ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞	Available — requires Base and EXCPRU 4.02 or higher.

384i ☞	Available — requires system software 3.07.14 or higher.

IN

Use **Program 0420 - E911 Options** to set various E911 options. Refer to the following chart for a description of each option, its range and default setting.

Tenant Group Options (Part A)				
Item	**Description**	**Feature**	**Range**	**Default**
Item 1	**Dial 911 Routing Without Trunk Access** If enabled (1),an extension user can dial 911 without first dialing a trunk access code or pressing a line key. If disabled (0), an extension user must dial a trunk access code (e.g., 9) or press a line key before dialing 911.	"E911 Compatibility"	0 = Trunk access code required 1 = Trunk access code not required	1 (trunk access code not required)

Conditions

None

Feature Cross Reference

Refer to the chart above.

Telephone Programming Instructions

To enter data for Program 0420 (E911 Options):

1. Enter the programming mode.
2. 0420 + HOLD

   `Tenant No?`
3. Enter the number of the Tenant Group you want to program (1-4) + HOLD

   `Item No?`
4. Enter the number of the item you want to program + HOLD

   `Item_nn:`

   The previously programmed value displays.
5. Enter data (see the chart above) for the item selected + HOLD

   `Item No?`
6. Repeat from step 4 to select another item.

   OR

   HOLD + Repeat from step 3 to select another Tenant Group.

   OR

   HOLD + HOLD to exit.

0500 - System Numbering
0501 - System Numbering

☐ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞	Available in Base 2.13, EXCPRU 2.18 or higher.
-	Setting up single digit Service Codes in Program 0501 requires Base 3.04, EXCPRU 3.04 or higher.

384i ☞	Available. Each Tenant Group can have unique system numbering.
-	Setting up single digit Service Codes in Program 0501 available in all software levels.

IN

Use **Program 0501 - System Numbering** to set the system's internal (Intercom) numbering plan. The numbering plan includes the digits an extension user must dial to access features and other extensions. If the default numbering plan does not meet the site requirements, use this program to tailor the system numbering to the site.

CAUTION

Improperly programming this option can adversely affect system operation. Make sure you thoroughly understand the default numbering plan before proceeding. If you must change the standard numbering, use the table beginning on page 779 to keep careful and accurate records of your changes.

Before changing your numbering plan, make a backup copy of your system's data. Use the extra disk shipped with your system to make the backup copy.

Changing the numbering plan consists of three steps:

1. Enter the digits you want to change.
2. Specify the length of the code you select to change.
3. Assign a function to the code selected.

Step 1: Enter the digit(s) you want to change

You can make either single or two digit entries. In the ***Dialed Number*** column in the table beginning on page 779, the nX rows (e.g., 1X) are for single digit codes. The remaining rows (e.g., 11, 12, etc.) are for two digit codes.

- Entering a single digit affects all the Dialed Number entries beginning with that digit. For example, entering 6 affects ***all*** number plan entries beginning with 6. The entries you make in step 2 and step 3 below affect the entire range of numbers beginning with 6. (For example, if you enter 3 in step 2 the entries affected would be 600-699. If you enter 4 in step 2 below, the entries affected would be 6000-6999.)
- Entering two digits lets you define codes based on the first two digits a user dials. For example, entering 60 allows you to define the function of all codes beginning with 60. In the default program, only * and # use two-digit codes. All the other codes are single digit. If you enter a two digit code between 0 and 9, be sure to make separate entries for all the other two digit codes within the range as well. This is because in the default program all the two digit codes between 0 and 9 are undefined.
- In the PC Program, the nX entry is for single digit codes. For example, 6X is for all codes between 600 and 699.

Step 2: Specify the length of the code you want to change

After you specify a single or two digit code, you must tell the system how many digits comprise the code. This is the ***Number of Digits Required*** column in the table beginning on page 779. In the default program, all codes from 100-899 are three digits long. Codes beginning with 9 or 0 are one digit long. Codes beginning with * and # and 2-4 digits long, depending on the function.

- If you are programming two digit codes in the PC Program, make sure the nX entry for ***Number of Digits Required*** is the maximum allowed by any of the two digit codes in the range. This is why the default ***Number of Digits Required*** entry for #X is four digits long. Even though #1-#9,

#0 and ## entries require only two digits, #* requires four. If you inadvertently change #* to 2, you will no longer be able to enter #*#* to enter the programming mode.

Step 3: Assign a function to the code selected

After entering a code and specifying its length, you must assign its function. This is the ***Dial Type*** column in the table beginning on page 779. The choices are:

Dial Type Entry	Dial Type Description
0	Not used
1	Service Code
2	Extension number
3-5	Not used
6	Trunk access
7	Operator access
8	Alternate Trunk Access code
15 (Telephone Program) OR F (PC Program)	Block programming enabled (Use only with single digit entries in the Telephone Program or X entries in the PC Program.)

- Changing the ***Dial Type*** for a range of codes can have a dramatic affect on how your system operates. Assume, for example, the site is a hotel that has room numbers from 100-399. In order to make extension numbers correspond to room numbers, you should:
  - Change the Dial Type for the digit 1 from 1 (Service Code) to 2 (extension number).
  - Change the Dial Type for the digit 7 from 3 (not used) to 1 (Service Code).
  - In Program 0502, reassign extension numbers on each floor from 100 to 399).
  - In Program 0514, reassign the Service Codes from the 100 series (e.g., 116) to the 700 series (e.g., 716). (Other applications might also require you to change entries in Program 0511.)
  - Check Program 0512 to be sure that the Single Digit Service Code 04 (digit 7) does not affect any post dial Service Codes codes in 0514. (Unless you changed codes from their default assignments, this would not be the case.)
  - In Program 0416, disable (0) Item 1. This disables Voice Mail Call Screening. If you left screening enabled, Voice Mail ports could call the wrong extensions. For example, a Voice Mail port trying to call screen extension 130 would outdial 1130. This would call extension 113 instead.

    Extension numbers now will correspond to room numbers, and all the Service Codes in the 100 series will be in the 700 series.
- If you are programming two digit codes in the PC Program, make sure the Dial Type entry for nX is F. This "unlocks" the two digit entries. This step is not necessary when using the Telephone Program (which automatically enters 15).

For default settings, refer to the chart beginning on page 779.

Conditions

None

System Numbering				
Dial Types:	1=Service Code, 2=Extension Number, 6=Trunk Access, 7=Operator Access, 8=Alternate Trunk Access, 0, 3-5=Not Used			
Dialed Number	**Number of Digits Required**		**Dial Type**	
	Default	**New**	**Default**	**New**
1X	3		1	
11	0		0	
12	0		0	
13	0		0	
14	0		0	
15	0		0	
16	0		0	
17	0		0	
18	0		0	
19	0		0	
10	0		0	
1*	0		0	
1#	0		0	
2X	3		2	
21	0		0	
22	0		0	
23	0		0	
24	0		0	
25	0		0	
26	0		0	
27	0		0	
28	0		0	
29	0		0	
20	0		0	
2*	0		0	
2#	0		0	
For Your Notes				

System Numbering				
Dial Types:	1=Service Code, 2=Extension Number, 6=Trunk Access, 7=Operator Access, 8=Alternate Trunk Access, 0, 3-5=Not Used			
Dialed Number	**Number of Digits Required**		**Dial Type**	
	Default	**New**	**Default**	**New**
3X	3		2	
31	0		0	
32	0		0	
33	0		0	
34	0		0	
35	0		0	
36	0		0	
37	0		0	
38	0		0	
39	0		0	
30	0		0	
3*	0		0	
3#	0		0	
4X	3		2	
41	0		0	
42	0		0	
43	0		0	
44	0		0	
45	0		0	
46	0		0	
47	0		0	
48	0		0	
49	0		0	
40	0		0	
4*	0		0	
4#	0		0	
For Your Notes				

System Numbering				
Dial Types:	1=Service Code, 2=Extension Number, 6=Trunk Access, 7=Operator Access, 8=Alternate Trunk Access, 0, 3-5=Not Used			
Dialed Number	**Number of Digits Required**		**Dial Type**	
	Default	**New**	**Default**	**New**
5X	3		2	
51	0		0	
52	0		0	
53	0		0	
54	0		0	
55	0		0	
56	0		0	
57	0		0	
58	0		0	
59	0		0	
50	0		0	
5*	0		0	
5#	0		0	
6X	3		2	
61	0		0	
62	0		0	
63	0		0	
64	0		0	
65	0		0	
66	0		0	
67	0		0	
68	0		0	
69	0		0	
60	0		0	
6*	0		0	
6#	0		0	
For Your Notes				

System Numbering				
Dial Types:	1=Service Code, 2=Extension Number, 6=Trunk Access, 7=Operator Access, 8=Alternate Trunk Access, 0, 3-5=Not Used			
Dialed Number	**Number of Digits Required**		**Dial Type**	
	Default	**New**	**Default**	**New**
7X	3		2	
71	0		0	
72	0		0	
73	0		0	
74	0		0	
75	0		0	
76	0		0	
77	0		0	
78	0		0	
79	0		0	
70	0		0	
7*	0		0	
7#	0		0	
8X	3		1	
81	0		0	
82	0		0	
83	0		0	
84	0		0	
85	0		0	
86	0		0	
87	0		0	
88	0		0	
89	0		0	
80	0		0	
8*	0		0	
8#	0		0	
For Your Notes				

System Numbering				
Dial Types:	1=Service Code, 2=Extension Number, 6=Trunk Access, 7=Operator Access, 8=Alternate Trunk Access, 0, 3-5=Not Used			
Dialed Number	**Number of Digits Required**		**Dial Type**	
	Default	**New**	**Default**	**New**
9X	1		6	
91	0		0	
92	0		0	
93	0		0	
94	0		0	
95	0		0	
96	0		0	
97	0		0	
98	0		0	
99	0		0	
90	0		0	
9*	0		0	
9#	0		0	
0X	1		7	
01	0		0	
02	0		0	
03	0		0	
04	0		0	
05	0		0	
06	0		0	
07	0		0	
08	0		0	
09	0		0	
00	0		0	
0*	0		0	
0#	0		0	
For Your Notes				

System Numbering				
Dial Types:	1=Service Code, 2=Extension Number, 6=Trunk Access, 7=Operator Access, 8=Alternate Trunk Access, 0, 3-5=Not Used			
Dialed Number	**Number of Digits Required**		**Dial Type**	
	Default	**New**	**Default**	**New**
*X	2		1	
*1	0		0	
*2	0		0	
*3	0		0	
*4	0		0	
*5	0		0	
*6	0		0	
*7	0		0	
*8	0		0	
*9	0		0	
*0	0		0	
**	0		0	
*#	0		0	
#X	4		F	
#1	2		1	
#2	2		1	
#3	2		1	
#4	2		1	
#5	2		1	
#6	2		1	
#7	2		1	
#8	2		1	
#9	2		1	
#0	2		1	
#*	4		1	
##	2		1	

Feature Cross Reference

"Flexible System Numbering"

Telephone Programming Instructions

To enter data for Program 0501 (System Numbering):

1. Enter the programming mode.
2. 0501 + HOLD

   `Tenant No?`

   For 124i systems, skip to step 4.
3. Enter the number of the Tenant Group you want to program (1-4) + HOLD

   `DIAL?`
4. Enter the digit(s) you want to change + HOLD

   *You can enter either one or two digits. Refer to the **Dialed Number** column in the table beginning on page 779.*

   `Digit:n`
5. Enter the number of digits required for the code selected in step 4 + HOLD

   *Refer to the **Number of Digits Required** column in the table beginning on page 779.*

   `Kind:n`
6. Enter the Dial Type for the code selected + HOLD

   *Refer to the **Dial Type** column in the table beginning on page 779.*

   `Dial?`
7. Repeat from step 4 to program another code.

   OR

   HOLD + Repeat from step 3 to select another Tenant Group (or exit in ***124i***)

   OR

   HOLD + HOLD to exit (***384i Only***)

0500 - System Numbering
0502 - Extension Numbers and Names

☐ **Sort Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞	Available — extension ports are 1-72; virtual extension ports are 73-96.

384i ☞	Available — extension ports are 1-256; virtual extension ports are 257-384.

IN

Use **Program 0502 - Extension Numbers and Names** to set the extension/virtual extension numbers and names. This lets an employee move to a new location (port) and retain the same extension number and name.

Use the following chart when programming names (up to 10 digits). Press DND to toggle between upper and lower case letters.

Keys for Entering Names	
Use this key . . .	**When you want to . . .**
DSS1	Enter characters A-D. After selecting your entry, press check to have system accept it.
DSS2	Enter characters E-H. After selecting your entry, press check to have system accept it.
DSS3	Enter characters I-L. After selecting your entry, press check to have system accept it.
DSS4	Enter characters M-P. After selecting your entry, press check to have system accept it.
DSS5	Enter characters Q-T. After selecting your entry, press check to have system accept it.
DSS6	Enter characters U-Z. After selecting your entry, press check to have system accept it.
DSS7	Enter a hyphen (-). After selecting your entry, press check to have system accept it.
DSS8	Enter a blank space. After selecting your entry, press check to have system accept it.
DSS9	Enter extended ASCII characters. Press repeatedly to scroll through the list. After selecting your entry, press check to have system accept it.
DSS10	Enter punctuation marks. Press repeatedly to scroll through the list. After selecting your entry, press check to have system accept it.
CHECK	Save text entry as part of name after you select it. You need to press CHECK after selecting characters from DSS keys 1-10. You don't need to press CHECK after dialing a dial pad digit (0-9, # or *).
CLEAR	Clear the text entry if you want to start over.
Dialpad digits 0-9, # and *.	Enter numbers, # and * as part of the name. You don't need to press CHECK after entering these characters.

Conditions
None

Feature Cross Reference

"Department Calling"
"Intercom"

Telephone Programming Instructions

To enter data for Program 0502 (Extension Numbers and Names):

1. Enter the programming mode.
2. 0502 + HOLD.

   `STA PORT No?`
3. Enter the number of the extension port you want to program.

   In 384i, extension ports are 1-256. Virtual extension ports are 257-384.

   In 124i, extension ports are 1-72. Virtual extension ports are 73-96.
4. HOLD
5. Enter the extension number (e.g., 301 for port 1) for the port selected.
6. HOLD

   This system displays, "DUPLICATE DATA" if the extension number is already in use by another port.
7. Enter extension's name.

   Refer to the chart on the previous page when entering names.
8. HOLD

   `STA PORT`
9. Repeat from step 3 to program another port
   OR
   HOLD to exit.

0500 - System Numbering
0503 - DCI Extension Number

☐ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞	Available — 72 DCI software ports.
384i ☞	Available — 288 DCI software ports. System software 3.05 adds default assignments for first three 3-DCI ports.

IN

Use **Program 0503 - DCI Extension Number** to assign extension numbers to DCI (Data Communications Interface) software ports. System users place data calls to DCIs by dialing the DCI extension numbers (not the software port numbers). Normally, you should use unassigned extension numbers (e.g., 600). If you want to use an extension number in the normal extension number range (e.g., 301-556 in 384i), first remove the default assignment. For example, to use extension number 325 for a DCI software port, first give extension port 025 a different extension number.

Notes:

- In 384i, DCI Module software ports are 1-144. 3-DCI software ports are 145-288. For more information on software ports, refer to Program 0005.
- In 124i, DCI Module software ports (1-72) are the same as the extension ports to which they are connected.

Conditions

None

Feature Cross Reference

"Data Communications Interface (DCI)"

Telephone Programming Instructions

To enter data for Program 0503 (DCI Extension Number):

1. Enter the programming mode.
2. 0503 + HOLD

   `DCI No?`
3. Enter the number of the DCI software port (1-144 for DCIs; 145-288 for 3DCIs) you want to program.

   In 384i, DCI software ports are 1-144 for DCIs, 145-288 for 3DCIs.

   In 124i, DCI software ports are 1-72. The 3DCI uses three consecutive software ports beginning with the extension port into which it is plugged.
4. HOLD

   `-`

   The previously programmed extension number displays, if any.
5. Enter the DCI's extension number + HOLD

   `DCI No?`
6. Repeat from step 3 to program another DCI software port.

   OR

   Hold to exit.

☐ Sorts Data ☐ Updates CEU ☐ Can be Copied

Description

124i ☞	Available — 2 ACI Modules providing 6 software ports which auto-ID in order of installation.
384i ☞	Available — 64 ACI Modules providing 192 software ports.

IN

Use **Program 0504 - ACI Extension Number** to assign extension numbers to ACI (Analog Communications Interface) software ports. System users can page through ACIs by dialing the ACI extension numbers (not the software port numbers). Normally, you should use unassigned extension numbers (e.g., 600). If you want to use an extension number in the normal extension number range (e.g., 301-556 in 384i), first remove the default assignment. For example, to use extension number 325 for an ACI software port, first give extension port 025 a different extension number.

Notes:

- In 384i, ACI software ports are 1-192. The first ACI installed has software ports 1-3; the second ACI has software ports 4-6, etc. For more information on software ports, refer to Program 0005.
- In 124i, ACI software ports are 1-6 and auto-ID according the order of installation of the ACI Modules.

Conditions

None

Feature Cross Reference

"Analog Communications Interface (ACD)"

Telephone Programming Instructions

To enter data for Program 0504 (ACI Extension Number):

1. Enter the programming mode.
2. 0504 + HOLD

   `ACI No?`
3. Enter the number of the ACI software port (1-192 in 384i, 1-6 in 124i) you want to program.
4. HOLD

   `-`

   The previously programmed extension number displays, if any.
5. Enter the ACI's extension number + HOLD

   `ACI No?`
6. Repeat from step 3 to program another ACI software port.

   OR

   Hold to exit.

0500 - System Numbering
0505 -

☐ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞ Not available.

384i ☞ Not available.

This program is currently not used.

☐ Sorts Data ☐ Updates CEU ☐ Can be Copied

Description

124i ☞	Available — eight groups.

384i ☞	Available — each Tenant Group has 32 groups.

IN

Use Program **0506 — Department Calling Group Numbers** to assign pilot numbers and names to each Department Group set up in Program 1003. The pilot number (200-799) is the number users dial for Department Calling. Normally, you should use unassigned extension numbers (e.g., 600). If you want to use a number in the normal extension number range (e.g., 301-556 in 384i), first remove the default assignment. For example, to use extension number 325 for a Department Group pilot number, first give extension port 025 a different extension number. In 384i, each Tenant Group can have their own set of Department Group numbers.

The Department Group name (up to 10 digits) helps to identify the Department Groups. Use the following chart when programming Department Group Names.

Keys for Entering Names	
Use this key . . .	**When you want to . . .**
DSS1	Enter characters A-D. After selecting your entry, press check to have system accept it.
DSS2	Enter characters E-H. After selecting your entry, press check to have system accept it.
DSS3	Enter characters I-L. After selecting your entry, press check to have system accept it.
DSS4	Enter characters M-P. After selecting your entry, press check to have system accept it.
DSS5	Enter characters Q-T. After selecting your entry, press check to have system accept it.
DSS6	Enter characters U-Z. After selecting your entry, press check to have system accept it.
DSS7	Enter a hyphen (-). After selecting your entry, press check to have system accept it.
DSS8	Enter a blank space. After selecting your entry, press check to have system accept it.
DSS9	Enter extended ASCII characters. Press repeatedly to scroll through the list. After selecting your entry, press check to have system accept it.
DSS10	Enter punctuation marks. Press repeatedly to scroll through the list. After selecting your entry, press check to have system accept it.
CHECK	Save text entry as part of name after you select it. You need to press CHECK after selecting characters from DSS keys 1-10. You don't need to press CHECK after dialing a dial pad digit (0-9, # or *).

0500 - System Numbering
0506 - Department Calling Group Numbers

Keys for Entering Names	
CLEAR	Clear the text entry if you want to start over.
Dialpad digits 0-9, # and *.	Enter numbers, # and * as part of the name. You don't need to press CHECK after entering these characters.

Conditions

None

Feature Cross Reference

"Department Calling"
"Department Step Calling"

Telephone Programming Instructions

To enter data for Program 0506 (Department Group Numbers):

1. Enter the programming mode.
2. 0506 + HOLD

   `Tenant No?`
3. Enter the number of the Tenant Group you want to program (1-4).
4. HOLD

   `STG No?`
5. Enter the number of the Department Group you want to program (1-8 in 124i, 1-32 in 384i).
6. HOLD

   `DIAL:`
7. Enter the Department Group pilot number (200-799) + HOLD

   `Name:`

   The previously programmed name displays, if any.
8. Enter the Department Group's name (up to 10 digits).

   Refer to the above chart when programming names.
9. HOLD

   `STG No?`
10. Repeat from step 4 to program another Department Group.

    OR

    HOLD to return to the *Tenant No?* prompt (step 2).

☐ Sorts Data ☐ Updates CEU ☐ Can be Copied

Description

124i ☞	Available — eight groups.
384i ☞	Available — each Tenant Group has 32 groups.

IN

Use **Program 0507 — DCI Pooling Pilot Numbers** to assign the pilot number to the DCI Pooling Groups set in Program 1204. To call a DCI software port within the group, users dial the pilot number. The range is 200-799. Normally, you should use unassigned extension numbers (e.g., 600) for the pilot numbers. If you want to use a number in the normal extension number range (e.g., 301-556 in 384i), first remove the default assignment. For example, to use extension number 325 for a DCI Pooling Group pilot number, first give extension port 025 a different extension number. In 384i, each Tenant Group can have their own DCI Pooling pilot numbers.

Conditions

None

Feature Cross Reference

"Data Communications Interface (DCI)"

Telephone Programming Instructions

To enter data for Program 0507 (DCI Pooling Pilot Numbers):

1. Enter the programming mode.
2. 0507 + HOLD

   `Tenant No?`
3. Enter the number of the Tenant Group you want to program (1-4).
4. HOLD

   `DCG No?`
5. Enter the DCI Pooling Group you want to program (1-8 in 124i, 1-32 in 384i).
6. HOLD

   `Dial:`
7. Enter the DCI Pooling Group pilot number (e.g., 500).
8. HOLD

   `DCG No?`
9. Repeat from step 4 to program another DCI Pooling Group pilot number.
   OR
   HOLD to return to the *Tenant No?* prompt (step 2).

0500 - System Numbering
0508 - ACI Group Pilot Number

☐ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞	Available — eight groups.
384i ☞	Available — each Tenant Group has 32 groups.

IN

Use **Program 0508 — ACI Group Pilot Number** to assign the pilot number to the ACI Groups set in Program 1303. The range is 200-799. To call an ACI software port within the group, users dial the pilot number. Normally, you should use unassigned extension numbers (e.g., 600) for the pilot numbers. If you want to use an extension number in the 301-556 range, first remove the default assignment. For example, to use extension number 325 for an ACI Group pilot number, first give extension port 025 a different extension number. Each Tenant Group can have their own ACI Group pilot numbers.

Conditions

None

Feature Cross Reference

"Analog Communications Interface (ACI)"

Telephone Programming Instructions

To enter data for Program 0508 (ACI Group Pilot Number):

1. Enter the programming mode.
2. 0508 + HOLD

   `Tenant No?`
3. Enter the number of the Tenant Group you want to program (1-4).
4. HOLD

   `ACG No?`
5. Enter the ACI Group you want to program (1-32).
6. HOLD

   `Dial:`
7. Enter the ACI Group pilot number (e.g., 500).
8. HOLD

   `ACG No?`
9. Repeat from step 4 to program another ACI Group pilot number.

   OR

   HOLD to return to the *Tenant No?* prompt (step 2).

Description

124i ☞	Not available.

384i ☞	Not available.

This program is currently not used.

0500 - System Numbering
0510 - Trunk Access Code

✔ Sorts Data	☐ Updates CEU	☐ Can be Copied

Description

124i ☞	Available in Base 2.13, EXCPRU 2.18 or higher — one Tenant Group.

384i ☞	Available. Each Tenant Group (1-4) can have a unique Trunk Access Code.

IN

Use **Program 0510 - Trunk Access Code** to assign the single-digit trunk access code (normally 9). This is the code extension users dial to access Automatic Route Selection or Trunk Group Routing.

Caution

The digit 9 is defined in Program 0501 as ***Dial Type*** 6 with the ***Number of Digits Required*** set to 1. If you change the trunk access code in Program 0510, you must make the corresponding changes in Program 0501.

Conditions

None

Feature Cross Reference

"Automatic Route Selection"
"Central Office Calls, Placing"
"Trunk Group Routing"

Telephone Programming Instructions

To enter data for Program 0510 (Trunk Access Code):

1. Enter the programming mode.
2. 0510 + HOLD

   ```
   Tenant No?
   ```

   *For **124i** systems, skip to step 4.*
3. Enter the number of the Tenant Group you want to program (1-4) + HOLD

   *For the **384i**, you see:*

   ```
   Tenant_n:n
   ```

   *For the **124i**, you see:*

   ```
   CODE:n
   ```
4. Enter the new Trunk Access Code (0-9) + HOLD
5. Repeat from step 3 to select another Tenant Group (or exit in ***124i***)
   OR
   HOLD to exit (in ***384i***).

✔ Sorts Data ☐ Updates CEU ✔ Can be Copied

Description

124i ☞	Available in Base 2.13, EXCPRU 2.18 or higher — one Tenant Group. Does not include ACD codes.
384i ☞	Available. Each Tenant Group (1-4) can have unique Service Codes.

IN

Use **Program 0511 - Service Code Setup (Part A)** to customize the first set of Service Codes. You can customize additional Service Codes in Program 0514 (Service Code Setup [Part B] on page 806. The following chart shows:

- The number of each code (001-100)
- The code's default assignment. For example, dialing 881(code 001) allows users to change the Music on Hold tone.
- The feature reference for the code
- The function of the Service Code.

If you change a Service Code, be sure to record your entry in the "New" column.

Conditions

None

Program 0511 – Service Code Setup, Part A

Item		New	Feature	Function
001	881		"Music on Hold"	Changing the Music on Hold tone
002	807		"Call Forwarding/Do Not Disturb Override"	Activating Call Forwarding/Do Not Disturb Override
003	*2		"Call Forwarding"	Enabling a Call Forwarding option
004	-	Not used		
005	818		"Night Service"	Activating a Night Service mode
006			"Selectable Display Messaging"	Selecting a Selectable Display message. This code is currently not used.
007	847		"Do Not Disturb"	Activating Do Not Disturb
008	868		"Group Call Pickup"	Answering a call ringing a phone in another pickup group
009	*4		"Call Forwarding, Off-Premise" "Voice Announce Unit"	Initiating a Personal Greeting, VAU Park and Page or Off-Premise Call Forward.
010	*0		"Message Waiting"	Answering a Message Waiting request
011	873		"Message Waiting"	Canceling all Messages Waiting a user has left at other extensions
012	871		"Message Waiting"	Canceling a Message Waiting a user has left at another extension.
013	#5		"Last Number Redial"	Using Last Number Redial from a Single Line Telephone

Program 0511 – Service Code Setup, Part A				
Item		**New**	**Feature**	**Function**
014	#1		"Conference"	Adding a caller to a Conference from a Single Line Telephone
015	809		"Call Waiting / Camp On"	Sending Call Waiting tones to a busy extension. This code is only available if you disable Single Digit dialing code 09 in Program 0512.
016	*#		"Group Call Pickup"	Picking up a call ringing an extension in your own pickup group
017	869		"Group Call Pickup"	Answering a call ringing a phone in another pickup group (if you don't know the group's number)
018	802		"Door Box"	Placing a call to a Door Box
019	803		"Paging, External"	Making an External Page
020	850		"Camp On / Call Waiting" "Callback"	Camping on or leaving a Callback for a busy extension or trunk. This code is only available if you disable single Digit Dialing code 09 in Program 0512.
021	870		"Callback"	Canceling a Callback request
022	827		"Alarm"	Checking or setting an alarm
023	#2		"Abbreviated Dialing"	Dialing a Common Abbreviated Dialing number
024	#4		"Abbreviated Dialing"	Dialing a Group Abbreviated Dialing number
025	815		"Save Number Dialed"	Saving a number or dialing a saved number
026	801		"Paging, Internal"	Making an Internal Zone Page
027	855		"One-Touch Calling"	Programming a One-Touch Key
028	804		"Central Office Calls, Placing"	Placing an outside call over a trunk group
029	-	Not used		
030	-	Not used		
031	-	Not used		
032	821		"Handsfree Answerback/Forced Intercom Ringing"	Enabling Handsfree Answerback for incoming Intercom calls
033	823		"Handsfree Answerback/Forced Intercom Ringing"	Enabling Forced Ringing for incoming Intercom calls
034	#3		"Flash"	Flashing a trunk from a Single Line Telephone

Program 0511 – Service Code Setup, Part A				
Item		**New**	**Feature**	**Function**
035	-	Not used		
036	851		"Programmable Function Keys"	Changing the function of a programmable key
037	#*#*		System Programming	Entering the programming mode
038	-	Not used		
039	828		"Time and Date"	Setting the system Time and Date
040	812		"Handsfree Answerback/Forced Intercom Ringing"	Changing the way your extension signals the extension you are calling
041	875		"Toll Restriction Override"	Temporarily overriding an extension's Toll Restriction
042	-	Not used		
043	852		"One-Touch Serial Operation"	Accessing One-Touch Key Serial Operation store and delete functions
044	864		"Meet Me Paging"	Joining a Meet Me Conference/Page if your extension is not in the group paged
045	865		"Meet Me Conference" "Meet Me Paging"	Joining a Meet Me Conference/Page on an External Paging Zone
046	863		"Meet Me Conference" "Meet Me Paging"	Joining a Meet Me Conference/Page on an Internal Paging Zone (if your extension is in the group called)
047	834		"Headset Operation"	Switching from headset to handset mode and visa versa
048	-	Not used		
049	883		"Data Communications Interface (DCI)"	Enabling the DCI auto-answer mode
050	884		"Data Communications Interface (DCI)"	Disconnecting an active data call
051	880		"Data Communications Interface (DCI)"	Initializing the DCI
052	825		"Background Music"	Turning Background Music on and off
053	824		"Dial Pad Confirmation Tone"	Enabling/disabling Dial Pad Confirmation Tone
054	876		"Last Number Redial"	Clearing number saved by Last Number Redial
055	#6		"Park"	Parking a call in orbit
056	*6		"Park"	Picking up a parked call
057	832		"Hold"	Placing a call on Group Hold

Program 0511 – Service Code Setup, Part A				
Item		**New**	**Feature**	**Function**
058	862		"Hold"	Picking up a call on Group Hold
059	820		"Selectable Ring Tones"	Changing your extension's incoming ring tones
060	808		"Department Step Calling"	Cycling to the next member of a Department Calling Group. This code is only available if you disable Single Digit Dialing code 09 in Program 0512.
061	810		"Barge In"	Barging in on an extension's call
062	-		"Call Forwarding"	Enabling Call Forwarding No Answer. This code is currently not implemented.
063	-		"Call Forwarding"	Enabling Call Forwarding Busy. This code is currently not implemented.
064	-	Not used		
065	-	Not used		
066	-	Not used		
067	#9		"Central Office Calls, Placing"	Placing an outside call over a specific trunk
068	853		"Abbreviated Dialing"	Storing Common Abbreviated Dialing numbers
069	854		"Abbreviated Dialing"	Storing Group Abbreviated Dialing numbers
070	-	Not used		
071	-	Not used		
072	-	Not used		
073	*5		"Automatic Call Distribution"	Loggin off of or onto an ACD group
074	-	Not used		
075		Not used		
076	817		"Data Communications Interface (DCI)"	Setting modem outgoing parameters
077	899		-	Testing the operation of single line telephones
078	885		"Save Number Dialed"	Clearing the number saved by Saved Number Redial
079	800		"Name Storing"	Programming extension names
080	811		"Selectable Ring Tones"	Listening to the incoming ring choices
081	-	Not used		

Program 0511 – Service Code Setup, Part A				
Item		**New**	**Feature**	**Function**
082	-	Not used		
083	892		"Off Hook Signaling"	Forcing Off Hook Signaling to voice announce your phone
084	893		"Off Hook Signaling"	Forcing Off Hook Signaling to ring your phone
085	-		"Call Forwarding"	Enabling Call Forward Immediate. This code is currently not implemented.
086	##		"Account Codes"	Entering Account Codes from a Single Line Telephone
087	-	Not used		
088	-	Not used		
089	-	Not used		
090	830		Remote Maintenance	This code is currently not implemented.
091	840		TBD	Deleting the system alarm message
092	860		TBD	Entering the DID Access Code. This code is currently not implemented.
093	-	Not used		
094	#0		"Night Service"	Using Universal Answer to pick up a call ringing over the paging system
095	856		"Group Call Pickup"	Answering a call ringing a phone in your pickup group (except Ring Group calls)
096	849		"Hold"	E-hold (2nd). This code is currently not implemented.
097	859		"Hold"	E-Hold Answer (2nd). This code is currently not implemented.
098	*7		"Call Waiting / Camp On"	Splitting (switching) between calls
099	-		"Automatic Route Selection"	This code is currently not implemented.
100	-	Not used		

Feature Cross Reference

Refer to the chart above.

Telephone Programming Instructions

To enter data for Program 0511 (Service Code Setup, Part A):

1. Enter the programming mode.
2. 0511 + HOLD

```
Tenant No?
```

*In **124i** systems, skip to step 4.*

3. Enter the number of the Tenant Group you want to program (1-4) + HOLD

   SRVCD?

4. Enter the number of the Service Code you want to program (001-100) + HOLD

   SRVCD_nnn

   The previously programmed value displays

5. Enter the Service Code data + HOLD

   SRVCD?

6. Repeat from step 4 to program another Service Code.

   OR

   HOLD + Repeat from step 3 to select another Tenant Group (or exit in ***124i***)

   OR

   HOLD + HOLD to exit (in ***384i***).

✔ Sorts Data ☐ Updates CEU ☐ Can be Copied

Description

124i ☞	Available in Base 2.13, EXCPRU 2.18 or higher — one Tenant Group.

384i ☞	Available. Each Tenant Group (1-4) can have unique Single Digit Service Codes.

IN

Use **Program 0512 - Single Digit Service Code Setup** to assign the Single Digit Service Codes. These are the post-dialing codes a user can dial after placing an Intercom call to a co-worker. Available post-dialing codes are 0-9, # and *. The following chart shows:

- The number of each code (01-12).
- The code's default dialing assignment. For example, dialing # activates the Department Step Calling function of code 01.
- The feature reference for the code
- The function of the post-dialing code.

If you change the default Single Digit Service Codes, be sure to record your entry in the "New" column.

Program 0512 – Single Digit Service Codes

Item	Default	New	Feature	Function
01	#		"Department Step Calling"	Stepping through extensions in a Department Calling Group
02	-		"Barge In"	Dialing a single digit to Barge In on a co-worker's conversation.
03	1		"Handsfree Answerback/Forced Intercom Ringing"	Switching an Intercom call from voice-announced to ringing and visa versa
04	7		"Call Waiting / Camp On"	Sending a Call Waiting tone to a busy extension
05	2		"Call Waiting / Camp On" "Callback"	Camping On to or leaving a Callback at a busy extension
06	-		"Do Not Disturb Override" / "Call Forwarding Override"	Activating Do Not Disturb or Call Forwarding Override
07	0		"Message Waiting"	Sending a Message Waiting indication to a busy or unanswered extension
08	6		"Voice Over"	Sending a Voice Over to an extension after hearing Ring/Busy tone
09	8		"Voice Mail"	Calling the Voice Mail mailbox of an extension that is busy or does not answer
10	-	Not used		
11		Not used		
12		Not used		

Conditions
None

Feature Cross Reference

Refer to the chart above.

Telephone Programming Instructions

To enter data for Program 0512 (Single Digit Service Code Setup):

1. Enter the programming mode.
2. 0512 + HOLD

   `Tenant No?`

   *In the **124i**, skip to step 4.*
3. Enter the number of the Tenant Group you want to program (1-4) + HOLD

   `SRVCD?`
4. Enter the number of the Single Digit Service Code you want to program (01-12) + HOLD

   `SRVCD_nn:n`

   The previous assignment displays.
5. For the code selected in the previous step, enter the dialable digit (0-9, # or *) that should execute the Single Digit Service Code's function + HOLD

   Be sure to enter this value in the "New" column of the preceding table.
6. Repeat from step 4 to select another Single Digit Service Code
   OR
   HOLD + Repeat from step 3 to select another Tenant Group (or exit in ***124i***)
   OR
   HOLD + HOLD to exit (in ***384i***).

Description

124i ☞	Not available.

384i ☞	Not available.

This program is currently not used.

0500 - System Numbering
0514 - Service Code Setup (Part B)

☑ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞	Available in Base 2.13, EXCPRU 2.18 or higher — one Tenant Group. Does not include ACD, Hotel/Motel or Personal Park codes.
384i ☞	Available. Each Tenant Group (1-4) can have unique Service Codes.

IN

Use **Program 0514 - Service Code Setup (Part B)** to customize the second set of Service Codes. You can customize additional Service Codes in Program 0511 (Service Code Setup [Part A] on page 797). The following chart shows:

- The number of each code (001-100)
- The code's default assignment. For example, dialing 111(code 001) allows users to listen to the General Message (if recorded).
- The feature reference for the code
- The function of the Service Code.

If you change a Service Code, be sure to record your entry in the "New" column.

Program 0514 – Service Code Setup, Part B

Item	Default	New	Feature	Function
001	111		"Voice Announce Unit"	Listening to the General Message.
002	112		"Voice Announce Unit"	Recording, listening to or erasing the General Message
003	-	Not used		
004	114		"Voice Announce Unit"	After calling busy extension through VAU. After dialing code, voice prompt asks you to leave your number for a return call.
005	**		"Directed Call Pickup"	Picking up a call ringing or waiting at an extension
006	116		"Voice Announce Unit"	Recording, listening to or easing a VAU message
007	*8		"Voice Mail"	Calling your mailbox
008	-	Not used		
009	890		"Voice Over"	Initiating a Voice Over. This code is only available if you disable Single Digit Dialing code 09 in Program 0512.
010	-		"Call Forwarding"	Canceling a Call Forwarding, Personal Greeting or Park and Page. This code is currently not implemented.
011	-	Not used		
012	-	Not used		
013	-	Not used		

Program 0514 – Service Code Setup, Part B				
Item	**Default**	**New**	**Feature**	**Function**
014	*3		"Forced Trunk Disconnect"	Disconnecting a call in progress on a trunk
015	*21		"Voice Mail"	Enabling Personal Answering Machine Emulation. This code is currently not used.
016	126		"Hotel/Motel"	Leaving a Message Waiting (set 2)
017	127		"Hotel/Motel"	Enabling Hotel Do Not Disturb (set 1)
018	128		"Hotel/Motel"	Canceling Hotel Do Not Disturb (set 1)
019	129		"Hotel/Motel"	Enabling Hotel Do Not Disturb (set 2)
020	130		"Hotel/Motel"	Canceling Hotel Do Not Disturb (set 2)
021	131		"Hotel/Motel"	Setting up a Wake Up Call (from your own extension)
022	132		"Hotel/Motel"	Canceling a Wake Up Call (from your own extension)
023	133		"Hotel/Motel"	Setting up a Wake Up Call (from another extension)
024	134		"Hotel/Motel"	Canceling a Wake Up Call (from another extension)
025	135		"Hotel/Motel"	Enabling Room-to-Room Call Restriction
026	136		"Hotel/Motel"	Canceling Room-to-Room Call Restriction
027	137		"Hotel/Motel"	Enabling Hotel Room Toll Restriction
028	138		"Hotel/Motel"	Enabling Guest Check In
029	139		"Hotel/Motel"	Enabling Guest Check Out
030	140		"Hotel/Motel"	Enabling Clean Room Status for your own room
031	141		"Hotel/Motel"	Enabling Clean Room Status for another room
032	142		"Hotel/Motel"	Requesting a Room Status Printout
033	143		"Voice Announce Unit"	Calling, erasing or scrolling through phone numbers on your display left by the VAU Automated Attendant
034	-	Not used		
035	-	Not used		
036	146		"Caller ID"	Changing, deleting or adding new numbers to the Caller ID Table
037	-	Not used		
038	148		"Caller ID"	Returning or erasing a messed Caller ID call

Program 0514 – Service Code Setup, Part B				
Item	**Default**	**New**	**Feature**	**Function**
039	-	Not used		
040	150		"Department Calling"	Logging in or logging out of your Department Calling Group
041	*1		"Paging, Internal" "Paging, External"	Making a Combined Page
042	152	Not used		
043	#8		"Tandem Trunking (Unsupervised Conference)"	Setting up an Unsupervised Conference from a Single Line Telephone
044	154		"Voice Mail"	Enabling Conversation Record at a Digital Single Line Telephone
045	155		"Automatic Call Distribution (ACD)"	ACD agent logout
046	156		"Automatic Call Distribution (ACD)"	Enabling ACD Agent Work Time (SLT)
047	157		"Automatic Call Distribution (ACD)"	Canceling ACD Agent Work Time (ALT)
048	158		"Automatic Call Distribution (ACD)"	Enabling ACD Agent Off Duty (SLT)
049	159		"Automatic Call Distribution (ACD)"	Canceling ACD Agent Off Duty (SLT)
050	160		"Automatic Call Distribution (ACD)"	ACD Recording (SLT)
051	#7		"Abbreviated Dialing"	Using Personal Abbreviated Dialing from a Single Line Telephone
052	-		"Call Forwarding, Off-Premise"	Enabling Call Forwarding Off-Premise. This code is currently not used.
053	857		"Park"	Using Personal Park to Park or pick up a call at an extension.
054	-	Not used		
055	-	Not used		
056	-	Not used		
057	167		"Automatic Call Distribution (ACD)"	Allows an ACD Agent to log into a group.
058	168		"Automatic Call Distribution (ACD)"	Allows an ACD Agent to log out of a group.
059	169		"Automatic Call Distribution (ACD)"	Allows an ACD Supervisor to change an Agent’s status.

Program 0514 – Service Code Setup, Part B				
Item	**Default**	**New**	**Feature**	**Function**
060	170		"Automatic Call Distribution (ACD)"	Allows an agent to change their own status.
061	882		"T1 Trunking (with ANI/DNIS Compatibility"	Setting up ANI/DNIS routing to the VAU Automated Attendant.
062	886		"E911 Compatibility"	Turning off the E911 alarm ring.
063	-	Not used		
064	-	Not used		
065	867		"Conference"	Allows a CO line in a Conference call to be retrieved out of the Conference.
066	-	Not used		
067	-	Not used		
068	-	Not used		
069	-	Not used		
070	-	Not used		
071	-	Not used		
072	-	Not used		
073	-	Not used		
074	-	Not used		
075	-	Not used		
076	-	Not used		
077	-	Not used		
078	-	Not used		
079	-	Not used		
080	-	Not used		
081	-	Not used		
082	-	Not used		
083	-	Not used		
084	-	Not used		
085	-	Not used		
086	-	Not used		
087	-	Not used		
088	-	Not used		

0500 - System Numbering
0514 - Service Code Setup (Part B)

Program 0514 – Service Code Setup, Part B				
Item	**Default**	**New**	**Feature**	**Function**
089	-	Not used		
090	-	Not used		
091	-	Not used		
092	-	Not used		
093	-	Not used		
094	-	Not used		
095	-	Not used		
096	-	Not used		
097	-	Not used		
098	-	Not used		
099	-	Not used		
100	-	Not used		

Conditions
None

Feature Cross Reference

Refer to the chart above.

Telephone Programming Instructions

To enter data for Program 0514 (Service Code Setup, Part B):

1. Enter the programming mode.
2. 0514 + HOLD

   `Tenant No?`

   *In the **124i**, skip to step 4.*
3. Enter the number of the Tenant Group you want to program (1-4) + HOLD

   `SRVCD?`
4. Enter the number of the Service Code you want to program (001-100) + HOLD

   `SRVCD_nnn`

   The previously programmed value displays. Be sure to enter this value in the "New" column of the preceding table.
5. Enter the Service Code data + HOLD

   `SRVCD?`
6. Repeat from step 4 to program another Service Code.
   OR
   HOLD + Repeat from step 3 to select another Tenant Group (or exit in ***124i***)
   OR
   HOLD + HOLD to exit (in ***384i***).

☐ Sorts Data ☐ Updates CEU ☐ Can be Copied

Description

124i ☞ Available.	***384i*** ☞ Available.

IN

Use **Program 0515 - VAU Master Number** to assign Voice Announce Unit master number (200-799). Normally, you should use unassigned extension numbers (e.g., 600). If you want to use a number in the normal extension number range (e.g., 301-556 in 384i), first remove the default assignment. For example, to use extension number 325 for the VAU master number, first give extension port 025 a different extension number.

Conditions

None

Feature Cross Reference

"Voice Announce Unit"

Telephone Programming Instructions

To enter data for Program 0515 (VAU Master Number):

1. Enter the programming mode.
2. 0515 + HOLD

   `Tenant No?`
3. Enter the number of the Tenant Group you want to program (1-4).
4. HOLD

   `Dial:`
5. Enter the VAU master number (e.g., 500).

   `Tenant No?`
6. HOLD + Return to step 3 and select another Tenant Group.
   OR
   HOLD + HOLD to exit.

0500 - System Numbering
0516 - Voice Mail Master Number

☐ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i. ☞ Available.	***384i***. ☞ Available.

IN

Use **Program 0516 - Voice Mail Master Number** to set the Voice Mail master number. This is the number users dial to reach the Voice Mail. The range is 200-799. Normally, you should use unassigned extension numbers (e.g., 600) for the master number. If you want to use a number in the normal extension number range (e.g., 301-556 in 384i), first remove the default assignment. For example, to use extension number 325 for a Voice Mail Master Number, first give extension port 025 a different extension number.

Use the following chart when programming Voice Mail Master Number names. Press DND to toggle between upper and lower case.

Keys for Entering Names	
Use this key . . .	**When you want to . . .**
DSS1	Enter characters A-D. After selecting your entry, press check to have system accept it.
DSS2	Enter characters E-H. After selecting your entry, press check to have system accept it.
DSS3	Enter characters I-L. After selecting your entry, press check to have system accept it.
DSS4	Enter characters M-P. After selecting your entry, press check to have system accept it.
DSS5	Enter characters Q-T. After selecting your entry, press check to have system accept it.
DSS6	Enter characters U-Z. After selecting your entry, press check to have system accept it.
DSS7	Enter a hyphen (-). After selecting your entry, press check to have system accept it.
DSS8	Enter a blank space. After selecting your entry, press check to have system accept it.
DSS9	Enter extended ASCII characters. Press repeatedly to scroll through the list. After selecting your entry, press check to have system accept it.
DSS10	Enter punctuation marks. Press repeatedly to scroll through the list. After selecting your entry, press check to have system accept it.
CHECK	Save text entry as part of name after you select it. You need to press CHECK after selecting characters from DSS keys 1-10. You don't need to press CHECK after dialing a dial pad digit (0-9, # or *).
CLEAR	Clear the text entry if you want to start over.

Keys for Entering Names	
Use this key . . .	**When you want to . . .**
Dialpad digits 0-9, # and *.	Enter numbers, # and * as part of the name. You don't need to press CHECK after entering these characters.

Conditions
None

Feature Cross Reference

"Voice Mail"

Telephone Programming Instructions

To enter data for 0516 (Voice Mail Master Number):

1. Enter the programming mode.
2. 0516 + HOLD

   `Dial:`
3. Enter the Voice Mail Master Number (e.g., 500) + HOLD

   `Name:`
4. Enter a name for the Voice Mail Master Number.

   Refer to the chart on the previous page when programming names.
5. HOLD

0500 - System Numbering
0517 -

Description

124i ☞	Not available.

384i ☞	Not available.

This program is currently not used.

☐ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞	Available.
384i ☞	Available — each Tenant Group (1-4) can have a unique code.

IN

Use **Program 0518 - Alternate Trunk Route Access Code** to define additional single-digit trunk access codes. In 384i, each Tenant Group can have its own unique alternate code. Assign Alternate Trunk Access Routes to extensions in 0922 - Alternate Trunk Route for Extensions. When a user dials the Alternate Trunk Access Code, the system routes their call to the Alternate Trunk Access Route. The alternate trunk access code can be up to four digits long. Make sure you don't use a code assigned to an extension or Service Code.

Conditions

None

Feature Cross Reference

"Central Office Calls, Placing"

Telephone Programming Instructions

To enter data for Program 0518 (Alternate Trunk Access Code):

1. Enter the programming mode.
2. 0518 + HOLD

   `Tenant No?`
3. Enter the number of the Tenant Group you want to program (1-4).
4. HOLD

   `CODE:`
5. Enter the Alternate Trunk Access Code (up to four digits) + HOLD

   `Tenant No?`
6. HOLD + Return to step 3 and select another Tenant Group.
   OR
   HOLD + HOLD to exit.

0500 - System Numbering
0519 - Hotel Mode One-Digit Service Codes / 0520 - ACD Master Number

Sorts Data	Updates CEU	Can be Copied

Description

124i ☞ Not available.	***384i*** ☞ Available — each Tenant Group can have a unique set of codes.

IN Refer to the Hotel/Motel Guide (P/N 92000HMT**).

0520 - ACD Master Number

Description

124i ☞ Not available.	***384i*** ☞ Available — each Tenant Group can have a unique set of codes.

IN Refer to the Automatic Call Distribution (ACD) Manual (P/N 92000ACD**).

0600 - Abbreviated Dialing Options
0601 - Common Abbreviated Dialing Bins

☑ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞	Not available. System has 360 fixed bins. Common bins are 000-199. Group bins are 200-359. Each of the eight groups assigned in 1023 has 20 group bins.

384i ☞	Available — 1990 Abbreviated Dialing bins available (0000-1990).

IN

Use **Program 0601 - Common Abbreviated Dialing Bins** to assign Common Abbreviated Dialing bins to Tenant Groups. The system has 1990 bins (0000-1990) that you can allocate between Common and Group Abbreviated Dialing. Each bin can have a stored number up to 24 digits long. When programming Common Abbreviated Dialing bins, you must specify:

- The Tenant Group you want to program
- The start address (0000-1990) for each Tenant Group's bins.
- The number of bins assigned to each Tenant Group (1-1000 in multiples of 10).

Bin numbers are 00-99 or 000-999, depending on how many bins you assign to a starting address. Common Abbreviated Dialing bin numbers for each Tenant Group restart from 00 or 000. In addition, the Group Abbreviated Dialing bin numbers for each Tenant Group restart from 00 or 000. Refer to Program 0602 for Group Abbreviated Dialing.

Common Abbreviated Dialing Example
Give Tenant Group 1 the first 100 bins and Tenant Group 2 the second 100 bins. For Tenant Group 1, specify a starting address of 000 and the number of bins as 100. For Tenant Group 2, specify a starting address of 0100 and the number of bins also as 100. The bin numbers for each Tenant Group are 00-99. Since the start addresses are different, the tenants cannot share the bins. For tenants to share bins, they should have the same start address.

Refer to the following chart when allocating Abbreviated Dialing bins.

Common Abbreviated Dialing (Program 0601)					Group Abbreviated Dialing (Program 0602)				
Tenant Group	Start Addr.	Length	Bin	Name and Entry (Program 0603)	Group Number	Start Addr.	Length	Bin	Name and Entry (Program 0603)
Example 1: 2-digit Common and Group Abbreviated Dialing									
1	0000	100	00		1	0100	100	00	
	0001		01			0101		01	
	0002		02			0102		02	
	0003		03			0103		03	
	0004		04			0104		04	
	0005		05			0105		05	
	0006		06			0106		06	
Example 2: 3-digit Common Abbreviated Dialing and 1-digit Group Abbreviated Dialing									
1	0000	1000	0000		1	1000	10	00	
	0001		0001			1001		01	
	0002		0002			1002		02	
	0003		003			1003		03	

0600 - Abbreviated Dialing Options
0601 - Common Abbreviated Dialing Bins

Common Abbreviated Dialing (Program 0601)					Group Abbreviated Dialing (Program 0602)				
Tenant Group	Start Addr.	Length	Bin	Name and Entry (Program 0603)	Group Number	Start Addr.	Length	Bin	Name and Entry (Program 0603)

Conditions

Common and Group Abbreviated Dialing access a common group of 1990 bins. If you allocate all your bins for Common Abbreviated Dialing, you will have no bins left for Group Abbreviated Dialing and visa versa.

Feature Cross Reference

"Abbreviated Dialing"

Telephone Programming Instructions

To enter data for Program 0601 (Common Abbreviated Dialing Bins):

1. Enter the programming mode.
2. 0601 + HOLD

   `Tenant No?`
3. Enter the number of the Tenant Group (1-4) you want to program.
4. HOLD

   `Start:`
5. Enter the Tenant Group's Common Abbreviated Dialing bin start address (0000-1990).
6. HOLD

   `Length:`
7. Enter the number of Common Abbreviated Dialing bins the Tenant Group requires (0-1000, in multiples of 10).
8. HOLD

   `Tenant No?`

9. Repeat from step 3 to program another Tenant Group's Common Abbreviated Dialing bins.
   OR
   HOLD to exit.

   ```
   Sort Complete!
   ```

10. HOLD

0600 - Abbreviated Dialing Options
0602 - Group Abbreviated Dialing Bins

✔ Sorts Data	☐ Updates CEU	☐ Can be Copied

Description

124i ☞	Not available — 360 fixed bins available. Common bins are 000-199. Group bins are 200-359. Each of the eight groups assigned in 1023 has 20 group bins.

384i ☞	Available — 1990 Abbreviated Dialing bins available (0000-1990).

IN

Use **Program 0602 - Group Abbreviated Dialing Bins** to assign Group Abbreviated Dialing bins to the Abbreviated Dialing Groups set in Program 1023. The system has 1990 bins that you can allocate between Common and Group Abbreviated Dialing. Each bin can have a stored number up to 24 digits long. When programming Group Abbreviated Dialing bins, you must specify:

- The Tenant Group you want to program. Normally, all extensions within an Abbreviated Dialing Group are in the Same Tenant Group.
- The Abbreviated Dialing Group you want to program
- The start address (0000-1990) for each group's Group Abbreviated Dialing bins.
- The number of bins assigned to the Abbreviated Dialing Group (in multiples of 10).

Bin numbers are 00-99 or 000-999, depending on how many bins you assign to a starting address. Group Abbreviated Dialing bin numbers for each Abbreviated Dialing Group restart from 00 or 000. In addition, Common Abbreviated Dialing bin numbers for each Tenant Group restart from 00 or 000. Refer to Program 0601 for Common Abbreviated Dialing.

For example, to give Abbreviated Dialing Group 2 the second 100 bins, specify a starting address of 0100 and the number of bins as 100. This gives Abbreviated Dialing Group 2 bins 100-199. To have Abbreviated Dialing Groups share bins (for system-wide access), they should have the same start address. If Abbreviated Dialing Groups should have separate bins, specify different start addresses (e.g., 0200 for group 2, 0300 for group 4, etc.).

Group Abbreviated Dialing Example
For example, give Abbreviated Dialing Group 1 the third 100 bins and Abbreviated Dialing Group 2 the fourth 100 bins. For group 1, specify a starting address of 0200 and the number of bins as 100. For group 2, specify a starting address of 0300 and the number of bins also as 100. The bin numbers for each Abbreviated Dialing Group are 00-99. Since the start addresses are different, the groups cannot share the bins. For groups to share bins, they should have the same start address.

Refer to the chart on page 817 when allocating Abbreviated Dialing bins.

Conditions

Common and Group Abbreviated Dialing access a common group of 1990 bins. If you allocate all your bins for Common Abbreviated Dialing, you will have no bins left for Group Abbreviated Dialing and visa versa.

Feature Cross Reference

"Abbreviated Dialing"

Telephone Programming Instructions

To enter data for Program 0602 (Group Abbreviated Dialing Bins):

1. Enter the programming mode.
2. 0602 + HOLD

   ```
   Tenant No?
   ```

3. Enter the number of the Tenant Group (1-4) you want to program.
4. HOLD

   ```
   STG No?
   ```

5. For the Tenant Group selected, enter the number of the Abbreviated Dialing Group (1-32) you want to program.
6. HOLD

   ```
   Start:
   ```

7. Enter the Abbreviated Dialing Group's bin start address (0000-1990).
8. HOLD

   ```
   Length:
   ```

9. Enter the number of Group Abbreviated Dialing bins the Abbreviated Dialing Group requires (0-1000, in multiples of 10).
10. HOLD

    ```
    STG No?
    ```

11. Repeat from step 4 to program another Abbreviated Dialing Group's Abbreviated Dialing bins.
    OR
    HOLD to go to the *Tenant No?* prompt.

0600 - Abbreviated Dialing Options
0603 - Abbreviated Dialing Numbers and Names

☐ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞	Available — 360 fixed bins available. Common bins are 000-199. Group bins are 200-359. Each of the eight groups assigned in 1023 has 20 group bins.
-	Entering a Flash requires Base 2.13, EXCPRU 2.18 or higher.

384i ☞	Available — 1990 Abbreviated Dialing bins available (0000-1990).
-	Entering a flash requires system software 3.06.14 or higher.

SB

Use **Program 0603 - Abbreviated Dialing Numbers and Names** to enter the Common and Group Abbreviated Dialing numbers and names. Make the entries in this program according to address. For the addresses of your system's bins, refer to the chart on page 817 . The 384i has 200 bins numbered 0000-1990. The 124i has 360 bins numbered 000-359.

Use the following chart when programming Common and Group Abbreviated Dialing names. Press DND to toggle between upper and lower case letters.

Keys for Entering Names	
Use this key . . .	**When you want to . . .**
DSS1	Enter characters A-D. After selecting your entry, press check to have system accept it.
DSS2	Enter characters E-H. After selecting your entry, press check to have system accept it.
DSS3	Enter characters I-L. After selecting your entry, press check to have system accept it.
DSS4	Enter characters M-P. After selecting your entry, press check to have system accept it.
DSS5	Enter characters Q-T. After selecting your entry, press check to have system accept it.
DSS6	Enter characters U-Z. After selecting your entry, press check to have system accept it.
DSS7	Enter a hyphen (-). After selecting your entry, press check to have system accept it.
DSS8	Enter a blank space. After selecting your entry, press check to have system accept it.
DSS9	Enter extended ASCII characters. Press repeatedly to scroll through the list. After selecting your entry, press check to have system accept it.
DSS10	Enter punctuation marks. Press repeatedly to scroll through the list. After selecting your entry, press check to have system accept it.

Keys for Entering Names	
Use this key . . .	**When you want to . . .**
CHECK	Save text entry as part of name after you select it. You need to press CHECK after selecting characters from DSS keys 1-10. You don't need to press CHECK after dialing a dial pad digit (0-9, # or *).
CLEAR	Clear the text entry if you want to start over.
Dialpad digits 0-9, # and *.	Enter numbers, # and * as part of the name. You don't need to press CHECK after entering these characters.

Conditions
None

Feature Cross Reference

"Abbreviated Dialing"

Telephone Programming Instructions

To enter data for Program 0603 (Abbreviated Dialing Numbers and Names):

1. Enter the programming mode.
2. 0603 + HOLD
   `SPD No?`
3. Enter the Abbreviated Dialing bin address number (refer to the chart on page .817)
   `-`
   The previously programmed number displays, if any.
4. Dial the Abbreviated Dialing number (up to 24 digits, using 0-9, # and *).
   To enter a pause, press MIC. To enter a Flash, press FLASH.
5. HOLD
   `(number) -`
   The previously programmed name displays, if any.
6. Enter the Abbreviated Dialing bin name (up to 10 characters).
7. HOLD
   `Sort Complete!`
8. HOLD
   `SPD No?`
9. Return to step 3 to program additional numbers and names.
   OR
   HOLD to exit.

0600 - Abbreviated Dialing Options
0604 - Common Abbreviated Dialing Trunk Groups

☐ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞	Available — 200 Common Abbreviated Dialing bins and 16 Trunk Groups
384i ☞	Available — up to 1990 Common Abbreviated Dialing bins and 128 Trunk Groups.

SA

Use **Program 0604 - Common Abbreviated Dialing Trunk Groups** to specify the routing for Common Abbreviated Dialing numbers. To have Common Abbreviated Dialing bins route over ARS/Trunk Group Routing, enter 0. To have the bins route to a specific Trunk Group, enter the Trunk Group number (1-128 in 384i, 1-16 in 124i). When entering data, this option correlates Common Abbreviated Dialing bin ***Addresses*** to Trunk Groups. There are three things you can do to help determine the correct bin address:

- Look at the telephone display when programming Common Abbreviated Dialing numbers. The digits to the right of **ABB** characters on the first line are the bin address.
- Review the entries in Program 0603.
- Review the Common Abbreviated Dialing portion of the chart on page 817.

Note: If a user preselects a trunk, their preselection overrides the setting in this option.

Conditions

None

Feature Cross Reference

"Abbreviated Dialing"

Telephone Programming Instructions

To enter data for Program 0604 (Common Abbreviated Dialing Trunk Groups):

1. Enter the programming mode.
2. 0604 + HOLD

   `SPD No?`
3. Enter the address (0000-1990 in 384i, 000-199 in 124i) of the Common Abbreviated Dialing bin you want to program.
4. HOLD

   `TRK GROUP:2-`

   The previously programmed assignment displays.
5. Enter the Trunk Group Number (1-128) or 0 for ARS + HOLD.

   `SPD No?`
6. Repeat from step 3 to program another Abbreviated Dialing bin.

   OR

   Hold to exit.

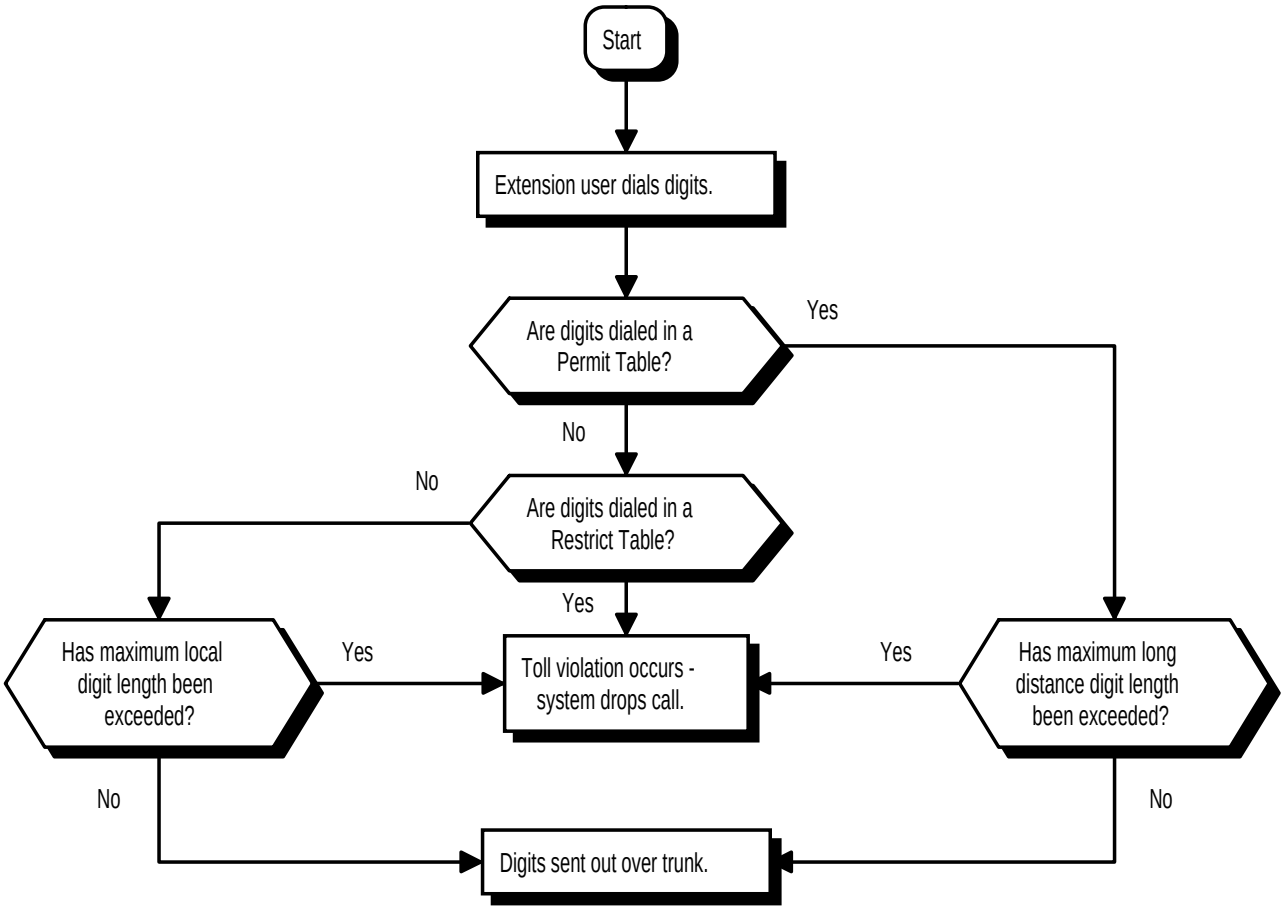
☐ Sorts Data ☐ Updates CEU ☐ Can be Copied

Description

124i ☞	Available — eight Toll Restriction classes.
384i ☞	Available — 15 Toll Restriction Classes in each of 4 Tenant Groups.

IN

Use **Program 0701 - Toll Restriction Class** to set the system's Toll Restriction. In 384i, each of the four tenants can have 15 Toll Restriction Classes, for a system maximum of 60. There are eight Toll Restriction classes in 124i. See the Toll Restriction Routing flowchart below for routing specifics. Refer to the chart on the following page for a description of each Toll Restriction option, its range and the Toll Restriction class 1 default setting.



0700- Toll Restriction
0701 - Toll Restriction Class

Toll Restriction Class			
Option	**Description**	**Range**	**Default** (Class 1)
Item 1	**International Call Restrict Table** This option assigns/unassigns the International Call Restrict Table for the Toll Restriction Class you are programming. The system uses this table for international call restriction. Enter International Call Restrict Table data in Program 0702 (Item 1).	0 (Unassigned) or 1 (Assigned)	0 (Unassigned)
Item 2	**International Call Permit Table** This option assigns/unassigns the International Call Permit Table for the Toll Restriction Class you are programming. The system uses this table for international call restriction. Enter International Call Permit Table data in Program 0702 (Item 2).	0 (Unassigned) or 1 (Assigned)	1 (Assigned)
Item 3	**Maximum Number of Digits for Local Call** This option enables/disables maximum number of digit restriction for local calls. If enabled, this option limits the number of digits that can comprise a local call according to Program 0702 (Item 3).	0 (Disabled) 1 (Enabled for Pgm 0702 - Item 3, Entry 1) 2 (Enabled for Pgm 0702 - Item 3, Entry 2) 3 (Enabled for Pgm 0702 - Item 3, Entry 3) 4 (Enabled for Pgm 0702 - Item 3, Entry 4)	1 (Enabled for PGM 0702 - Item 3, Entry 1)
Item 4	**Maximum Number of Digits for Non-Local Calls** This option enables/disables maximum number of digit restriction for non-local calls. If enabled, this option limits the number of digits that can comprise a non-local call according to Program 0702 (Item 4).	0 (Disabled) 1 (Enabled for Pgm 0702 - Item 4, Entry 1) 2 (Enabled for Pgm 0702 - Item 4, Entry 2) 3 (Enabled for Pgm 0702 - Item 4, Entry 3) 4 (Enabled for Pgm 0702 - Item 4, Entry 4)	1 (Enabled for Pgm 0702 - Item 4, Entry 1)
Item 5	**Common Permit Code Table** This option assigns/unassigns the Common Permit Code Table (Program 0702, Item 7) for the class you are programming. If assigned, Toll Restriction checks the table for the digits dialed. If the digits are in the table, the system allows the call.	0 (Not assigned) or 1 (Assigned)	1 (Assigned)
Item 6	**Common Restrict Table** This option assigns/unassigns the Common Restrict Table (Program 0702, Item 8) for the class you are programming. If assigned, Toll Restriction checks the table for the digits dialed. If the digits are in the table, the system restricts the call.	0 (Not assigned) or 1 (Assigned)	0 (Not assigned)

Toll Restriction Class			
Option	**Description**	**Range**	**Default** (Class 1)
Item 7	**Restriction for Common Abbreviated Dialing** Use this option to enable/disable Toll Restriction for Common Abbreviated Dialing numbers. If enabled, Common Abbreviated Dialing numbers have the same restrictions as manually dialed numbers.	0 (Disabled) or 1 (Enabled)	0 (Disabled)
Item 8	**Restriction for Group Abbreviated Dialing** Use this option to enable/disable Toll Restriction for Group Abbreviated Dialing numbers. If enabled, Group Abbreviated Dialing numbers have the same restrictions as manually dialed numbers.	(0) Disabled or (1) Enabled	0 (Disabled)
Item 9	**Intercom Call Restriction** Use this option to allow or prevent an extension with this class from dialing Intercom calls.	0 (Intercom calls allowed) 1 (Intercom calls prevented)	0 (Intercom calls allowed)
Item 10	**PBX Call Restriction** Use this option to set how the system Toll Restricts calls over PBX trunks. If you enable PBX Toll Restriction, the system begins Toll Restriction after the PBX access code. The user cannot dial a PBX extension. If you disable PBX Toll Restriction, the system only restricts calls that contain the PBX access code. The system does not restrict calls to PBX extensions. Refer to the PBX compatibility feature. Make sure Program 0702 Item 4 (Maximum Number of Digits in Non-Local Call) allows for PBX Toll Call Dialing (normally 12 digits).	0 (PBX Toll Restriction disabled) 1 (PBX Toll Restriction enabled)	0 (PBX Toll Restriction disabled)
Item 11	**Permit Code Table** This option assigns/unassigns the Permit Code Table for the Toll Restriction class you are programming. If assigned, you must specify which of the four Permit Code Tables you want the class to use.	0 (Unassigned) 1 (Use Program 0702 - Item 5, Table 1) 2 (Use Program 0702 - Item 5, Table 2) 3 (Use Program 0702 - Item 5, Table 3) 4 (Use Program 0702 - Item 5, Table 4)	0 (Unassigned)
Item 12	**Restrict Code Table** This option assigns/unassigns the Restrict Code Table for the Toll Restriction class you are programming. If assigned, you must specify which of the four Restrict Code Tables you want the class to use.	0 (Unassigned) 1 (Use Program 0702 - Item 6, Table 1) 2 (Use Program 0702 - Item 6, Table 2) 3 (Use Program 0702 - Item 6, Table 3) 4 (Use Program 0702 - Item 6, Table 4)	0 (Unassigned)

0700- Toll Restriction
0701 - Toll Restriction Class

Conditions
None

0701 Default Settings															
Item No.	Class of Service Number														
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
1	0	1	1	1	1	0	0	0	0	0	0	0	0	0	0
2	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
3	0	0	1	2	3	0	0	0	0	0	0	0	0	0	0
4	0	0	1	2	3	0	0	0	0	0	0	0	0	0	0
5	0	1	1	1	1	1	1	0	0	0	0	0	0	0	0
6	0	1	1	1	1	0	0	0	0	0	0	0	0	0	0
7	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
8	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
9	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
10	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0
11	0	0	1	2	3	0	0	0	0	0	0	0	0	0	0
12	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Note: Toll Restriction Classes 9-15 don't apply to 124i.															

Feature Cross Reference

"Toll Restriction"

Telephone Programming Instructions

To enter data for Program 0701 (Toll Restriction Class):

1. Enter the programming mode.
2. 0701 + HOLD

   `Tenant No?`
3. Enter the number of the Tenant Group (1-4) you want to program.
4. HOLD

   `Class No?`
5. Enter the number of the Toll Restriction Class (1-15 in 384i, 1-8 in 124i) within the specified Tenant Group you want to program.
6. HOLD

   `Item No?`
7. Enter the number of the item you want to program + HOLD

   Refer to the above chart when selecting an Item Number.
8. Enter data for the Item Number you selected + HOLD

   Refer to the above chart when entering an item's data.

   `Item No?`

9. Return to step 7 and select another Item Number.
   OR
   HOLD to return to the *Class No?* prompt.
   Press HOLD once more for the Tenant No? prompt; twice more to exit.

0700- Toll Restriction
0702 - Toll Restriction Tables

☐ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞ Available.	***384i*** ☞ Available.

IN

Use **Program 0702 - Toll Restriction Tables** to specify the Toll Restriction Tables, digit length restrictions and the PBX access code. Valid entries are 0-9, # and *. You can also use FLASH as a don't care (wild card) digit. Each Tenant Group can have a different set of entries for this program. Refer to the chart below for a description of each option, its range and default setting.

Toll Restriction Tables			
Option	**Description**	**Range**	**Default**
Item 1	**International Call Restrict Table** This option lets you program the Restrict Table for international calls. The system has one International Call Restrict Table. You can program up to 10 different entries in the table. Each entry can be up to four digits long, using 0-9, #, * and FLASH (as a wild card).	Entries 1-10 correspond to the 10 table entries. Each entry can have up to four digits.	No entries
Item 2	**International Call Permit Table** This option lets you program the Permit Table for international calls. The system has one International Call Restrict Table. You can program up to 10 different entries in the table. Each entry can be up to four digits long, using 0-9, #, * and FLASH (as a wild card).	Entries 1-20 correspond to the 10 table entries. Each entry can have up to six digits.	No entries
Item 3	**Maximum Number of Digits in Local Call** This option sets the maximum number of digits allowed in a local call. A system with Toll Restriction defines local calls as any call dialed that does not match an entry in the Permitted Code Table or the Common Permitted Code Table. You can have up to four different entries for this item - with a different number of digits in each entry.	Entries 1-4 correspond to the four different entries for this item. Range for each entry is 4-8.	All entries = 7
Item 4	**Maximum Number of Digits for Non-Local Calls** Use this option to set maximum allowable length of non-local calls. A non-local call is any call allowed by the Common Permit or Permit Code Tables. Users cannot place calls that exceed this setting, even if allowed in a Permit Table. You can have up to four different entries for this item - with a different number of digits in each entry.	Entries 1-4 correspond to the four different entries for this item. Range for each entry is 4-30.	All entries = 30

Toll Restriction Tables			
Option	**Description**	**Range**	**Default**
Item 5	**Permit Code Table** This option lets you program the Permit Code Tables. If the system has Toll Restriction enabled, users can dial numbers only if permitted by these tables and the Common Permit Table (Item 7). There are four Permit Code Tables, with up to 60 entries in each table. The system permits calls exactly as you enter the code. For example, to permit 1-203 calls you must enter 1203 into a Permit Table. Each Permitted Code Table entry can be up to 12 digits long, using 0-9, #, * and FLASH (as a wild card).	Four tables with up to 60 entries (12 digits max) in each table.	No entries
Item 6	**Restrict Code Table** This option lets you program the Restrict Code Tables. If the system has Toll Restriction enabled, users cannot dial numbers listed in these tables (unless also included in Items 5 and 7). There are four Restrict Code Tables, with up to 60 entries in each table. The system restricts calls exactly as you enter the code. For example, to restrict 1-900 calls you must enter 1900 into a Restrict Table. Each Restrict Code Table entry can be up to 12 digits long, using 0-9, #, * and FLASH (as a wild card).	Four tables with up to 60 entries (12 digits max) in each table.	No entries
Item 7	**Common Permit Code Table** This option lets you program the Common Permit Code Table. This table contains up to 10 codes you commonly allow users to dial (such as 1-800 and 911). Each code can be up to 4 digits long, using 0-9, #, * and FLASH (don't care).	Entries 1-10 correspond to the 10 table entries. Each entry can have up to four digits.	No entries
Item 8	**Common Restrict Table** This option lets you program the Common Restrict Code Table. This table contains up to 10 codes you commonly prevent users from dialing (such as 1976 and 1900). Each code can be up to 12 digits long, using 0-9, #, * and FLASH (don't care).	Entries 1-10 correspond to the 10 table entries. Each entry can have up to 12 digits.	No entries
Item 9	**PBX Access Code** Use this option to enter the PBX Access Code. When the system is behind a PBX, this is the code users dial to access a PBX trunk. Toll Restriction begins after the PBX access code. For PBX trunks (Program 0901 Items 7-10) the system only Toll Restricts calls that contain the access code. Always program this option when the system is behind a PBX, even if you don't want to use Toll Restriction. PBX Access Codes can be up to 2 digits, using 0-9, #, * and FLASH (don't care).	Entries 1-4 correspond to the 4 PBX Access Codes. Each code can have up to 2 digits.	No entries
Item 10	Not used		

0700- Toll Restriction
0702 - Toll Restriction Tables

Conditions
None

Feature Cross Reference

"Toll Restriction"

Telephone Programming Instructions

To enter data for Program 0702 (Toll Restriction) Items 1-4 and 7-9:

1. Enter the programming mode.
2. 0702 + HOLD

   `Tenant No?`
3. Enter the Tenant Number you want to program (1-4) + HOLD

   `Item No?`
4. Enter the number of the item you want to program (1-4, 7-9) + HOLD

   `Entry No?`
5. Select the entry you want to program + HOLD

   The table above explains the entries for each item.
6. Enter the data for the selected entry + HOLD

   The table above explains the data for each entry.

   `Entry No?`
7. Return to step 5 to program another entry for the selected item.
   OR
   HOLD to return to step 4.
   OR
   HOLD + HOLD to return to step 3
   OR
   HOLD + HOLD + HOLD to exit.

To enter data for Program 0702 (Toll Restriction) Items 5 and 6:

1. Enter the programming mode.
2. 0702 + HOLD

   `Tenant No?`
3. Enter the Tenant Number you want to program (1-4) + HOLD

   `Item No?`
4. Enter the number of the item you want to program (5 or 6) + HOLD

   `Table No?`
5. Enter the number of the table you want to program (1-4) + HOLD

   There are four Permit Code Tables and four Restrict Code Tables. Refer to the table above.

   `Entry No?`
6. Select the entry you want to program (1-60) + HOLD

   The table above explains the entries for each table.
7. Enter the data for the selected entry + HOLD

   The table above explains the data for each entry.

   `Entry No?`
8. Return to step 6 to select another table entry.
   OR
   HOLD to return to step 5
   OR

HOLD + HOLD to return to step 4
OR
HOLD + HOLD + HOLD to return to step 3
OR
HOLD four times to exit.

— For Your Notes —

☐ Sorts Data ☐ Updates CEU ☐ Can be Copied

Description

124i ☞	Available.
384i ☞	Available — five patterns for each of four Tenant Groups.

IN

Use **Program 0801 - Automatic Night Service Patterns** to set up the Automatic Night Service patterns. There are five different patterns. Each pattern lets you assign one of four different Night Service Modes (Day, Night, Midnight and Rest) to the time periods in a day. You can configure up to 10 different time periods in each day. Refer to the chart below for a description of each option, its range and default setting.

See the illustration on the following page for a typical Automatic Night Service pattern setup.

Automatic Night Service Patterns

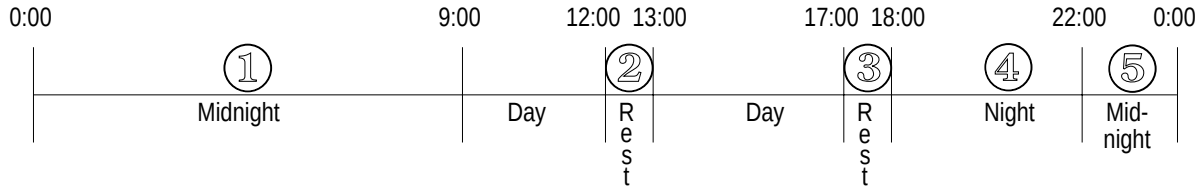
Option	Range	Default
Night Service Pattern Number Use this option to select the Night Service pattern you want to program. There are five Night Service patterns for each tenant.	1-5	None
Night Service Time Periods Use this option to set up the Automatic Night Service time periods. Each time period is a division of a day. For example, a pattern with just Day Mode and Night Mode would have two time periods. A pattern with Day Mode, Night Mode and Midnight Mode would have three time periods. Each pattern can have up to 10 time periods.	1-10	None
Time Period Start Hour Use this option to select the start hour for the time period you are programming. Always use a 24-hour clock (e.g., 13 = 1:00 PM).	0-23 (12:00 AM to 11:00 PM)	0 (12:00 AM)
Time Period Start Minute Use this option to select the start minute (0-59) for the time period your are programming	0-59	0
Time Period Stop Hour Use this option to select the stop hour for the time period you are programming. Always use a 24-hour clock (e.g., 13 = 1:00 PM).	0-23 (12:00 AM to 11:00 PM)	0 (12:00 AM)
Time Period Stop Minute Use this option to select the stop minute (0-59) for the time period you are programming.	0-59	0
Time Period Mode Use this option to select the Night Service mode of the time period you are programming. Using mode 0 deletes your time settings. However, the system assigns the Day Mode to all time periods not assigned to modes 1-3.	0 (Day Mode) 1 (Night Mode) 2 (Midnight Mode) 3 (Rest Mode)	0

Conditions

Time Period 1 should begin at 00:00 (midnight).

0800 - Night Service Options
0801 - Automatic Night Service Patterns

Typical Night Service Pattern Example			
Time Period	**Start**	**Stop**	**Mode**
1	00:00	9:00	2 (Midnight)
2	12:00	13:00	3 (Rest)
3	17:00	18:00	3 (Rest)
4	18:00	22:00	1 (Night)
5	22:00	00:00	2 (Midnight)



Feature Cross Reference

"Night Service"

Telephone Programming Instructions

To enter data for Program 0801 (Night Service Patterns):

Refer to the chart on the previous page for a description of each of the following options.

1. Enter the programming mode.
2. 0801 + HOLD

   `Tenant No?`
3. Enter the number of the Tenant Group (1-4) you want to program.
4. HOLD

   `Pattern No?`
5. Enter the number of the pattern (1-5) you want to program (1-5)
6. HOLD

   `Set No?`
7. Enter the Night Service Time Period (1-10) you want to program (1-10)
8. HOLD

   `Start(Hour)`
9. Enter the start hour (0-23) for the time period selected + HOLD

   `Start(Min.)`
10. Enter the start minute (0-59) for the time period selected + HOLD

    `End(Hour):`
11. Enter the stop hour (0-23) for the time period selected + HOLD

    `End(Min.):`
12. Enter the stop minute (0-59) for the time period selected + HOLD

    `Mode:`

13. Enter the Time Period Mode (0-3) for the time period selected.
    Modes are 0 (Day Mode), 1 (Night Mode), 2 (Midnight Mode) and 3 (Rest Mode).
14. HOLD

    ```
    Set No?
    ```

15. Return to step 7 and program another Night Service time period.
    OR
    HOLD to return to step 5 and enter another pattern number.
    OR
    HOLD + HOLD to return to step 3 and enter another Tenant Group number.
    OR
    HOLD + HOLD + HOLD to exit

0800 - Night Service Options
0802 - Weekly Night Service Switching

☐ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞	Available.

384i ☞	Available — with unique entries for each of the four Tenant Groups.

IN

Use **Program 0802 - Weekly Night Service Switching** to assign one of the five Automatic Night Service patterns you set in Program 0801 to each day of the week. You can make different assignments for each Tenant Group.

Conditions

None

Feature Cross Reference

"Night Service"

Telephone Programming Instructions

To enter data for Program 0802 (Weekly Night Service Switching):

1. Enter the programming mode.
2. 0802 + HOLD

   `Tenant No?`
3. Enter the number of the Tenant Group you want to program.
4. HOLD

   `Day No?`
5. Enter the number of the day you want to program + HOLD

   0 = Sunday
   1 = Monday
   2 = Tuesday
   3 = Wednesday
   4 = Thursday
   5 = Friday
   6 = Saturday

   `(day):`

   The current assigned day displays.
6. Assign one of the five Automatic Night Service patterns to the day of the week selected in the previous step.
7. HOLD

   `Day No?`
8. Return to step 5 and enter another day (0-6)

   OR

   HOLD to go back to step 3 and enter another Tenant Group (1-4).

   OR

   HOLD + HOLD to exit.

☐ Sorts Data ☐ Updates CEU ☐ Can be Copied

Description

124i ☞	Available.

384i ☞	Available — with unique entries for each of the four Tenant Groups.

IN

Use this **Program 0803 - Holiday Night Service Switching** to assign one of the five Automatic Night Service patterns to holidays. The settings in this program override the settings you make in Program 0802. You can make a different entry for each Tenant Group.

Conditions

None

Feature Cross Reference

"Night Service"

Telephone Programming Instructions

To enter data for Program 0803 (Holiday Night Service Switching):

1. Enter the programming mode.
2. 0803 + HOLD

   `Tenant No?`
3. Enter the number of the Tenant Group you want to program + HOLD

   `Month?`
4. Enter the month (1-12) of the holiday you are programming + HOLD

   `Day No?`
5. Enter the day of the month (1-31) for the holiday you are programming.
6. HOLD

   `Day_nn:n`
7. Enter the Night Service pattern number (1-5, 0 for no assignment) for the holiday you are programming.
8. HOLD

   `Day No?`
9. Return to step 5 to program another day for the month selected.
   OR
   HOLD to return to step 4 and program another month for the Tenant Group selected.
   OR
   HOLD + HOLD to return to step 3 and program another Tenant Group.
   OR
   HOLD + HOLD + HOLD to exit.

— For Your Notes —

☐ Sorts Data ☑ Updates CEU ☑ Can be Copied

Description

124i ☞	Available — 52 trunk ports.
-	Enhanced Answer Supervision in Item 24 requres Base 2.13 or EXCPRU 2.18. See page 844.
-	Enabling/disabling DTMF tones for outgoing calls (Item 29) requires Base 2.13, EXCPRU 2.18 or higher.

384i ☞	Available — 128 trunk ports. Item 24 requires system software 3.05.10. Items 14-17 entry 6 (T1 wink start ANI/DNIS) requires 384i system software 3.06.02.
-	Enhanced Answer Supervision in Item 24 requires system software 3.05.15. See page 844.
-	Enabling/disabling DTMF tones for outgoing calls (Item 29) is not available.

IN

Use **Program 0901 - Basic Trunk Port Setup (Part A)** to set the basic options for each trunk port. Refer to the chart below for a description of each option, its range and default setting. Refer also to Basic Trunk Port Setup (Part B) on page 870.

Basic Trunk Port Setup (Part A)			
Option	**Description**	**Range**	**Default**
Item 1	**Signaling Type (DP/DTMF)** This option sets the signaling type for the trunk.	0 (Dial Pulse, 10 PPS) 1 (Dial Pulse, 20 PPS) 2 (DTMF)	2 (DTMF)
Item 2	**Ring Detect Type** This option sets Extended Ring Detect or Immediate Ring Detect for the trunk. Refer to the graphic provided with Program 0114 Item 15 for more explanation.	0 (Delayed ringing) 1 (Immediate ringing)	1 (Immediate ringing)
Item 3	**CODEC Gain Type** Use this option to select the CODEC gain for the trunk. The option sets the amount of gain (signal amplification) for the trunk you are programming. There are five CODEC gain types (1-5). If necessary, you can change the preset values of the gain types in Program 0117.	1 (0 dB transmit and receive gain) 2 (-5 dB transmit and receive gain) 3 (-3 dB transmit and receive gain) 4 (+3 dB transmit and receive gain) 5 (+ 5 dB transmit and receive gain)	1 (0 dB transmit and receive gain)
Item 4	Not used		
Item 5	**Flash Type** This option to select the flash type (open loop or ground). Always set this option for open loop.	0 (Open loop flash) 1 (Ground flash)	0 (Open loop flash)
Item 6	**Flash For Timed Flash or Disconnect** This option lets you use Flash for Timed Flash (Program 0114 - Item 9) or Disconnect (Program 0114 - Item 10). (A user implements Flash by pressing the FLASH key while on a trunk call.)	0 (Timed Flash) 1 (Disconnect)	0 (Timed Flash)

0900 - Trunk Options
0901 - Basic Trunk Port Setup (Part A)

Basic Trunk Port Setup (Part A)			
Option	**Description**	**Range**	**Default**
Items 7-10	**Behind PBX** Use these items to indicate if the trunk is installed behind a PBX. There is one item for each of the Night Service Modes: Item 7 = Day Mode Item 8 = Night Mode Item 9 = Midnight Mode Item 10 = Rest Mode	0 = Stand alone 1 = Behind PBX 2 = Not used	0 (For items 7-10)
Item 11	**Dial Tone Detection for Directly Accessed Trunks** Use this option to enable/disable dial tone detection for directly accessed trunks. If disabled, the system outdials on the trunk without monitoring for dial tone. See Program 0116 - Items 11-32 for dial tone detection options).	0 (Dial tone detection disabled) 1 (Dial tone detection enabled)	0 (Dial tone detection disabled)
Item 12	**Pause After First Digit for Manually Dialed Calls** Use this option to enable/disable a pause before the system outdials a manually dialed call on the trunk. If enabled, the system will wait before outdialing the dialed digits. If disabled, the system outdials the digits as the user dials them. Set the pause interval in Program 0405, Item 13. If you have dial tone detection set in Program 0901, Item 11, the system will wait for dial tone before outdialing.	0 (No pause) 1 (Pause)	0 (No pause)
Item 13	**SMDR Print Out** Use this option to have the system include/exclude the trunk you are programming from the SMDR printout. See Program 0404 for SMDR printout options.	0 Print out 1 Do not print out	0 (Print out)
Items 14-17	**Trunk Service Type** Use this option to set the service type for the trunk you are programming. There is one item for each of the Night Service modes: Item 14 = Day Mode Item 15 = Night Mode Item 16 = Midnight Mode Item 17 = Rest Mode	0 (Normal) 1 (Trunk answered by VAU Automated Attendant) 2 (DISA - Direct Inward System Access) 3 (DID - Direct Inward Dial) 4 (DIL - Direct Inward Line) 5 (Tie line) 6 (T1 wink start ANI/DNIS) (requires 384i system software 3.06.02)	0 (for Items 14-17)
Item 18	**Outgoing Calls** Use this option to allow/prevent outgoing calls on the trunk you are programming.	0 (Outgoing calls prevented) 1 (Outgoing calls allowed)	1 (Outgoing calls allowed)

Basic Trunk Port Setup (Part A)			
Option	**Description**	**Range**	**Default**
Item 19	**Toll Restriction** Use this option to enable/disabled Toll Restriction for the trunk. If enabled, the trunk follows Program Series 0700 programming. If disabled, the trunk is a toll free line.	0 (Toll Restriction enabled) 1 (Toll Restriction disabled)	0 (Toll Restriction enabled)
Item 20	**Forced Release of Held Call** Use this option to enable/disable forced release for calls on Hold. If enabled, the system disconnects a call if it is on Hold longer than a programmed interval (Program 0405 - Timer 40). If disabled, forced disconnection does not occur. Program 0405 - Timer 22 also affects this option.	0 (Forced disconnect disabled) 1 (Forced disconnect enabled)	0 (Forced disconnect disabled)
Item 21	**Private Line** Not used.		
Item 22	**Data Line** Use this option to assign/unassign the trunk as a Data Line.	0 (Data Line disabled) 1 (Data Line enabled)	0 (Data Line disabled)
Item 23	**Unsupervised Conference Call CODEC Gain Type** Use this option to select the CODEC gain type used by the trunk when it is part of an Unsupervised Conference. Set the CODEC gains for Unsupervised Conference in Program 0131.	1-5 (From Program 0131)	2
Item 24	**Answer Detection Type** Use Answer Detection Type 0 to prevent a tie line from being placed on Hold. With type 1, the system may be able to place a tie line on Hold. Requires 384i system software 3.05.10. ***This option is enhanced in 124i Base 2.13, 2.18 EXCPRU 2.18 and 384i 3.05.15. Refer to the explanation that follows this table on page 844.***	0 (Type 0) 1 (Type 1)	1 (Type 1)
Item 25	**Tie Line Dial Tone (Immediate Start)** For immediate start tie lines, use this option to enable (1) or disable (0) dial tone transmission. If enabled, immediate start tie lines always send dial tone to the calling system when the call is set up. Refer to Program 2301 when setting up start signaling.	0 (Disabled) 1 (Enabled)	1 (Enabled - dial tone always send
Item 26	**Tie Line Dial Tone (Wink Start)** For wink start tie lines, use this option to enable (1) or disable (0) dial tone transmission. If enabled, wink start tie lines always send dial tone to the calling system when the call is set up. Refer to program 2301 when setting up start signaling.	0 (Disabled) 1 (Enabled)	1 (Enabled - dial tone always sent)
Item 27	**DID Signaling Type** For DID trunks, use this option to set the trunk's signaling type (Dial Pulse or DTMF).	0 (Dial Pulse) 1 (DTMF)	0 (Dial Pulse)
Item 28	Not used		

Basic Trunk Port Setup (Part A)			
Option	**Description**	**Range**	**Default**
Item 29	**DTMF Tones for Outgoing Calls** Use this option to enable (1) or disable (0) DTMF tones for outgoing trunk calls.	0 (Disabled) 1 (Enabled)	0 (Disabled)
Item 30	Not used		
Item 31	**Loop Disconnect Supervision** Use this option to enable (1) or disable (0) loop supervision for the trunk. This option is required for Call Forwarding Off-Premise and Tandem Trunking only.	0 (Disabled) 1 (Enabled)	0 (Disabled)

Enhanced Answer Supervision (Item 24)

Enhanced Answer Supervision improves the system's answer supervision capability for DID, DISA and tie trunks (analog ***and*** T1). These enhancements minimize the likelihood of one-way conversations and bypassing Toll Restriction when using trunk-to-trunk connections (e.g., Off Premise Call Forwarding and Tandem Trunking). With this enhanced capability, the system's DID, DISA and tie trunks can:

- Use the answer supervision signaling from the telco.
  OR
- Use an algorithm that does not rely on the telco's answer supervision signaling.

When 0901 - Basic Trunk Port Setup (Part A), Item 24: Answer Supervision Item 24 = 0 (Answer Supervision Available):

- **Manual Dialing** (DISA trunk or tie line to outbound trunk)
  – After the user seizes the outbound trunk and dials the destination phone number, the system sets up a one-way talk path so the caller doesn't hear the digits redialing.
  – The system sets up a two-way talk path only after receiving the answer supervision signal from the telco.
- **Call Forwarding Off Premise** (Inbound DID, DISA or tie trunk forward off-premise)
  – The system sets up a two-way talk path only after receiving the answer supervision signal from the telco.
  – The system sends answer supervision back through to the DID trunk.
  – With a VAU installed, the system sends answer supervision after the reroute message.

When 0901 - Basic Trunk Port Setup (Part A), Item 24: Answer Supervision Item 24 = 1 (Answer Supervision Not Available - Analog Trunks)

- **Manual Dialing (DISA trunk or tie line to outbound trunk)**
  – When incoming caller seizes the outbound trunk, the system sets up a one-way path so the caller doesn't hear the digits redialing.
  – After caller dials the first digit, the system tears down the talk path (both sides)
  – After interdigit time-out, the system outdials all the digits the caller dialed and sets up the normal two-way talk path.
- **Call Forwarding Off Premise** (Inbound DID, DISA or tie trunk forward off-premise)
  – As soon as the incoming caller seizes an outbound trunk, the system sets up a one-way path so the caller doesn't hear digits dialing out and supervisory tones.
  – After dialing completes, the system sets up the normal two-way talk path.
  – The system sends answer supervision back though the DID trunk.
  – With a VAU installed, the system sends answer supervision after the reroute message.

Conditions

None

Feature Cross Reference

Refer to the chart above.

Telephone Programming Instructions

To enter data for Program 0901 (Basic Trunk Port Setup [Part A]):

1. Enter the programming mode.
2. 0901 + HOLD

   ```
   TRK No?
   ```

3. Enter the number of the trunk (1-52 or 1-128) you want to program + HOLD.

   ```
   Item No?
   ```

4. Enter the number of the item you want to program + HOLD

   Refer to the above chart for information on each item.

5. Enter data for the item selected + HOLD

   Refer to the above chart for information on each item's data.

   ```
   Item No?
   ```

6. Return to step 4 and enter another item number.
   OR
   HOLD to return to step 3 and select another trunk.
   OR
   HOLD + HOLD to exit.

0900 - Trunk Options
0902 - Trunk Ring Tone Range

☐ **Sorts Data** ☐ **Updates CEU** ☑ **Can be Copied**

Description

124i ☞ Available — 52 trunk ports.	***384i*** ☞ Available — 128 trunk ports.

IN

Use **Program 0902 - Trunk Ring Tone Range** to select the ring tone range for the trunk. The trunk uses a ring tone within the range selected when it rings an extension. There are four ring tones available (see the Trunk Ring Tone Range entries in Table 1-7). Customize the Trunk Ring Tones in Program 0111. Also see Program 1001 Item 2 to select the tone (pitch) within the range selected.

Conditions

None

Feature Cross Reference

"Selectable Ring Tones"

Telephone Programming Instructions

To enter data for Program 0902 (Trunk Ring Tone Range):

1. Enter the programming mode.
2. 0902 + HOLD

   `TRK No?`
3. Enter the number of the trunk (1-52 or 1-128) you want to program + HOLD.

   `TRK_nnn:`
4. Enter the digit for the trunk's ring tone range (0-3) + HOLD

   0 = range 1, 1 = range 2, 2 = range 3, 3 = range 4

   `Trk No?`
5. Return to step 3 and select another trunk.

   OR

   HOLD to exit.

☐ Sorts Data ☐ Updates CEU ☐ Can be Copied

Description

124i ☞ Available — 52 trunk ports.	***384i*** ☞ Available — 128 trunk ports.

IN

Use **Program 0903 - Trunk Names** to set the names for trunks. The trunk name displays at display keysets for incoming and outgoing calls.

Use the following chart when programming names (up to 10 digits). Press DND to toggle between upper and lower case letters.

Keys for Entering Names	
Use this key . . .	**When you want to . . .**
DSS1	Enter characters A-D. After selecting your entry, press check to have system accept it.
DSS2	Enter characters E-H. After selecting your entry, press check to have system accept it.
DSS3	Enter characters I-L. After selecting your entry, press check to have system accept it.
DSS4	Enter characters M-P. After selecting your entry, press check to have system accept it.
DSS5	Enter characters Q-T. After selecting your entry, press check to have system accept it.
DSS6	Enter characters U-Z. After selecting your entry, press check to have system accept it.
DSS7	Enter a hyphen (-). After selecting your entry, press check to have system accept it.
DSS8	Enter a blank space. After selecting your entry, press check to have system accept it.
DSS9	Enter extended ASCII characters. Press repeatedly to scroll through the list. After selecting your entry, press check to have system accept it.
DSS10	Enter punctuation marks. Press repeatedly to scroll through the list. After selecting your entry, press check to have system accept it.
CHECK	Save text entry as part of name after you select it. You need to press CHECK after selecting characters from DSS keys 1-10. You don't need to press CHECK after dialing a dial pad digit (0-9, # or *).
CLEAR	Clear the text entry if you want to start over.
Dialpad digits 0-9, # and *.	Enter numbers, # and * as part of the name. You don't need to press CHECK after entering these characters.

Conditions

None

0900 - Trunk Options
0903 - Trunk Names

Feature Cross Reference

"Name Storing"

Telephone Programming Instructions

To enter data for Program 0903 (Trunk Names):

1. Enter the programming mode.
2. 0903 + HOLD

   TRK No?
3. Enter the number of the trunk you want to program (1-52 or 1-128) + HOLD

   LINE nnn -

   The previously programmed name displays.
4. Enter the trunk's name.

   Refer to the chart on the previous page when entering names.
5. HOLD

   TRK No?
6. Repeat from step 3 to select another trunk.

   OR

   HOLD to exit.

✔ **Sorts Data** ☐ **Updates CEU** ✔ **Can be Copied**

Description

124i ☞ Not available.	***384i*** ☞ Available — four Tenant Groups.

IN Use **Program 0904 - Trunk Tenant** to assign trunks (1-128) to Tenant Groups (1-4) in 384i.

Conditions

None

Feature Cross Reference

"Tenant Service"

Telephone Programming Instructions

To enter data for Program 0904 (Trunk Tenant):

1. Enter the programming mode.
2. 0904 + HOLD

   `TRK NO?`
3. Enter the number of the trunk you want to program + HOLD

   `TRK_nnn:`
4. Enter the number of the Tenant Group you want assigned to the trunk.
5. HOLD

   `TRK No?`
6. Repeat from step 3 to program another trunk

   OR

   HOLD to exit.

0900 - Trunk Options
0905 - Trunk Groups

☑ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞	Available — 52 trunk ports in 16 Trunk Groups.
384i ☞	Available — 128 trunk ports in 128 Trunk Groups.

IN

Use **Program 0905 - Trunk Groups** to assign trunks to Trunk Groups. You can also assign the outbound priority for trunks within the group. When users dial up the trunk group, they seize the trunks in the order you specify in the outbound priority entry.

Conditions

None

Feature Cross Reference

"Trunk Groups"

Telephone Programming Instructions

To enter data for Program 0905 (Trunk Groups):

1. Enter the programming mode.
2. 0905 + HOLD

   ```
   TRK No?
   ```

3. Enter the number of the trunk you want to program (1-52 or 1-128) + HOLD

   ```
   TRG No:
   ```

4. Enter the number of the Trunk Group to which you want to assign the trunk (1-16 or 1-128).

   ```
   Order No:
   ```

5. Enter the outbound priority number for the trunk (1-52 or 1-128) + HOLD

   ```
   TRK No?
   ```

6. Repeat from step 3 to program another trunk.

   OR

   Press HOLD to exit.

   You see the following message as the system sorts the data you entered.

   ```
   Sorting...
   ```

   You see the following message when the sort completes

   ```
   Sort Complete
   ```

☐ Sorts Data ☐ Updates CEU ☐ Can be Copied

Description

124i ☞	Available — 16 trunk groups and 36 routes.

384i ☞	Available — 128 trunk groups and 64 routes.

IN

Use **Program 0906 - Trunk Group Routing (Dial 9)** to set up an outbound routing table for the trunk groups you assigned in Program 0905. When users dial 9, the system routes their calls in the order (priority) you specify. For example, if a user dials 9 and all calls in the first group are busy, the system may route the call to another group. Trunk Access Map programming (Programs 0911 and 0912) may limit this option.

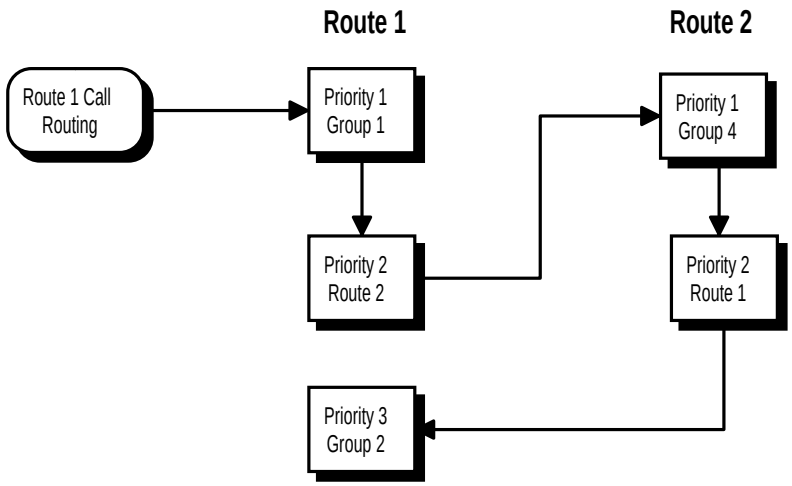
When programming Trunk Group Routing, route numbers can be any of the following:

- 0 (not set)
- In 384i, 1-128 (trunk groups 1-128)
  In 124i, 1-16 (trunk groups 1-16)
- In 384i, route numbers 1-64 (entered as 1001-1064)
  In 124i, route numbers 1-36 (entered as 1001-1036)

The following chart shows a simple Trunk Group Routing example:

Trunk Group Routing Example	
Route 1	**Route 2**
Priority 1 = Group 1 (1)	Priority 1 = Group 4 (4)
Priority 2 = Group 2 (2)	Priority 2 = Route 1 (1001)
Priority 3 = Route 2 (1002)	

When a user assigned to route 1 dials 9, their call routes as follows:
Group 1 ⇨ Group 2 ⇨ Group 4 (from route 2) ⇨ Group 1 (from route 1)



0900 - Trunk Options
0906 - Trunk Group Routing (Dial 9)

Conditions

The system also uses this program for Ringing Line Preference (for trunk calls). Refer to Program 1015.

Feature Cross Reference

"Trunk Group Routing"

Telephone Programming Instructions

To enter data for Program 0906 (Trunk Group Routing):

1. Enter the programming mode.
2. 0906 + HOLD

   ```
   Route No?
   ```

3. Enter the number of the route you want to program (1-64 in 384i, 1-36 in 124i).
4. HOLD

   ```
   Order No?
   ```

5. For the group or route you assign in the next step, enter the priority number (1-4) + HOLD

   The system uses routes with priority 1 first; priority 4 last.

   ```
   Order_nn:
   ```

6. Enter the trunk or route to have the priority selected in the previous step.
7. HOLD

   ```
   Order No?
   ```

8. Repeat from step 5 to enter another priority.

   OR

   HOLD to repeat from step 3.

   OR

   HOLD + HOLD to exit.

☐ Sorts Data ☐ Updates CEU ☑ Can be Copied

Description

124i ☞	Available — 96 extensions/virtual extensions and 36 routes.
384i ☞	Available — 384 extensions/virtual extensions and 64 routes.

IN

Use **Program 0907 - Trunk Group Routing for Extension**s to assign Program 0906 routes to extensions. You can have a different route for each Night Service mode:

DAY = Day Mode
NIGHT = Night Mode
MID = Midnight Mode
REST = Rest Mode

Conditions

None

Feature Cross Reference

"Trunk Group Routing"

Telephone Programming Instructions

To enter data for Program 0907 (Trunk Group Routing for Extensions):

1. Enter the programming mode.
2. 0907 + HOLD

   `Port No?`
3. Enter the port/virtual port number (1-384 in 384i, 1-96 in 124i) for the extension you want to program.
4. HOLD

   `Route(DAY):`
5. Assign the Program 0906 route for the Day Mode (1-64 in 384i, 1-32 in 124i, 0 = no route assigned).
6. HOLD

   `Route(NIT):`
7. Assign the Program 0906 route for the Night Mode (1-64 in 384i, 1-32 in 124i, 0 = no route assigned).
8. HOLD

   `Route(MID):`
9. Assign the Program 0906 route for the Midnight Mode (1-64 in 384i, 1-32 in 124i, 0 = no route assigned).
10. HOLD

    `Route(REST):`
11. Assign the Program 0906 route for the Rest Mode (1-64 in 384i, 1-32 in 124i, 0 = no route assigned).

    `Port No?`
12. Repeat from step 3 to program another extension port.
    OR
    HOLD to exit.

0900 - Trunk Options
0908 - Trunk Group Routing for DCI Ports

☐ **Sorts Data** ☐ **Updates CEU** ☑ **Can be Copied**

Description

124i ☞	Available — 72 DCI ports and 36 routes.
384i ☞	Available — 288 DCI ports and 64 routes.

IN

Use **Program 0908 - Trunk Group Routing for DCI Ports** to assign Program 0906 routes to DCI software ports. You can have a different route for each Night Service mode:

DAY = Day Mode
NIGHT = Night Mode
MID = Midnight Mode
REST = Rest Mode

Conditions

None

Feature Cross Reference

"Data Communications Interface (DCI)"

Telephone Programming Instructions

To enter data for Program 0908 (Trunk Group Routing for DCI Ports):

1. Enter the programming mode.
2. 0908 + HOLD

   `Port No?`
3. Enter the software port number (1-72 in 124i, 1-288 in 384i) for the DCI you want to program.

   Refer to the Data Communications Interface feature for more information on DCI software ports.
4. HOLD

   `Route(DAY):`
5. Assign the Program 0906 route for the Day Mode (1-36 in 124i, 1-64 in 384i, 0 = no route assigned).
6. HOLD

   `Route(NIT):`
7. Assign the Program 0906 route for the Night Mode (1-36 in 124i, 1-64 in 384, 0 = no route assigned).
8. HOLD

   `Route(MID):`
9. Assign the Program 0906 route for the Midnight Mode (1-36 in 124i, 1-64 in 384i, 0 = no route assigned).
10. HOLD

    `Route(REST):`
11. Assign the Program 0906 route for the Rest Mode (1-36 in 124i, 1-64 in 384i, 0 = no route assigned).

    `Port No?`
12. Repeat from step 3 to program another extension port.

    OR

    HOLD to exit.

☐ Sorts Data ☐ Updates CEU ☐ Can be Copied

Description

124i ☞	Available — 96 extensions/virtual extensions and 16 Ring Groups.
384i ☞	Available — 384 extensions/virtual extensions and 128 Ring Groups.

IN

Use **Program 0909 - Extension Ring Group Assignment** to assign extensions to Ring Groups. Calls ring extensions according to Ring Group programming. The 384i system allows 128 Ring Groups. The 124i system allows 16 Ring Groups. Use Program 0910 to assign trunks to Ring Groups.

Conditions

None

Feature Cross Reference

"Ring Groups"

Telephone Programming Instructions

To enter data for 0900 (Extension Ring Group Assignment):

1. Enter the programming mode.
2. 0909 + HOLD

   `IRG No?`
3. Enter the number of the Ring Group you want to program (1-128 in 384i, 1-16 in 124i) + HOLD

   `STA PORT No?`
4. Enter the port number of the extension you want to assign to the Ring Group selected in the previous step.

   In 384i, extension port numbers are 1-256. Virtual extension port numbers are 257-384.

   In 124i, extension port numbers are 1-72. Virtual extension port numbers are 73-96.
5. HOLD

   `STA PORT_nnn:`
6. For the extension port selected in the previous step, assign ringing for the Ring Group's trunks.

   Enter 1 to have trunks ring. Enter 0 to have trunks not ring (just flash line keys).
7. HOLD

   `STA PORT No?`
8. Repeat from step 4 to program another extension port for the Ring Group selected.

   OR

   HOLD to repeat from step 3 and select another Ring Group.

   OR

   HOLD + HOLD to exit.

0900 - Trunk Options
0910 - Incoming Trunk Ring Group Assignment

☐ **Sorts Data** ☐ **Updates CEU** ☑ **Can be Copied**

Description

124i ☞	Available — 52 trunk ports and 16 Ring Groups.

384i ☞	Available — 128 trunk ports and 128 Ring Groups.

IN

Use **Program 1910 - Incoming Trunk Ring Group Assignment** to assign trunks to Ring Groups. The 384i system has 128 Ring Groups. The 124i system has 16 Ring Groups. A trunk can be in only one Ring Group at a time. There are four assignments for each trunk - one for each Night Service mode:

DAY = Day Mode
NIGHT = Night Mode
MID = Midnight Mode
REST = Rest Mode

Use Program 0909 to assign extensions to Ring Groups.

Conditions

None

Feature Cross Reference

"Ring Groups"

Telephone Programming Instructions

To enter data for Program 0910 (Trunk Ring Group Assignment):

1. Enter the programming mode.
2. 0910 + HOLD

   `TRK No?`
3. Enter the number of the trunk (1-128 in 384i, 1-52 in 124i) you want to program.
4. HOLD

   `Target(DAY):`
5. For the Day Mode, assign the trunk selected in step 3 to a Ring Group (1-128 in 384i, 1-16 in 124i).
6. HOLD

   `Target(NIT):`
7. For the Night Mode, assign the trunk selected in step 3 to a Ring Group.
8. HOLD

   `Target(MID):`
9. For the Midnight Mode, assign the trunk selected in step 3 to a Ring Group.
10. HOLD

    `Target(REST):`
11. For the Rest Mode, assign the trunk selected in step 3 to a Ring Group.

    `TRK No?`
12. Repeat from step 3 to program another trunk.

    OR

    HOLD to exit.

☐ Sorts Data ☐ Updates CEU ☐ Can be Copied

Description

124i ☞ Available — 52 Access Maps.

384i ☞ Available — 128 Access Maps.

IN

Use **Program 0911 - Trunk Access Map Setup** to set up the Trunk Access Maps. This sets an extension's access options for trunks. For example, an extension can only place outgoing calls on trunks to which it has outgoing access. In 384i. there are 128 different Access Maps, with all 128 trunks in each map. In 124i, there are 52 Access Maps with all 52 trunks in each map. An extension can use one of the maps you set up in this program. Use Program 0912 to assign Trunk Access Maps to extensions.

Each trunk can have one of eight access options for each Access Map:

Access Map Options		
Phone Programming	**PC Programming**	**Option**
0	0	No access
1	T	Outgoing access only
2	R	Incoming access only
3	H	Access only when trunk on Hold
4	-	Outgoing access and access when trunk on Hold
5	-	Incoming access and access when trunk on Hold
6	-	Incoming and outgoing access
7	1	Incoming access, outgoing access and access when trunk on Hold

Conditions

None

Feature Cross Reference

"Central Office Calls, Answering"
"Central Office Calls, Placing"

Telephone Programming Instructions

To enter data for Program 0911 (Trunk Access Map Setup):

1. Enter the programming mode.
2. 0911 + HOLD

   `TAM No?`
3. Enter the number of the Trunk Access Map you want to program (1-128 in 384i, 1-52 in 124i).
4. HOLD

   `TRK No?`
5. For the Access Map selected, enter the number of the trunk you want to program (1-52 or 1-128).
6. HOLD

```
TRK_nnn:
```

7. Enter the Access Map option (0-7) for the trunk selected + HOLD

```
TRK No?
```

8. Repeat from step 5 to program another trunk for the Access Map Selected.
   OR
   HOLD to repeat from step 3 and program another Access Map.
   OR
   HOLD + HOLD to exit.

☐ Sorts Data ☐ Updates CEU ☑ Can be Copied

Description

124i ☞	Available — 52 Access Maps and 72 extensions.

384i ☞	Available — 128 Access Maps and 256 extensions.

IN

Use **Program 0912 - Extension Access Map Assignment** to assign Trunk Access Maps to extensions. Each extension can have four Access Map assignments — one for each Night Service Mode:

DAY = Day Mode
NIT = Night Mode
MID = Midnight Mode
REST = Rest Mode

Conditions

None

Feature Cross Reference

"Central Office Calls, Answering"
"Central Office Calls, Placing"

Telephone Programming Instructions

To enter data for Program 0912 (Extension Access Map Assignment):

1. Enter the programming mode.
2. 0912 + HOLD

   `KST No?`
3. Enter the port number (1-256 in 384i, 1-72 in 124i) of the extension you want to program + HOLD

   `ACS(DAY):`
4. For the Day Mode, assign an Access Map (1-128 in 384i, 1-52 in 124i) to the extension selected in step 3.
5. HOLD

   `ACS(NIT):`
6. For the Night Mode, assign an Access Map (1-128 in 384i, 1-52 in 124i) to the extension selected in step 3.
7. HOLD

   `ACS(MID):`
8. For the Midnight Mode, assign an Access Map (1-128 in 384i, 1-52 in 124i) to the extension selected in step 3.
9. HOLD

   `ACS(REST):`
10. For the Rest Mode, assign an Access Map (1-128 in 384i, 1-52 in 124i) to the extension selected in step 3.
11. HOLD

    `KST No?`
12. Repeat from step 2 to select another extension port (1-256 in 384i, 1-72 in 124i) to program.
    OR
    HOLD to exit.

0900 - Trunk Options
0913 -

Sorts Data	Updates CEU	Can be Copied

Description

124i ☞ Not available.	***384i*** ☞ Not available.

This program is currently not used.

☐ Sorts Data ☐ Updates CEU ☑ Can be Copied

Description

124i ☞	Available — 6 ACI software ports and 52 trunks.

384i ☞	Available — 192 ACI software ports and 128 trunks.

IN

Use **Program 0914 - Setting the Music on Hold Source** to select a trunk's Music on Hold source. The source can be:

Option	
1-192 (384i) 1-6 (124i)	A customer-provided source connected to one of the 192 ACI software ports
254	Internal synthesized MOH
255	A customer-provided source connected to the CPRU MOH terminals

Conditions

None

Feature Cross Reference

"Music on Hold"

Telephone Programming Instructions

To enter data for Program 0914 (Setting the Music on Hold Source):

1. Enter the programming mode.
2. 0914 + HOLD

   `TRK No?`
3. Enter the number of the trunk (1-128 in 384i, 1-52 in 124i) for which you want to set the MOH source.
4. HOLD

   `TRK_nnn:`
5. Enter the MOH option + HOLD

   The options are ACI software ports (1-192 in 384i, 1-6 in 124i), 254 (Internal) and 255 (External from CPRU terminals).

   `TRK No?`
6. Repeat from step 3 to assign the MOH source for another trunk.

   OR

   HOLD to exit.

0900 - Trunk Options
0915 - Incoming ISDN (3.1 Khz Audio) Ring Group

☐ **Sorts Data** ☐ **Updates CEU** ☑ **Can be Copied**

Description

124i ☞ Not available.	***384i*** ☞ Available.

IN Refer to the ISDN PRI Manual (P/N 92000PRI**) or BRI Manual (P/N 92000BRI**).

☐ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞ Not available.	***384i*** ☞ Available.

IN Refer to the ISDN PRI Manual (P/N 92000PRI**) or BRI Manual (P/N 92000BRI**).

0900 - Trunk Options
0917 - DIL Assignment

☐ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞	Available — 52 trunks, 96 extensions/virtual extensions and eight Department Groups.

384i ☞	Available — 128 trunks, 384 extensions/virtual extensions and 32 Department Groups. DIL to Department Groups requires system software 3.04 or higher.

IN

Use **Program 0917 - DIL Assignment** to assign DILs to extensions and Department Calling Groups. A DIL rings an extension directly, without any other Access Map or Ring Group programming. If an extension has a line key, the DIL rings the line key. If the extension does not have a line key, the DIL rings one of the CALL keys. Use Program 0901 (Items 14-17 to designate a trunk as a DIL). You can make four DIL assignments, one for each Night Service mode:

DAY = Day Mode
NIT = Night Mode
MID = Midnight Mode
REST = Rest Mode

In 384i, DIL destinations are extensions 1-256, virtual extensions 257-384 and Department Groups 1-32 (by entering 385-417).

In 124i, DIL destinations are extensions 1-72, virtual extensions 73-96 and Department Groups 1-8 (by entering 97-104).

Conditions

None

Feature Cross Reference

"Direct Inward Line (DIL)"

Telephone Programming Instructions

To enter data for Program 0917 (DIL Assignment):

1. Enter the programming mode.
2. 0917 + HOLD

   `TRK No?`
3. Enter the number of the trunk (1-128 in 384i, 1-52 in 124i) you want to program as a DIL.
4. HOLD

   `Target(DAY):`
5. For the trunk selected in step 3, enter the DIL Day Mode destination.

   In 384i, extensions are 1-256, virtual extensions are 257-384 and Department Groups 1-32 are 385-417.

   In 124i, extensions are 1-72, virtual extensions are 73-96 and Department Groups 1-8 are 97-104.
6. HOLD

   `Target(NIT):`
7. For the trunk selected in step 3, enter the DIL Night Mode destination.
8. HOLD

   `Target(MID):`
9. For the trunk selected in step 3, enter the DIL Midnight Mode destination.
10. HOLD

```
Target(REST):
```

11. For the trunk selected in step 3, enter the DIL Rest Mode destination.
12. HOLD

```
TRK No?
```

13. Repeat from step 3 to program another DIL.
    OR
    HOLD to exit.

0900 - Trunk Options
0918 - Data Line Assignment

☐ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞	Available — 52 trunks and eight DCI Groups.

384i ☞	Available — 128 trunks and 32 DCI Groups.

IN

Use **Program 0918 - Data Line Assignment** to assign a Data Line to a DCI Group. This allows an available DCI within the group to answer an incoming data call on the Data Line. Designate a trunk as a Data Line in Program 0901 Item 22. Assign a DCI software port to a DCI group in Program 1204. You can make four assignments per Data Line, one for each Night Service mode:

DAY = Day Mode
NIT = Night Mode
MID = Midnight Mode
REST = Rest Mode

This option is currently not implemented.

Conditions

None

Feature Cross Reference

"Data Communication Interface (DCI)"

Telephone Programming Instructions

To enter data for Program 0918 (Data Line Assignment):

1. Enter the programming mode.
2. 0918 + HOLD

   `TRK No?`
3. Enter the number of the trunk (Data Line) you want to program (1-128 in 384i, 1-52 in 124i) + HOLD

   `Target(DAY):`
4. For the Data Line selected in step 3, enter the destination DCI group for Day Mode calls.

   DCI groups are 1-32 in 384i and 1-8 in 124i. Enter 0 for no assignment.
5. HOLD

   `Target(NIT):`
6. For the Data Line selected in step 3, enter the destination DCI group for Night Mode calls + HOLD

   `Target(MID):`
7. For the Data Line selected in step 3, enter the destination DCI group for Midnight Mode calls + HOLD

   `Target(REST):`
8. For the Data Line selected in step 3, enter the destination DCI group for Rest Mode calls + HOLD

   `TRK No?`
9. Repeat from step 3 to program another trunk.

   OR

   HOLD to exit.

☐ Sorts Data ☐ Updates CEU ☐ Can be Copied

Description

124i ☞	Available — 52 trunks and 16 Ring Groups.
-	Voice Mail as destination requires Base 1.2R or higher and all versions of EXCPRU.
-	VAU Automated Attendant as destination requires Base 4.02 and EXCPRU 4.02 or higher.

384i ☞	Available — 128 trunks and 128 Ring Groups.
-	Voice Mail as destination requires system software 3.05.15 or higher.
-	VAU Automated Attendant as destination requires system software 3.07.10 or higher.

IN

For DIL Delayed Ringing, use **Program 0919 - DIL No Answer Destination** to assign the DIL No Answer Ring Group. An unanswered DIL rings this group after the DIL No Answer Time (Program 0405 Item 62). DIL Delayed Ringing can also reroute outside calls ringing a Ring Group.

You make four assignments, one for each Night Service mode:
DAY = Day Mode
NIT = Night Mode
MID = Midnight Mode
REST = Rest Mode

Conditions

None

Feature Cross Reference

"Direct Inward Line (DIL)"

Telephone Programming Instructions

To enter data for Program 0919 (DIL No Answer Destination):

1. Enter the programming mode.
2. 0919 + HOLD

   `TRK No?`
3. Enter the number of the DIL trunk (1-128 in 384i or 1-52 in 124i) you want to program + HOLD

   `Target(DAY):`
4. For the DIL trunk selected in step 3, enter the DIL No Answer Destination Ring Group for Day Mode calls.

   Ring Groups are 1-128 in 384i; 1-16 in 124i. (In 384i, enter 127 for overflow to the VAU Automated Attendant or 128 for overflow to Voice Mail.)
5. HOLD

   `Target(NIT):`
6. For the DIL trunk selected in step 3, enter the DIL No Answer destination Ring Group for Night Mode calls.
7. HOLD

   `Target(MID):`
8. For the DIL trunk selected in step 3, enter the DIL No Answer destination Ring Group for Midnight Mode calls.

   `Target (REST):`
9. For the DIL trunk selected in step 3, enter the DIL No Answer destination Ring Group for Rest Mode calls.

   `TRK No?`

10. Repeat from step 3 to program another DIL trunk.
    OR
    HOLD to exit

☐ Sorts Data ☐ Updates CEU ☐ Can be Copied

Description

124i ☞ Available — 52 trunks.	***384i*** ☞ Available — 128 trunks.

IN

Use **Program 0920 - ACI Call Recording (Per Trunk)** to assign the ACI Call Recording destination on a per trunk basis. The destination can be an ACI port's extension number (assigned in Program 0504 or an ACI Department Group pilot number (assigned in Program 0508). In addition, make sure A=1 and S=0. When using this option, also make sure that the entry for Program 1020 is cleared.

Conditions

Press CLEAR to erase an entry. Do not enter 000.

Feature Cross Reference

"Analog Communications Interface (ACI)"

Telephone Programming Instructions

To enter data for Program 0920 (ACI Call Recording [Per Trunk]):

1. Enter the programming mode.
2. 0920 + HOLD

   `TRK No?`
3. Enter the number of trunk you want to program (1-72 in 124i, 1-128 in 384i) + HOLD

   `ICM No:nnn`

   The previously programmed value displays.

   *To clear an entry, press the CLEAR key. **Do not** enter 000.*
4. Enter the ACI Department Group pilot number or the ACI extension number that you want to be the recording destination +HOLD

   `Auto:n`

   The previously programmed value displays.
5. Enter 1 + HOLD

   `SAVE:n`

   The previously programmed value displays.
6. Enter 0 + HOLD

   `TRK No?`
7. Repeat from step 3 and enter another trunk.

   OR

   HOLD to exit.

0900 - Trunk Options
0921 - Basic Trunk Port Setup (Part B)

☐ **Sorts Data** ☑ **Updates CEU** ☑ **Can be Copied**

Description

124i ☞	Available — 52 trunks.
-	Item 3 (Outgoing Trunk Rotary on No Dial Tone) requires Base 4.02 or higher and EXCPRU 4.02 or higher.
-	Item 4 (Account Code) requires Base 4.02 or higher and EXCPRU 4.02 or higher.

384i ☞	Available — 128 trunks.
-	Item 3 (Next Trunk in Rotary if No Dial Tone) requires system software 3.07.10 or higher.
-	Item 4 (Account Code) requires system software 3.07.10 or higher.

IN

Use **Program 0921 - Basic Trunk Port Setup (Part B)** to set additional basic options for each trunk port. Refer to the chart below for a description of each option, its range and default setting. Refer also to Program 0901 - Basic Trunk Port Setup (Part A) on page 841.

Basic Trunk Port Setup (Part B)

Option	Description	Range	Default
Item 1	Not used		
Item 2	**Caller ID Disable** Enable/disable a trunk's ability to receive Caller ID name/number information.	0 (Receive Caller ID disabled) 1 (Receive Caller ID enabled)	0 (Receive Caller ID disabled)
3	**Next Trunk in Rotary if No Dial Tone** Use this option to enable/disable the system's ability to skip over a trunk if dial tone is not detected. This option pertains to calls placed using Loop Keys, Speed Dial, ARS, Last Number Redial or Save Number Dialed. It does not pertain to line key or Direct Trunk Access calls.	0 (Disabled) 1 (Enabled)	0 (Disabled)
4	**Account Code** Enable/disable Forced Account Codes for each trunk.	0 (Disabled) 1 (Enabled)	0 (Forced Account Codes disabled)
Items 5-16	Not used		

Conditions

None

Feature Cross Reference

Refer to the chart above.

Telephone Programming Instructions

To enter data for Program 0921 (Basic Trunk Port Setup [Part B]):

1. Enter the programming mode.
2. 0921 + HOLD

```
TRK No?
```

3. Enter the number of the trunk (1-128 in 384i, 1-52 in 124i) you want to program + HOLD

```
Item No?
```

4. Enter the number of the item you want to program + HOLD

```
Item_nn:
```

The previously programmed value displays. Refer to the chart above for information on each item.

5. Enter data for the item selected + HOLD

```
Item No?
```

6. Repeat from step 4 to program another trunk.
   OR
   HOLD and repeat from step 3 to select another trunk
   OR
   HOLD + HOLD to exit

0900 - Trunk Options
0922 - Alternate Trunk Route for Extensions

☐ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞	Available — 96 extensions/virtual extensions and 36 routes.
384i ☞	Available — 384 extensions/virtual extensions and 64 routes.

IN

Use **Program 0922 - Alternate Trunk Route for Extensions** to designate the trunk route accessed when a user dials the Alternate Trunk Route Access Code. Refer to Program 0518 - Alternate Trunk Access Code when setting up alternate trunk codes. Turn to Program 0906 - Trunk Group Routing (Dial 9) to set up the trunk routes. When entering data for this option, enter the route number (1-64 in 384i or 1-16 in 124i) or 0 to prevent routing.

You make four assignments, one for each Night Service mode:
- DAY = Day Mode
- NIT = Night Mode
- MID = Midnight Mode
- REST = Rest Mode

Conditions
None

Feature Cross Reference
"Central Office Calls, Placing"

Telephone Programming Instructions

To enter data for Program 0922 (Alternate Trunk Route for Extensions):

1. Enter the programming mode.
2. 0922 + HOLD
3. Enter the port/virtual port number (1-384 in 384i, 1-96 in 124i) for the extension you want to program.
4. HOLD
   `Route(DAY):`
5. Assign the Program 0906 route for the Day Mode (1-64 in 384i, 1-32 in 124i, 0 = no route assigned).
6. HOLD
   `Route(NIT):`
7. Assign the Program 0906 route for the Night Mode (1-64 in 384i, 1-32 in 124i, 0 = no route assigned).
8. HOLD
   `Route(MID):`
9. Assign the Program 0906 route for the Midnight Mode (1-64 in 384i, 1-32 in 124i, 0 = no route assigned).
10. HOLD
    `Route(REST):`
11. Assign the Program 0906 route for the Rest Mode (1-64 in 384i, 1-32 in 124i, 0 = no route assigned).
    `Port No?`
12. Repeat from step 3 to program another extension port.
    OR
    HOLD to exit.

☐ Sorts Data ☐ Updates CEU ☐ Can be Copied

Description

124i ☞	Available — 72 DCI software ports and 36 routes.
384i ☞	Available — 288 DCI software ports and 64 routes.

IN

Use **Program 0923 - Alternate Trunk Route for DCI Ports** to designate the trunk route accessed when a DCI dials the Alternate Trunk Route Access Code. Refer to Program 0518 - Alternate Trunk Access Code when setting up alternate trunk codes. Turn to Program 0906 - Trunk Group Routing (Dial 9) to set up the trunk routes. When entering data for this option, enter the route number (1-64 in 384i or 1-16 in 124i) or 0 to prevent routing.

You make four assignments, one for each Night Service mode:
DAY = Day Mode
NIT = Night Mode
MID = Midnight Mode
REST = Rest Mode

Conditions

None

Feature Cross Reference

"Data Communications Interface (DCI)"

Telephone Programming Instructions

To enter data for Program 0923 (Alternate Trunk Route for DCI Ports):

1. Enter the programming mode.
2. 0923 + HOLD
3. Enter the DCI software port (1-288 in 384i, 1-72 in 124i) for the DCI you want to program.
4. HOLD
   `Route(DAY):`
5. Assign the Program 0906 route for the Day Mode (1-64 in 384i, 1-32 in 124i, 0 = no route assigned).
6. HOLD
   `Route(NIT):`
7. Assign the Program 0906 route for the Night Mode (1-64 in 384i, 1-32 in 124i, 0 = no route assigned).
8. HOLD
   `Route(MID):`
9. Assign the Program 0906 route for the Midnight Mode (1-64 in 384i, 1-32 in 124i, 0 = no route assigned).
10. HOLD
    `Route(REST):`
11. Assign the Program 0906 route for the Rest Mode (1-64 in 384i, 1-32 in 124i, 0 = no route assigned).
    `Port No?`
12. Repeat from step 3 to program another DCI software port.
    OR
    HOLD to exit.

0900 - Trunk Options
0924 - ANI/DNIS Service Option Number Assignment

☐ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞	Currently not implemented.
384i ☞	Available — requires system software 3.06.02 and higher.

IN

Use **Program 0924 - ANI/DNIS Service Option Number Assignment** to assign a Service Option Number (1-15) to a trunk. Set up the ANI/DNIS Service Options in 2404 - ANI/DNIS Service Options. In 0901 Items 14-17, assign Trunk Service Type 6 to all ANI/DNIS trunks. (ANI/DNIS trunks must be immediate start or wink start T1 trunks with E&M signaling.)

For each trunk, you make four assignments (one for each Night Service mode):
- DAY = Day Mode
- NIT = Night Mode
- MID = Midnight Mode
- REST = Rest Mode

Conditions
None

Feature Cross Reference
"ANI/DNIS Compatibility"

Telephone Programming Instructions

To enter data for Program 0924 (ANI/DNIS Service Option Number Assignment):

1. Enter the programming mode.
2. 0924 + HOLD
   `TRK No?`
3. Enter the number of the ANI/DNIS trunk (1-128) you want to program + HOLD
   `Class (DAY):`
4. For the ANI/DNIS trunk selected in step 3, enter the ANI/DNIS Service Option Number (1-15) for the day mode.
5. HOLD
   `Class (NIT):`
6. For the ANI/DNIS trunk selected in step 3, enter the ANI/DNIS Service Option Number (1-15) for the night mode.
7. HOLD
   `Class (MID):`
8. For the ANI/DNIS trunk selected in step 3, enter the ANI/DNIS Service Option Number (1-15) for the midnight mode.
   `Class (REST):`
9. For the ANI/DNIS trunk selected in step 3, enter the ANI/DNIS Service Option Number (1-15) for the rest mode.
   `TRK No?`
10. Repeat from step 3 to program another trunk.
    OR
    HOLD to exit

☐ Sorts Data ☑ Updates CEU ☑ Can be Copied

Description

124i ☞ Available — 72 extension ports. | *384i* ☞ Available — 256 extension ports.

IN

Use **Program 1001 - Basic Extension Port Setup (Part A)** to set the basic options of each extension port. Also see Program 1008 for Basic Extension Port Setup (Part B) of page 893. Refer to the following chart for a description of each option, its range and default setting.

Basic Extension Port Setup Options - Part A			
Option	**Description**	**Range**	**Default**
The following items are for keysets only.			
Item 1	Not used		
Item 2	**Trunk Ring Tone (Pitch)** Use this option to set the tone (pitch) of the incoming trunk ring for the extension port you are programming. Also see Program 0902.	1 (High) 2 (Mid range) 3 (Low)	2 (Mid range)
Item 3	**Extension Ring Tone (Pitch)** Use this option to set the tone (pitch) of the incoming extension call ring for the extension port you are programming. Also see program 1018.	1 (High) 2 (Mid range) 3 (Low)	2 (Mid range)
The following items are for 500/2500 type single line sets only			
Item 1	**Telephone Signaling Type** Use this option to tell the system the type of dialing the connected telephone uses. This option is also valid for 2-OPX Modules (circuit type 9).	0 (Dial Pulse) 1 (DTMF)	1 (DTMF)
Item 2	Not used		
Item 3	**Loop current**	Not used	
Item 4	**CODEC Gain Type** Use this option to select the CODEC gain for the extension. This options sets the amount of gain (signal amplification) for the extension you are programming. There are five CODEC gain types (1-5), set in Program 0118.	1-5 (See Program 0118)	1
Item 5	**Terminal Type** Enter 1 for this option to allow a single line port to receive DTMF tones after the initial call setup. Enter 0 to have the port ignore DTMF tones after the initial call setup. For Voice Mail, always enter 1 (e.g., receive DTMF tones).	0 (Ignores DTMF tones after initial call setup) 1 (Receives DTMF tones after initial call setup)	0 (Normal)
Item 6	**Incoming Ring for 500/2500 Sets** Use this option to set the ring cycle for the 500/2500 type extension you are programming. This option works with Program 1008 Item 4 to determine ringing. See the Single Line Ring Options chart below.	0 or 1 (See Single Line Ring Options chart below)	1

Single Line Ring Options				
When you use these settings . . .		**Calls ring like this . . .**		
Program 1001 Item 6	**Program 1008 Item 4**	**Transferred Trunk Call**	**Ring Group Calls and DILs**	**Intercom Call**
0	0	Long ring followed by short pause	2 short rings followed by a pause	1 second on followed by 1 second off
1	0	1 second on followed by 1 second off	1 second on followed by 1 second off	1 second on followed by 1 second off
0	1	Continuous ringing	Continuous ringing	Continuous ringing
1	1	1 second on followed by 1 second off	Continuous ringing	Continuous ringing
0	2	Long ring followed by short pause	Short ring followed by long pause	Short ring followed by long pause
1	2	1 second on followed by 1 second off	Short ring followed by long pause	Short ring followed by long pause

Conditions
None

Feature Cross Reference

Refer to the chart above.

Telephone Programming Instructions

To enter data for Program 1001 (Basic Extension Port Setup, Part A):

1. Enter the programming mode.
2. 1001 + HOLD

   `STA PORT No?`
3. Enter the number of the extension port (1-256 in 384i, 1-72 in 124i) you want to program + HOLD

   `KST Item`
4. Enter the number of the Item you want to program + HOLD

   Refer to the chart above for the Item number that corresponds to each option.

   `Item_n:`
5. Enter the data for the Item selected in the previous step + HOLD

   Refer to the chart above when entering an Item's data.

   `KST Item?`
6. Repeat from step 4 to select another item.

   OR

   HOLD to repeat from step 3 and program another extension port.

OR
HOLD + HOLD to exit.

1000 - Extension Options
1002 - Extension Tenant

✔ Sorts Data	☐ Updates CEU	✔ Can be Copied

Description

124i ☞ Not available.	***384i*** ☞ Available — four Tenant Groups.

IN

Use **Program 1002 - Extension Tenant** to assign an extension to a Tenant Group. The system allows up to four Tenant Groups (1-4).

Conditions

None

Feature Cross Reference

"Tenant Service"

Telephone Programming Instructions

To enter data for Program 1002 (Extension Tenant):

1. Enter the programming mode.
2. 1002 + HOLD

   `STA PORT No?`
3. Enter the number of the extension port you want to program + HOLD

   Extension ports are 1-256. Virtual Extension ports are 257-384.

   `STA PORT_nnn:`
4. For the extension port selected, enter that port's Tenant Group (1-4) + HOLD

   `STA PORT No?`
5. Repeat from step 3 to program another extension port.

   OR

   HOLD to exit.

✔ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞	Available — eight extension groups and 96 extensions/virtual extensions.

384i ☞	Available — 32 extension groups and 384 extensions/virtual extensions.

IN

Use **Program 1003 - Extension (Department) Groups** to set the Extension Groups. The system uses these groups for Department Calling. Assign pilot numbers to Extension Groups you set up in Program 0506. This lets system users place calls to the departments. Also use this program to set the priority of each extension within each Extension Group. When a call comes into the group, it may ring the extensions in order of their priority. The 384i system allows up to 32 extension groups. The 124i system allows up to eight extension groups.

Conditions

An extension can only be in one Extension Group. In addition, extensions in the same Extension Group should also be in the same Tenant Group.

Feature Cross Reference

"Department Calling"

Telephone Programming Instructions

To enter data for Program 1003 (Extension[Department] Groups):

1. Enter the programming mode.
2. 1003 + HOLD

   `STA PORT No?`
3. Enter the number of the extension port you want to program + HOLD

   In 384i, extension ports are 1-256. Virtual extension ports are 257-384.

   In 124i, extension ports are 1-72. Virtual extension ports are 73-96.

   `STG No:`
4. For the extension port selected in step 3, enter the Extension Group number.
5. HOLD

   `Order No:`
6. Enter the extension port's priority + HOLD.

   Refer to Priority Routing under the Department Calling feature for information on the priority option.

   `STA PORT No?`
7. Repeat from step 3 to program another extension port.

   OR

   HOLD to exit.

1000 - Extension Options
1004 - Toll Restriction Class

☐ **Sorts Data** ☐ **Updates CEU** ☑ **Can be Copied**

Description

124i ☞	Available — eight Toll Restriction classes and 72 extensions

384i ☞	Available — 15 Toll Restriction classes in each Tenant Group and 256 extensions.

IN

Use **Program 1004 - Toll Restriction Class** to assign a Toll Restriction class to an extension. The 384i system has 15 Toll Restriction classes in each Tenant Group. The 124i system as eight Toll Restriction classes. For an extension, you make one entry for each Night Service mode and one for the Power Failure mode:

DAY = Day Mode
NIT = Night Mode
MID = Midnight Mode
REST = Rest Mode
BACKUP = Power Failure Mode

Use Program 0700 to program Toll Restriction.

Conditions

None

Feature Cross Reference

"Toll Restriction"

Telephone Programming Instructions

To enter data for Program 1004 (Toll Restriction Class):

1. Enter the programming mode.
2. 1004 + HOLD

   STA PORT No?
3. Enter the number of the extension port you want to program + HOLD.

   In 384i, extension ports are 1-256. In 124i, extension ports are 1-72.

   CLS(DAY)
4. For the extension port selected in the previous step, enter the Toll Restriction class for the Day Mode.

   The 384i has 15 Toll Restriction classes; 124i has eight.
5. HOLD

   CLS(NIT)
6. For the extension port selected in the previous step, enter the Toll Restriction class for the Night Mode.
7. HOLD

   CLS(MID)
8. For the extension port selected in the previous step, enter the Toll Restriction class for the Midnight Mode.
9. HOLD

   CLS(REST)
10. For the extension port selected in the previous step, enter the Toll Restriction class for the Rest Mode.
11. HOLD

    CLS(BACKUP)
12. For the extension port selected in the previous step, enter the Toll Restriction class for the Power Failure Mode.

13. HOLD

```
STA PORT No?
```

14. Repeat from step 3 to program another extension port.
    OR
    HOLD to exit.

1000 - Extension Options
1005 - Class of Service

☐ **Sorts Data** ☐ **Updates CEU** ☑ **Can be Copied**

Description

124i ☞	Available — 10 Classes of Service and 96 extension/virtual extension ports.

384i ☞	Available — 15 Classes of Service in each Tenant Group and 384 extension/virtual extension ports.

IN

Use **Program 1005 - Class of Service** to assign a Class of Service to an extension. The 384i system has 15 Classes of Service in each Tenant Group. The 124i system has 10 Classes of Service. To specify the options in each Class of Service, refer to Programs 0406 and 0419. You make four entries for Program 1005, one for each Night Service Mode:

DAY = Day Mode
NIT = Night Mode
MID = Midnight Mode
REST = Rest Mode

Conditions

None

Feature Cross Reference

"Class of Service"

Telephone Programming Instructions

To enter data for Program 1005 (Class of Service):

1. Enter the programming mode.
2. 1005 + HOLD

   `STA PORT No?`
3. Enter the number of the extension port you want to program + HOLD.

   In 384i, extension ports are 1-256. Virtual extension ports are 257-384.

   In 124i, extension ports are 1-72. Virtual extension ports are 73-96.

   `CLS(DAY)`
4. For the extension port selected in the previous step, enter the Class of Service for the Day Mode.

   The 384i has 15 Classes of Service; the 124i has 10.
5. HOLD

   `CLS(NIT)`
6. For the extension port selected in the previous step, enter the Class of Service for the Night Mode.
7. HOLD

   `CLS(MID)`
8. For the extension port selected in the previous step, enter the Class of Service for the Midnight Mode.
9. HOLD

   `CLS(REST)`
10. For the extension port selected in the previous step, enter the Class of Service for the Rest Mode.
11. HOLD

    `STA PORT No?`
12. Repeat from step 3 to program another extension port.

    OR

    HOLD to exit.

☐ Sorts Data ☐ Updates CEU ☑ Can be Copied

Description

124i ☞ Available — 72 extensions.	***384i*** ☞ Available — 256 extensions.

IN

Use **Program 1006 - Programming Function Keys** (Part A) to set the functions of an extension's Programmable Function Keys. For certain functions, you can append data to the key's basic function. For example, the function 1009 appended by data 1 makes a Group Call Pickup key for Pickup Group 1. You can also program Function Keys using Service Code 851.

The following chart shows the available Programmable Function Key codes, indexed by feature. The additional information required (if any) follows the key code.

Table 1-4, Function Key Codes by Feature

To program a key, press CALL, dial 851, press the key and enter the code (e.g., 1057 for Voice Over).

For this feature...	Use this key...	When you are...	Key Lamp Status	Also see Srvc Code
Abbreviated Dialing	**Code:** 1037 **Operation:** Press key + bin + Line or CALL	Dialing a stored Common Abbreviated Dialing number	None	#2 + bin
	Code: 1038 **Operation:** Press key + bin + Line or CALL key	Dialing a stored Group Abbreviated Dialing number	None	#4 + bin
Account Code	**Code:** 1054 **Operation:** Press key + Dial Account Code	Entering an Account Code	None	*
Automatic Call Distribution (ACD) (Refer to the Automatic Call Distribution (ACD) Manual, P/N 92000ACD**).	**Code:** 1046 **Operation:** Press key to log in Press key + 1 to log out or 0 to cancel	**Basic Operation** Logging in or out of an ACD Group	On red when logged in Off when logged out	*5
	Code: 1047 **Operation:** Press key	**Call Recording** Not used	-	-
	Code: 1048 **Operation:** Press key	**Emergency Call** Placing or receiving an Emergency Call	On while calling your supervisor or after being answered by your supervisor Flashing fast at the supervisor while ringing	-
	Code: 1049 **Operation:** Press key	**Rest Mode** Enabling/disabling Rest Mode	On red when Rest Mode enabled Off when Rest Mode disabled	-

Table 1-4, Function Key Codes by Feature

To program a key, press CALL, dial 851, press the key and enter the code (e.g., 1057 for Voice Over).

For this feature...	Use this key...	When you are...	Key Lamp Status	Also see Srvc Code
Automatic Call Distribution (ACD) (Cont'd) (Refer to the Automatic Call Distribution (ACD) Manual, P/N 92000ACD**).	**Code:** 1050 **Operation:** Press key	**Out of Service** Taking an ACD Group out of Service (for Group Supervisors only), or Taking all ACD Groups out of service (for System Supervisors only)	-	-
	Code: 1051 **Operation:** Press key	**Terminal Speech Monitor** Not used	-	-
	Code: 1052 **Operation:** Press key	**Supervisor Split** Not used	-	-
	Code: 1053 **Operation:** Press key	**Work Time** Enabling/disabling Work Time	On when Work Time enabled, Flashing (while on a call) if Auto Work Time enabled Off when Work Time disabled	-
	Code: 1058 + destination extension **Operation:** Press key	**Agent Status on DSS Key** Checking an ACD Agent's status	Off when idle. On when busy. Double wink on when making an Emergency Call. Wink off when logged off or not installed. Double wink on when logged on.	-
	Code: 1079 **Operation:** Press key	**Queue Status Check** Not used	-	-
Barge In	**Code:** 1019 **Operation:** Press key	Barging In on a co-worker's conversation	None	-
Call Forwarding	**Code:** 1080 **Operation:** Press key	Call Forwarding to extension or Voice Mail	None	*2
Call Forwarding, Off-Premise	**Code:** 1081 **Operation:** Press key	Setting up Call Forwarding Off-Premise, Selectable Display Messaging, VAU Park and Page and VAU Personal Greeting	None	*4
Call Forwarding / Do Not Disturb Override	**Code:** 1022 **Operation:** Call extension + Press key	Overriding an extension's Call Forwarding or Do Not Disturb	None	-

Table 1-4, Function Key Codes by Feature				
To program a key, press CALL, dial 851, press the key and enter the code (e.g., 1057 for Voice Over).				
For this feature...	**Use this key...**	**When you are...**	**Key Lamp Status**	**Also see Srvc Code**
Callback / Camp On / Trunk Queuing	**Code:** 1020 **Operation:** Call busy extension or access busy trunk + Press key	Leaving a Callback request at a busy extension, Camping On to a busy extension, or Queuing for a busy trunk	On red when activated	2
Caller ID	**Code:** 1073 **Operation:** Press key + 2 (**C**hange), 3 (**D**elete) or 6 (**N**ew)	Changing, deleting or adding new numbers to the Caller ID Table	None	146
Central Office Calls	**Code:** Trunk number (0001-0128) or 0000 to undefine **Operation:** Press key	Pressing a line key to place or answer a trunk call (where trunks are 0001-0128)	On green when seized, on red when in use (by other party), Slow Flash green when ringing, Hold flash when on Hold	#9
Conference	**Code:** 1016 **Operation:** Set up call + Press key + set up call to add + Press key twice	Setting up a Conference or a Meet Me Conference	On red during setup	#1
Conference, Voice Call	**Code:** 1017 **Operation:** Set up trunk call + Press key	Setting up a Voice Call Conference	None	-
Data Communications	**Code:** 1029 **Operation:** Press key + ext or outside number	Placing a data call	On red when call set up	-
	Code: 1045 **Operation:** Press key + terminal dial	Using your PC for Telemarketing Dial	None	-
Department Calling	**Code**: 1074 **Operation**: Press key	Logging in or logging out of your Department Calling Group	On when removed, Off when installed	150
Department Step Calling	**Code:** 1021 **Operation:** Dial busy ext + Press key	Step Calling through a Department Group for an idle member	None	#
Directory Dialing ***(384i 3.06.02 or higher)***	**Code:** 1082 **Operation:** Do not lift handset + Press key	Using Directory Dialing	None	3 (On hook)

Table 1-4, Function Key Codes by Feature

To program a key, press CALL, dial 851, press the key and enter the code (e.g., 1057 for Voice Over).

For this feature...	Use this key...	When you are...	Key Lamp Status	Also see Srvc Code
Group Call Pickup	**Code:** 1007 **Operation:** CALL + Press key	Answering a call ringing another phone in your Pickup Group	None	*#
	Code: 1008 **Operation:** CALL + Press key	Answering a call ringing a phone in another Pickup Group - if you don't know the group number	None	869
	Code: 1009 + Pickup Group (1-9 or 01-32) **Operation:** CALL + Press key + Pkup Group	Answering a call ringing a phone in a specific Pickup Group	None	868
Hotline	**Code:** 1058 + dest. ext **Operation:** Press key	Placing a call to your Hotline partner	Full BLF (red) for covered ext.	-
Headset Operation	**Code:** 1028 **Operation:** Press key	Enabling or disabling Headset Operation	On red when activated	834
Hold	**Code:** 1043 **Operation:** Place or answer call + Press key	Putting a call on System Hold (if your phone's Hold key is reassigned)	None	-
	Code: 1044 **Operation:** Place or answer call + Press key	Putting a call on Exclusive Hold	None	-
Loop Keys	**Code:** 1078 + 0 (Incoming), 1 (Outgoing) or 2 (Both Ways) + 000 (All trunk groups incoming or ARS outgoing) or Trunk group (001-128). **Operation:** Press key	Placing or answering a trunk call	Flashing red when ringing, On green when in use	-
Meet Me Conference (Also see Conference) Meet Me Paging	**Code:** 1010 **Operation:** Press key	Joining a Meet Me Conference or Meet Me Page	None	863
Memo Dial	**Code:** 1015 **Operation:** Store: While on call, Press key + number to store Use: Press key + CALL or line Erase: CALL + Press key	Storing, using or checking a Memo Dial number	None	-
Message Waiting	**Code:** 1023 **Operation:** Call extension + Press key	Answering a Message Waiting	None	*0

Table 1-4, Function Key Codes by Feature

To program a key, press CALL, dial 851, press the key and enter the code (e.g., 1057 for Voice Over).

For this feature...	Use this key...	When you are...	Key Lamp Status	Also see Srvc Code
Microphone Cutoff	**Code:** 1026 **Operation:** Set up call + Press key	Using Microphone Cutoff	On red when activated	-
Multiple Directory Numbers	**Code:** 1036 + ext. **Operation:** Press key	Placing or answering a call to your virtual (phantom) extension	Slow Flash red when ringing, On red when busy	-
Night Service	**Code:** 1039 + pswd (0000) **Operation:** Press key	Activating the Day Mode	On red when activated	818 + pswd (0000) + 0
	Code: 1040 + pswd (0000) **Operation:** Press key	Activating the Night Mode	On red when activated	818 + pswd (0000) + 1
	Code: 1041 + pswd (0000) **Operation:** Press key	Activating the Midnight Mode	On red when activated	818 + pswd (0000) + 2
	Code: 1042 + pswd (0000) **Operation:** Press key	Activating the Rest Mode	On red when activated	818 + pswd (0000) + 3
Off Hook Signaling	**Code:** 1018 **Operation:** At busy, press key	Signaling a busy extension	None	7
One-Touch Serial Operation	**Code:** 1034 **Operation:** Store: 852 + One-Touch Key + sequence + Press key Use: Press key + One-Touch Key	Storing, using or clearing a One-Touch Serial Operation	None	852
Paging, External	**Code:** 1004 + zone (1-8) **Operation:** Press key	Making an external zone page	On red when activated	803 + zone
	Code: 1005 **Operation:** Press key	Making an external All Call page	On red when activated	803 + 0
Paging, Internal	**Code:** 1006 + zone (1-9 or 01-32) **Operation:** Press key	Broadcasting to an Internal Paging Zone	On red when activated	801 + zone
	Code: 1076 **Operation:** Press key	Broadcasting to all Internal Paging zones	On red when activated	801 + 0 or 00
Park	**Code:** 1033 + orbit (1-8 or 01-32) **Operation:** Press key	Placing a call into or retrieving a call from a Park Orbit	Fast Flash when orbit is busy (green at originator, red at others)	#6 (Park) *6 (pickup)

Table 1-4, Function Key Codes by Feature

To program a key, press CALL, dial 851, press the key and enter the code (e.g., 1057 for Voice Over).

For this feature...	Use this key...	When you are...	Key Lamp Status	Also see Srvc Code
Repeat Redial	**Code:** 1075 **Operation:** Press key	Activating Repeat Redial while on a call	Fast Flash while system waits to redial	-
Reverse Voice Over	**Code:** 1056 + dest. ext. **Operation:** Press and hold key	Initiating Reverse Voice Over	Full BLF red	-
Room Monitor	**Code:** 1025 **Operation:** Press key at destination and source	Activating Room Monitor	Dest. Fast Flash red, Source Hold Flash red	-
Save Number Dialed	**Code:** 1014 **Operation:** Save: Place call + Press key Redial: Line or CALL + Press key	Saving, redialing or checking a saved number	None	-
Secretary Call (Buzzer)	**Code:** 1031 + sec. ext **Operation:** Press key	Calling your secretary (using the buzzer)	On red at source Fast Flash red at destination	-
Secretary Call Pickup	**Code:** 1032 + boss ext **Operation:** Press key	A secretary picking up a call ringing your boss's extension.	On red when activated	-
Selectable Display Messaging	**Code:** 1081 **Operation:** Press key	Setting up Call Forwarding Off-Premise, Selectable Display Messaging, VAU Park and Page and VAU Personal Greeting	None	*4
Serial Call	**Code:** 1035 **Operation:** Trk call + Hold + ext + Press key	Placing a Serial Call to a co-worker	None	-
Transfer	**Code**:1077 **Operation**: Press key	Transferring a call (if CONF (TRF) is not set for Transfer)	None	-
Trunk Group Routing	**Code:** 1011 **Operation:** Press key	Accessing a trunk using Trunk Group Routing	On red when active	9
Trunk Groups	**Code:** 1012 + tr group (1-9, 01-99 or 001-128) **Operation:** Press key	Using a loop key to access a Trunk Group	On red when active	804
Trunk Queuing	**Code:** 1020 **Operation:** Hear busy tone for trk + Press key	Camping On or Queuing for a trunk	None	2

Table 1-4, Function Key Codes by Feature				
To program a key, press CALL, dial 851, press the key and enter the code (e.g., 1057 for Voice Over).				
For this feature...	**Use this key...**	**When you are...**	**Key Lamp Status**	**Also see Srvc Code**
Voice Announce Unit (Park and Page) (Personal Greeting)	**Code:** 1081 **Operation:** Press key	Setting up Call Forwarding Off-Premise, Selectable Display Messaging, VAU Park and Page and VAU Personal Greeting	None	*4
Voice Mail	**Code:** 1059 In 384i 3.07.10 or higher, enter 1059 followed by extension or Message Center number. **Operation:** Press key	Calling Voice Mail or leaving a message	None	*8 or 8
	Code: 1060 **Operation:** Set up call + Press key	Using Voice Mail Record	Slow Flash red when active	-
Voice Over	**Code:** 1057 **Operation:** Hear Off-Hook Signaling tones + Press key	Initiating or responding to Voice Over	On red when responding Hold Flash red when listening	6

Conditions
None

Feature Cross Reference
Refer to the chart above.

Telephone Programming Instructions
To enter data for Program 1006 (Programming Function Keys - Part A):
1. Enter the programming mode.
2. 1006 + HOLD

   `STA PORT No?`
3. Enter the number of the extension port (1-256 in 384i, 1-72 in 124i) you want to program + HOLD

   `Key No?`
4. For the extension port selected, enter the number of the Programmable Function Key (1-32) you want to program.
5. HOLD

   `Code:nn`
6. Enter the code for the feature you want to assign to the key selected + HOLD

   Refer to the chart above for the feature codes. Code 0 means the key is undefined.

   The previously programmed feature code displays.

   `Add:`

7. Enter the additional data required + HOLD.
   OR
   Press HOLD if code doesn't require any additional data

   For example, Memo Dial (code 1015) requires no additional data. With Internal Paging (code 1006), for example, you must enter the Internal Paging zone as the additional data. Refer to the chart above for the additional data required.

   Key No?

8. Repeat from step 4 to program another key.
   OR
   HOLD to repeat from step 3 and select another extension port.
   OR
   HOLD + HOLD to exit.

☐ Sorts Data ☐ Updates CEU ☐ Can be Copied

Description

124i ☞ Available — 72 extensions.	384i ☞ Available — 256 extensions.

SB

Use **Program 1007 - Programming One-Touch Keys** to select the functions of an extension's One-Touch Keys. You can also program One-Touch Keys by using Service Code 855. An extension can have One-Touch Keys for:

- Direct Station Selection
- Trunk Access (9, 804 + group, or #9 + trunk)
- Abbreviated Dialing (#2 + bin for common, #4 + bin for group)
- Service Codes (e.g., 2 for Callback)

You can optionally enter a name (8 digits max.) for a One-Touch Key. Use the following chart when entering and editing text. When using the DSS keys, press the key once for the first character, twice for the second character, etc. For example, to enter a C, press DSS1 three times. Press DND to toggle between upper and lower case letters.

Keys for Entering Names

Use this key . . .	When you want to . . .
DSS1	Enter characters A-D. After selecting your entry, press check to have system accept it.
DSS2	Enter characters E-H. After selecting your entry, press check to have system accept it.
DSS3	Enter characters I-L. After selecting your entry, press check to have system accept it.
DSS4	Enter characters M-P. After selecting your entry, press check to have system accept it.
DSS5	Enter characters Q-T. After selecting your entry, press check to have system accept it.
DSS6	Enter characters U-Z. After selecting your entry, press check to have system accept it.
DSS7	Enter a hyphen (-). After selecting your entry, press check to have system accept it.
DSS8	Enter a blank space. After selecting your entry, press check to have system accept it.
DSS9	Enter extended ASCII characters. Press repeatedly to scroll through the list. After selecting your entry, press check to have system accept it.
DSS10	Enter punctuation marks. Press repeatedly to scroll through the list. After selecting your entry, press check to have system accept it.
CHECK	Save text entry as part of name after you select it. You need to press CHECK after selecting characters from DSS keys 1-10. You don't need to press CHECK after dialing a dial pad digit (0-9, # or *).

1000 - Extension Options
1007 - Programming One-Touch Keys

Keys for Entering Names	
Use this key . . .	**When you want to . . .**
CLEAR	Clear the text entry if you want to start over.
Dialpad digits 0-9, # and *.	Enter numbers, # and * as part of the name. You don't need to press CHECK after entering these characters.

Conditions
None

Feature Cross Reference

"One-Touch Calling"

Telephone Programming Instructions

To enter data for Program 1007 (Programming One-Touch Keys):

1. Enter the programming mode.
2. 1007 + HOLD

   `STA PORT No?`
3. Enter the number of the extension port (1-256 in 384i, 1-72 in 124i) you want to program + HOLD

   `Key No?`
4. For the extension port selected, enter the number of the One-Touch Key (1-10) you want to program.
5. HOLD

   `Dial:`
6. For the key selected, enter the desired function.

   Valid functions are:
   Direct Station Selection(e.g., 310 for extension 310)
   Trunk Access (9, 804 + group, or #9 + trunk)
   Abbreviated Dialing (#2 + bin for common, #4 + bin for group)
   Service Codes (e.g., 2 for Callback)
   FLASH for the Flash function.
7. HOLD

   `Name:`
8. Enter the One-Touch Key name.

   Refer to the chart above when programming names.

   `Key No?`
9. Repeat from step 4 to program another One-Touch Key.
   OR
   HOLD + Repeat from step 3 to program another extension port.
   OR
   HOLD + HOLD to exit.

☐ Sorts Data ☐ Updates CEU ✔ Can be Copied

Description

124i ☞	Available — 96 extensions/virtual extensions.

384i ☞	Available — 384i extensions/virtual extensions.

IN

Use **Program 1008 - Basic Extension Port Setup (Part B)** to set additional options for extension ports. (Also see Program 1001 on page 875 for additional Basic Extension Port Setup options.) Refer to the following chart for a description of each option, its range and default setting

Basic Extension Port Setup Options - Part B			
Option	**Description**	**Range**	**Default**
Item 1	**SMDR Printout** Use this option to include or exclude the extension you are programming in the SMDR report.	0 (Do not print on SMDR report) 1 (Include on SMDR report)	1 (Include on SMDR report)
Item 2	**Outgoing Intercom Line Preference** Use this option to set the extension's outgoing Intercom Line Preference. If enabled, the extension user gets Intercom dial tone when they lift the handset. Refer to the Line Preference feature for more details.	0 (Disabled) 1 (Enabled)	1 (Enabled)
Item 3	**Outgoing Trunk Line Preference** Use this option to set the extension's outgoing Trunk Line Preference. If enabled, the extension user gets trunk dial tone when they lift the handset. The user hears trunk dial tone only if allowed by Trunk Access Map programming (Programs 0911 and 0912). Refer to the Line Preference feature for more details.	0 (Disabled) 1 (Enabled)	0 (Disabled)
Item 4	**Ring Cycle for Keysets** Use this option to set the ring cycle for the keyset extension you are programming (see the Keyset Ring Options chart below). This option also affects how calls ring single line telephones. Refer to the Single Line Ring Options chart provided with Program 1001 Item 6 for more information.	0 (Normal ringing) 1 (Continuous ringing) 2 (Short burst with a long pause)	0 (Normal ringing)
Item 5	**Off Hook Ringing** Use this option to set the keyset's off hook signaling. Off hook signaling occurs when a keyset user receives a second call while busy on a handset call. To enable/disable Off Hook Signaling for an extension's Class of Service, use Program 0406 Item 6.	0 (Muted Off Hook Ringing) 1 (No Off Hook Signaling) 2 (Normal Off Hook Ringing) 3 (Two beeps in speaker) 4 (Single beep in handset)	0 (Muted Off Hook Signaling)

Keyset Ring Options			
When you use these settings . . .	Calls ring like this . . .		
Program 1008 Item 4	**Transferred Trunk Call**	**Direct Inward Line**	**Intercom Call**
0	Long ring followed by a short pause	2 short rings followed by a pause	1 second on followed by 1 second off
1	Long ring followed by a short pause	Continuous ring	Continuous ring
2	Long ring followed by a short pause	Short ring followed by a long pause	Short ring followed by a long pause

Conditions
None

Feature Cross Reference

Refer to the chart above.

Telephone Programming Instructions

To enter data for Program 1008 (Basic Extension Port Setup, Part B):

1. Enter the programming mode.
2. 1008 + HOLD

   `STA PORT NO?`
3. Enter the number of the extension port you want to program + HOLD

   In 384i, extension ports are 1-256. Virtual extension ports are 257-384.

   In 124i, extension ports are 1-72. Virtual extension ports are 73-96.

   `Item No?`
4. Select the item you want to program + HOLD

   Refer to the chart above when selecting an item for programming.

   `Item_n:`
5. Enter data for the item you selected + HOLD

   Refer to the chart above when entering data for an item.

   `Item No?`
6. Repeat from step 4 to program an additional item.

   OR

   HOLD + repeat from step 3 to program another extension port.

   OR

   HOLD + HOLD to exit.

☐ Sorts Data ☐ Updates CEU ☐ Can be Copied

Description

124i ☞ Available — 72 extensions.	***384i*** ☞ Available — 256 extensions.

IN

Use **Program 1009 - Cordless/Desktop Extension assignment** to assign a Nitsuko 900i cordless telephone to its companion keyset. You must make an assignment in this program if you want to enable the "desk" button on the Nitsuko 900i base unit.

This program is currently not used.

Conditions

None

Feature Cross Reference

None

Telephone Programming Instructions

To enter data for Program 1009 (Cordless/Desktop Extension Assignment):

1. Enter the programming mode.
2. 1009 + HOLD

   `Boss STA PORT?`
3. Enter the number of the Nitsuko 900i extension port (1-256 in 384i, 1-72 in 124i) + HOLD

   `STA_nnn:`
4. Enter the number of the companion keyset extension port (1-256 in 384i, 1-72 in 124i) + HOLD

   `Boss STA PORT?`
5. Repeat from step 3 to program another cordless/desktop assignment.
   OR
   HOLD to exit.

1000 - Extension Options
1010 - External Alarm Extensions

☐ **Sorts Data** ☐ **Updates CEU** ☑ **Can be Copied**

Description

124i ☞	Available — eight alarm inputs (four on each PGDU PCB).

384i ☞	Available — 16 alarm inputs (eight on each PGDU PCB).

IN

Use **Program 1010 - External Alarm Extensions** to assign extensions to each of the system alarm inputs. When an alarm occurs, the system alerts the assigned extensions. The 384i system can have up to 16 alarm inputs (eight on each PGDU PCB). The 124i system can have up to eight alarm inputs (four on each PGDU PCB).

Conditions

None

Feature Cross Reference

"External Alarm Sensors"

Telephone Programming Instructions

To enter data for Program 1010 (External Alarm Extensions):

1. Enter the programming mode.
2. 1010 + HOLD

   `STA PORT No?`
3. Enter the number of the extension port (1-256 in 384i, 1-72 in 124i) you want to program + HOLD

   `Sensor No?`
4. For the extension selected, enter the number of the alarm sensor you want to program.
5. HOLD

   In 384i, the first PGDU installed has alarm inputs 1-8. The second PGDU has alarm inputs 9-16.

   In 124i, the first PGDU installed has alarm inputs 1-4. The second PGDU has alarm inputs 5-8.

   `Sensor_nn:`
6. Select the alarm alert mode: 0 = No ring, 1 = Ring
7. HOLD

   `Sensor No?`
8. Repeat from step 4 to select another alarm sensor.

   OR

   HOLD + Repeat from step 3 to select another extension port to program.

   OR

   HOLD + HOLD to exit.

1000 - Extension Options
1011 - Function Key Initialization

☐ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞ Available — 72 extensions.	***384i*** ☞ Available — 256 extensions

IN

Use **Program 1011 - Function Key Initialization** to initialize an extension's Programmable Function Keys. When initialized, all of an extension's function keys are line keys.

Conditions

This option is not available in the PC Program.

Feature Cross Reference

"Programmable Function Keys"

Telephone Programming Instructions

To enter data for Program 1011 (Function Key Initialization):

1. Enter the programming mode.
2. 1011 + HOLD

   `STA PORT No?`
3. Enter the number of the extension port (1-256 in 384i, 1-72 in 124i) you want to program + HOLD

   `Initial?(Yes:1)`
4. (To initialize) Enter 1 + HOLD to initialize the extensions function keys.

   `Initialized!`
5. HOLD + Skip to step 7.

   `STA PORT No?`

   OR
6. (To go to the next step without initializing) HOLD + Go to step 7.

   `STA PORT No?`
7. Repeat from step 3 to enter another extension port number.

   OR

   HOLD to exit.

1000 - Extension Options
1012 - Call Pickup Group

☑ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞	Available — 92 extensions/virtual extensions and eight Call Pickup Groups.

384i ☞	Available — 384 extensions/virtual extensions and 32 Call Pickup Groups.

IN

Use **Program 1012 - Call Pickup Group** to assign extensions to Call Pickup Groups. The 384i system allows up to 32 Call Pickup Groups. The 124i allows up to eight Call Pickup Groups. This program also lets you assign an extension's Call Pickup Group priority. If two extensions in a group are ringing at the same time, Group Call Pickup intercepts the highest priority extension first.

Conditions

None

Feature Cross Reference

"Group Call Pickup"

Telephone Programming Instructions

To enter data for Program 1012 (Call Pickup Group):

1. Enter the programming mode.
2. 1012 + HOLD

   ```
   STA PORT No?
   ```

3. Enter the number of the extension port you want to program.

   In 384i, extension port numbers are 1-256. Virtual extension port numbers are 257-384.

   In 124i, extension port numbers are 1-72. Virtual extension port numbers are 73-96.

4. HOLD

   ```
   STG No:
   ```

5. Assign a Call Pickup Group (1-32 in 384i, 1-8 in 124i) to the extension selected + HOLD

   ```
   Order No:
   ```

6. Enter the extension's Call Pickup Group priority number (1-384 in 384i, 1-96 in 124i).
7. HOLD

   ```
   STA PORT No?
   ```

8. Repeat from step 3 to program another extension port.

   OR

   HOLD to begin sort.

   ```
   Sortina...
   Sort complete!
   ```

9. Then HOLD to exit.

☐ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞	Available — 96 extensions/virtual extensions and 24 Hotline assignments.

384i ☞	Available — 384 extensions/virtual extensions and 50 Hotline assignments (in each Tenant Group).

IN

Use **Program 1013 - Extension Ringdown (Hotline) Assignments** to set up the Hotline assignments. The 384i system supports up to 50 Hotline assignments in each Tenant Group. The 124i system supports 24 Hotline assignments. Each assignment as an originator/boss extension and a destination secretary extension.

Conditions

None

Feature Cross Reference

"Ringdown Extension"

Telephone Programming Instructions

To enter data for Program 1013 (Extension Ringdown [Hotline] Assignments):

1. Enter the programming mode.
2. 1013 + HOLD

   `Tenant No?`
3. Enter the number of the Tenant Group (1-4) you want to program + HOLD

   `Hotline`
4. For the Tenant Group you select, enter the Hotline number you want to program.

   In 384i, Hotline numbers are 1-50. In 124i, Hotline numbers are 1-24.
5. HOLD

   `Origin EXT No:`
6. Enter the Hotline originator (boss) extension number (200-455) + HOLD

   In 384i, extension numbers are 301-456. Virtual extension numbers are 457- 684. Make sure the extension number you select is part of the Tenant Group you specified in step 3.

   In 124i, extension numbers are 301-372. Virtual extension numbers are 373-396.

   `Target EXT No:`
7. Enter the Hotline destination (secretary) extension number + HOLD

   In 384i, make sure the extension number you select is part of the Tenant Group you specified in step 3.

   `Hotline No?`
8. Repeat from step 4 to program another Hotline.

   OR

   HOLD to repeat from step 3 and select another Tenant Group.

   OR

   HOLD + HOLD to exit.

1000 - Extension Options
1014 - Park Group

☐ **Sorts Data** ☐ **Updates CEU** ☑ **Can be Copied**

Description

124i ☞	Available — 72 extensions and eight Park Groups.
384i ☞	Available — 256 extensions and 32 Park Groups.

IN

Use **Program 1014 - Park Group** to assign an extension to a Park Group. The 384i system allows a total of 32 Park Groups. The 124i system allows a total of eight Park Groups. An extension can only pick up a call parked in orbit by an extension in its own group.

Conditions

None

Feature Cross Reference

"Park"

Telephone Programming Instructions

To enter data for Program 1014 (Park Group):

1. Enter the programming mode.
2. 1014 + HOLD

   `STA PORT No?`
3. Enter the number of the extension port you want to program (1-256 in 384i, 1-72 in 124i) + HOLD

   `STA PORT _nnn:`
4. Enter the Park Group number (1-32 in 384i, 1-8 in 124i) + HOLD

   `STA PORT No?`
5. Repeat from step 3 to program another extension port.

   OR

   HOLD to exit.

☐ Sorts Data ☐ Updates CEU ☑ Can be Copied

Description

124i ☞	Available — 72 extensions and 36 routes.

384i ☞	Available — 256 extensions and 64 routes.

IN

Use **Program 1015 - Universal Answer/Auto Answer** to assign trunk routes 1-64 (set in Program 0906) to extensions for Universal Answer. If the call ringing the paging system is in an extension's assigned route, the user can dial the Universal Answer code (#0) to pick up the call.

You can also use this program to let an extension user automatically answer trunk calls that ring other extensions (not their own). When the user lifts the handset, they automatically answer the ringing calls based on Trunk Group Routing programming (defined in Program 0906). The extension user's own ringing calls, however, always have priority over calls ringing other co-worker's extensions. Refer to the Line Preference feature for more information.

You make one entry for each Night Service mode:
DAY = Day Mode
NIT = Night Mode
MID = Midnight Mode
REST = Rest Mode

Conditions

None

Feature Cross Reference

"Line Preference"
"Night Service"

Telephone Programming Instructions

To enter data for Program 1015 (Universal Answer/Auto-Answer):

1. Enter the programming mode.
2. 1015 + HOLD

   `STA PORT No?`
3. Enter the number of the extension port (1-256 in 384i, 1-72 in 124i) you want to program + HOLD

   `Route(DAY):`
4. For the extension selected, enter the Day Mode route for Universal Answer/Auto-Answer.
5. HOLD

   `Route(NIT):`
6. For the extension selected, enter the Night Mode route for Universal Answer/Auto-Answer.

   In 384i, route numbers are 1-64. In 124i, route numbers are 1-36.
7. HOLD

   `Route(MID):`
8. For the extension selected, enter the Midnight Mode route for Universal Answer/Auto-Answer.
9. HOLD

   `Route(REST):`
10. For the extension selected, enter the Rest Mode route for Universal Answer/Auto-Answer.
11. HOLD

    `STA PORT No?`

12. Repeat from step 3 to program another extension port.
    OR
    HOLD to exit.

☐ Sorts Data ☐ Updates CEU ☐ Can be Copied

Description

124i ☞ Available — 72 extensions.	***384i*** ☞ Available — 256 extensions.

IN

Use **Program 1016 - Multiple Directory Number Ring Assignment** to assign the ringing options for an extension's Multiple Directory Number (virtual extension) keys. You make an assignment for each Night Service Mode:

DAY = Day Mode
NIT = Night Mode
MID = Midnight Mode
REST = Rest Mode

Assign extension numbers and names to virtual extension ports in Program 0502. Program Multiple Directory Number (virtual extension) keys in Program 1006 (code 1036).

Conditions

None

Feature Cross Reference

"Multiple Directory Numbers / Call Coverage"

Telephone Programming Instructions

To enter data for Program 1016 (Multiple Directory Number Ring Assignment):

1. Enter the programming mode.
2. 1016 + HOLD

   `STA PORT No?`
3. Enter the number of the extension port (1-256 in 384i, 1-72 in 124i) you want to program + HOLD

   `F_Key No?`
4. For the extension port selected, enter the number of the function key (1-32) assigned as a virtual extension appearance you want to program.
5. HOLD

   `Port _nnn Used!`

   The display above shows the number of the virtual extension port assigned to the key.
6. HOLD

   `Ring(DAY) :`
7. For the key selected, enter the Day Mode ringing option for calls to the virtual extension.

   0 = Calls do not ring, 1 = Calls ring.

   `Ring(NIT) :`
8. For the key selected, enter the Night Mode ringing option for calls to the virtual extension.

   0 = Calls do not ring, 1 = Calls ring.

   `Ring(MID) :`
9. For the key selected, enter the Midnight Mode ringing option for calls to the virtual extension.

   0 = Calls do not ring, 1 = Calls ring.

   `Ring(REST) :`
10. For the key selected, enter the Rest Mode ringing option for calls to the virtual extension.

    0 = Calls do not ring, 1 = Calls ring.

    `F_Key No?`

11. Repeat from step 5 to enter another function key.
    OR
    HOLD + Repeat from step 3 to program another extension port.
    OR
    HOLD + HOLD to exit.

☐ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞	Available — 72 extensions and 16 Voice Mail ports.

384i ☞	Available — 256 extensions and 16 Voice Mail ports.

IN

Use **Program 1017 - Voice Mail Port Assignment** to assign single line (ASTU PCB) ports as Voice Mail ports. The system allows up to 16 Voice Mail Ports. When programming, you must correlate a physical port in the Voice Mail system to an ASTU PCB extension port in the telephone system. If you have four ports in the Voice Mail system, you must make four different assignments in this program.

Conditions

None

Feature Cross Reference

"Voice Mail"

Telephone Programming Instructions

To enter data for Program 1017 (Voice Mail Port Assignment):

1. Enter the programming mode.
2. 1017 + HOLD

   `VX PORT No?`
3. Enter the number of the Voice Mail system port you want to assign to a telephone system single line port.

   For example, when using the Voice Mail system's first port, enter 1.
4. HOLD

   `STA Port No:`
5. Enter the number of the single line port (1-256 in 384i, 1-72 in 124i) you want to assign to the Voice Mail port designated in step 3.
6. HOLD

   `VX PORT No?`
7. Repeat from step 3 to program another Voice Mail port.

   OR

   HOLD to exit.

1000 - Extension Options
1018 - Multiple Directory Number Ring Tone Range

☐ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞	Available — 96 extension/virtual extension ports.

384i ☞	Available — 384 extension/virtual extension ports.

IN

Use **Program 1018 - Multiple Directory Number Ring Tone** to assign a ring tone range (0-4) to each extension port and virtual extension port assigned to a Multiple Directory Number key. If you enable ringing for the key in Program 1016, the key rings with the tone you set in this program. Also see Program 1001 Item 2. The chart below shows the available tones:

Ring Type (Program 1018 Entry)	System Tone (From Table 1-7)
0	Trunk Ring Tone Range 1
1	Trunk Ring Tone Range 2
2	Trunk Ring Tone Range 3
3	Trunk Ring Tone Range 4
4	No Ringing

Conditions
None

Feature Cross Reference

"Multiple Directory Numbers / Call Coverage"

Telephone Programming Instructions

To enter data for Program 1018 (Multiple Directory Number Ring Tone):

1. Enter the programming mode.
2. 1018 + HOLD

   ICM No?
3. Enter the number of the extension port you want to program + HOLD

   In 384i, extension ports are 1-256. Virtual extension ports are 257-384.

   In 124i, extension ports are 1-72. Virtual extension ports are 73-96.

   R-Type:
4. Enter the Ring Type (from the chart above) you want the extension port to use + HOLD

   ICM No?
5. Repeat from step 3 to program another extension port.

   OR

   HOLD to exit.

1000 - Extension Options
1019 - Multiple Directory Number Ring Tone Priority

☐ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞ Available— 72 extensions. ***384i*** ☞ Available — 256 extensions.

IN

Use **Program 1019 - Multiple Directory Number Ring Tone Priority** to set the priority (1-4) for the Multiple Directory Number Ring Tones set in Program 1018. When Multiple Directory Number calls ring an extension simultaneously, the tone with the highest priority (e.g., 1) rings. The other keys just flash.

By default, Multiple Directory Number ring tones have the following priority:

Priority	Ring Tone (Set in Program 1018)
1	0
2	1
3	2
4	3

Conditions

None

Feature Cross Reference

"Multiple Directory Numbers / Call Coverage"

Telephone Programming Instructions

To enter data for Program 1019 (Multiple Directory Number Ring Tone Priority):

1. Enter the programming mode.
2. 1019 + HOLD

   `STA PORT No?`
3. Enter the number of the extension port (1-256 in 384i, 1-72 in 124i) you want to program + HOLD

   `Order 1:`
4. Enter the number of the ring tone (0-3) you want to have priority 1 + HOLD

   `Order 2:`
5. Enter the number of the ring tone (0-3) you want to have priority 2 + HOLD

   `Order 3:`
6. Enter the number of the ring tone (0-3) you want to have priority 3 + HOLD

   `Order 4:`
7. Enter the number of the ring tone (0-3) you want to have priority 4 + HOLD

   `STA PORT No?`
8. Repeat from step 3 to program another extension port.

   OR

   HOLD to exit.

1000 - Extension Options
1020 -ACI Call Recording Destination (Per Extension)

☐ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞ Available — 72 extensions..	***384i*** ☞ Available — 256 extensions..

IN

Use **Program 1020 - ACI Call Recording Destination** to assign the ACI Call Recording destination on a per extension basis. The destination can be an ACI port's extension number (assigned in Program 0504) or an ACI Department Group pilot number (assigned in Program 0508). When entering data, make sure A=1and S=0. Also make sure that the entry for Program 0920 is cleared.

Conditions

Press CLEAR to erase an entry. Do not enter 000.

Feature Cross Reference

"Analog Communications Interface (ACI)"

Telephone Programming Instructions

To enter data for Program 1020 (ACI Call Recording Destination):

1. Enter the programming mode.
2. 1020 + HOLD

   `STA PORT No?`
3. Enter the number of the extension port (1-256 in 384i, 1-72 in 124i) you want to program + HOLD

   `ICM No: nnn`

   The previously programmed value displays.

   To clear an entry, press the CLEAR key. ***Do not*** *enter 000.*
4. Enter the ACI Department Group pilot number or the ACI extension number that you want to be the recording destination + HOLD

   `Auto:n`

   The previously programmed value displays.
5. Enter 1 + HOLD

   `Save:n`
6. Enter 0 + HOLD

   `STA PORT No?`
7. Repeat from step 3 and enter another extension port.

   OR

   HOLD to exit.

☐ Sorts Data ☐ Updates CEU ☐ Can be Copied

Description

124i ☞ Not available.	***384i*** ☞ Available.

IN Refer to the Hotel/Motel User Guide (P/N 92000HMT**)..

1000 - Extension Options
1022 - Hotel Mode Toll Restriction Class

☐ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞ Not available.	***384i*** ☞ Available.

IN Refer to the Hotel/Motel User Guide (P/N 92000HMT**).

☐ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞	Available — 72 extensions and eight Abbreviated Dialing Groups.
384i ☞	Available — 256 extensions and 32 Abbreviated Dialing Groups.

SA

Use **Program 1023 - Abbreviated Dialing Groups** to set the Abbreviated Dialing Groups. The system uses these groups for Group Abbreviated Dialing. All members of an Abbreviated Dialing Group share the same set of Group Abbreviated Dialing numbers. The 384i system allows up to 32 Abbreviated Dialing Groups, numbered 1-32. The 124i system allows up to eight Abbreviated Dialing Groups, numbered 1-8.

Conditions

None

Feature Cross Reference

"Abbreviated Dialing"

Telephone Programming Instructions

To enter data for Program 1023 (Abbreviated Dialing Groups):

1. Enter the programming mode.
2. 1023 + HOLD

   `STA PORT No?`
3. Enter the number of the extension port (1-256 in 394i, 1-72 in 124i) you want to program + HOLD

   `GROUP No:`

   The previously programmed group assignment displays.
4. Enter the number of the Abbreviated Dialing Group you want to assign to the extension + HOLD

   In 384i, Abbreviated Dialing Groups are 1-32. In 124i, Abbreviated Dialing Groups are 1-8.

   `STA PORT No?`
5. Repeat from step 3 to program another extension port.

   OR

   HOLD to exit.

1000 - Extension Options
1024 - External Hotline Setup

☐ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞	Available — 72 extensions and 199 Common Abbreviated Dialing bins.

384i ☞	Available — 256 extensions and up to 999 Common Abbreviated Dialing bins in each Tenant Group.

SA

Use **Program 1024 - External Hotline Setup** to set up the External Hotlines. When a user lifts the handset, their extension automatically dials the assigned Abbreviated Dialing number. The 384i system allows up to 10 External Hotlines in each Tenant Group. The 124i allows up to five External Hotlines. For each External Hotline, you enter:

- (*384i only*) The Tenant Group to which the External Hotline is assigned
- The External Hotline number (1-10 in 384i, 1-5 in 124i)
- The External Hotline extension number (301-556 in 384i, 301-372 in 124i))
- The Common Abbreviated Dialing bin number assigned to the External Hotline (000-999 in 384i, 000-359 in 124i)

Conditions

None

Feature Cross Reference

"Ringdown"

Telephone Programming Instructions

To enter data for Program 1024 (External Hotline Setup):

1. Enter the programming mode.
2. 1024 + HOLD

   `Tenant No?`
3. Enter the number of the Tenant Group to which the External Hotline is assigned (1-4) + HOLD

   `Hotline No?`
4. Enter the External Hotline number (1-10 in 384i, 1-5 in 124i) + HOLD

   `Origin EXT No:`

   The previously programmed extension assignment displays. Press CLEAR to erase an entry.
5. Enter the number of the extension you want to assign to the External Hotline + HOLD

   `Common SPD No:`
6. Enter the number of the Common Abbreviated Dialing bin the External Hotline should dial + HOLD

   Press CLEAR to erase an entry.

   `Hotline No:`
7. Repeat from step 4 to program another extension port.

   OR

   HOLD to repeat from step 3 and select another Tenant Group

   OR

   HOLD + HOLD to exit.

☐ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞ Available — 72 extensions.	***384i*** ☞ Available — 256 extensions.

SA

Use **Program 1025 - Toll Restriction Override Codes** to assign Toll Restriction Override codes to extension ports. Each code must be four digits long, using any combination of 0-9, # and *. Each extension can have a separate code, or many extensions can share the same override code.

Conditions

None

Feature Cross Reference

"Toll Restriction Override"

Telephone Programming Instructions

To enter data for Program 1025 (Toll Restriction Override Codes):

1. Enter the programming mode.
2. 1025 + HOLD

   `STA PORT No?`
3. Enter the number of the extension port to which you want to assign the Toll Restriction Override Code.

   In 384i, extension port numbers are 1-256. In 124i, extension port numbers are 1-72.
4. HOLD

   `Code:-`

   The previously programmed override code displays.
5. Enter the Toll Restriction Override code + HOLD

   *The override code is four digits long, using any combination of 0-9, # and *.*

   `STA PORT No?`
6. Repeat from step 3 to program another extension port.

   OR

   HOLD to exit.

1000 - Extension Options
1026 - Loop Key Data

☐ **Sorts Data** ☐ **Updates CEU** ☑ **Can be Copied**

Description

124i ☞	Available — 72 extensions and 16 Trunk Groups.

384i ☞	Available — 256 extensions and 128 Trunk Groups.

IN

Use **Program 1026 - Loop Key Data** to enter the functions for an extension's loop keys (see the chart below). Loop keys can be incoming, outgoing or both ways. Outgoing loop keys use the Data 1 options. Incoming loop keys use the Data 2 option. Both ways loop keys use both the Data 1 and Data 2 options.

Data 1 Outgoing Options		Data 2 Incoming Options	
0	Assigns the loop key for ARS access	0	Assigns the loop key to all trunk groups
1-128	Assigns the loop key to the trunk group specified (1-128 in 384i, 1-16 in 124i)	1-128	Assigns the loop key to the trunk group specified (1-128 in 384i, 1-16 in 124i)

Also see Program 1006 code 1078.

Feature Cross Reference

"Loop Keys"

Telephone Programming Instructions

To enter data for Program 1026 (Loop Key Data):

1. Enter the programming mode.
2. 1026 + HOLD

   `STA PORT No?`
3. Enter the number of the extension port (1-256 in 384i, 1-72 in 124i) you want to program + HOLD

   `Key No?`
4. For the extension port selected, enter the number of the Programmable Function Key (1-32) you want to program.
5. HOLD

   `Data_1:`
6. Enter the code for the Data 1 (Outgoing) option + HOLD

   The previously programmed feature code displays.

   In 384i, enter 0 for ARS access or 1-128 for outgoing access to trunk groups 1-128.

   In 124i, enter 0 for ARS access 0r 1-16 for outgoing access to trunk groups 1-16.

   `Data_2:`
7. Enter the code for the Data 2 (Incoming) option + HOLD

   The previously programmed feature code displays.

   Enter 0 for all trunk groups or 1-128 for trunk groups 1-128.

   `Key No?`
8. Repeat from step 4 to program another key.

   OR

   HOLD to repeat from step 3 and select another extension port.

OR
HOLD + HOLD to exit.

1000 - Extension Options
1027 - Fixed Call Forwarding Setup

☐ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞	Available — 96 extension/virtual extension destinations.

384i ☞	Available — 384 extension/virtual extension destinations. Option 4 requires system software version 3.04.

IN

For each extension/virtual extension port, use **Program 1027 - Fixed Call Forwarding Setup** to assign the Fixed Call Forwarding Type (0-4) and the destination extension/virtual extension port. The following chart shows the Fixed Call Forwarding Types:

Fixed Call Forwarding Type 1	Description
0	Fixed Call Forwarding disabled
1	Fixed Call Forwarding with both extensions ringing
2	Fixed Call Forwarding when unanswered
3	Fixed Call Forwarding immediate
4	Fixed Call Forwarding when busy or unanswered
[1] To assign Fixed Call Forwarding when busy in 384i prior to software version 3.04, refer to Program 1029.	

The Fixed Call Forwarding destination can be an on- or off-premise extension port or a Voice Mail port.

Conditions

Do not use Fixed Call Forwarding Type 1 (Both Ringing) with Voice Mail ports.

Feature Cross Reference

"Call Forwarding, Fixed"

Telephone Programming Instructions

To enter data for Program 1027 (Fixed Call Forwarding Setup):

1. Enter the programming mode.
2. 1027 + HOLD

   `STA PORT No?`
3. Enter the number of the extension port you want to program + HOLD

   In 384i, extension ports are 1-256. Virtual extension ports are 257-384.

   In 124i, extension ports are 1-72. Virtual extension ports are 73-96.

   `Type:`
4. Enter the Fixed Call Forwarding Type (0-4) + HOLD

   0 = Disabled, 1 = Both Ringing, 2 = Unanswered, 3 = Immediate and 4 = When busy or unanswered.

   Do not use type 1 for Voice Mail ports.

   `Target Port:`

5. Enter the Fixed Call Forwarding target (destination) port + HOLD

   The target port can be an on- or off-premise extension port or a Voice Mail port.

   STA PORT No?

6. Repeat from step 2 and enter another extension port.
   OR
   HOLD to exit.

1000 - Extension Options
1028 - Multiple Directory Number Key Delayed Ringing

☐ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞ Available — 72 extensions.	***384i*** ☞ Available — 256 extensions.

IN

Use **Program 1028 - Multiple Directory Number Key Delayed Ringing** to individually program an extension's Multiple Directory Number/Call Coverage keys for Delayed Ringing (1) or Immediate Ringing (0). You make an assignment for each Night Service Mode:

DAY = Day Mode
NIT = Night Mode
MID = Midnight Mode
REST = Rest Mode

Program the Delayed Ringing interval for Multiple Directory Number/Call Coverage keys in Program 0414 Item 5 (see page 764).

Conditions

None

Feature Cross Reference

"Multiple Directory Numbers / Call Coverage"

Telephone Programming Instructions

To enter data for Program 1028 (Multiple Directory Number Key Delayed Ringing):

1. Enter the programming mode.
2. 1028 + HOLD

   STA PORT No?
3. Enter the number of the extension port (1-256 in 384i, 1-72 in 124i) you want to program + HOLD

   KEY No?
4. For the extension port selected, enter the number of the function key (1-32) assigned as a virtual extension appearance you want to program.
5. HOLD

   Ring(DAY) :
6. For the key selected, enter the Day Mode ringing option for calls to the virtual extension.

   0 = Immediate Ringing, 1 = Delayed Ringing.

   Ring(NIT) :
7. For the key selected, enter the Night Mode ringing option for calls to the virtual extension.

   0 = Immediate Ringing, 1 = Delayed Ringing.

   Ring(MID) :
8. For the key selected, enter the Midnight Mode ringing option for calls to the virtual extension.

   0 = Immediate Ringing, 1 = Delayed Ringing.
9. For the key selected, enter the Rest Mode ringing option for calls to the virtual extension.

   0 = Immediate Ringing, 1 = Delayed Ringing.

   KEY No?
10. Repeat from step 5 to enter another function key.

    OR

    HOLD + Repeat from step 3 to program another extension port.

    OR

    HOLD + HOLD to exit.

☐ Sorts Data ☐ Updates CEU ☐ Can be Copied

Description

124i ☞	Not available.

384i ☞	Not available in system software 3.04 or higher. Prior to system software version 3.04, this option was for Fixed Call Forwarding when Busy or Unanswered.

IN

For each extension/virtual extension port, use **Program 1029 - Fixed Call Forwarding When Busy** to assign the Fixed Call Forwarding When Busy destination extension port. The following chart shows the Fixed Call Forwarding Types. The Fixed Call Forwarding destination can be an on- or off-premise extension port or a Voice Mail port.

Conditions

None

Feature Cross Reference

Call Forwarding, Fixed

Telephone Programming Instructions

To enter data for Program 1029 (Fixed Call Forwarding When Busy):

1. Enter the programming mode.
2. 1029 + HOLD

   `STA PORT No?`
3. Enter the number of the extension port you want to program + HOLD

   Extension ports are 1-256. Virtual extension ports are 257-384.

   `Target Port:`
4. Enter the Fixed Call Forwarding When Busy target (destination) port + HOLD

   The target port can be an on- or off-premise extension port or a Voice Mail port.

   `STA PORT No?`
5. Repeat from step 2 and enter another extension port.

   OR

   HOLD to exit.

1000 - Extension Options
1030 - Fixed Call Forward Off-Premise

☐ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞	Available — 96 extension/virtual extension ports.
384i ☞	Available — 384 extension/virtual extension ports.

IN

For each extension/virtual extension port, use **Program 1030 - Fixed Call Forward Off-Premise** to assign the Fixed Call Forwarding Off-Premise telephone number. The Off-Premise destination can be up to 24 digits long, using 0-9, *, # and P (for pause). Be sure to include the trunk access code (e.g., 9) in the number.

Conditions

None

Feature Cross Reference

None

Telephone Programming Instructions

To enter data for Program 1030 (Fixed Call Forward Off-Premise):

1. Enter the programming mode.
2. 1030 + HOLD

   `STA PORT No?`
3. Enter the number of the extension port you want to program + HOLD

   In 384i, extension ports are 1-256. Virtual extension ports are 257-384.

   In 124i, extension ports are 1-72. Virtual extension ports are 73-96.

   `Dial:`
4. Enter the off-premise telephone number for the extension selected + HOLD

   `STA PORT No?`
5. Select another extension port to program + HOLD.

   OR

   HOLD to exit.

1100 - DSS Console Options
1101 - DSS Console Extension Assignment

☐ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞	Available — two DSS Consoles per extension; eight maximum per system.

384i ☞	Available — four DSS Consoles per extension, 32 maximum per system.

IN

Use **Program 1101 - DSS Console Extension Assignment** to identify which extensions have DSS Consoles connected. In 384i, you can have up to eight different extensions with DSS Consoles. A single extension can have up to 4 DSS Consoles (32 maximum consoles per system). In 124i, you can have up to four different extensions with DSS Consoles. A single extension can have up to two DSS Consoles (eight maximum per system).

When programming, each extension/DSS Console(s) combination is called a Console Number. In 384i, there are eight Console Numbers (1-8). In 124i, there are four Console Numbers (1-4). You assign Console Numbers to extensions. When entering data, you normally make the assignment for Console Number 1 first.

Conditions

None

Feature Cross Reference

"Direct Station Selection (DSS) Console"

Telephone Programming Instructions

To enter data for Program 1101 (DSS Console Extension Assignment):

1. Enter the programming mode.
2. 1101 + HOLD

   `DSS No?`
3. Enter the Console Number (1-8 in 384i, 1-4 in 124i) you want to assign + HOLD

   `DSS_n:`
4. Enter the number of the extension port (1-256) you want to assign to the Console Number selected in the previous step.
5. HOLD

   `DSS No?`
6. Repeat from step 3 to select another Console Number (1-8).

   OR

   HOLD to exit.

1100 - DSS Console Options
1102 - DSS Console Key Range

☐ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞	Not required — a single console can access all extensions and DLS.

384i ☞	Available.

IN

Use **Program 1102 - DSS Console Key Range** to set the range of the DSS Console's keys. You can have the keys on a DSS Console access one of the following four ranges:

DSS Console Key Ranges		
Range	**Keys**	**Description**
1	1-100	First 200 extensions (ports 1-200)
2	1-100	Second 200 extensions (ports 201-400)
3	1-100	Third 200 extensions (ports 401-600)
4	1-100	Direct line selection

When programming, each Console Number (1-8) can have up to four consoles installed. Each installed console is called a Connection Number. For example, a Console Number with one DSS Console installed has Connection Number 1. A Console Number with three DSS Consoles installed has Connection Numbers 1-3.

Conditions

If an extension has four DSS Consoles, one of the consoles must be for Direct Line Selection (Type 4).

Feature Cross Reference

"Direct Station Selection (DSS) Console"

Telephone Programming Instructions

To enter data for Program 1102 (DSS Console Key Range):

1. Enter the programming mode.
2. 1102 + HOLD

   `DSS No?`
3. Enter the Console Number (1-8) you want to program + HOLD

   `Connect No?`
4. For the Console Number selected in the previous step, select the Connection Number (1-4).
5. HOLD

   `Connect_n:`
6. For Connection Number specified, enter the DSS Console range (1-4) + HOLD

   `Connect No?`
7. Repeat from step 4 to select another Connection Number to program.

   OR

   HOLD + Repeat from step 3 to program another Console Number.

   OR

   HOLD + HOLD to exit.

☐ Sorts Data ☐ Updates CEU ☑ Can be Copied

Description

124i ☞	Available — four Console Numbers with a key range from 1-100.

384i ☞	Available — eight Console Numbers with a key range from 1-600.

IN

Use **Program 1103 - DSS Console Key Assignments** to customize the key assignments for DSS Consoles. A DSS Console key can have any function up to four digits long (e.g., extension number, Service Code etc.).

Conditions

In 384i, use Program 1106 to change the key assignments for DSS Consoles programmed for Direct Line Selection (range 4).

Feature Cross Reference

"Direct Station Selection (DSS) Console"

Telephone Programming Instructions

To enter data for Program 1103 (DSS Console Key Assignments):

1. Enter the programming mode.
2. 1103 + HOLD

   `DSS No?`
3. Enter the Console Number (1-8 in 384i, 1-4 in 124i) you want to program + HOLD

   `Key No?`
4. Enter the DSS Console key (1-600 in 384i, 1-100 in 124i) you want to program.

   For programming purposes in 384i:
   DSS Console assigned to range 1 (in Program 1102) has keys 1-200.
   DSS Console assigned to range 2 (in Program 1102) has keys 201-400.
   DSS Console assigned to range 3 (in Program 1103) has keys 401-600.
5. HOLD

   `Key_nnn:`
6. Enter the function for the key you selected + HOLD

   A DSS Console can have any function up to four digits long, such as an extension number or a Service Code.

   `Key No?`
7. Repeat from step 4 to program another key.
   OR
   HOLD + Repeat from step 3 to select another Connection Number.
   OR
   HOLD + HOLD to exit.

1100 - DSS Console Options
1104 - DSS Console Alternate Answering

☐ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞	Available — up to four extensions can have DSS Consoles (Console Numbers 1-4).

384i ☞	Available — up to eight extensions can have DSS Consoles (Console Numbers 1-8).

SA

Use **Program 1104 - DSS Console Alternate Answering** to select the Alternate Answering extension for a DSS Console. When a user places their console off-duty (by pressing the ALT. key), their calls go to the programmed destination instead.

Conditions

None

Feature Cross Reference

"Direct Station Selection (DSS) Console"

Telephone Programming Instructions

To enter data for Program 1104 (DSS Console Alternate Answering):

1. Enter the programming mode.
2. 1104 + HOLD

   `DSS No?`
3. Enter the Console Number (1-8 in 384i, 1-4 in 124i) you want to program + HOLD

   `DSS_n:`
4. Enter the Console Number (1-8 in 384i, 1-4 in 124i) that is the Alternate Answering position + HOLD

   `DSS No?`
5. Repeat from step 3 to select another Console Number to program.

   OR

   HOLD to exit.

☐ Sorts Data ☐ Updates CEU ☐ Can be Copied

Description

124i ☞	Available — one operator per system (one Tenant Group).
384i ☞	Available — one operator in each of the four Tenant Groups.

IN

Use **Program 1105 - Operator's Extension** to designate a Tenant Group's operator. When a user dials 0, calls go to the operator selected in this program.

If you don't assign an extension in Program 0011 - Alarm Display Telephone, system alarms appear on the extension assigned in this option.

Conditions

None

Feature Cross Reference

"Intercom"

Telephone Programming Instructions

To enter data for Program 1105 (Operator's Extension):

1. Enter the programming mode.
2. 1105 + HOLD

   ```
   Tenant No?
   ```

3. Enter the Tenant Group you want to program (1-4) + HOLD

   ```
   (384i) Tenant n:
   (124i) OPERATOR:
   ```

4. Enter the extension port number (1-256 in 384i, 1-72 in 124i) you want to assign as the Tenant Group's operator.
5. HOLD

   ```
   Tenant No?
   ```

6. Repeat from step 3 to program another Tenant Group.
   OR
   HOLD to exit.

1100 - DSS Console Options
1106 - Direct Line Selection

☐ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞	Available — all 52 trunks available when you press EXT.2.

384i ☞	Available — on DLS, EXT.1 provides trunks 1-100 and EXT.2 provides trunks 101-128.

IN

Use **Program 1106 - Direct Line Selection** to customize DSS Console keys that are set for Direct Line Selection. In 124i, you access the DLS when you press EXT.2 on a DSS Console. In 384i, DLS Consoles are those assigned range 4 in Program 1102.

Conditions

None

Feature Cross Reference

"Direct Station Selection (DSS) Console"

Telephone Programming Instructions

To enter data for Program 1106 (Direct Line Selection):

1. Enter the programming mode.
2. 1106 + HOLD

   DSS No?
3. Enter the Console Number (1-8 in 384i, 1-4 in 124i) you want to program.

   In 384i, the system automatically determines if there is a DLS Console assigned to the Console Number you select.
4. HOLD

   Key No?
5. Select the DLS Console key you want to program (1-200 in 384i, 1-100 in 124i) + HOLD

   By default, key 1=line 1, key 2=line 3, etc.

   Key_nnn:
6. Enter data for the key selected in the previous step + HOLD

   Key No?
7. Repeat from step 5 to program another DLS Console key.

   OR

   HOLD + Repeat from step 3 to program another Console Number.

   OR

   HOLD + HOLD to exit.

☐ Sorts Data ☐ Updates CEU ☐ Can be Copied

Description

124i ☞	Available — except Items 9-20 and requires Base 4.02 or higher and EXCPRU 4.02 or higher.

384i ☞	Available — requires system software 3.07.14 or higher.

IN

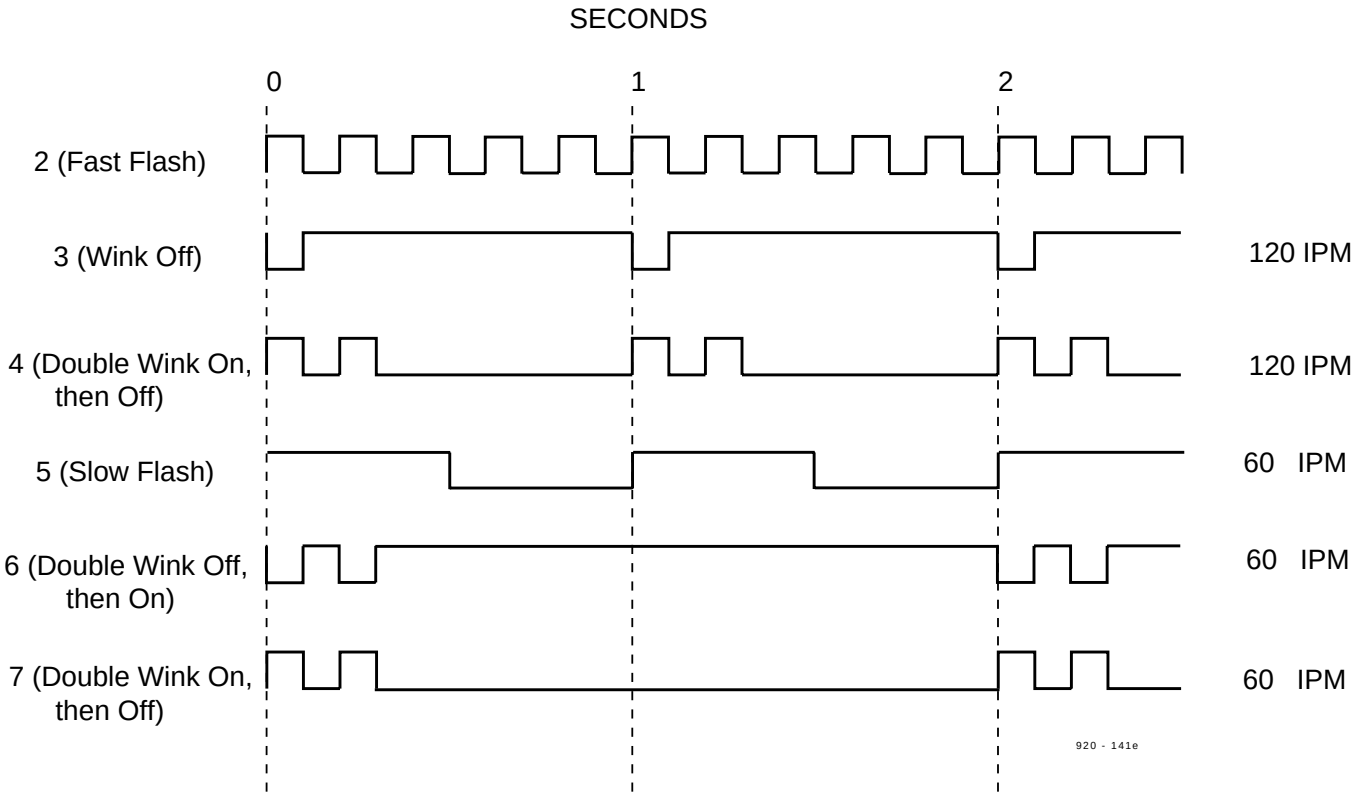
Use **Program 1107 - DSS Console Lamp Table** to customize flash rates for the system's DSS Consoles. Refer to the chart and table below. Use the *New Entry* column in the chart below to record your entries if you make any changes to the DSS Console flash rates.

DSS Console Lamp Table			
0 = Off, 1 = Steady, 2-7 = Refer to chart on the following page.			
Item	**Description**	**Default**	**New Entry**
1	Idle Extension	0	
2	Busy Extension	1	
3	DND Extension	2	
4	ACD Agent Busy	1	
5	Out of Schedule (ACD DSS)	0	
6	ACD Agent Log-Out (ACD DSS)	3	
7	ACD Agent Log-In (ACD DSS)	4	
8	ACD Agent Emergency (ACD DSS)	6	
9	Hotel Status Code 1 (Hotel DSS)	1	
10	Hotel Status Code 2 (Hotel DSS)	5	
11	Hotel Status Code 3 (Hotel DSS)	7	
12	Hotel Status Code 4 (Hotel DSS)	0	
13	Hotel Status Code 5 (Hotel DSS)	3	
14	Hotel Status Code 6 (Hotel DSS)	2	
15	Hotel Status Code 7 (Hotel DSS)	6	
16	Hotel Status Code 8 (Hotel DSS)	4	
17	Hotel Status Code 9 (Hotel DSS)	2	
18	Hotel Status Code 0 (Hotel DSS)	5	
19	Hotel Status Code * (Hotel DSS)	4	
20	Hotel Status Code # (Hotel DSS)	3	
21-50	Not used		

Conditions

(A.) Lamps on the DSS Consoles do not automatically update when changed. The change will update when the status of the extension changes.

(B.) Changes to the DSS Console's flash rates may effect the BLF color on the PC Attendant



Feature Cross Reference

"Direct Station Selection (DSS) Console"

Telephone Programming Instructions

To enter data for Program 1106 (Direct Line Selection):

1. Enter the programming mode.
2. 1106 + HOLD

   ```
   DSS No?
   ```

3. Enter the Console Number (1-8 in 384i, 1-4 in 124i) you want to program.

   In 384i, the system automatically determines if there is a DLS Console assigned to the Console Number you select.

4. HOLD

   ```
   Key No?
   ```

5. Select the DLS Console key you want to program (1-200 in 384i, 1-100 in 124i) + HOLD

   By default, key 1=line 1, key 2=line 3, etc.

   ```
   Key_nnn:
   ```

6. Enter data for the key selected in the previous step + HOLD

   ```
   Key No?
   ```

7. Repeat from step 5 to program another DLS Console key.
   OR
   HOLD + Repeat from step 3 to program another Console Number.
   OR
   HOLD + HOLD to exit.

— For Your Notes —

☐ Sorts Data ☐ Updates CEU ☐ Can be Copied

Description

124i ☞ Available — 72 DCI software ports.

384i ☞ Available — 288 DCI software ports.

IN

Use **Program 1201 - DCI Setup** to set the values of the DCI S-registers and LAPB registers. Use the S-registers to set communications options. Use the LAPB registers to set X.25 packet switching options. You can have different register entries for each of the DCI sub-types set in Program 1202. In 384i, refer to the "Order" option in Program 0005 for the DCI software port number. In 124i, the DCI software port number is the same as the extension to which it is connected. See the following charts for an explanation of each S-register and LAPB register, their ranges and default settings.

DCI S-Registers (Register Type 1)

Register	Description	Range	Default
0	**Number of Rings Until Auto-Answer** The number of rings required before the DCI port answers the call.	0 (No auto-answer) 1-255 (2-510 seconds)	0
1	**Ring Count** The register that stores the number or rings detected by the DCI	0-255 (0-510 seconds)	0
2	**Escape Character** The decimal value of the ASCII character used for Escape	0-127 (decimal)	43
3	**Carriage Return Character** The decimal value of the ASCII character used for carriage return	0-127 (decimal)	13
4	**Line Feed Character** The decimal value of the ASCII character used for line feed.	0-127 (decimal)	10
5	**Backspace Character** The decimal value of the ASCII character used as a backspace.	0-32, 127 (decimal)	8
7	**Wait for Carrier After Dial** During call setup, sets time DCI waits for carrier from remote modem before hanging up. Also Sets time DCI pauses when it encounters a W in the dial string.	1-255 (seconds)	30
9	**Carrier Detect Response Time** Minimum duration of valid carrier signal.	1-255 (10-2550 mS)	6 (60 mS)
10	**Lost Carrier to Hang Up Delay** Length of time DCI waits before hanging up after loss of carrier (must be greater than register 9)	1-255 (10-2550 mS)	14 (140 mS)
12	**Escape Code Guard Time** Delay (guard) time before and after entering escape character.	0, 1-255 (0, 20-5100 mS)	50 (1 second)

DCI S-Registers (Register Type 1)			
Register	**Description**	**Range**	**Default**
25	**Delay to DTR** In synchronous mode, sets interval between connection and examination of DTR. Also After connection, sets minimum duration of valid DTR signal.	1-255 (10-1550 mS)	5 (50mS)
58	**DTE/DCE Terminal Type** You can configure a DCI-A Module (P/N 92266) as either a DCE of DTE device. Use the DCE (1) configuration if you have a straight-thru cable and you want to connect directly to a terminal or PC serial port. Use the DTE (0) configuration if you have a straight-thru cable and you want to connect directly to a modem. (This option requires system software 3.04. Prior to 3.04, this options was Register 59, Data Watchdog Timer.)	0 = DTE 1 = DCE	0 (DTE)
59	**Data Watchdog Timer (Low)** If a data low condition exists for longer than this interval, the system disconnects the data call. ***This option is only available in system software prior to 3.04.***	1-255 seconds 0=disabled	0 (disabled)
60	**Data Watchdog Timer(High)** If a data high condition exists for longer than this interval, the system disconnects the data call. ***This option is only available in system software prior to 3.04.***	1-255 seconds 0 = disabled	0 (disabled)
61	**Packet Size** Sets the size of the data packet. Packets exceeding this size are transmitted. Packets less than this size are not (unless timeout occurs - see register 63).	0-255 (0-255 byte)	255
62	**Terminate Code** The decimal value of the ASCII code used to end (terminate) a command line.	0-127 (decimal)	13 (CR)
63	**Data Transmission Time** Sets how long DCI waits before transmitting an incomplete packet. Use register 61 to set packet size.	0, 1-255 (0, 50-12750 mS) 0=disabled	5 (250 mS)
64	**Result Code Send/Block** Allows/prevents sending of Result Codes to device connected to DCI.	0=Send 1=Do Not Send	0 (Send)
	Result Code Type Enables sending of Result Codes as words or numbers.	0=Numeric 1=Words	1 (Words)
	Result Code Mode Determines which set of Result Codes are sent to device connected to DCI (Basic or Extended - see Table with DCI feature).	0=Basic 1=Extended	0 (Basic)

DCI S-Registers (Register Type 1)			
Register	**Description**	**Range**	**Default**
65	**Baud Rate** Sets the baud rate of the DCI port.	1=300 BPS 2=600 BPS 3=1200 BPS 4=2400 BPS 5=4800 BPS 6=9600 BPS 7=19,200 BPS	6 (9600 BPS)
	Stop Bit Sets the number of stop bits the DCI expects in the data stream	0=1 stop bit 1=2 stop bits	0 (1 stop bit)
	Data Bits Sets the number of data bits the DCI expects in the data stream.	0=7 data bits 1=8 data bits	1 (8 data bits)
	Parity Sets the parity method the DCI expects in the data stream	0=No parity 1=Not used 2=Odd parity 3=Even parity	0 (no parity)
66	**Request to Send (RTS) Control** Enables (0) or disables (1) RTS (pin 4) control. If disabled, the DCI holds RTS on.	0=Control enabled 1=Disabled (normally on)	0 (control enabled)
	Data Terminal Ready (DTR) Control Enables (0) or disables (1) DTR (pin 20) control. If disabled, the DCI holds DTR on.	0=Control enabled 1=Disabled (normally on)	0 (control enabled)
	Clear to Send (CD) Control Enables (0) or disables (1) CTS (pin 5) control. If disabled, CTS follows RTS (pin 4).	0=Control enabled 1=Disabled (follows RTS)	*0 (control enabled)*
	Flow Control Sets flow control.	0=No flow control 1=RTS/CTS (hardware) flow control enabled 2=XON/XOFF between DCI and connected terminal 3=XON/XOFF between sender and receiver (DCI transparent)	1 (hardware flow control)

DCI X.25 Packet Switching (LAPB) Registers (Register Type 2)			
Register	**Description**	**Range**	**Default**
Internal Calls			
1	**T1 Timer** After the DCE (DCI) sends a packet, it must receive a response from the connected DTE within the T1 interval. If a response is not received, the DCE resends the packet.	0-65535 mS	500 mS
2	**T2 Timer** After the connected DTE receives a packet from the DCE, it must respond within the T2 interval. (T2 must be less than T1.)	0-65535 mS	250 mS
3	**N1** The maximum number of bits in an I (Information Transfer) frame.	0-65535 bits	2080 bits
4	**N2** After T1 expires, N2 is the maximum number of transmissions and retransmissions of a packet allowed.	0-65535 times	20 times
5	**K** The maximum number of I (Information Transfer) frames a connected device may have unacknowledged (outstanding).	0-7 frames	7 frames
External Calls			
6	**T1 Timer** After the DCE (DCI) sends a packet, it must receive a response from the connected DTE within the T1 interval. If a response is not received, the DCE resends the packet.	0-65535 mS	2000 mS
7	**T2 Timer** After the connected DTE receives a packet from the DCE, it must respond within the T2 interval. (T2 must be less than T1.)	0-65535 mS	1000 mS
8	**N1** The maximum number of bits in an I (Information Transfer) frame.	0-65535 bits	2080 bits
9	**N2** After T1 expires, N2 is the maximum number of transmissions and retransmissions of a packet allowed.	0-65535 times	7 times
10	**K** The maximum number of I (Information Transfer) frames a connected device may have unacknowledged (outstanding).	0-7 frames	7 frames

Conditions
None

Feature Cross Reference

"Data Communications Interface (DCI)"

Telephone Programming Instructions

To enter data for Program 1201 (DCI Setup):

1. Enter the programming mode.
2. 1201 + HOLD

   ```
   Type No?
   ```

3. Enter the DCI sub-type you want to program (1-10) + HOLD

   You assign DCI software ports to sub-types in Program 1202.

   ```
   Item No?
   ```

4. Select the register type you want to program (1 or 2) + HOLD

   1 = DCI S-Registers, 2 = DCI LAPB Registers

   ```
   Register No?
   ```

5. Enter the number of the register you want to program + HOLD

   Refer to the charts above for the register numbers.

   The prompts you see depend on the register you select. Refer to the charts above.

6. Enter data for the register you select + HOLD

   Certain registers (e.g., S-Register 65) require you to enter more than one field of data. You see the prompt below when you enter data for a register's last field.

   ```
   Register No?
   ```

7. Repeat from step 5 to program another register.
   OR
   HOLD + Repeat from step 4 to select another register type.
   OR
   HOLD + HOLD to repeat from step 3 and select another DCI sub-type.
   OR
   HOLD three times to exit.

1200 - DCI Options
1202 - DCI Port Type

☐ **Sorts Data** ☐ **Updates CEU** ☑ **Can be Copied**

Description

124i ☞	Available — 72 DCI software ports.

384i ☞	Available — 288 DCI software ports. Additional port types are available in system software 3.04 and higher.

SB

For each DCI software port (1-144 and 145-288 in 384i, 1-72 in 124i), use **Program 1202 - DCI Port Type** to assign the DCI port type (RS-232-C or Centronics) and the DCI sub-type. Available types are:

- 0 (None)
- 1 (DCI connected to RS-232 DTE port)
- 2 (DCI connected to Centronics port)
- 3 (Not used)
- 4 (DCI connected to RS-232 DCE port)

Each sub-type is a unique DCI configuration, with unique register settings (Program 1201). When programming, assign DCIs with the same configuration to the same sub-type. In 384i, refer to the "Order" option in Program 0005 for the DCI software port number. In 124i, the DCI software port number is the same as the extension to which it is connected.

Conditions

None

Feature Cross Reference

"Data Communications Interface (DCI)"

Telephone Programming Instructions

To enter data for Program 1202 (DCI Port Type):

1. Enter the programming mode.
2. 1202 + HOLD

   DCI No?
3. Enter the DCI software port you want to program.

   In 384i, DCI Module software ports are 1-144. 3-DCI software ports are 145-288.

   In 124i, DCI software ports are 1-72 (the same as the extension port to which the device is connected).
4. HOLD

   DCI Type:
5. Enter the DCI type for the software port selected in the previous step + HOLD

   0 = None, 1 = DCI connected to RS-232 DTE port, 2 = DCI connected to Centronics port, 3 (Not used), 4 (DCI connected to RS-232 DCE port).

   Prior to system software 3.04, 0 = None, 1 = RS-232 and 2 = Centronics.

   DCI Sub Type:
6. Enter the DCI's subtype (1-10) + HOLD

   DCI No?
7. Repeat from step 3 to program another DCI software port.

   OR

   HOLD to exit.

✔ Sorts Data	☐ Updates CEU	✔ Can be Copied

Description

124i ☞ Not available.	***384i*** ☞ Available — 288 DCI software ports and four Tenant Groups.

IN

Use **Program 1203 - DCI Tenant Group** to assign a DCI software port (1-144, 145-288) to a Tenant Group (1-4). Refer to the "Order" option in Program 0005 for the DCI software port number.

Conditions

None

Feature Cross Reference

"Data Communications Interface (DCI)"

Telephone Programming Instructions

To enter data for Program 1203 (DCI Tenant Group):

1. Enter the programming mode.
2. 1203 + HOLD

   ```
   DCI No?
   ```

3. Enter the DCI software port number you want to program + HOLD

   DCI Module software ports are 1-144. 3-DCI software ports are 145-288.

   ```
   DCI_nnn:
   ```

4. For the DCI software port selected, enter the Tenant Group (1-4) + HOLD

   ```
   DCI No?
   ```

5. Repeat from step 3 to program another DCI software port.

   OR

   HOLD to begin sort.

   ```
   Sorting...
   Sort complete!
   ```

   Then HOLD to exit.

1200 - DCI Options
1204 - DCI Department Group

✔ Sorts Data	☐ Updates CEU	☐ Can be Copied

Description

124i ☞	Available — 72 DCI software ports and eight DCI Department Groups.

384i ☞	Available — 288 DCI software ports and 32 DCI Department Groups.

IN

Use **Program 1204 - DCI Department Group** to set up DCI Department Groups. The system allows up to 32 DCI Department Groups in 384i and eight in 124i. This program also lets you assign the priority of each DCI software port within a DCI Department Group. When calling a DCI Department Group, DCIs with a higher priority number (e.g., 1) are connected before DCIs with a lower priority number (e.g., 72). In 384i, refer to the "Order" option in Program 0005 for the DCI software port number. In 124i, the DCI software port number is the same as the extension to which it is connected.

Be sure to also assign pilot numbers to the DCI Departments in Program 0507.

Conditions

None

Feature Cross Reference

"Data Communications Interface (DCI)"

Telephone Programming Instructions

To enter data for Program 1204 (DCI Department Group):

1. Enter the programming mode.
2. 1204 + HOLD

   ```
   DCI No?
   ```

3. Enter the DCI software port number you want to program + HOLD

   In 384i, DCI Module software ports are 1-144. 3-DCI software ports are 145-288.

   IN 124i, DCI software ports are 1-72.

   ```
   DCG No:
   ```

4. For the DCI software port selected, enter the DCI Department Group number (1-32 in 384i, 1-8 in 124i).
5. HOLD

   ```
   Order No
   ```

6. Enter the DCI software port's priority within the DCI Department Group (1-288 in 384i, 1-72 in 124i).
7. HOLD

   ```
   DCI No?
   ```

8. Repeat from step 3 to program another DCI software port.

   OR

   HOLD to begin sort.

   ```
   Sorting...
   Sort complete!
   ```

   Then HOLD to exit.

☐ Sorts Data ☐ Updates CEU ☑ Can be Copied

Description

124i ☞	Available — eight DCI Toll Restriction classes.

384i ☞	Available — 15 DCI Toll Restriction Classes.

IN

Use **Program 1205 - DCI Toll Restriction Class** to set the Toll Restriction Class (1-15 in 384i, 1-eight in 124i) for each DCI software port. The system uses Toll Restriction Class for outgoing (trunk) data calls. Toll Restriction Class does not affect internal data calls. For each DCI software port, you make one entry for each Night Service mode and the Power Failure mode:

DAY = Day Mode
NIT = Night Mode
MID = Midnight Mode
REST = Rest Mode
BACKUP = Power Failure Mode

In 384i, refer to the "Order" option in Program 0005 for the DCI software port number.

Conditions

None

Feature Cross Reference

"Data Communications Interface (DCI)"

Telephone Programming Instructions

To enter data for Program 1205 (DCI Toll Restriction Class):

1. Enter the programming mode.
2. 1205 + HOLD

   DCI No?
3. Enter the DCI software port number you want to program + HOLD

   In 384i, DCI Module software ports are 1-144. 3-DCI software ports are 145-288.

   In 124i, DCI software ports are 1-72.

   CLS(DAY)
4. For the DCI software port selected, enter the Day Mode Toll Restriction Class (1-15 in 384i, 1-8 in 124i).
5. HOLD

   CLS(NIT)
6. For the DCI software port selected, enter the Night Mode Toll Restriction Class (1-15 in 384i, 1-8 in 124i).
7. HOLD

   CLS(MID)
8. For the DCI software port selected, enter the Midnight Mode Toll Restriction Class (1-15 in 384i, 1-8 in 124i).
9. HOLD

   CLS(REST)
10. For the DCI software port selected, enter the Rest Mode Toll Restriction Class (1-15 in 384i, 1-8 in 124i).
11. HOLD

    CLS(BACKUP)
12. For the DCI software port selected, enter the Backup Mode Toll Restriction Class (1-15 in 384i, 1-8 in 124i).

13. HOLD

```
DCI No?
```

14. Repeat from step 3 to program another DCI software port.
    OR
    HOLD to exit.

☐ Sorts Data ☐ Updates CEU ☐ Can be Copied

Description

124i ☞ Available — 72 DCI software ports .	***384i*** ☞ Available — 288 DCI software ports

IN

After changing the register values in Program 1201, use **Program 1206 - Initialize DCI** to initialize the DCI software port changed. ***You must initialize a DCI software port before the changes you made in Program 1201 will take effect.*** In 384i, refer to the "Order" option in Program 0005 for the DCI software port number. In 124i, the DCI software port number is the same as the extension to which it is connected.

Conditions

None

Feature Cross Reference

"Data Communications Interface "(DCI)"

Telephone Programming Instructions

To enter data for Program 1206 (Initialize DCI):

1. Enter the programming mode.
2. 1206 + HOLD

   `DCI No?`
3. Enter the DCI software port number you want to program + HOLD

   In 384i, DCI Module software ports are 1-144. 3-DCI software ports are 145-288.

   In 124i, DCI software ports are 1-72.

   `DCI_nnn Initial!`

   This indicates that the DCI software port has been successfully initialized.
4. HOLD

   `DCI No?`
5. Repeat from step 3 to program another DCI software port.

   OR

   HOLD to exit.

1200 - DCI Options
1207 - DCI Hotline Setup

☐ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞	Available — 24 Hotline pairs.
384i ☞	Available — 50 Hotline pairs in each of four Tenant Groups.

IN

Use **Program 1207 - DCI Hotline Setup** to set up a DCI Hotline ("nailed-up" connection) between an extension with a DCI Module and a destination DCI. When the user at the DCI Hotline originator presses the data key, the system automatically calls the programmed destination. In 384i, each Tenant Group has 50 Hotline pairs that you can assign. The 124i has 24 Hotline pairs. When assigning Hotline pairs, use the DCI extension numbers set in Program 0503.

Conditions

None

Feature Cross Reference

"Data Communications Interface (DCI)"

Telephone Programming Instructions

To enter data for Program 1207 (DCI Hotline Setup):

1. Enter the programming mode.
2. 1207 + HOLD

   `Tenant No?`
3. Enter the number of the Tenant Group (1-4) you want to program + HOLD

   `Hotline No?`
4. For the Tenant Group you select, enter the Hotline number (1-50 in 384i, 1-24 in 124i) you want to program.
5. HOLD

   `Origin:`
6. Enter the DCI extension number of the Hotline originator (457-799 in 384i, 373-799 in 124i) + HOLD

   The originator is the extension placing the Hotline call.

   Make sure the extension number you select is part of the Tenant Group you specified in step 3.

   `Target:`
7. Enter the DCI extension number of the Hotline target (457-799 in 384i, 373-799 in 124i) + HOLD

   The Hotline target is the DCI extension called when the originator presses their data key.

   Make sure the extension number you select is part of the Tenant Group you specified in step 3.

   `Hotline No?`
8. Repeat from step 4 to program another Hotline.

   OR

   HOLD to repeat from step 3 and select another Tenant Group.

   OR

   HOLD + HOLD to exit.

☐ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞	Available — six ACI software ports (2 3-ACI Modules max.).
384i ☞	Available — 192 ACI software ports (64 3-ACI Modules max.).

IN

Use **Program 1301 - ACI Port Function** to set the function of each software port on an Analog Communications Interface. Each ACI software port can have only one function (input, output or none). In 384i, refer to the "Order" option in Program 0005 for the ACI software port number. In 124i, the ACI software ports are the port into which the ACI is connected and the next two consecutive ports.

Conditions

Feature Cross Reference

"Analog Communications Interface (ACI)"

Telephone Programming Instructions

To enter data for Program 1301 (ACI Port Function):

1. Enter the programming mode.
2. 1301 + HOLD

   `ACI No?`
3. Enter the number of the ACI software port (1-192 in 384i, 1-6 in 124i) you want to program + HOLD

   `ACI_nnn:`
4. Enter the ACI software port function (0-2).

   0 = No function assigned, 1 = Input (for music source), 2 = Output (for External Paging or tape recording)
5. HOLD

   `ACI No?`
6. Repeat from step 3 to enter another ACI software port number.

   OR

   HOLD to exit.

1300 - ACI Options
1302 - ACI Tenant Group

✔ Sorts Data	☐ Updates CEU	☐ Can be Copied

Description

124i ☞	Not available.
384i ☞	Available — 192 ACI software ports (64 3-ACI Modules max.).

IN

Use **Program 1302 - ACI Tenant Group** to assign an ACI software port (1-192) to a Tenant Group (1-4). Refer to the "Order" option in Program 0005 for the ACI software port number.

Conditions

None

Feature Cross Reference

"Analog Communications Interface (ACI)"

Telephone Programming Instructions

To enter data for Program 1302 (ACI Tenant Group):

1. Enter the programming mode.
2. 1302 + HOLD

   ```
   ACI No?
   ```

3. Enter the number of the ACI software port (1-192) you want to program + HOLD

   ```
   ACI_nnn:
   ```

4. For the ACI software port selected, enter the number of the Tenant Group (1-4)
5. HOLD

   ```
   ACI No?
   ```

6. Repeat from step 3 to program another ACI software port.

   OR

   HOLD to begin sort.

   ```
   Sorting...
   Sort complete!
   ```

   Then HOLD to exit.

✔ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞	Available — six ACI software ports (2 3-ACI Modules max.) and four ACI Department Calling Groups.

384i ☞	Available — 192 ACI software ports (64 3-ACI Modules max.) and 32 ACI Department Calling Groups.

IN

Use **Program 1303 - ACI Department Calling Group** to assign ACI software ports (1-192) to Department Groups. The 384i system has 32 ACI Department Groups; the 124i system has four. An ACI software port can only be in one group. ACIs in the same Department Group should also be in the same Tenant Group. In 384i, refer to the "Order" option in Program 0005 for the ACI software port number. In 124i, the ACI software ports are the port into which the ACI is connected and the next two consecutive ports.

Also use this program to set the ACI software port's priority. When a call comes into the ACI Department Group, it connects to the ACI software port in order of their priority. A higher priority port (e.g., 1) receives calls before a lower priority port (e.g., 6).

Conditions

None

Feature Cross Reference

"Analog Communications Interface (ACI)"

Telephone Programming Instructions

To enter data for Program 1303 (ACI Department Group):

1. Enter the programming mode.
2. 1303 + HOLD

   ```
   ACI No?
   ```

3. Enter the number of the ACI software port (1-192 in 384i, 1-6 in 124i) you want to program + HOLD

   ```
   ACG No:
   ```

4. For the ACI software port selected, enter the number of that port's ACI Department Group (1-32 in 384i, 1-4 in 124i).
5. HOLD

   ```
   Order No:
   ```

6. For the ACI software port selected, enter that port's priority (1-192 in 384i, 1-6 in 124i).
7. HOLD

   ```
   ACI No?
   ```

8. Repeat from step 3 to select another ACI software port.
   OR
   HOLD to begin sort.

   ```
   Sortina...
   Sort complete!
   ```

   Then HOLD to exit.

— For Your Notes —

☐ Sorts Data ☐ Updates CEU ☐ Can be Copied

Description

124i ☞	Not available.

384i ☞	Available — eight Door Boxes distributed among the four Tenant Groups.

IN

Use **Program 1501 - Door Box Tenant Assignment** to assign a Tenant Group (1-4) to each Door Box. The system can have up to eight Door Boxes (four on each PGDU PCB).

Conditions

None

Feature Cross Reference

"Door Box"

Telephone Programming Instructions

To enter data for Program 1501 (Door Box Tenant Assignment):

1. Enter the programming mode.
2. 1501 + HOLD

   `Door Phone No?`
3. Enter the number of the Door Box (1-8) you want to program + HOLD.

   `Door Phone_n:`
4. For the Door Box you select, enter the Tenant Group assignment (1-4).
5. HOLD

   `Door Phone No?`
6. Repeat from step 3 to program another Door Box.

   OR

   HOLD to exit

1500 - Door Box Options
1502 - Door Box Ring Assignments

☐ **Sorts Data** ☐ **Updates CEU** ☑ **Can be Copied**

Description

124i ☞	Available — 72 extensions and eight Door Boxes.

384i ☞	Available — 256 extensions and eight Door Boxes.

IN

Use **Program 1502 - Door Box Ring Assignments** to assign Door Box ringing to extensions. If enabled (1), an extension rings when a caller presses the associated Door Box's call button. If disabled (0), the extension does not ring. You make a separate entry for each extension and for each Door Box. A Door Box can ring any number of extensions.

Conditions

None

Feature Cross Reference

"Door Box"

Telephone Programming Instructions

To enter data for Program 1502 (Door Box Ring Assignments):

1. Enter the programming mode.
2. 1502 + HOLD

   `STA PORT No?`
3. Enter the number of the extension port (1-256 in 384i, 1-72 in 124i) you want to program + HOLD

   `Door Phone No?`
4. For the extension selected, enter the number of the Door Box (1-8) for which you want to program ringing.
5. HOLD

   `Door Phone_n:`
6. Enter 1 to have the Door Box ring the extension; 0 to prevent the Door Box from ringing.
7. HOLD

   `Door Phone No?`
8. Repeat from step 4 to program another Door Box.
   OR
   HOLD + repeat from step 3 to select another extension port to program.
   OR
   HOLD + HOLD to exit.

1500 - Door Box Options
1503 - Door Box Chime Pattern

☐ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞	Available — eight Door Boxes and one Chime Tone.

384i ☞	Available — eight Door Boxes and three Chime Tones.

IN

Use **Program 1503 - Door Box Chime Pattern** to select the chime pattern for each Door Box. In 384i, there are three distinctive chime patterns. In 124i, there is only one chime pattern.

Conditions

None

Default Setting

Feature Cross Reference

"Door Box"

Telephone Programming Instructions

To enter data for Program 1503 (Door Box Chime Pattern):

1. Enter the programming mode.
2. 1503 + HOLD

   ```
   Door Phone No?
   ```

3. Enter the number of the Door Box you want to program (1-8) + HOLD

   The first Door Box you install in 1; the last is 8.

   ```
   Door Phone_n:
   ```

4. For the Door Box selected, assign the chime pattern (1-3 in 384i, 1 in 124i) + HOLD

   ```
   Door Phone No?
   ```

5. Repeat from step 3 to program another Door Box.

   OR

   HOLD to exit.

1500 - Door Box Options
1503 - Door Box Chime Pattern

— For Your Notes —

✔ **Sorts Data** ☐ **Updates CEU** ✔ **Can be Copied**

Description

124i ☞	Available — 72 extensions and eight Internal Paging Groups; extensions not assigned to a group by default.

384i ☞	Available — 32 Internal Paging Groups and 256 extensions; extensions assigned to group 1 by default.

IN

Use **Program 1601 - Internal Paging Groups** to assign extensions to Internal Paging Groups (i.e., Page Zones). In 384i, each of the four Tenant Groups can have up to 32 Internal Paging Groups. The 124i can have up to eight Internal Paging Groups. An extension can be in only one Internal Paging Group.

Conditions

None

Feature Cross Reference

"Paging (Internal)"

Telephone Programming Instructions

To enter data for Program 1601 (Internal Paging Groups):

1. Enter the programming mode.
2. 1601 + HOLD

   ```
   STA PORT No?
   ```

3. Enter the extension port (1-256 in 384i, 1-72 in 124i) you want to program + HOLD

   ```
   STA PORT_nnn:
   ```

4. Assign the extension port selected to an Internal Paging Group (1-32 in 384i, 1-8 in 124i).
5. HOLD

   ```
   STA PORT No?
   ```

6. Repeat from step 3 to program another extension port.
   OR
   OR
   HOLD to begin sort.

   ```
   Sorting...

   Sort complete!
   ```

   Then HOLD to exit.

1600 - Paging Options
1602 - Internal Paging Group Names

☐ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞	Available — eight Internal Paging Groups.

384i ☞	Available — 32 Internal Paging Groups.

IN

Use **Program 1602 - Internal Paging Group Name**s to assign names to Internal Paging Groups (i.e., Page Zones). The system shows the names you program on the telephone displays. Use the following chart when entering and editing text. When using the DSS keys, press the key once for the first character, twice for the second character, etc. For example, to enter a C, press DSS1 three times. Press DND to toggle between upper and lower case letters.

Keys for Entering Names	
Use this key . . .	**When you want to . . .**
DSS1	Enter characters A-D. After selecting your entry, press check to have system accept it.
DSS2	Enter characters E-H. After selecting your entry, press check to have system accept it.
DSS3	Enter characters I-L. After selecting your entry, press check to have system accept it.
DSS4	Enter characters M-P. After selecting your entry, press check to have system accept it.
DSS5	Enter characters Q-T. After selecting your entry, press check to have system accept it.
DSS6	Enter characters U-Z. After selecting your entry, press check to have system accept it.
DSS7	Enter a hyphen (-). After selecting your entry, press check to have system accept it.
DSS8	Enter a blank space. After selecting your entry, press check to have system accept it.
DSS9	Enter extended ASCII characters. Press repeatedly to scroll through the list. After selecting your entry, press check to have system accept it.
DSS10	Enter punctuation marks. Press repeatedly to scroll through the list. After selecting your entry, press check to have system accept it.
CLEAR	Save text entry as part of name after you select it. You need to press CHECK after selecting characters from DSS keys 1-10. You don't need to press CHECK after dialing a dial pad digit (0-9, # or *).
CLEAR	Clear the text entry if you want to start over.
Dialpad digits 0-9, # and *.	Enter numbers, # and * as part of the name. You don't need to press CHECK after entering these characters.

Conditions
None

Feature Cross Reference

"Paging (Internal)"

Telephone Programming Instructions

To enter data for Program 1602 (Internal Paging Group Names):

1. Enter the programming mode.
2. 1602 + HOLD

   ```
   Tenant No?
   ```

3. Select the Tenant Group (1-4) you want to program + HOLD

   ```
   IPG No?
   ```

4. For the Tenant Group selected, select the Internal Paging Group (1-32 in 384i, 1-8 in 124i) you want to program.
5. HOLD

   ```
   (Previous Name) -
   ```

   The previously programmed name displays.
6. Enter the Internal Paging Group name.

   Refer to the chart above when programming names.

   ```
   IPG No?
   ```

7. Repeat from step four to program a name for another Internal Paging Group.
   OR
   HOLD + Repeat from step 3 to select another Tenant Group.
   OR
   HOLD + HOLD to exit.

1600 - Paging Options
1603 - External Paging Zone Tenant

☐ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞	Not available.

384i ☞	Available — eight External Paging Zones allocated among four Tenant Groups.

IN

Use **Program 1603 - External Paging Zone Tenant** to assign a Tenant Group to each External Paging zone. The system has eight External Paging zones that you can assign to one of four Tenant Groups. Each PGDU PCB can have four External Paging outputs (2 PCBs max. per system). When programming, the first zone used (on the first PGDU PCB) is zone 1; the last zone used (on the second PGDU PCB) is zone 8. If the system has Door Boxes, you lose one External Paging zone to each Door Box.

Conditions

None

Feature Cross Reference

"Paging (External)"

Telephone Programming Instructions

To enter data for Program 1603 (External Paging Zone Tenant):

1. Enter the programming mode.
2. 1603 + HOLD

   `Speaker No?`
3. Select the External Paging Zone (1-8) you want to program.

   The first zone used (on the first PGDU PCB) is zone 1; the last zone used (on the second PGDU PCB) is zone 8. If the system has Door Boxes, you lose one External Paging zone to each Door Box.
4. HOLD

   `SPK_n:`
5. Assign the Tenant Group (1-4) to the External Paging Zone selected in step 3.
6. HOLD

   `Speaker No?`
7. Repeat from step 3 to select another External Paging Zone.

   OR

   HOLD to exit.

☐ Sorts Data ☐ Updates CEU ☐ Can be Copied

Description

124i ☞	Available — eight External Paging zones and eight alarm circuits maximum (Items 11-18 not used).
384i ☞	Available — eight External Paging zones and 16 alarm circuits maximum.

IN

Use **Program 1604 - External Paging Zone Control** to set the options for each External Paging zone. The options are:

- Broadcast splash tone before a Paging announcement (Item 1 in the chart below)
- Play Background Music over the zone when it is idle (Item 2 in the chart below)
- Broadcast alarm rings for the 16 PGDU PCB external alarms (Items 3-18 in the chart below).

When programming, the first zone used (on the first PGDU PCB) is zone 1; the last zone used (on the second PGDU PCB) is zone 8. If the system has Door Boxes, you lose one External Paging zone to each Door Box.

Refer to the following chart for a description of each item, its range and default setting.

External Paging Zone Control Options

Option	Description	Range	Default
Item 1	**Broadcast Splash Tone Before Paging** Use this option to enable or disable splash tone before Paging over an external zone. If enabled, the system broadcasts a splash tone before the External Paging announcement.	0 (Splash tone disabled) 1 (Splash tone enabled)	1 (Splash tone enabled)
Item 2	**Broadcast BGM When Idle** Use this option to allow or prevent the External Paging zone you select from broadcasting Background Music when it is idle.	0 (BGM prevented) 1 (BGM allowed)	0 (BGM prevented)
Item 3	**Broadcast Alarm Signal for Alarm 1** Use this option to allow or prevent the External Paging zone you select from broadcasting alarm signals for external alarm 1.	0 (Alarm signal prevented) 1 (Alarm signal allowed)	0 (Alarm signal prevented)
Item 4	**Broadcast Alarm Signal for Alarm 2** Use this option to allow or prevent the External Paging zone you select from broadcasting alarm signals for external alarm 2.	0 (Alarm signal prevented) 1 (Alarm signal allowed)	0 (Alarm signal prevented)
Item 5	**Broadcast Alarm Signal for Alarm 3** Use this option to allow or prevent the External Paging zone you select from broadcasting alarm signals for external alarm 3.	0 (Alarm signal prevented) 1 (Alarm signal allowed)	0 (Alarm signal prevented)
Item 6	**Broadcast Alarm Signal for Alarm 4** Use this option to allow or prevent the External Paging zone you select from broadcasting alarm signals for external alarm 4.	0 (Alarm signal prevented) 1 (Alarm signal allowed)	0 (Alarm signal prevented)
Item 7	**Broadcast Alarm Signal for Alarm 5** Use this option to allow or prevent the External Paging zone you select from broadcasting alarm signals for external alarm 5.	0 (Alarm signal prevented) 1 (Alarm signal allowed)	0 (Alarm signal prevented)

External Paging Zone Control Options			
Option	**Description**	**Range**	**Default**
Item 8	**Broadcast Alarm Signal for Alarm 6** Use this option to allow or prevent the External Paging zone you select from broadcasting alarm signals for external alarm 6.	0 (Alarm signal prevented) 1 (Alarm signal allowed)	0 (Alarm signal prevented)
Item 9	**Broadcast Alarm Signal for Alarm 7** Use this option to allow or prevent the External Paging zone you select from broadcasting alarm signals for external alarm 7.	0 (Alarm signal prevented) 1 (Alarm signal allowed)	0 (Alarm signal prevented)
Item 10	**Broadcast Alarm Signal for Alarm 8** Use this option to allow or prevent the External Paging zone you select from broadcasting alarm signals for external alarm 8.	0 (Alarm signal prevented) 1 (Alarm signal allowed)	0 (Alarm signal prevented)
Item 11	**Broadcast Alarm Signal for Alarm 9** Use this option to allow or prevent the External Paging zone you select from broadcasting alarm signals for external alarm 9.	0 (Alarm signal prevented) 1 (Alarm signal allowed)	0 (Alarm signal prevented)
Item 12	**Broadcast Alarm Signal for Alarm 10** Use this option to allow or prevent the External Paging zone you select from broadcasting alarm signals for external alarm 10.	0 (Alarm signal prevented) 1 (Alarm signal allowed)	0 (Alarm signal prevented)
Item 13	**Broadcast Alarm Signal for Alarm 11** Use this option to allow or prevent the External Paging zone you select from broadcasting alarm signals for external alarm 11.	0 (Alarm signal prevented) 1 (Alarm signal allowed)	0 (Alarm signal prevented)
Item 14	**Broadcast Alarm Signal for Alarm 12** Use this option to allow or prevent the External Paging zone you select from broadcasting alarm signals for external alarm 12.	0 (Alarm signal prevented) 1 (Alarm signal allowed)	0 (Alarm signal prevented)
Item 15	**Broadcast Alarm Signal for Alarm 13** Use this option to allow or prevent the External Paging zone you select from broadcasting alarm signals for external alarm 13.	0 (Alarm signal prevented) 1 (Alarm signal allowed)	0 (Alarm signal prevented)
Item 16	**Broadcast Alarm Signal for Alarm 14** Use this option to allow or prevent the External Paging zone you select from broadcasting alarm signals for external alarm 14.	0 (Alarm signal prevented) 1 (Alarm signal allowed)	0 (Alarm signal prevented)
Item 17	**Broadcast Alarm Signal for Alarm 15** Use this option to allow or prevent the External Paging zone you select from broadcasting alarm signals for external alarm 15.	0 (Alarm signal prevented) 1 (Alarm signal allowed)	0 (Alarm signal prevented)
Item 18	**Broadcast Alarm Signal for Alarm 16** Use this option to allow or prevent the External Paging zone you select from broadcasting alarm signals for external alarm 16.	0 (Alarm signal prevented) 1 (Alarm signal allowed)	0 (Alarm signal prevented)

Conditions
None

Feature Cross Reference

"Paging (External)"

Telephone Programming Instructions

To enter data for Program 1604 (External Paging Zone Control):

1. Enter the programming mode.
2. 1604 + HOLD

   `Speaker No?`
3. Select the number of the External Paging zone you want to program (1-8).
4. HOLD

   `Item No?`
5. For the speaker selected, enter the number of the item you want to program (1-18 in 384i, 1-10 in 124i).

   Refer to the chart above when selecting items.
6. HOLD

   `Item_n:`
7. Enter data for the item you select + HOLD

   Refer to the chart above when entering data for an item.

   `Item No?`
8. Repeat from step 5 to select another item.

   OR

   HOLD + Repeat from step 3 to select another External Paging zone.

   OR

   HOLD + HOLD to exit.

1600 - Paging Options
1605 - Universal Night Answer

☐ **Sorts Data** ☐ **Updates CEU** ☑ **Can be Copied**

Description

124i ☞ Available — 52 trunks. ***384i*** ☞ Available — 128 trunks.

IN

Use **Program 1605 - Universal Night Answer** to assign Universal Night Answer ringing to each External Paging zone. For each trunk port (1-52 in 124i or 1-128 in 384i), you make a separate entry for each External Paging zone (1-8). When programming, the first zone used (on the first PGDU PCB) is zone 1; the last zone used (on the second PGDU PCB) is zone 8. If the system has Door Boxes, you lose one External Paging zone to each Door Box. For UNA ringing, you make a separate entry for each Night Service mode:

DAY = Day Mode
NIT = Night Mode
MID = Midnight Mode
REST = Rest Mode

Conditions

None

Feature Cross Reference

"Night Service"

Telephone Programming Instructions

To enter data for Program 1605 (Universal Night Answer):

1. Enter the programming mode.
2. 1605 + HOLD

   `TRK No?`
3. Enter the number of the trunk (1-52 in 124i or 1-128 in 384i) for which you want to assign UNA ringing.
4. HOLD

   `Speaker No?`
5. For the trunk selected, enter the number of the External Paging zone (1-8) for which you want to set ringing.
6. HOLD

   `Ring (DAY) :`
7. Enter 1 if zone should ring for trunk in the Day Mode; enter 0 if zone should not ring for trunk in the Day Mode.
8. HOLD

   `Ring (NIT) :`
9. Enter 1 if zone should ring for trunk in the Night Mode; enter 0 if zone should not ring for trunk in the Night Mode.
10. HOLD

    `Ring (MID) :`
11. Enter 1 if zone should ring for trunk in the Midnight Mode; enter 0 if zone should not ring for trunk in the Midnight Mode.
12. HOLD

    `Ring (REST) :`
13. Enter 1 if zone should ring for trunk in the Rest Mode; enter 0 if zone should not ring for trunk in the Rest Mode.
14. HOLD

```
Speaker No?
```

15. Repeat from step 5 to select another External Paging zone.
    OR
    HOLD + Repeat from step 3 to select another trunk.
    OR
    HOLD + HOLD to exit.

1600 - Paging Options
1606 - External Paging Zone Group

☐ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞	Available — eight External Paging zones and eight External Paging Groups.

384i ☞	Available — eight External Paging zones and eight External Paging Groups.

IN

Use **Program 1606 - External Paging Zone Group** to assign each External Paging zone to an External Paging group. Users call the External Paging group when broadcasting announcements to the external zone. When programming, the first zone used (on the first PGDU PCB) is zone 1; the last zone used (on the second PGDU PCB) is zone 8. If the system has Door Boxes, you lose one External Paging zone to each Door Box.

To simplify programming and troubleshooting, always make make the External Paging Zone Group the same number as the External Paging zone (i.e., 1 = 1, 2 = 2, etc.).

Conditions

None

Feature Cross Reference

"Paging (External)"

Telephone Programming Instructions

To enter data for Program 1606 (External Paging Zone Group):

1. Enter the programming mode.
2. 1606 + HOLD

   `Speaker No?`
3. Enter the number of the External Paging zone (1-8) you want to program.
4. HOLD

   `SPK_n:`
5. For the External Paging zone selected (1-8), enter that zone's External Paging Zone Group number (1-8).
6. HOLD

   `Speaker No?`
7. Repeat from step 3 to select another External Paging zone (1-8).

   OR

   HOLD to exit.

☐ Sorts Data ☐ Updates CEU ☐ Can be Copied

Description

124i ☞	Available — eight Internal Paging zones.

384i ☞	Available — 32 Internal Paging zones.

IN

Use **Program 1607 - Internal Paging Tone** to allow an extension to have normal (0), muted (1) or no (2) Internal Paging alert beeps before a Paging announcement.

Conditions

Muted tones can occur only if the extension user sets the telephone volume control switch to medium or high.

Feature Cross Reference

"Paging (Internal)"

Telephone Programming Instructions

To enter data for Program 1607 (Internal Paging Tone):

1. Enter the programming mode:
2. 1607 + HOLD

   `Group No?`
3. Select the Internal Paging Zone (1-32 in 384i, 1-8 in 124i) you want to program + HOLD

   `Type:`
4. For the Internal Paging Zone selected, enter the type of alert beeps required.

   0 = Normal beeps, 1 = Muted beeps, 2 = No beeps
5. HOLD

   `Group No?`
6. Repeat from step 3 to select another Internal Paging Zone.

   OR

   HOLD to exit.

1600 - Paging Options
1608 - All Call Internal Paging

☐ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞	Available — 72 extensions; All Call turned off by default.

384i ☞	Available — 256 extensions; All Call turned on by default. Each of the four Tenant Groups can have their own All Call Paging zone.

IN

Use **Program 1608 - All Call Internal Paging** to allow or prevent All Call Internal Paging for each extension. If allowed, extension can place and receive All Call Internal Paging announcements. If prevented, extension can only ***make*** (not receive) All Call Internal Paging announcements. Each Tenant Group has their own All Call Internal Paging.

Keep the following in mind when using this program:

- In 384i, users cannot make All Call Internal Paging announcements across Tenant Groups. Refer to Program 1002 for the extension Tenant Group assignments.
- An extension can have All Call Internal Paging (set in this program) and be a member of a Paging Zone (set in Program 1601).

Conditions

None

Feature Cross Reference

"Paging (Internal)"

Telephone Programming Instructions

To enter data for Program 1608 (All Call Internal Paging):

1. Enter the programming mode.
2. 1608 + HOLD

   `Tenant No?`
3. Enter the number of the Tenant Group (1-4) you want to program + HOLD

   `STA PORT No?`
4. Enter the extension port number (1-256 in 384i, 1-72 in 124i) of the extension you want to program.

   The port you select must be in the Tenant Group specified in step 3.
5. HOLD

   `STA PORT_nnn:`
6. For the extension selected, enter 1 to allow All Call Internal Paging; 0 to prevent All Call Internal Paging.
7. HOLD

   `STA PORT No?`
8. Repeat from step 4 to program another extension port.

   OR

   HOLD + Repeat from step 3 to select another extension port.

   OR

   HOLD + HOLD to exit.

☐ Sorts Data ☐ Updates CEU ☐ Can be Copied

Description

124i ☞	Available.

384i ☞	Available — each of the four Tenant Groups can have their own All Call Paging zone.

IN

Use **Program 1609 - All Call Paging Zone Name** to assign a name to each Tenant Group's All Call Internal Paging zone. The system shows the names you program on the telephone displays. Use the following chart when entering and editing text. When using the DSS keys, press the key once for the first character, twice for the second character, etc. For example, to enter a C, press DSS1 three times. Press DND to toggle between upper and lower case letters.

Keys for Entering Names	
Use this key . . .	**When you want to . . .**
DSS1	Enter characters A-D. After selecting your entry, press check to have system accept it.
DSS2	Enter characters E-H. After selecting your entry, press check to have system accept it.
DSS3	Enter characters I-L. After selecting your entry, press check to have system accept it.
DSS4	Enter characters M-P. After selecting your entry, press check to have system accept it.
DSS5	Enter characters Q-T. After selecting your entry, press check to have system accept it.
DSS6	Enter characters U-Z. After selecting your entry, press check to have system accept it.
DSS7	Enter a hyphen (-). After selecting your entry, press check to have system accept it.
DSS8	Enter a blank space. After selecting your entry, press check to have system accept it.
DSS9	Enter extended ASCII characters. Press repeatedly to scroll through the list. After selecting your entry, press check to have system accept it.
DSS10	Enter punctuation marks. Press repeatedly to scroll through the list. After selecting your entry, press check to have system accept it.
CHECK	Save text entry as part of name after you select it. You need to press CHECK after selecting characters from DSS keys 1-10. You don't need to press CHECK after dialing a dial pad digit (0-9, # or *).
CLEAR	Clear the text entry if you want to start over.

1600 - Paging Options
1609 - All Call Paging Zone Name

Dialpad digits 0-9, # and *.	Enter numbers, # and * as part of the name. You don't need to press CHECK after entering these characters.

Conditions
None

Feature Cross Reference

"Paging (Internal)"

Telephone Programming Instructions

To enter data for Program 1609 (All Call Paging Zone Name):

1. Enter the programming mode.
2. 1609 + HOLD

   `Tenant No?`
3. Select the Tenant Group (1-4) you want to program + HOLD

   `(Previous Name) -`

   The previously programmed name displays.
4. Enter the All Call Paging Zone name.

   Refer to the chart above when programming names.

   `Tenant No?`
5. Repeat from step 3 to select another Tenant Group.

   OR

   HOLD to exit.

☐ Sorts Data ☐ Updates CEU ☐ Can be Copied

Description

124i ☞	Available — eight Internal Paging zones and eight External Paging zones.

384i ☞	Available — 32 Internal Paging zones and eight External Paging zones. Make a separate entry for each of the four Tenant Groups.

SA

Use **Program 1610 - Combined Paging Assignments** to assign an External Paging Zone (1-8) to an Internal Paging Zone (1-32 in 384i, 1-8 in 124i) for Combined Paging. When an extension user makes a Combined Page, they simultaneously broadcast into both the External and Internal Zone. In 384i, make sure the extensions assigned to the Internal Paging zone are in the same Tenant Group as the corresponding External Paging zone.

Use the table below for the default assignments.

Program 1610 Default Assignments

User Dialed Code	External Zone (Zone No.) Paged	Internal Zone (Group No.) Paged	
		124i	384i
*10	All Call (0)	1	All Call (0)
*11	1	1	1
*12	2	1	1
*13	3	1	1
*14	4	1	1
*15	5	1	1
*16	6	1	1
*17	7	1	1
*18	8	1	1

Conditions

None

Feature Cross Reference

"Paging (External)"
"Paging (Internal)"

Telephone Programming Instructions

To enter data for Program 1610 (Combined Paging Assignments):

1. Enter the programming mode.
2. 1610 + HOLD

   `Tenant No?`
3. Select the Tenant Group (1-4) you want to program + HOLD

   `Zone No?`

4. Enter the External Paging Zone you want to program + HOLD

   Enter 1-8 for External Zones 1-8 or 0 for External All Call Paging.

   Group No:

   The previously programmed assignment displays.

5. Enter the Internal Paging Zone you want assigned to the External Zone you entered in step 4 + HOLD

   In 384i, enter 1-32 for Internal Zones 1-32 or 0 for Internal All Call Paging.

   In 124i, enter 1-8 for Internal Zones 1-8 and 0 for Internal All Call Paging.

6. Repeat from step 4 to select another External Paging Zone.

   OR

   HOLD to repeat from step 3 to select another Tenant Group.

   OR

   HOLD + HOLD to exit.

1700 - Pooled Modem Options

☐ Sorts Data ☐ Updates CEU ☐ Can be Copied

Description

124i ☞ Not available.	***384i*** ☞ Not available.

IN The **1700 - Pooled Modem Options** are not used.

1700 - Pooled Modem Options

— For Your Notes —

☐ Sorts Data ☐ Updates CEU ☐ Can be Copied

Description

124i ☞	Available — 15 users and 10 DISA Classes of Service.

384i ☞	Available — 15 users and 15 DISA Classes of Service in each of four Tenant Groups.

IN

Use **Program 1801 - DISA Password** to set the 6-digit DISA password and the DISA Class of Service for each user. In 384i, there are 15 users per Tenant Group, with one password and one DISA Class of Service assignment (from 1-15) for each user. This allows for up to 60 assignments. In 124i, there are 15 users with one password and one DISA Class of Service assignment (from 1-10) for each user.

When a DISA caller enters a password, the system identifies the user and associates the appropriate DISA Class of Service with the call. Assign the DISA Class of Service in program 0412. When programming DISA Class of Service, you make one entry for each Night Service mode:

DAY = Day Mode
NIT = Night Mode
MID = Midnight Mode
REST = Rest Mode

Conditions

(A.) The DISA Class of Service cannot be 0.
(B.) You cannot use Programs 0406 and 1005 to assign Class of Service to DISA trunks.

Feature Cross Reference

"Direct Inward System Access (DISA)"

Telephone Programming Instructions

To enter data for Program 1801 (DISA Password):

1. Enter the programming mode.
2. 1801 + HOLD

   `Tenant No?`
3. Enter the number of the Tenant Group you want to program (1-4) + HOLD

   `User No?`
4. For the Tenant Group selected, enter the user number (1-15) + HOLD

   `PWD:`
5. Enter the six digit password for the user selected + HOLD

   `CLS(DAY) :`
6. Enter the user's DISA Class of Service for Day Mode DISA calls + HOLD

   384i has 15 DISA Classes of Service (1-15) per Tenant Group. 124i has 10 DISA Classes of Service.

   `CLS(NIT) :`
7. Enter the user's DISA Class of Service for Night Mode DISA calls + HOLD

   `CLS(MID) :`
8. Enter the user's DISA Class of Service for Midnight Mode DISA calls + HOLD

   `CLS(REST) :`
9. Enter the user's DISA Class of Service for Rest Mode DISA calls + HOLD

   `User No?`

10. Repeat from step 4 and select another user
OR
HOLD + Repeat from step 3 to select another Tenant Group.
OR
HOLD + HOLD to exit.

1800 - DISA, OPA and DID
1802 - DISA and OPA Operating Mode

☐ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞	Available — one Tenant Group.

384i ☞	Available — with a unique entry for each of four Tenant Groups.

IN

Use **Program 1802 - DISA and OPA Operating Mode** to set the operating mode of each DISA trunk. This sets what happens to the call when the DISA or Automated Attendant (OPA) caller calls a busy or unanswered extension, dials incorrectly or waits too long to dial. The call can either disconnect (0) or Transfer to an alternate destination (1). When setting the DISA and OPA Operating Mode, you make an entry for each Night Service mode:

DAY = Day Mode
NIT = Night Mode
MID = Midnight Mode
REST = Rest Mode

The options are:

Item 1 = Time-out without dialing
Item 2 = Unanswered or busy
Item 3 = Misdial

If the DISA Automated Attendant (OPA) trunk is set to Transfer (1), use Program 1803 to set the transfer destination.

Conditions

For Automated Attendant (OPA) callers, the call follows the setting of Item 3 only if Program 2209 = 0 for the trunk.

Feature Cross Reference

"Direct Inward System Access (DISA)"

Telephone Programming Instructions

To enter data for Program 1802 (DISA and OPA Operating Mode):

1. Enter the programming mode.
2. 1802 + HOLD

   `Tenant No?`
3. Enter the number of the Tenant Group (1-4) you want to program + HOLD

   `Item No?`
4. Select the Operating Mode (1-3) you want to program.

   1 = Time-out without dialing, 2 = Unanswered or busy, 3 = Incorrect Dial
5. HOLD

   `Mode(DAY) :`
6. For the Operating Mode selected, enter 0 to disconnect or 1 to Transfer in the Day Mode.
7. HOLD

   `Mode(NIT) :`
8. For the Operating Mode selected, enter 0 to disconnect or 1 to Transfer in the Night Mode.
9. HOLD

   `Mode(MID) :`
10. For the Operating Mode selected, enter 0 to disconnect or 1 to Transfer in the Midnight Mode.
11. HOLD

```
Mode(REST) :
```

12. For the Operating Mode selected, enter 0 to disconnect or 1 to Transfer in the Rest Mode.
13. HOLD

```
Item No?
```

14. Repeat from step 4 to enter another DISA Operating Mode.
    OR
    HOLD + Repeat from step 3 to program another Tenant Group.
    OR
    HOLD + HOLD to exit.

☐ Sorts Data ☐ Updates CEU ☐ Can be Copied

Description

124i ☞	Available — 52 trunks and 16 Ring Groups.

384i ☞	Available — 128 trunks and 128 Ring Groups. Voice Mail destination requires system software 3.04 or higher.

IN

Use **Program 1803 - DISA and OPA Transfer Destination** to set the transfer destination for each DISA and Automated Attendant (OPA) trunk. In 384i prior to system software 3.04 and in 124i, the destination can be a Ring Group (1-128 in 384i, 1-16 in 124i). In 384i system software 3.04 or higher, the destination can be a Ring Group (1-127) or Voice Mail (128). The DISA or OPA calls routes to the destination if:

- An Operating Mode is set to 1 in Program 1802, and
- The caller causes the condition to occur.

When assigning the transfer destination Ring Group, you make a separate entry for each Night Service mode:

DAY = Day Mode
NIT = Night Mode
MID = Midnight Mode
REST = Rest Mode

Conditions

To have Automated Attendant overflow go to Voice Mail, enter the number of the Ring Group that contains just the Voice Mail ports (with ringing enabled).

Feature Cross Reference

"Direct Inward System Access (DISA)"
"Voice Announce Unit"

Telephone Programming Instructions

To enter data for Program 1803 (DISA and OPA Transfer Destination):

1. Enter the programming mode.
2. 1803 + HOLD

   ```
   TRK Port No?
   ```

3. Enter the port number (1-52 in 124i, 1-128 in 384i) of the DISA or OPA trunk you want to program + HOLD

   ```
   Group(DAY) :
   ```

4. For the trunk selected, enter the transfer destination for the Day Mode.

   In 384i prior to system software 3.04 and in 124i, the destination can be a Ring Group (1-128 in 384i, 1-16 in 124i). In 384i system software 3.04 or higher, the destination can be a Ring Group (1-127) or Voice Mail (128).

5. HOLD

   ```
   Group(NIT) :
   ```

6. For the trunk selected, enter the transfer destination for the Night Mode.
7. HOLD

   ```
   Group(MID) :
   ```

8. For the trunk selected, enter the transfer destination for the Midnight Mode.
9. HOLD

   ```
   Group(REST) :
   ```

10. For the trunk selected, enter the transfer destination for the Rest Mode.

11. HOLD

```
TRK Port No?
```

12. Repeat from step 3 to program another trunk.
    OR
    HOLD to exit.

☐ Sorts Data ☐ Updates CEU ☐ Can be Copied

Description

124i ☞ Available — 52 trunks.	*384i* ☞ Available — 128 trunks.

IN

Use **Program 1804 - VAU Setup** to assign the trunks that the Automated Attendant (VAU) should answer. Enter 4 for each trunk you want answered by the Automated Attendant (VAU). Make a separate entry for each Night Service mode:

DAY = Day Mode
NIT = Night Mode
MID = Midnight Mode
REST = Rest Mode

Conditions

None

Feature Cross Reference

"Voice Announce Unit"

Telephone Programming Instructions

To enter data for Program 1804 (VAU Setup):

1. Enter the programming mode.
2. 1804 + HOLD

   ```
   TRK No?
   ```

3. Enter the port number (1-52 in 124i, 1-128 in 384i) of the trunk you want to program + HOLD

   ```
   Item No?
   ```

4. Enter 1 + HOLD

   ```
   Talkie (DAY)  :
   ```

5. For the trunk selected, enter 4 if Automated Attendant (OPA) should answer the trunk in the Day Mode.
   OR
   Enter 0 if Automated Attendant should not answer the trunk.
6. HOLD

   ```
   Talkie (NIT)  :
   ```

7. For the trunk selected, enter 4 if Automated Attendant (OPA) should answer the trunk in the Night Mode.
   OR
   Enter 0 if Automated Attendant should not answer the trunk.
8. HOLD

   ```
   Talkie (MID)  :
   ```

9. For the trunk selected, enter 4 if Automated Attendant (OPA) should answer the trunk in the Midnight Mode.
   OR
   Enter 0 if Automated Attendant should not answer the trunk.
10. HOLD

    ```
    Talkie (REST)  :
    ```

11. For the trunk selected, enter 4 if Automated Attendant (OPA) should answer the trunk in the Rest Mode.
    OR
    Enter 0 if Automated Attendant should not answer the trunk.
12. HOLD

    ```
    TRK No?
    ```

13. Repeat from step 3 to program another trunk.
OR
HOLD to exit.

1800 - DISA, OPA and DID
1805 - DID Translation Table Setup

☐ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞	Available — four DID Translation Tables with 200 entries each.
384i ☞	Available — eight DID Translation Tables with 1500 entries each.

IN

Use **Program 1805 - DID Translation Table Setup** to specify the size of the DID Translation Tables. In 384i there are 1500 Translation Table entries that you can allocate among the eight Translation Tables. In 124i there are 200 Translation Table entries that you can allocate among the four Translation Tables. When entering data:

- For each Translation Table, specify the starting address that corresponds to the lowest numbered Translation Table entry for that table. The address is always one less than the entry (e.g., address 0000 in 384i is entry 1).
- After specifying the starting address, enter the total number of entries in the table. For example, if table 2 in 384i begins at entry 450 (address 0449) and has 100 entries, enter 100. The entries for table 2 would be 450-549 (addresses 0449-0548).

Conditions

None

- In 124i, the start address for table 1 is 000 and all 200 entries are in table 1.

Feature Cross Reference

"Direct Inward Dialing (DID)"

Telephone Programming Instructions

To enter data for Program 1805 (DID Translation Table Setup):

1. Enter the programming mode.
2. 1805 + HOLD

   `Table Area No?`
3. Select the Translation Table you want to program (1-8 in 384i, 1-4 in 124i) + HOLD

   `Start:`
4. For table selected, specify the start address (0000-1499 in 384i, 0-199 in 124i).

   The lowest numbered entry in the table has this address.
5. HOLD

   `Length:`
6. For the table selected, specify the number of entries that are in the table (0-1500 in 384i, 0-200 in 124i).

   The total you specify in this step begin at the address you selected in step 4.
7. HOLD

   `Table Area No?`
8. Repeat from step 3 to select another Translation Table.

   OR

   HOLD to exit.

1800 - DISA, OPA and DID
1806 - DID Translation Table Number Conversion

☐ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞	Available — Four DID Translation Tables with 200 entries each.
-	DID Routing to the VAU Automated Attendant requires Base 2.13 or EXCPRU 2.18 or higher.
-	Routing by trunk to a specific VAU message requires Base 4.02 or higher and EXCPRU 4.02 or higher.

384i ☞	Available — eight DID Translation Tables with 1500 entries each.
-	DID Routing to the VAU Automated Attendant requires system software 3.06.16 or higher. Limited capabiliteis available with 3.06.09.
-	Routing by trunk to a specific VAU message requires system software 3.07.10 or higher.

IN

Use **Program 1806 - DID Translation Table Number Conversion** to specify for each Translation Table entry (1-1500 in 384i, 1-200 in 124i):

- The digits received by the system (eight max.)
- The extension the system dials after translation (24 digits max.)
- The name that should show on the dialed extension's display when it rings (eight characters max.)

Use the following chart when entering and editing text for names. When using the DSS keys, press the key once for the first character, twice for the second character, etc. For example, to enter a C, press DSS1 three times. Press DND to toggle between upper and lower case letters.

Keys for Entering Names	
Use this key . . .	**When you want to . . .**
DSS1	Enter characters A-D. After selecting your entry, press check to have system accept it.
DSS2	Enter characters E-H. After selecting your entry, press check to have system accept it.
DSS3	Enter characters I-L. After selecting your entry, press check to have system accept it.
DSS4	Enter characters M-P. After selecting your entry, press check to have system accept it.
DSS5	Enter characters Q-T. After selecting your entry, press check to have system accept it.
DSS6	Enter characters U-Z. After selecting your entry, press check to have system accept it.
DSS7	Enter a hyphen (-). After selecting your entry, press check to have system accept it.
DSS8	Enter a blank space. After selecting your entry, press check to have system accept it.
DSS9	Enter extended ASCII characters. Press repeatedly to scroll through the list. After selecting your entry, press check to have system accept it.

Keys for Entering Names	
Use this key . . .	**When you want to . . .**
DSS10	Enter punctuation marks. Press repeatedly to scroll through the list. After selecting your entry, press check to have system accept it.
CHECK	Save text entry as part of name after you select it. You need to press CHECK after selecting characters from DSS keys 1-10. You don't need to press CHECK after dialing a dial pad digit (0-9, # or *).
CLEAR	Clear the text entry if you want to start over.
Dialpad digits 0-9, # and *.	Enter numbers, # and * as part of the name. You don't need to press CHECK after entering these characters.

Conditions
None

Feature Cross Reference

"Direct Inward Dialing (DID)"

Telephone Programming Instructions

To enter data for Program 1806 (DID Translation Table Number Conversion):

1. Enter the programming mode.
2. 1806 + HOLD

```
Table No?
```

3. Enter the number of the Translation Table entry (1-1500 in 384i, 1-200 in 124i) you want to program.

   Use the Translation Table entry number (e.g., 1-1500), not the associated address (e.g., 0000-1499).

   You can press to VOL ▼ and VOL ▲ to scroll through the entries and select an entry. Skip to step 5 to enter data.

4. HOLD

```
1806: Table  nnnn Recv
-
```

5. For the entry selected in step 3, specify the digits received from the telco.

   *This entry is eight digits max., using 0-9, # and *.*

6. HOLD

```
1806: Table nnnn TRF
-
```

7. Enter the extension number dialed after translation.

   *This entry is 24 digits max., using 0-9, # and *.*

   In 124i Base 2.13, EXCPRU 2.18 or 384i system software 3.06.16 or higher, you can also use this entry to route the call to the VAU Automated Attendant. Enter 882, the VAU message for the first greeting followed by the VAU message for the second greeting. For example, 8820203 will cause the Automated Attendant to answer, play VAU message 02 to the caller and then play VAU message 02 if they misdial. In system software 3.06.09, you could only enter the first VAU message number (not both).

   Optionally, in 384i 3.07.10 or higher or 124i Base and EXCPRU 4.02 or higher, you can enter 127 (for 384i) or 15 (for 124i) in the TRF field to have the call route to the VAU message assigned to the trunk in Program 2205.

8. HOLD

```
1806:Table nnnn Name
         -
```

9. Enter the name associated with the Translation Table entry.

```
Table No?
```

10. Repeat from step 3 to program another Translation Table entry.
    OR
    HOLD to exit.

☐ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞	Available — four DID Translation Tables.
384i ☞	Available — eight DID Translation Tables.

IN

For each Translation Table (1-8), use **Program 1807 - DID Translation Table Expected Digits** to enter the number of digits the table expects to receive from the telco. Use this program to make the system compatible with three- and four-digit DID service.

Conditions

None

Feature Cross Reference

"Direct Inward Dialing (DID)"

Telephone Programming Instructions

To enter data for Program 1807 (DID Translation Table Expected Digits):

1. Enter the programming mode.
2. 1807 + HOLD

   `Table Area No?`
3. Select the DID Translation Table you want to program (1-8 in 384i, 1-4 in 124i) + HOLD

   `Table Area_n:`
4. Enter the number of digits the table expects to receive from the telco (3 or 4).

   For three-digit service, enter 3. For four-digit service, enter 4.
5. HOLD

   `Table Area No?`
6. Repeat from step 3 to select another DID Translation Table.

   OR

   HOLD to exit.

1800 - DISA, OPA and DID
1808 - DID Trunk Group to Translation Table Assignment

☐ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞	Available — 16 Trunk Groups and four DID Translation Tables.

384i ☞	Available — 128 Trunk Groups eight DID Translation Tables.

IN

Use **Program 1808 - DID Trunk Group to Translation Table Assignment** to assign the DID Trunk Groups to DID Translation Tables. DID trunks should be in their own group. If you have more than one type of DID trunk, put each type in a separate Trunk Group. For each Trunk Group, you make a Translation Table entry for each Night Service mode:

DAY = Day Mode
NIT = Night Mode
MID = Midnight Mode
REST = Rest Mode

Conditions

None

Feature Cross Reference

"Direct Inward Dialing (DID)"

Telephone Programming Instructions

To enter data for Program 1808 (DID Trunk Group to Translation Table Assignment):

1. Enter the programming mode.
2. 1808 + HOLD

   `TRG No?`
3. Select the Trunk Group you want to program (1-128 in 384i, 1-16 in 124i, 0 = no assignment) + HOLD

   `TBL Area(DAY) :`
4. Assign a DID Translation Table (1-8 in 384i, 1-4 in 124i, 0 = no assignment) to the Trunk Group selected for the Day Mode.
5. HOLD

   `TBL Area(NIT) :`
6. Assign a DID Translation Table (1-8 in 384i, 1-4 in 124i, 0 = no assignment) to the Trunk Group selected for the Night Mode.
7. HOLD

   `TBL Area(MID) :`
8. Assign a DID Translation Table (1-8 in 384i, 1-4 in 124i, 0 = no assignment) to the Trunk Group selected for the Midnight Mode.
9. HOLD

   `TBL Area(REST) :`
10. Assign a DID Translation Table (1-8 in 384i, 1-4 in 124i, 0 = no assignment) to the Trunk Group selected for the Rest Mode.
11. HOLD

    `TRG No?`
12. Repeat from step three to select another Trunk Group.
    OR
    HOLD to exit.

☐ Sorts Data ☐ Updates CEU ☐ Can be Copied

Description

124i ☞	Available — four DID Translation Tables and 16 Ring Groups.
-	In Base 2.13, EXCPRU 2.18 or higher, Voice Mail as the destination is available by entering 16.
-	VAU Automated Attendant as the destination requires Base 4.02 or higher and EXCPRU 4.02 or higher.

384i ☞	Available — eight DID Translation Tables and 128 Ring Groups.
-	Voice Mail as the destination is available (by entering 128).
-	VAU Automated Atendant as the destination (by entering 127) requires system software 3.07.10 or higher.

IN

For each DID Translation Table, use **Program 1809 - DID Intercept Ring Group** to assign the destination for DID Intercept. The destination can be a Ring Group (1-126 in 384i, 1-14 in 124i), the operator (0), Voice Mail (128 in 384i or 16 in 124i), or the VAU (127 in 384i or 15 in 124i). For each table, you make a separate entry for each Night Service mode:

DAY = Day Mode
NIT = Night Mode
MID = Midnight Mode
REST = Rest Mode

Use Programs 0909 and 0910 to set Ring Groups.

Conditions

None

Feature Cross Reference

"Direct Inward Dialing (DID)"

Telephone Programming Instructions

To enter data for Program 1809 (DID Intercept Ring Group):

1. Enter the programming mode.
2. 1809 + HOLD

   `Table Area No?`
3. Enter the number of the DID Translation Table you want to program (1-8 in 384i, 1-4 in 124i) + HOLD

   `Group(DAY) :`
4. For the Translation Table selected in step 3, assign the DID Intercept Ring Group for the Day Mode.

   In 384i, enter 1-126 for Ring Groups 1-126, enter 128 for Voice Mail, enter 0 for overflow to the operator, and 127 for the VAU.

   In 124i, enter 1-14 for Ring Groups 1-14, 16 for Voice Mail, 0 for overflow to the operator and 15 for the VAU.
5. HOLD

   `Group(NIT) :`
6. For the Translation Table selected in step 3, assign the DID Intercept Ring Group for the Night Mode.
7. HOLD

   `Group(MID) :`
8. For the Translation Table selected in step 3, assign the DID Intercept Ring Group for the Midnight Mode.
9. HOLD

```
Group(REST) :
```

10. For the Translation Table selected in step 3, assign the DID Intercept Ring Group for the Rest Mode.
11. HOLD

```
Table Area No?
```

12. Repeat from step 3 to program another DID Translation Table.
    OR
    HOLD to exit.

☐ Sorts Data ☐ Updates CEU ☐ Can be Copied

Description

124i ☞	Available — one Tenant Group.
384i ☞	Available — unique entries for each of four Tenant Groups.

IN

For each Tenant Group, use **Program 1810 - DID Intercept Options** to selectively enable DID Vacant Number Intercept, Busy Intercept, Ring-No-Answer Intercept and DID Camp-On. Refer the the following chart for a description of each item, its range and default setting.

DID Intercept Options

Option	Description	Range	Default
Item 1	**Vacant Number Intercept** Use this option to enable or disable Vacant Number Intercept for the Tenant Group you select.	0 (Disabled) 1 (Enabled)	0 (Disabled)
Item 2	**Busy Intercept** Use this option to enable or disable Busy Intercept for the Tenant Group you select.	0 (Disabled) 1 (Enabled)	0 (Disabled)
Item 3	**Ring-No-Answer Intercept** Use this option to enable or disable Ring-No-Answer Intercept for the Tenant Group you select.	0 (Disabled) 1 (Enabled)	0 (Disabled)
Item 4	**DID Camp-On** Use this option to enable or disable DID Camp-On for the Tenant Group you select.	0 (Disabled) 1 (Enabled)	0 (Disabled)

Conditions

None

Feature Cross Reference

"Direct Inward Dialing (DID)"

Telephone Programming Instructions

To enter data for Program 1810 (DID Intercept Options):

1. Enter the programming mode.
2. 1810 + HOLD

   `Tenant No?`
3. Enter the number of the Tenant Group you want to program (1-4) + HOLD

   `Item No?`
4. Select the DID Intercept Option item you want to program (1-4) + HOLD

   Refer to the chart above for a description of the item numbers.
5. HOLD

   `Item_n:`
6. Enter data (0 or 1) for the item you selected in the previous step + HOLD

   Refer to the chart above when entering data for an item.

```
Item No?
```

7. Return to Step 4 to select another item number.
   OR
   HOLD + Return to step 3 to select another Tenant Group to program.
   OR
   HOLD + HOLD to exit.

☐ Sorts Data ☐ Updates CEU ☐ Can be Copied

Description

124i ☞	Available — 10 DISA Classes of Service and 36 trunk routes.

384i ☞	Available — 15 DISA Classes of Service in each of four Tenant Groups and 64 trunk routes.

IN

Use **Program 1811 - DISA Route** to assign the Trunk Group route chosen when a user places a DISA call into the system and dials 9. Set Trunk Group Routing in Program 0906. Enable or disable the DISA caller's ability to dial 9 in Program 0412 (Item 2). You assign a route to each DISA Class of Service (1-10). The system assigns a DISA Class of Service to a call based on the password the DISA caller dials.

When programming, you make a separate entry for each Night Service Mode:
DAY = Day Mode
NIT = Night Mode
MID = Midnight Mode
REST = Rest Mode

Conditions

If the system has Automatic Route Selection, dialing 9 accesses ARS.

Feature Cross Reference

"Direct Inward System Access (DISA)"

Telephone Programming Instructions

To enter data for Program 1811 (DISA Route):

1. Enter the programming mode.
2. 1811 + HOLD

   `Tenant No?`
3. Enter the number of the Tenant Group you want to program (1-4) + HOLD

   `Class No?`
4. For the Tenant Group selected, enter the number of the DISA Class of Service (1-15 in 384i, 1-10 in 124i) you want to program.

   The entries you make in the following steps affect DISA calls that use the Class of Service you select in this step.
5. HOLD

   `ROUTE(DAY) :`
6. For the DISA Class of Service you selected, enter the Trunk Group Route (1-64 in 384i, 1-36 in 124i) used when a DISA caller dials 9 in the Day Mode.
7. HOLD

   `ROUTE(NIT) :`
8. For the DISA Class of Service you selected, enter the Trunk Group Route (1-64 in 384i, 1-36 in 124i) used when a DISA caller dials 9 in the Night Mode.

9. HOLD

```
ROUTE(MID) :
```

10. For the DISA Class of Service you selected, enter the Trunk Group Route (1-64 in 384i, 1-36 in 124i) used when a DISA caller dials 9 in the Midnight Mode.
11. HOLD

```
ROUTE(REST) :
```

12. For the DISA Class of Service you selected, enter the Trunk Group Route (1-64 in 384i, 1-36 in 124i) used when a DISA caller dials 9 in the Rest Mode.
13. HOLD

```
Class No?
```

14. Repeat from step 4 to select another DISA Class of Service.
    OR
    HOLD + Repeat from step 2 to select another Tenant Group.
    OR
    HOLD + HOLD to exit.

☐ Sorts Data ☐ Updates CEU ☐ Can be Copied

Description

124i ☞	Available — 15 DISA users and eight Toll Restriction Classes.

384i ☞	Available — 15 DISA users, in addition to 15 Toll Restriction Classes allocated among the four Tenant Groups.

IN

For systems that use Toll Restriction, use **Program 1812 - DISA Toll Restriction Level** to assign a Toll Restriction Class (1-15 in 384i and 1-8 in 124i) to each DISA user (1-15). The system uses the Toll Restriction Class you enter in Program 0701. The Toll Restriction Class assigned to a DISA call is based on the DISA Class of Service and user, which is determined by the password the caller dials.

When programming, you make a separate entry for each Night Service mode:
DAY = Day Mode
NIT = Night Mode
MID = Midnight Mode
REST = Rest Mode

Conditions

You cannot use Program 1004 to assign Toll Restriction to DISA trunks.

Feature Cross Reference

"Direct Inward System Access (DISA)"

Telephone Programming Instructions

To enter data for Program 1812 (DISA Toll Restriction Level):

1. Enter the programming mode.
2. 1812 + HOLD
   `Tenant No?`
3. Enter the number of the Tenant Group you want to program (1-4) + HOLD
   `User No`
4. For the Tenant Group selected, enter the user you want to program (1-15).
5. HOLD
   `Class(DAY) :`
6. For the user selected, enter the Toll Restriction Class (1-15 in 384i, 1-8 in 124i) the DISA caller will use in the Day Mode.
7. HOLD
   `Class(NIT) :`
8. For the user selected, enter the Toll Restriction Class (1-15 in 384i, 1-8 in 124i) the DISA caller will use in the Night Mode.
9. HOLD
   `Class(MID) :`
10. For the user selected, enter the Toll Restriction Class (1-15 in 384i, 1-8 in 124i) the DISA caller will use in the Midnight Mode.
11. HOLD
    `Class(REST) :`
12. For the user selected, enter the Toll Restriction Class (1-15 in 384i, 1-8 in 124i) the DISA caller will use in the Rest Mode.

13. HOLD

```
Class No?
```

14. Repeat from step 4 to select another user.
    OR
    HOLD + Repeat from step 3 to select another Tenant Group.
    OR
    HOLD + HOLD to exit.

☐ Sorts Data ☐ Updates CEU ☐ Can be Copied

Description

124i ☞	Available — 10 DISA Classes of Service and 36 trunk routes.
384i ☞	Available — 15 users and 15 DISA Classes of Service in each of four Tenant Groups and 64 trunk routes.

IN

Use **Program 1813 - Alternate Trunk Routing for DISA Calls** to define the trunk route selected when a DISA caller dials the Alternate Trunk Access Code. The route selected is based on the DISA caller's Class of Service, which is in turn determined by the password the caller dials.

Use Program 0518 to set the Alternate Trunk Access Code. Use Program 0906 to set trunk routes.

Conditions

None

Feature Cross Reference

"Direct Inward System Access (DISA)"

Telephone Programming Instructions

To enter data for Program 1813 (Alternate Trunk Routing for DISA Calls):

1. Enter the programming mode.
2. 1813 + HOLD

   `Tenant No?`
3. Enter the number of the Tenant Group you want to program (1-4) + HOLD

   `Class No?`
4. For the Tenant Group selected, enter the number of the DISA Class of Service (1-15 in 384i, 1-10 in 124i) you want to program.

   The entries you make in the following steps affect DISA calls that use the Class of Service you select in this step.
5. HOLD

   `ROUTE(DAY) :`
6. For the DISA Class of Service you selected, enter the Trunk Group Route (1-64 in 384i, 1-36 in 124i) used when a DISA caller dials the Alternate Trunk Access Code in the Day Mode.
7. HOLD

   `ROUTE(NIT) :`
8. For the DISA Class of Service you selected, enter the Trunk Group Route (1-64 in 384i, 1-36 in 124i) used when a DISA caller dials the Alternate Trunk Access Code in the Night Mode.
9. HOLD

   `ROUTE(MID) :`
10. For the DISA Class of Service you selected, enter the Trunk Group Route (1-64 in 384i, 1-36 in 124i) used when a DISA caller dials the Alternate Trunk Access Code in the Midnight Mode.
11. HOLD

    `ROUTE(REST) :`
12. For the DISA Class of Service you selected, enter the Trunk Group Route (1-64 in 384i, 1-36 in 124i) used when a DISA caller dials the Alternate Trunk Access Code in the Rest Mode.
13. HOLD

    `Class No?`

14. Repeat from step 4 to select another DISA Class of Service.
OR
HOLD + Repeat from step 2 to select another Tenant Group.
OR
HOLD + HOLD to exit.

1900 - Automatic Call Distribution

☐ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞ Not available.

384i ☞ Available.

IN Refer to the Automatic Call Distribution (ACD) Manual (P/N 92000ACD**).

— For Your Notes —

☐ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞	Available — 96 extension/virtual extension ports and 52 trunk ports.
384i ☞	Available — 384 extension/virtual extension ports and 128 trunk ports.

IN

Use **Program 2001 - Copy Command** to copy an extension's programming to another extension. This can save time during system setup for extensions that have similar programming. You can copy any of the commands in the following chart:

- 0104 - DP to DTMF Conversion Options
- 0901 - Basic Trunk Port Setup (Part A)
- 0902 - Trunk Ring Tone Range
- 0904 - Trunk Tenant (384i only)
- 0907 - Trunk Group Routing for Extensions
- 0908 - Trunk Group Routing for DCI Ports
- 0910 - Trunk Ring Group Assignment
- 0912 - Extension Access Map Assignment
- 0914 - Setting the Music on Hold Source
- 0915 - ISDN (G4) Fax Line Ring Group
- 0916 - ISDN Data Communication Trunk Ring Group (384i only)
- 0921 - Basic Trunk Port Setup (Part B)
- 1001 - Basic Extension Port Setup (Part A)
- 1002 - Extension Tenant
- 1004 - Toll Restriction Class
- 1005- Class of Service
- 1006 - Programming Function Keys (Part A)
- 1008 - Basic Extension Port Setup (Part B)
- 1010 - External Alarm Extensions
- 1014 - Park Group
- 1015 - Universal Answer/Auto Answer
- 1103 - DSS Console Key Assignments
- 1202 - DCI Port Type
- 1203 - DCI Tenant Group
- 1205 - DCI Toll Restriction Class
- 1502 - Door Box Ring Assignments
- 1601 - Internal Paging Groups
- 1605 - Universal Night Answer

Conditions

None

Feature Cross Reference

Refer to the individual programs.

Telephone Programming Instructions

To enter data for Program 2001 (Copy Command):

1. Enter the programming mode.
2. 2001 + HOLD

   `Command No ?`
3. Select the command you want to copy + HOLD

   Refer to the chart above for a list of available commands

   `Source ?`
4. Specify the extension port or trunk port that is the source of the copy + HOLD

   *The system will copy information **from** the **source** to the destination specified in the next step.*

The source can be a trunk port (1-128 in 384i, 1-52 in 124i), an extension port (1-256 in 384i, 1-72 in 124i), a virtual extension port (257-384 in 384i, 73-96 in 124i) or a DCI software port (1-288 in 384i, 1-72 in 124i).

```
from ?
```

5. Specify the beginning of the destination range + HOLD

   If your destination range is trunk ports 010-020, for example, enter 010 for this option.

```
to ?
```

6. Specify the end of the destination range + HOLD

   If your destination range is trunk ports 010-020, for example, enter 020 for this option.

   If copying to a single destination, use the same entry as for step 5.

```
Set Up?(YES:1)
```

7. 1 + HOLD to execute the copy operation.

   You can just press HOLD to skip to step 3 without copying.

```
Copy!
```

8. HOLD + Repeat from step 3 to select another command to copy.
   OR
   HOLD + HOLD to exit

2000 - Copy and Clear Options
2002 - Initialize Extension Numbers and Names

☐ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞ Available.	***384i*** ☞ Available.

IN

Use **Program 2002 - Initialize Extension Numbers and Names** to initialize the system's extension numbers and names. This option applies to telephone, DCI and ACI extensions. ***After initialization, only the extension connected to port 1 (extension 301) functions.***

Conditions

You can only implement this option from extension port 1.

Feature Cross Reference

None

Telephone Programming Instructions

To enter data for Program 2002 (Initialize Extension Numbers and Names):

You can only implement this program from extension port 1.

1. Enter the programming mode.
2. 2002 + HOLD

   ```
   Set Up?(Yes:1)
   ```

3. 1 + HOLD to initialize

   You can also just press HOLD to exit without initializing.

   ```
   Clear!
   ```

4. HOLD to return to step 3.

2000 - Copy and Clear Options
2003 - Initialize Service Codes

☐ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞ Available.	***384i*** ☞ Available.

IN Use **Program 2003 - Initialize Service Codes** to initialize the system's Service Codes.

!! CAUTION !!
After initialization, only the Program Entry Service Code (#*#*) remains.

Conditions
None

Feature Cross Reference
"Flexible System Numbering"

Telephone Programming Instructions
To enter data for Program 2003 (Initialize Service Codes):

1. Enter the programming mode.
2. 2003 + HOLD

   `Set Up?(Yes:1)`
3. 1 + HOLD to initialize

   You can also just press HOLD to exit without initializing.

   `Clear!`
4. HOLD to return to step 3.

2100 - Automatic Route Selection
2101 - ARS Call Route Options Table

☐ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞ Available — 16 Trunk Groups.	***384i*** ☞ Available — 128 Trunk Groups.

IN

Use Program **2101 - ARS Call Route Options Table** to specify the routing options for the 64 Selection Numbers. Options include:

- Rate Period (1-8)
- ARS Class of Service (0-27)
- Service Number (Trunk Groups 1-128 in 384i, 1-16 in 124i)
- Dial Treatment (0-15)

Conditions

None

Feature Cross Reference

"Automatic Route Selection"
"E911 Compatibility"

Telephone Programming Instructions

To enter data for Program 2101 (ARS Call Route Options Table):

1. Enter the programming mode.
2. 2101 + HOLD

   `Selection No?`
3. Specify the Selection Number you want to program (0-64) + HOLD

   Selection Number 0 always routes to Trunk Group 1.

   `Rate Period:`
4. For the Selection Number chosen, specify the Rate Period (1-8) you are programming.
5. HOLD

   `COS`
6. For the Selection Number and Rate Period chosen, select the ARS Class of Service (0-27) you want to program
7. HOLD

   `Service No:`
8. For the ARS Class of Service chosen, select the Service Number (Trunk Group 1-128 in 384i, 1-16 in 124i) you want to use for the Rate Period and Selection Number you are programming.
9. HOLD

   `Dial Treatment:`
10. For the Service Number chosen, select the Dial Treatment (0-15) ARS will use for the call.
11. HOLD

    Dial Treatment 0 just outdials the call as initially dialed.

    `Next Set?(Yes:1)`
12. 1 + HOLD + Repeat from step 4 and select another Rate Period.
    OR
    HOLD to return to step 3 and specify another Selection Number.
    OR
    HOLD + HOLD to exit.

2100 - Automatic Route Selection
2102 - ARS Six Digit Table

☐ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞ Available.	***384i*** ☞ Available.

IN

Use **Program 2102 - ARS Six Digit Table** to set up the ARS Six Digit Table. This gives ARS the capability to route a call based on both the NPA and NNX a user dials. During programming, you set up an NNX list for each NPA you enter in the Six Digit Table.

Conditions

None

Feature Cross Reference

"Automatic Route Selection"

Telephone Programming Instructions

To enter data for Program 2102 (ARS Six Digit Table):

1. Enter the programming mode:
2. 2102 + HOLD

   `NPA No?`
3. Specify the NPA you want to include in the Six Digit Table (200-999).
4. HOLD

   `Default:0`
5. Enter the Default Selection Number + HOLD

   This is the Selection Number ARS uses when a user dials the NPA (entered in step 3) with an NNX that is not in the associated NNX list. To program the NNX list, see the following step.

   `Set? (Yes:1,No:0)`
6. To program an NNX list for the Selection Number you chose:
   - When you see **Set?**: Dial 1 + HOLD
   - When you see **Next Set:** Dial 1 + HOLD

   OR

   To skip to another NPA (go back to step 3) without programming an NNX list:
   - When you see **Set?**: Dial 0 + HOLD twice

   `NNX (from):`
7. Enter the lowest numbered NNX (200-999) in the NNX list you are programming + HOLD

   `NNX(to):`
8. Enter the highest numbered NNX (200-999) in the NNX list you are programming + HOLD

   `Selection No:`
9. Enter the Selection Number (0-64) ARS uses when a user dials the NPA and the NNX is in the associated NNX list.

   Selection Number 0 always uses Trunk Group 1.

   `Next Set?`
10. To add more NNXs (go back to step 7) to the NNX list for the NPA you are programming:
    - Dial 1 + HOLD

    OR

    To skip to another NPA (go back to step 3) without adding more NNXs to the NNX list:
    - HOLD

    OR

    HOLD + HOLD to exit.

2100 - Automatic Route Selection
2103 - ARS Three Digit Table

☐ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞ Available.	***384i*** ☞ Available.

IN

Use **Program 2103 - ARS Three Digit Table** to set up the ARS Three Digit Table. Normally, the Three Digit Table sets the routing for the majority of NPA calls. It also sets the routing for all 1 + NNX calls (unless overridden by Separate Routing in Program 2108).

Conditions

None

Feature Cross Reference

"Automatic Route Selection"

Telephone Programming Instructions

To enter data for Program 2103 (ARS Three Digit Table):

1. Enter the programming mode.
2. 2103 + HOLD

   Exchange Code?
3. Select the NPA or NNX code you want to include in the Three Digit Table + HOLD

   Type?
4. Chose the Selection Number Type (1 or 2) for the code you selected in step 3.

   Type 1 is the 1 + Code type. ARS uses Type 1 when the code is in the Three Digit Table and the user precedes the code with a 1.

   Type 2 is the Code type. ARS uses Type 2 when the code is in the Three Digit Table and the user dials the code without a leading 1.
5. HOLD

   1+Code Sel #:

   You see this prompt when you enter Type 1 in the step 4.

   OR

   Code Sel #:

   You see this prompt when you enter Type 2 in step 4.
6. Assign a Selection Number (0-64) for the code (NPA or NNX) and Type (1 or 2) selected in the previous steps.

   Selection Number 0 always uses Trunk Group 1.
7. HOLD

   Type?
8. Repeat from step 4 to choose another Selection Number type.

   OR
9. HOLD + Repeat from step 3 to choose another NPA or NNX code.

   OR

   HOLD + HOLD to exit.

2100 - Automatic Route Selection
2104 - Conflict Area

☐ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞ No available.	***384i*** ☞ Available.

IN Use **Program 2104 - Conflict Area** to indicate if the system is in a conflict or non-conflict area.

Conditions
None

Feature Cross Reference

"Automatic Route Selection"

Telephone Programming Instructions

To enter data for Program 2104 (Conflict Area):

1. Enter the programming mode.
2. 2104 + HOLD

   `Conflict Area:`
3. Enter 0 if system is in a non-conflict area; enter 1 if system is in a conflict area.
4. HOLD

☐ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞ Available.	***384i*** ☞ Available.

IN

Use **Program 2105 - Minimum COS for Dialing 976** to allow or restrict ARS users from dialing exchange 976 services. The system restricts according to the extension's ARS Class of Service (set in Program 2110). Extensions with an ARS Class of Service higher than the Program 2105 entry ***cannot*** dial 976. Extensions with an ARS Class of Service equal to or lower than the Program 2105 entry ***can*** dial 976.

Conditions

None

Feature Cross Reference

"Automatic Route Selection"

Telephone Programming Instructions

To enter data for Program 2105 (Minimum COS for Dialing 976):

1. Enter the programming mode:
2. 2105 + HOLD

   `Minimum COS:`
3. Enter the minimum ARS Class of Service (0-27) that should be able to dial exchange 976.
4. HOLD

2100 - Automatic Route Selection
2106 - ARS Rate Period Table

☐ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞ Available.	***384i*** ☞ Available.

IN

Use **Program 2106 - ARS Rate Period Table** to define the ARS Rate Periods (1-8). You can define up to eight Rate Periods for different times of the day and days of the week. ARS divides the day into 48 1/2 hour Time of Day Patterns. During programming, you assign one of the eight Rate Periods to each of the 48 Time of Day Patterns. The table below shows the default rate periods.

Default Rate Periods	
Rate Period	**Time/Day**
1	Mon-Fri, 8:00 AM to 5:00 PM
2	Mon-Fri, 5:00 PM to 11:00 PM Sat, Sun, Holiday, 8:00 AM to 11:00 PM
3	All days, 11:00 PM to 8:00 AM
4-8	Not defined

Conditions
None

Feature Cross Reference
"Automatic Route Selection"

Telephone Programming Instructions

To enter data for Program 2106 (ARS Rate Period Table):

1. Enter the programming mode.
2. 2106 + HOLD

   `Day Type?`
3. Enter the day of the week you want to program + HOLD

   1 = Monday through Friday, 2 = Saturday, 3 = Sunday, 4 = Holiday

   `Pattern No?`
4. For the day of the week chosen in step 3, select the Time of Day Pattern (1-48) to which you want to assign a Rate Period.

   ARS divides the day into 48 1/2 hour patterns. For example, pattern 1 is 12 midnight to 12:30 AM. Pattern 17 is 8:00 AM to 8:30 AM. Pattern 35 is 5:00 PM to 5:30 PM.
5. HOLD

   `2106:Monday - Friday`

   `08:00-08:30:1-`

   The display above shows an example of pattern 17 (8:00 AM to 8:30 AM) assigned to Rate Period 1.
6. Enter the Rate Period you want to assign to the pattern you selected in step 4.

   To make data entry easier, you can press VOL Up and VOL Down to step through the patterns. When you step to a new pattern, just enter the Rate Period associated with that pattern (for the day selected). Pressing VOL Up or VOL Down saves your entry.

7. HOLD

```
Pattern No?
```

8. Repeat from step 4 and enter another Time of Day Pattern Selection.
   OR
   HOLD + Repeat from step 3 to select another Day of the Week type.
   OR
   HOLD + HOLD to exit.

2100 - Automatic Route Selection
2107 - ARS Dial Treatments

☐ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞	Available.
-	EXCPRU 2.18 or higher allows you to enter # and * characters in ARS Dial Treatments.
-	Base 4.02 or higher and EXCPRU 4.02 or higher allows X in ARS Dial Treatments.

384i ☞	Available.
-	System software 3.05.06 or higher allows you to enter # and * characters in ARS Dial Treatments.
-	System software 3.07.10 or higher allows X in ARS Dial Treatments.

IN

Use **Program 2107 - ARS Dial Treatments** to assign the 15 Dial Treatments for automatic ARS dialing translation. Assign Dial Treatments to Service Numbers (Trunk Groups) in Program 2101. The ARS Dial Treatment options are:

- **Fnn**
  Fnn is the ARS Authorization code entry. If the extension from which the call is placed has an ARS Class of Service equal to or greater than the entry specified by nn, ARS requires an Authorization Code. Set the ARS Authorization Codes in Program 2109.
- **3**
  Delete the NPA if dialed as part of the initial call.
- **2**
  Delete the leading if dialed as part of the initial call.
- **1**
  Add a leading 1 if not dialed as part of the initial call.
- **Inpa**
  Insert the NPA specified by npa.
- **Dnn**
  Outdial the NN number of digits or execute the code that follows. For example, D041234 outdials 1234. Valid entries are 0-9, #, *, Wnn (wait nn seconds) and P (pause).
- **R**
  Redial the initially dialed number, including any modifications.
- **E**
  End of the Dial Treatment. All Dial Treatments must end with the E code.
- **X**
  When ARS is enabled, X must be entered in the Dial Treatment in order for the system to output the extension number of the call's originator to the black box for the E911 feature.

Use the following chart when entering and editing text for Dial Treatments. When using the DSS keys, press the key once for the first character, twice for the second character, etc. For example, to enter a C, press DSS1 three times.

Keys for Entering Dial Treatment Text	
Use this key . . .	**When you want to . . .**
DSS1	Enter characters A-D. After selecting your entry, press check to have system accept it.
DSS2	Enter characters E-H. After selecting your entry, press check to have system accept it.
DSS3	Enter characters I-L. After selecting your entry, press check to have system accept it.
DSS4	Enter characters M-P. After selecting your entry, press check to have system accept it.

Keys for Entering Dial Treatment Text	
Use this key . . .	**When you want to . . .**
DSS5	Enter characters Q-T. After selecting your entry, press check to have system accept it.
DSS6	Enter characters U-Z. After selecting your entry, press check to have system accept it.
DSS7	Enter a hyphen (-). After selecting your entry, press check to have system accept it.
DSS8	Enter a blank space. After selecting your entry, press check to have system accept it.
DSS9	Enter extended ASCII characters. Press repeatedly to scroll through the list. After selecting your entry, press check to have system accept it.
DSS10	Enter punctuation marks. Press repeatedly to scroll through the list. After selecting your entry, press check to have system accept it.
CHECK	Save text entry as part of name after you select it. You need to press CHECK after selecting characters from DSS keys 1-10. You don't need to press CHECK after dialing a dial pad digit (0-9, # or *).
CLEAR	Clear the text entry if you want to start over.
Dialpad digits 0-9, # and *.	Enter numbers, # and * as part of the name. You don't need to press CHECK after entering these characters.

Conditions
None

Feature Cross Reference
"Automatic Route Selection"
"E911 Compatibility"

Telephone Programming Instructions
To enter data for Program 2107 (ARS Dial Treatments):
1. Enter the programming mode.
2. 2107 + HOLD

   `Treatment No?`
3. Enter the Dial Treatment number (1-15) you want to program + HOLD

   Dial Treatment 0 outdials the call as it was initially dialed.

   `Command:`
4. Enter the Dial Treatment options.

   Refer to the chart above when entering the options. Each Dial Treatment you program must end in **E**.

   `Treatment No?`

5. Repeat from step 3 to select another Dial Treatment number to program.
   OR
   HOLD to exit.

2100 - Automatic Route Selection
2108 - Separate ARS Routing Options

☐ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞	Available.
-	E911 Compatibility not available.

384i ☞	Available.
-	E911 Compatibility requires system software 3.07.10 or higher.

IN

Use **Program 2108 - Separate ARS Routing Options** to set unique routing for:

- Operator-assisted (0+) calls
- International (011) calls
- Directory assistance (411, 1411 and 555 calls)
- Emergency (911) calls

Refer to the following chart for a description of each Separate ARS Routing Option, its range and default setting. When assigning Selection Numbers to the options, remember that Selection Number 0 always uses Trunk Group 1.

Separate ARS Routing Options		
Option	**Range**	**Default**
Operator-assisted Calls Use this option to assign the Selection Number ARS uses for all operator-assisted (0+) calls.	0-64	0
International Calls Use this option to assign the Selection Number ARS uses for all international (011) calls.	0-64	0
Directory Assistance Calls Use this option to assign the Selection Number ARS uses for all directory assistance (411, 1411 and 555) calls.	0-64	0
Emergency Calls Use this option to assign the Selection Number ARS uses for emergency (911) calls. The system also uses this entry for E911 Compatibility.	0-64	0

Conditions

None

Feature Cross Reference

"Automatic Route Selection"
"E911 Compatiblity"

Telephone Programming Instructions

To enter data for Program 2108 (Separate ARS Routing Options):

1. Enter the programming mode.
2. 2108 + HOLD

   `Operator Call:`
3. Enter the Selection Number (0-64) ARS should use for operator-assisted calls + HOLD

   `Internal Call:`
4. Enter the Selection Number (0-64) ARS should use for international calls + HOLD

```
Directory Asst:
```

5. Enter the Selection Number (0-64) ARS should use for directory assistance calls + HOLD

```
Emergency Call:
```

6. Enter the Selection Number (0-64) ARS should use for emergency calls.
7. HOLD to exit.

2100 - Automatic Route Selection
2109 - ARS Authorization Codes

☐ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞ Available — 72 extensions. ***384i*** ☞ Available — 256 extensions.

IN

Use **Program 2109 - ARS Authorization Codes** to enter the ARS Authorization Codes for each extension. ARS Dial Treatments (set in Program 2107) may require users to enter Authorization Codes before dialing. Authorization Codes can be up to 10 digits long, using 0-9, # and #.

Conditions

None

Feature Cross Reference

"Automatic Route Selection"

Telephone Programming Instructions

To enter data for Program 2109 (ARS Authorization Codes):

1. Enter the programming mode.
2. 2109 + HOLD

   `STA PORT No?`
3. Enter the number of the extension port (1-256 in 384i, 1-72 in 124i) you want to program + HOLD

   `Code:`
4. Enter the Authorization Code for the extension you selected in step 3.

   Authorization Codes can be up to 10 digits long, using 0-9, # and #.
5. HOLD

   `STA PORT No?`
6. Repeat from step 3 to program another extension port.

   OR

   HOLD to exit.

2100 - Automatic Route Selection
2110 - ARS Class of Service

☐ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞ Available — 72 extensions.	***384i*** ☞ Available — 256 extensions.

IN

Use this program to assign an extension's ARS Class of Service. Automatic Route Selection uses ARS Class of Service when determining how to route an extension's calls. When programming, you make a separate entry for each Night Service mode:

DAY = Day Mode
NIT = Night Mode
MID = Midnight Mode
REST = Rest Mode

Conditions

ARS does not use Class of Service assignments made in Program 1005.

Feature Cross Reference

"Automatic Route Selection"

Telephone Programming Instructions

To enter data for Program 2110 (ARS Class of Service):

1. Enter the programming mode.
2. 2110 + HOLD

   `STA Port No?`
3. Enter the number of the extension port you want to program (1-256 in 384i, 1-72 in 124i) + HOLD

   `COS(DAY):`
4. For the extension port selected in step 3, enter the ARS Class of Service for the Day Mode.
5. HOLD

   `COS(NIT):`
6. For the extension port selected in step 3, enter the ARS Class of Service for the Night Mode.
7. HOLD

   `COS(MID):`
8. For the extension port selected in step 3, enter the ARS Class of Service for the Midnight Mode.
9. HOLD

   `COS(REST):`
10. For the extension port selected in step 3, enter the ARS Class of Service for the Rest Mode.
11. HOLD

    `STA PORT No?`
12. Repeat from step 3 to program another extension port.

    OR

    HOLD to exit.

2100 - Automatic Route Selection
2111 - ARS Equal Access Control

☐ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞ Available.	***384i*** ☞ Available.

IN

Use **Program 2111 - ARS Equal Access Control** to choose the Selection Numbers (1-64) ARS will use for Equal Access (10XXX) calls. You make two choices:

- The Selection Number ARS uses for directly-dialed (10XXX + 1) Equal Access calls
- The Selection Number ARS uses for operator-assisted (10XXX + 0) Equal Access calls

This program only applies to calls placed using ARS.

Conditions

None

Feature Cross Reference

"Automatic Route Selection"

Telephone Programming Instructions

To enter data for Program 2111 (ARS Equal Access Control):

1. Enter the programming mode.
2. 2111 + HOLD

   `Operator Call`
3. Specify the selection number (1-64) ARS should use for operator-assisted (10XXX + 0) Equal Access calls.
4. HOLD

   `Direct Call`
5. Specify the selection number (1-64) ARS should use use for directly-dialed (10XXX + 1) Equal Access calls.
6. HOLD

   You automatically exit Program 2111.

— Four Your Notes —

2200 - VAU Module Options
2201 - VAU Initialization

☐ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞ Available.	***384i*** ☞ Available.

IN

Use **Program 2201 - VAU Initialization** to initialize (erase) the VAU messages. You must initialize after initially installing a VAU Module. You can also initialize any time you want to erase your VAU messages and start over. There are three initialization options :

Initialization Option	Description
1	Erase all VAU messages and Personal Greetings
2	Erase only VAU messages
3	Erase only Personal Greetings

Conditions

This option is not available from the PC Program.

Feature Cross Reference

"Voice Announce Unit"

Telephone Programming Instructions

To enter data for Program 2201 (VAU Initialization):

1. Enter the programming mode.
2. 2201 + HOLD

   `Item No?`
3. Enter the number of the initialization option you want (1-3).

   Enter 1 to erase all VAU Messages and Personal Greetings. Enter 2 to erase only VAU Messages. Enter 3 to erase only Personal Greetings.
4. HOLD to initialize the selection made in step 3.
   OR
   CLEAR to cancel the initialization and return to step 3.

   `Item No?`
5. Go back to step 3 and enter another initialization option.
   OR
   HOLD to exit.

2200 - VAU Module Options
2202 - VAU Message Length

☐ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞ Available.	***384i*** ☞ Available.

IN

Use **Program 2202 - VAU Message Length** to set the maximum length of VAU messages (Item 1) and Personal Greetings (Item 2). The range is from 1 to 225 seconds.

Conditions

None

Feature Cross Reference

"Voice Announce Unit"

Telephone Programming Instructions

To enter data for Program 2202 (VAU Message Length):

1. Enter the programming mode.
2. 2202 + HOLD

   `Item No?`
3. Enter 1 + HOLD to set the VAU message length.
   OR
   Enter 2 + HOLD to set the Personal Greeting length.

   `Length:`
4. Enter the message length for the option you selected in step 3 above (1-225 seconds).
5. HOLD

   `Item No?`
6. Repeat from step 3 to select another option.
   OR
   HOLD to exit

2200 - VAU Module Options
2203 - General Message Number

☐ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞	Available.
384i ☞	Available — with a separate entry for each of the four Tenant Groups.

IN

Use **Program 2203 - General Message Number** to specify the VAU message number (01-16) you want to use for the General Message. In 384i, you make a separate entry for each Tenant Group (1-4).

Conditions

None

Feature Cross Reference

"Voice Announce Unit"

Telephone Programming Instructions

To enter data for Program 2203 (General Message Number):

1. Enter the programming mode.
2. 2203 + HOLD

   `Tenant No?`
3. Enter the number of the Tenant Group you want to program (1-4) + HOLD

   `MSG No:`
4. For the Tenant Group selected in step 3, enter the number of the VAU message (01-16) you want assigned as the General Message.
5. HOLD

   `Tenant No?`
6. Repeat from step 3 to select another Tenant Group.

   OR

   HOLD to exit.

2200 - VAU Module Options
2204 - VAU No Answer Destination

☐ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞	Available — 16 Ring Groups.
384i ☞	Available — 128 Ring Groups with a separate entry for each of the four Tenant Groups.

IN

Use **Program 2204 - VAU No Answer Destination** to set the VAU No Answer Destination Ring Group (1-128). When all VAU ports are busy, incoming DILs and DISA calls wait for the VAU No-Answer Time (Program 0405 Item 63) and then ring the VAU No Answer Destination Ring Group. In 384i, you make a separate entry for each Tenant Group.

Conditions

None

Feature Cross Reference

"Direct Inward Line (DIL)"
"Direct Inward System Access (DISA)"

Telephone Programming Instructions

To enter data for Program 2204 (VAU No Answer Destination):

1. Enter the programming mode.
2. 2204 + HOLD

   `Tenant No?`
3. Enter the number of the Tenant Group (1-4) you want to program + HOLD

   `IRG No:`
4. For the Tenant Group selected in step 3, enter the VAU No Answer Ring Group (1-128 in 384i, 1-16 in 124i).
5. HOLD

   `Tenant No?`
6. Repeat from step 3 to select another Tenant Group.
   OR
   HOLD to exit.

2200 - VAU Module Options
2205 - OPA Message Assignment

☐ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞ Available — 52 trunks.	***384i*** ☞ Available — 128 trunks.

IN

Use **Program 2205 - OPA Message Assignment** to assign the VAU message (1-16) an outside caller hears when their call is answered by the Automated Attendant (OPA). When programming, you make a separate entry for each Night Service mode:

DAY = Day Mode
NIT = Night Mode
MID = Midnight Mode
REST = Rest Mode

Conditions

None

Feature Cross Reference

"Voice Announce Unit"

Telephone Programming Instructions

To enter data for Program 2205 (OPA Message Assignment):

1. Enter the programming mode.
2. 2205 + HOLD

   TRK No?
3. Enter the number of the trunk port (1-128 in 384i, 1-52 in 124i) you want to program + HOLD

   MSG (DAY):
4. For the trunk selected in step 3, enter the VAU message (01-16) that the Automated Attendant (OPA) should play to incoming callers in the Day Mode.

   Enter 0 to prevent a message from playing.
5. HOLD

   MSG (NIT):
6. For the trunk selected in step 3, enter the VAU message (01-16) that the Automated Attendant (OPA) should play to incoming callers in the Night Mode.

   Enter 0 to prevent a message from playing.
7. HOLD

   MSG (MID):
8. For the trunk selected in step 3, enter the VAU message (01-16) that the Automated Attendant (OPA) should play to incoming callers in the Midnight Mode.

   Enter 0 to prevent a message from playing.
9. HOLD

   MSG (REST):
10. For the trunk selected in step 3, enter the VAU message (01-16) that the Automated Attendant (OPA) should play to incoming callers in the Rest Mode.

    Enter 0 to prevent a message from playing.
11. HOLD
12. Repeat from step 3 to enter another trunk port number
    OR
    HOLD to exit.

2200 - VAU Module Options
2206 -

☐ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞ Not available.

384i ☞ Not available.

This program is not used.

2200 - VAU Module Options
2207 - 900 Preamble

☐ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞ Available — 52 trunks.

384i ☞ Available — 128 trunks.

IN

Use **Program 2207 - 900 Preamble** to assign the 900 preamble to trunks. For each trunk that should have the 900 Preamble, enter the number of the VAU message (1-16) that is your recorded preamble message. Enter 0 for no preamble.

Conditions

None

Feature Cross Reference

"Voice Announce Unit"

Telephone Programming Instructions

To enter data for Program 2207 (900 Preamble):

1. Enter the programming mode.
2. 2207 + HOLD

   `TRK No?`
3. Enter the number of the trunk (1-128 in 384i, 1-52 in 124i) you want to program + HOLD

   `Data:`
4. For the trunk selected in step 3, assign the VAU message (1-16) the trunk uses for the 900 preamble.

   To prevent the trunk from using a 900 preamble, enter 0.
5. HOLD

   `TRK No?`
6. Repeat from step 3 to program another trunk.

   OR

   HOLD to exit.

2200 - VAU Module Options
2208 - VAU Password

☐ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞ Available.	***384i*** ☞ Available.

IN

Use **Program 2208 - VAU Password** to enter the password DISA callers must dial before the system will allow them to record, listen to and or erase the VAU messages.

Conditions

None

Feature Cross Reference

"Direct Inward System Access (DISA)"

Telephone Programming Instructions

To enter data for Program 2208 (VAU Password):

1. Enter the programming mode.
2. 2208 + HOLD

   `Password:`
3. Enter the password DISA caller must dial before they can record, listen to or erase VAU messages.

   *The password must be six digits long, using any combination of 0-9, # and *.*
4. HOLD to exit.

2200 - VAU Module Options
2209 - OPA Error Message Assignment

☐ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞ Available— 52 trunks.	***384i*** ☞ Available — 128 trunks.

IN

Use **Program 2209 - OPA Error Message Assignment** to assign the OPA error message. For each trunk that the VAU Automated Attendant will answer, enter the VAU message (1-16) the outside caller hears if they dial incorrectly. If you enter 0 (i.e., no error message), the call reroutes according to Program 1802 Item 3 and Program 1803.

For each trunk, you make a separate entry for each Night Service mode:
DAY = Day Mode
NIT = Night Mode
MID = Midnight Mode
REST = Rest Mode

Conditions
None

Feature Cross Reference
"Voice Announce Unit"

Telephone Programming Instructions

To enter data for Program 2209 (OPA Error Message Assignment):

1. Enter the programming mode.
2. 2209 + HOLD

   TRK No?
3. Enter the number of the trunk you want to program (1-128 in 384i, 1-52 in 124i) + HOLD

   MSG(DAY):
4. For the trunk entered in step 3, enter the VAU message (1-16) the caller hears if they dial incorrectly after answer in the Day Mode.

   Enter 0 to prevent the error message from playing.
5. HOLD

   MSG(NIT):
6. For the trunk entered in step 3, enter the VAU message (1-16) the caller hears if they dial incorrectly after answer in the Night Mode.

   Enter 0 to prevent the error message from playing.
7. HOLD

   MSG(MID):
8. For the trunk entered in step 3, enter the VAU message (1-16) the caller hears if they dial incorrectly after answer in the Midnight Mode.

   Enter 0 to prevent the error message from playing.
9. HOLD

   MSG(REST):
10. For the trunk entered in step 3, enter the VAU message (1-16) the caller hears if they dial incorrectly after answer in the Rest Mode.

    Enter 0 to prevent the error message from playing.
11. HOLD

```
TRK No?
```

12. Repeat from step 3 to program another trunk.
    OR
    HOLD to exit.

2200 - VAU Module Options
2210 - Automated Attendant Single Digit Codes

☐ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞ Available.	***384i*** ☞ Available.

IN

Use **Program 2210 - Automated Attendant Single Digit Codes** to set up single digit dialing through the VAU Automated Attendant. This gives VAU Automated Attendant callers single key access to extensions, the company operator, Department Calling Groups and Voice Mail. For each VAU Message set to answer outside calls (see Program 2205), you specify:

- The digit the Automated Attendant caller dials (1-12, where 10 = 0, 11 = * and 12 = #). (Keep in mind that if you assign destinations to digits 3 and 4, outside callers will not be able to dial system extensions.)
- The destination reached (four digits max.) when the caller dials the specified digit.

The destination can be an extension, a Department Calling pilot number or the Voice Mail master number.

Conditions

None

Feature Cross Reference

"Voice Announce Unit"

Telephone Programming Instructions

To enter data for Program 2210 (Automated Attendant Single Digit Codes):

1. Enter the programming mode.
2. 2210 + HOLD

   MSG No?
3. Enter the number of the VAU Message to which you want to assign single digit codes (1-16) + HOLD

   Make sure the VAU Message you select is associated with a trunk in Program 2205.

   REC No?
4. For the VAU Message entered in step 3, enter the code for the single digit you want to program + HOLD

   *1-9 = Dial pad digits 1-9, 10 = 0, 11 = * and 12 = #.*

   DIAL:

   The previously programmed destination displays.
5. For the single digit selected in step 4, enter the destination + HOLD

   The destination can be an extension, Department Calling pilot number or Voice Mail master number.

   REC No?
6. Repeat from step 4 and enter the single digit you want to program.

   OR

   HOLD + Repeat from step 3 and select another VAU Message.

   OR

   HOLD + HOLD to exit.

2200 - VAU Module Options
2211 - Hotel Wake Up Message Assignments

☐ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞	Not available.
384i ☞	Available — make a separate entry for each of the four Tenant Groups.

IN Refer to the Hotel/Motel User's Guide (P/N 92000HMT**).

2300 - Tie Line Options
2301 - DID/E&M Start Signaling

☐ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞ Available — 52 trunks.	***384i*** ☞ Available — 128 trunks.

IN

Use **Program 2301 - DID/E&M Start Signaling** to set the start signaling mode for DID and tie trunks. DID and tie trunks can use either immediate start or wink start signaling.

Conditions

None

Feature Cross Reference

"Direct Inward Dialing (DID)"
"Tie Lines"

Telephone Programming Instructions

To enter data for Program 2301 (DID/E&M Start Signaling):

1. Enter the programming mode.
2. 2301 + HOLD

   `TRK No?`
3. Enter the number of the DID or tie trunk you want to program (1-128 in 384i, 1-52 in 124i).
4. HOLD

   `Method:`
5. For the trunk selected in step 3, enter the Start Signaling Mode (0 or 1).

   0 = Immediate Start, 1 = Wink Start
6. HOLD

   `TRK No?`
7. Repeat from step 3 to program another DID or tie trunk.

   OR

   HOLD to exit.

2300 - Tie Line Options
2302 - Tie Line Class of Service

☐ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞	Available — 11 tie line Classes of Service and 52 trunks.

384i ☞	Available — 16 tie line Classes of Service in each of four Tenant Groups and 128 trunks.

IN

Use **Program 2302 - Tie Line Class of Service** to assign a Class of Service to a tie line. In 384i, there are 16 tie line Classes of Service in each of the four Tenant Groups (64 total). In 124i, there are 11 tie line Classes of Service. Use this program with program 0412, DISA & Tie Trunk Class of Service Options. For each tie line, you make a separate entry for each Night Service mode:

DAY = Day Mode
NIT = Night Mode
MID = Midnight Mode
REST = Rest Mode

Conditions

You cannot use Programs 0406 and 1005 to assign Class of Service to tie lines.

Feature Cross Reference

"Tie Lines"

Telephone Programming Instructions

To enter data for Program 2302 (Tie Line Class of Service):

1. Enter the programming mode.
2. 2302 + HOLD

   `TRK No?`
3. Enter the number of the tie line you want to program (1-128 in 384i, 1-52 in 124i) + HOLD

   `Class(DAY):`
4. For the tie line selected, enter the Class of Service number for the Day Mode.

   In 384i, tie line Class of Service numbers are 1-16.

   In 124i, tie line Class of Service Numbers are 1-11.
5. HOLD

   `Class(NIT):`
6. For the tie line selected, enter the Class of Service number for the Night Mode.
7. HOLD

   `Class(MID):`
8. For the tie line selected, enter the Class of Service number for the Midnight Mode.
9. HOLD

   `Class(REST):`
10. For the tie line selected, enter the Class of Service number for the Rest Mode.
11. HOLD

    `TRK No?`
12. Repeat from step 3 to program another tie line.

    OR

    HOLD to exit.

Sorts Data	Updates CEU	Can be Copied

Description

124i ☞ Not available.	*384i* ☞ Not available.

IN This program is currently not used.

2300 - Tie Line Options
2304 - Tie Line Route

☐ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞	Available — 52 trunks and 36 trunk routes.

384i ☞	Available — 128 trunks and 64 trunk routes.

IN

Use **Program 2304 - Tie Line Route** to assign the trunk group route (1-64 in 384i, 1-36 in 124i) chosen when a user seizes a tie line and dials 9. (Set Trunk Group Routing in Program 0906.) If the system has Automatic Route Selection, dialing 9 accesses ARS. You make a separate entry for each tie line - for each Night Service Mode:

DAY = Day Mode
NIT = Night Mode
MID = Midnight Mode
REST = Rest Mode

Conditions

None

Feature Cross Reference

"Tie Lines"

Telephone Programming Instructions

To enter data for Program 2304 (Tie Line Route):

1. Enter the programming mode.
2. 2304 + HOLD

   `TRK No?`
3. Enter the number of the tie trunk you want to program (1-128 in 384i, 1-52 in 124i) + HOLD

   `Route(DAY):`
4. For the tie trunk selected, enter the Trunk Group Route (1-64 in 384i, 1-36 in 124i) for the Day Mode.
5. HOLD

   `Route(NIT):`
6. For the tie trunk selected, enter the Trunk Group Route (1-64 in 384i, 1-36 in 124i) for the Night Mode.
7. HOLD

   `Route(MID):`
8. For the tie trunk selected, enter the Trunk Group Route (1-64 in 384i, 1-36 in 124i) for the Midnight Mode.
9. HOLD

   `Route(REST):`
10. For the tie trunk selected, enter the Trunk Group Route (1-64 in 384i, 1-36 in 124i) for the Rest Mode.
11. HOLD

    `TRK No?`
12. Repeat from step 3 to program another tie trunk.
    OR
    HOLD to exit.

2300 - Tie Line Options
2305 - Inbound Trunk Outgoing Call Restriction

☐ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞ Available — 16 trunk groups.	***384i*** ☞ Available — 128 trunk groups.

IN

Use **Program 2305 - Inbound Trunk Outgoing Call Restriction** to build a restriction matrix for outgoing trunk calls placed from an inbound trunk (e.g., dialed from a tie line). For each inbound trunk group, enable or disable access to each CO trunk group. In 384i, you can have separate matrixes for each of the four Tenant Groups.

Conditions

None

Feature Cross Reference

"Tie Lines"

Telephone Programming Instructions

To enter data for Program 2305 (Inbound Trunk Outgoing Call Restriction):

1. Enter the programming mode.
2. 2305 + HOLD

   ```
   Tenant No?
   ```

3. Enter the number of the Tenant Group (1-4) you want to program + HOLD

   Make sure the incoming tie line group and outgoing trunk group you select in the following steps are in the Tenant Group specified in this step.

   ```
   In TRG No?
   ```

4. Select the incoming trunk group you want to program (1-128 in 384i, 1-16 in 124i) + HOLD

   ```
   Out TRKG No?
   ```

5. For the incoming tie line group selected in step 4, choose the outgoing trunk group (1-128 in 384i, 1-16 in 384i)
6. HOLD

   ```
   Out_nnn:
   ```

7. For the outgoing trunk group selected, enter 0 for no outgoing restriction; 1 to enforce outgoing restriction.
8. HOLD

   ```
   Out TRKG No?
   ```

9. Select another outgoing trunk group to program.

   OR

   HOLD + Repeat from step 4 to program another incoming tie line group.

   OR

   HOLD + HOLD + Repeat from step 3 to choose another Tenant Group.

   OR

   HOLD three times to exit.

2300 - Tie Line Options
2306 - Tie Line Toll Restriction Class

☐ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞	Available — Eight Tie Line Toll Restriction Classes and 52 trunks.

384i ☞	Available — 15 Tie Line Toll Restriction Classes in each of four Tenant Groups and 128 trunks.

IN

Use **Program 2306 - Tie Line Toll Restriction Class** to enter a Toll Restriction Class for each tie line. In 384i, there are 15 Toll Restriction Classes in each of four Tenant Groups (60 total). In 124i, there are eight Toll Restriction Classes. The system uses the class you enter here in Program 0701. For each tie line, you make a separate Toll Restriction Class entry for each Night Service mode:

DAY = Day Mode
NIT = Night Mode
MID = Midnight Mode
REST = Rest Mode

Conditions

You cannot use Program 1004 to assign Toll Restriction to tie lines.

Feature Cross Reference

"Tie Line"

Telephone Programming Instructions

To enter data for Program 2306 (Tie Line Toll Restriction Class):

1. Enter the programming mode.
2. 2306 + HOLD

   TRK No?
3. Enter the number of the tie line (1-128 in 384i, 1-52 in 124i) you want to program + HOLD

   Class(DAY):
4. For the tie trunk selected, enter the Toll Restriction Class for the Day Mode.

   In 384i, Tie Line Toll Restriction Classes are 1-15.

   In 124i, Tie Line Toll Restriction Classes are 1-8.
5. HOLD

   Class(NIT):
6. For the tie trunk selected, enter the Toll Restriction Class for the Night Mode.
7. HOLD

   Class(MID):
8. For the tie trunk selected, enter the Toll Restriction Class for the Midnight Mode.
9. HOLD

   Class(REST):
10. For the tie trunk selected, enter the Toll Restriction Class for the Rest Mode.
11. HOLD

    TRK No?
12. Repeat from step 3 to program another tie line(1-52 or 1-128)

    OR

    HOLD to exit.

☐ Sorts Data ☐ Updates CEU ☐ Can be Copied

Description

124i ☞	Not available — 124i has 200 Caller ID bins numbered 000-199.

384i ☞	Available — 1000 Caller ID Table addresses numbered 000-999.

IN

Use **Program 2401 - Caller ID Table Setup** to assign the 384i Caller ID Table to Tenant Groups. The Caller ID Table has 1000 possible entries (bins), assigned to addresses 000-999. In this program, you allocate starting address and a range of Caller ID Table entry addresses to each Tenant Group. Use the chart below to keep track of your Caller ID Table assignments. You'll need this information when entering data in Program 2402.

384i Caller ID Table Setup		
Tenant Group	**Start Address (0-999)**	**Entries (0-1000)**

Conditions

None

Feature Cross Reference

"Caller ID"

Telephone Programming Instructions

To enter data for Program 2401 (Caller ID Table Setup):

1. Enter the programming mode.
2. 2401 + HOLD

   `Tenant No?`
3. Enter the number of the Tenant Group (1-4) you want to program + HOLD

   `Start:`
4. For the Tenant Group selected, enter the start address (e.g., the address of the first Caller ID Table entry for the Tenant Group).

   The previously programmed entry displays.

   For example, to have the Tenant Group 1 entries start with the first entry in the table, enter 0. Or, to have Tenant Group 2 entries start with the 100th entry, enter 99.
5. HOLD

   `Length:`

   The previously programmed entry displays.
6. Enter the number of table entries you want to assign to the Tenant Group selected + HOLD

   For example, if you want Tenant Group 1 to have all the entries, the start address is 0 and the length is 1000. If you want Tenant Group 1 to have only 250 Caller ID Table entries, change the length to 250. Tenant Group 1 would then have entries 0-249.
7. HOLD

```
Tenant No?
```

8. Repeat from step 3 to program another Tenant Group (1-4)
   OR
   HOLD to exit.

☐ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞	Available — 200 Caller ID Table entries.

384i ☞	Available — 1000 Caller ID Table entries.

IN

Use **Program 2402 - Caller ID Table Entries** to create a database of incoming Caller ID numbers (DNs) and associated names. This is important for Single Message Format calls. With these types of calls, the telco only supplies the incoming number — not the name. The system looks up the DN in the Caller ID Table and sends the associated name to the telephone's display. In 384i, use the chart provided with program 2401 to locate the correct Caller ID Table addresses for each Tenant Group. Refer to the T1 Trunking (with ANI/DNIS Compatibility) feature on page 483 for additional ways to use this program.

Use the following chart when entering and editing text for names. When using the DSS keys, press the key once for the first character, twice for the second character, etc. For example, to enter a C, press DSS1 three times. Press DND to toggle between upper and lower case letters.

Keys for Entering Names	
Use this key . . .	**When you want to . . .**
DSS1	Enter characters A-D. After selecting your entry, press check to have system accept it.
DSS2	Enter characters E-H. After selecting your entry, press check to have system accept it.
DSS3	Enter characters I-L. After selecting your entry, press check to have system accept it.
DSS4	Enter characters M-P. After selecting your entry, press check to have system accept it.
DSS5	Enter characters Q-T. After selecting your entry, press check to have system accept it.
DSS6	Enter characters U-Z. After selecting your entry, press check to have system accept it.
DSS7	Enter a hyphen (-). After selecting your entry, press check to have system accept it.
DSS8	Enter a blank space. After selecting your entry, press check to have system accept it.
DSS9	Enter extended ASCII characters. Press repeatedly to scroll through the list. After selecting your entry, press check to have system accept it.
DSS10	Enter punctuation marks. Press repeatedly to scroll through the list. After selecting your entry, press check to have system accept it.
CHECK	Save text entry as part of name after you select it. You need to press CHECK after selecting characters from DSS keys 1-10. You don't need to press CHECK after dialing a dial pad digit (0-9, # or *).

2400 - Caller ID Options
2402 - Caller ID Table Entries

Keys for Entering Names	
Use this key . . .	**When you want to . . .**
CLEAR	Clear the text entry if you want to start over.
Dialpad digits 0-9, # and *.	Enter numbers, # and * as part of the name. You don't need to press CHECK after entering these characters.

Conditions
None

Feature Cross Reference

"Caller ID"

Telephone Programming Instructions

To enter data for Program 2402 (Caller ID Table Entries):

1. Enter the programming mode.
2. 2402 + HOLD

```
Bin No?
```

3. Enter the address of the Caller ID Table entry you want to program + HOLD

   In 384i, valid addresses are 000-999. In 124i, valid addresses are 000-199.

```
2402:Bin nnn     Dial
-
```

   The previously programmed telephone number displays.

4. Enter the telephone number (DN) for the table entry selected in the previous step + HOLD

   The telephone number can be up to 10 digits long and should match the DN provided by the telco. The number you enter replaces any previous entries.

```
2402:Bin nnn     Name
                   -
```

   The previously programmed name displays.

5. Enter the name for the DN you entered in the previous step. Follow the instructions below for name programming.

   The name can be up to 15 digits long. The name you enter replaces any previous entries. See the chart on the previous page for help in entering names.

6. HOLD

```
Bin no?
```

7. Repeat from step 3 to enter another Caller ID Table address.
   OR
   HOLD to exit.

☐ Sorts Data ☐ Updates CEU ☐ Can be Copied

Description

124i ☞	Available — DCI software ports are 1-72.

384i ☞	Available — DCI software ports are 1-288, Make a separate entry for each of the four Tenant Groups.

IN

Use **Program 2403 - Caller ID Printer Port** to assign the DCI software port number the system will use to output Caller ID information. In 384i, the DCI Module software port numbers are 1-144. The 3-DCI Unit software port numbers are 145-288. You can have a different assignment for each Tenant Group. In 124i, the DCI software port numbers are 1-72. Refer to the "Caller ID" feature for the format of the Caller ID output string. Also, refer to Program 0005 for more on DCI software port assignments.

Conditions

None

Feature Cross Reference

"Caller ID"

Telephone Programming Instructions

To enter data for Program 2401 (Caller ID Table Setup):

1. Enter the programming mode.
2. 2403 + HOLD

   `Tenant No?`
3. Enter the number of the Tenant Group (1-4) you want to program + HOLD

   `Print port:`
4. Enter the software port number (1-288 in 384i, 1-72 in 124i) for the DCI you want to output Caller ID data + HOLD

   `Tenant No?`
5. Return to step 23 and select another Tenant Group.
   OR
   HOLD to exit.

2400 - Caller ID Options
2404 - ANI/DNIS Service Options

☐ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞	ANI/DNIS Compatibility requires EXCPRU 2.18 or higher. It is not available in Base software.

384i ☞	Available — requires system software 3.06.02 or higher.

IN

Use **Program 2404 - ANI/DNIS Service Options** to set the service options for T1 ANI/DNIS trunks. ANI/DNIS trunks must be immediate start or wink start T1 trunks with E&M signaling. The system allows 15 distinct ANI/DNIS Service Options. You assign ANI/DNIS Service Options to trunks in 0924. Refer to the following chart for a description of ANI/DNIS Service Option, its range and default setting.

ANI/DNIS Service Options

Option	Description	Range	Default
Item 1	**ANI/DNIS Receive Format** Use this option to specify the format of the ANI/DNIS data received from the telco. Make sure your entry is compatible with the service the telco provides. (The character * indicates a delimiter.) 0 = Address (called number without delimiters) 1 = *ANI* 2 = *DNIS* 3 = *ANI*Address* 4 = *ANI*DNIS* 5 = *DNIS*ANI*	0-5	0 (Address)
Item 2	**Delimiter Dial Code** This option defines the character telco uses as a delimiter (see entries 1-9 in Item 1 above). Valid entries are 0-9, # and *.	0-9, # and *	*
Item 3	**Routing Search Criteria (Data Source)** This option specifies the source of the data the system uses to route incoming ANI/DNIS calls. The choices are: **0 = No Routing.** The system assumes an error has occurred and routes according to the setting in Item 8. **1 = Routes on Received DNIS or Address Data.** The data source is the received DNIS or address data. This option requires that Item 1 be 0 or 2-5. **2 = Routes on Received ANI Data.** The data source is the received ANI data. This option requires that Item 1 be 1 or 3-5.	0-2	0 (No routing)

ANI/DNIS Service Options			
Option	**Description**	**Range**	**Default**
Item 4	**Route Data** The option sets how the system uses the route data (gathered in Item 3) to route incoming ANI/DNIS calls. The choices are: **0 = Dial Data (From Caller ID Table Name Field)** The system uses the Caller ID Table specified in Item 7 below for inbound routing. The data in the Caller ID Table Name field is used as dial data for routing. For this entry, the Name field entry can be an extension number, a Department Group pilot number or the Voice Mail or ACD master number. **1 = Trunk Ring Group (From Caller ID Table Name Field)** Like entry 0 above, the system uses the Caller ID Table specified in Items 6 and 7 below for inbound routing. The data in the Caller ID Table Name field is used as dial data for routing. For this entry, the Name field entry must be a Trunk Ring Group number (1-128). **2 = DID Translation Table** With this option, the system uses the DID Translation Tables set up in Programs 1805 and 1806 for inbound ANI/DNIS routing. In addition, use Program 1808 to associate the ANI/DNIS Trunk Group with the DID Translation Table you want to use. Refer to the Direct Inward Dialing feature for more on setting up DID Translation Tables.	0-2	0 (from Caller ID Table Name field)
Item 5	**ANI Displayed as Caller ID** Use this option to set if ANI data should appear on telephone displays as part of Caller ID display. The options are: **0 = Caller ID Off** The system does not search the Caller ID table for a name. Instead, the telephone display will show the name programmed into the DID Translation Table (Program 1806) used if Item 4 above is 2. Otherwise, no name displays. **1 = Caller ID On** The telephone's display will show the ANI name as Caller ID data for the incoming ANI/DNIS call. This can occur if: – The ANI number received has a name associated with it entered into the Caller ID Table addresses specified in Item 6. – The format selected in Item 1 must include an ANI number. – Program 0406 Item 123 (Caller ID Display) must be 1 (enabled).	0, 1	1 (Caller ID display on)

ANI/DNIS Service Options			
Option	**Description**	**Range**	**Default**
Item 6	**ANI Caller ID Table Setup** Use this option to define which part of the Caller ID Table set up in Program 2402 the system will use for ANI/DNIS Caller ID lookups. This is required if Items 4 and 5 above are 1 (Caller ID On). When you specify a starting address and length, the system uses that part of the table for lookups.	Start Address = 000-999 Length = 0000-1000	Start Address = 0000 Length = 1000
Item 7	**ANI Routing Table Setup** Use this option to define which part of the Caller ID Table set up in Program 2402 the system will use for ANI/DNIS routing. When you specify a starting address and length, the system uses that part of the table for routing. If the incoming ANI/DNIS number data matches the Number entry in the table, the system routes according to the associated Name data. That data can be an extension, Department Group pilot number, the Voice Mail master number or a Trunk Ring Group (depending on the setting in Item 4).	Start Address = 000-999 Length = 0000-1000	Start Address = 0000 Length = 0000
Item 8	**Routing on ANI/DNIS Error** This option lets you determine how the system will handle an ANI/DNIS call if a data error is detected in the incoming data string. The options are: 0 = Play busy tone to caller 1 = Route the caller to the Ring Group specified in Program 1803	0 or 1	1 (Use the Program 1803 destination)
Item 9	**Routing when Destination Busy or Unanswered** This option lets you determine how the system will handle an ANI/DNIS call if the destination is busy or doesn't answer. The options are: 0 = System will play ringback or busy tone to the caller - whichever is required. 1 = System will route the caller to the Ring Group specified in Program 1803.	0 or 1	0 (Play busy or ringback)
Item 10	**Calling Number Address Length** When Item 1 = 0 (ANI/DNIS receive format is address), use this option to specify the address length. The choices are from 1 to 8 digits in length.	1-8	7

Conditions
None

Feature Cross Reference

"ANI/DNIS Compatibility"

Telephone Programming Instructions

To enter data for Program 2404 (ANI/DNIS Service Options):

1. Enter the programming mode.
2. 2404 + HOLD

   `Option:`
3. Enter the ANI/DNIS Service Option you want to program (1-15) + HOLD

   `Item:`
4. Enter the number of the item you want to program + HOLD

   `Item_nn:`
5. Enter data for the item you selected + HOLD

   `Item:`
6. Repeat from step 4 to program another item.
   OR
   HOLD + Repeat from step 3 to select another ANI/DNIS Service Option.
   OR
   HOLD + HOLD to exit.

— For Your Notes —

2500 - PC Attendant Options
2501 - PC Attendant Console Port Assignment

☐ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞ Not available.	***384i*** ☞ Available — 256 extension ports.

IN

Use **Program 2501 - PC Attendant Console Port Assignment** to assign an extension port (1-256) to each PC Attendant Console. You can install up to two consoles in the system.

Conditions

None

Feature Cross Reference

"PC Attendant Console"

Telephone Programming Instructions

To enter data for Program 2501 (PC Attendant Console Port Assignment):

1. Enter the programming mode.
2. 2501 + HOLD

   ```
   ATT No?
   ```

3. Enter the number of the PC Attendant Console you want to program (1 or 2) + HOLD

   ```
   Port No:
   ```

4. Enter the extension port number (1-256) for the PC Attendant Console selected in the previous step.
5. HOLD

   ```
   ATT No?
   ```

6. Repeat from step 3 to select another PC Attendant Console.
   OR
   HOLD to exit.

2500 - PC Attendant Options
2502 - PC Attendant Console Tenant

☐ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞	Not available.

384i ☞	Available — two PC Attendant Consoles allocated among the four Tenant Groups.

IN

Use **2502 - PC Attendant Console Tenant** to assign the PC Attendant Consoles to the four Tenant Groups. A console can belong to any combination of Tenant Groups. For each Tenant Group, enter the Remote Service Center telephone number. This is the number the system dials for Automatic Fault Reporting. The number can be up to 24 digits long, using the characters 0-9, # and *.

Conditions

None

Feature Cross Reference

"PC Attendant Console"

Telephone Programming Instructions

To enter data for Program 2502 (PC Attendant Console Tenant):

1. Enter the programming mode.
2. 2502 + HOLD

   `ATT No?`
3. Enter the number of the PC Attendant Console you want to program (1 or 2) + HOLD

   `Tenant 1:`
4. Enter 1 to assign the console selected to Tenant Group 1.
   OR
   Enter 0 to exclude the console selected from Tenant Group 1.
5. HOLD

   `Tenant 2:`
6. Enter 1 to assign the console selected to Tenant Group 2.
   OR
   Enter 0 to exclude the console selected from Tenant Group 2.
7. HOLD

   `Tenant 3:`
8. Enter 1 to assign the console selected to Tenant Group 3.
   OR
   Enter 0 to exclude the console selected from Tenant Group 3.
9. HOLD

   `Tenant 4:`
10. Enter 1 to assign the console selected to Tenant Group 4.
    OR
    Enter 0 to exclude the console selected from Tenant Group 4.
11. HOLD

    `ATT No?`
12. Repeat from step 3 to select another PC Attendant Console.
    OR
    HOLD to exit.

☐ Sorts Data ☐ Updates CEU ☐ Can be Copied

Description

124i ☞	Not available.

384i ☞	Available — Item 1 (Attendant Camp On) only.

IN

Use **Program 2503 - PC Attendant Console Options** to assign various options for the PC Attendant Console. The entries you make in this program affect all the system's consoles. Refer to the table below for the description of each item, its data entry range and its default value.

PC Attendant Console Options			
Item	**Description**	**Range**	**Default**
Item 1	**Attendant Camp On** Use this option to enable or disable Attendant Camp On for the PC Attendant Consoles.	0 (Disabled) 1 (Enabled)	0 (Disabled)

Conditions

None

Feature Cross Reference

"PC Attendant Console"

Telephone Programming Instructions

To enter data for Program 2503 (PC Attendant Console Options):

1. Enter the programming mode.
2. 2503 + HOLD

   `Item 1:`
3. Enter 1 to enable Item 1; 0 to disable
4. HOLD to exit.

— For Your Notes —

☐ Sorts Data ☐ Updates CEU ☐ Can be Copied

Description

124i ☞ Available — 52 trunks.	***384i*** ☞ Available — 128 trunks.

IN

Use **Program 2601 - T1 Setup** to designate the trunks on the T1/PRI Interface PCB for loop start (0) or ground start (1) operation. You can make a different assignment for each trunk on each T1/PRI Interface PCB.

Conditions

None

Feature Cross Reference

"T1 Trunking (with ANI/DNIS Compatibility)"

Telephone Programming Instructions

To enter data for Program 2601 (T1 Setup):

1. Enter the programming mode.
2. 2601 + HOLD

   TRK No?
3. Enter the number of the T1 Trunk you want to program (1-128 in 384i, 5-52 in 124i) + HOLD

   Type:

   The previously programmed value displays.
4. Enter 0 to make the selected trunk loop start.
   OR
   Enter 1 to make the selected trunk ground start.
5. HOLD

   TRK No?
6. Return to step 3 and select another trunk.
   OR
   HOLD to exit.

2600 - T1 Options
2602 - T1 Clock Source

☐ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞	Available — three maximum PCBs per system.

384i ☞	Available — five maximum PCBs per system.

IN

Use **Program 2602 - T1 Clock Source** to select the clock source for each T1/PRI Interface PCB. The clock source can be internal (1) or external (2). If set for internal, the PCB uses its own clock. If set for external, the PCB uses the clock provided by the telco.

Conditions
None

Feature Cross Reference

"T1 Trunking (with ANI/DNIS Compatibility)"

Telephone Programming Instructions

To enter data for Program 2602 (T1 Clock Source):

1. Enter the programming mode.
2. 2602 + HOLD

   ```
   (384i) SLOT No?
   (124i) UNIT No?
   ```

3. In 384i, enter the T1 PCB slot number (1-25) + HOLD
   In 124i, enter the PCB number (1-3) + HOLD

   ```
   Type:
   ```

   The previously programmed value displays.
4. Enter 1 to select the T1 PCB's internal clock source.
   OR
   Enter 2 to select the external clock source from the telco.
5. HOLD

   ```
   SLOT No?
   ```

6. Return to step 3 and select another slot.
   OR
   HOLD to exit.

Description

124i ☞	Available with Base 4.02 or higher and EXCPRU 4.02 or higher. In earlier versions, use Program 0407 instead.

384i ☞	Available with system software 3.07.10 or higher. In earlier versions, use Program 0407 instead.

IN

Use **Program 3001 - Account Code Setup** to set various Account Code options for an extension's Class of Service. Assign Class of Service to extensions in Program 1005 - Class of Service. The 384i has 15 Classes of Service in each of four Tenant Groups. Refer to the following chart for a description of each Account Code option, its range and default setting.

Account Code Setup			
Item	**Description**	**Range**	**Default**
1	**Account Code Mode** Use this option to select the Account Code Mode (0-3).	0 (Account Codes disabled) 1 (Account Codes optional) 2 (Account Codes required but not verified) 3 (Account Codes required and verified)	0 (Disabled)
2	**Forced Account Code Toll Call Setup** Use this option enable Account Codes for all calls or just toll calls.	0 (Account Codes for both toll and local calls) 1 (Account Codes just for local calls)	0 (Account Codes for both toll and local calls)
3	**Account Codes for Incoming Calls** Use this option to allow users to enter Account Codes for incoming calls. If disabled, any codes entered dial out on the connected trunk.	0 (Account Codes for incoming calls disabled) 1 (Account Codes for incoming calls enabled)	0 (Account Codes for incoming calls disabled)
4	**Hiding Account Codes** Use this option to either hide or show the Account Codes on a telephone's display.	0 (Account Codes displayed) 1 (Account Codes hidden)	0 (Account Codes displayed)

Conditions

None

Feature Cross Reference

"Account Codes"

Telephone Programming Instructions

To enter data for Program 3001 (Account Code Setup:

1. Enter the programming mode.
2. 3001 + HOLD

   `Tenant No?`
3. Enter the number of the Tenant Group you want to program (1-4) + HOLD

   `Class No?`

4. For the Tenant Group selected, enter the number of the Class of Service (1-15) you want to program + HOLD

   ```
   Item No?
   ```

5. Enter the number of the item you want to program + HOLD

   ```
   Item_nnn:n
   ```

   The previously programmed value displays.

6. Enter data (see the chart above) for the item selected + HOLD
7. Return to step 5 and select another item number.
   OR
   HOLD + Return to step 4 and select another Class of Service
   OR
   HOLD + HOLD to return to step 3 and select another Tenant Group.
   OR
   HOLD three times to exit.

☐ **Sorts Data** ☐ **Updates CEU** ☐ **Can be Copied**

Description

124i ☞	Available — requires Base 4.02 or higher and EXCPRU or higher.
384i ☞	Available — requires system software 3.07.10 or higher.

IN

Use **Program 3002 - Verified Account Code Table** to enter Account Codes into the Verified Account Code list. You can enter up to 1000 codes from 3-16 digits long, using the characters 0-9 or #. Use the FLASH key to enter a wild card. For example, the entry FLASH234 means the user can enter 0234-9234.

Conditions

None

Feature Cross Reference

"Account Codes"

Telephone Programming Instructions

To enter data for Program 3002 (Verified Account Code Table):

1. Enter the programming mode.
2. 3002 + HOLD

   `Bin No?`
3. Enter the number of the Verified Account Code bin (0-999) you want to program + HOLD

   `nnnn-`

   The previously programmed Verified Account Code displays.
4. Enter the Verified Account Code + HOLD

   Verified Account Codes are from 3-16 digits long using the characters 0-9 and #. Press the FLASH key to enter a wild card.

   `Bin No?`
5. Return to step 3 and select another bin number.

   OR

   HOLD to exit.

– For Your Notes –

Using the Default Settings Table

A few simple rules . . .

1. If a cell is blank, it uses the entry in the cell to the left. For example, the default Program 0101 *Duration* interval is 10 for all columns.

Program	Item/Prompt	124i Base 3.04	384i 3.07.34	124i EXCPRU	124i PC Program	384i PC Program
0100						
0101	Duration:	10				
	Pause:	10				
0102	Type:	2				N/A
0103	Type:	3				

2. If an entry had a different value in a prior software level, the "historical" entry is shown in a row just below the current entry. Look at Program 0401 Item 2 as an example.
   - In software levels prior to 124i EXCPRU 2.18, the entry was 0.
   - The remainder of the row is shaded in gray to indicate that the change only applies to 124i EXCPRU.

Program	Item/Prompt	124i Base 3.04	384i 3.07.34	124i EXCPRU	124i PC Program	384i PC Program
0400						
0401	Item 1	1				
	Item 2	1			0	
				< 2.18=0		
	Item 3	0				

Program	Item/Prompt	124i Base 3.04	384i 3.07.34	124i EXCPRU	124i PC Program	384i PC Program
0100						
0101	Duration:	10				
	Pause:	10				
0102	Type:	2				N/A
0103	Type:	3				
0104	Trk No: 1- 128					
	Trk nnn:	2				
0105	N/A					N/A
0106	N/A					N/A
0107	N/A					N/A
0108	Refer to chart					
0109	Freq:nn	39				
0110	Freq:nn	72				
	Dur:nn	10				
0111	Refer to chart					
0112	Refer to chart					
0114	Item 1	75	150	75		150
	Item 2	75				
	Item 3	15				
	Item 4	10				
	Item 5	8				
	Item 6	8				
	Item 7	4				
	Item 8	5				
	Item 9	50				
	Item 10	78	156	78		156
	Item 11	9				
	Item 12	1				
	Item 13	13				
	Item 14	38				
	Item 15	13				
	Item 16	63				
	Item 17	60				
	Item 18	30				
0115	Item 1	1				
	Item 2	1				
	Item 3	20				
	Item 4	59				
	Item 5	19				
	Item 6	99	199	99		199
	Item 7	19				
	Item 8	69				
	Item 9	19				
	Item 10	64	129	64	127	129
0116	Item 1	1				
	Item 2	1				
	Item 3	1				

Program	Item/Prompt	124i Base 3.04	384i 3.07.34	124i EXCPRU	124i PC Program	384i PC Program
	Item 4	Reserve	5	Reserve	0	5
	Item 5	6				
	Item 6	Reserve	1	Reserve	0	1
	Item 7	6				
	Item 8	Reserve	6	Reserve	0	6
	Item 9	6				
	Item 10	Reserve	6	Reserve	0	6
	Item 11	7				
	Item 12	Reserve	4	Reserve	0	4
	Item 13	10				
	Item 14	8				
	Item 15	1				
	Item 16	Reserve	1	Reserve	0	1
	Item 17	2				
	Item 18	Reserve	2	Reserve	0	2
	Item 19 Type 1	132				
	Item 19 Type 2	132				
	Item 19 Type 3	42				
	Item 20 Type 1	167				
	Item 20 Type 2	167				
	Item 20 Type 3	57				
	Item 21 Type 1	42				
	Item 21 Type 2	20				
	Item 21 Type 3	3				
	Item 22 Type 1	0				
	Item 22 Type 2	0				
	Item 22 Type 3	0				
	Item 23 Type 1	57				
	Item 23 Type 2	29				
	Item 23 Type 3	8				
	Item 24 Type 1	0				
	Item 24 Type 2	0				
	Item 24 Type 3	0				
	Item 25 Type 1	87				
	Item 25 Type 2	20				
	Item 25 Type 3	3				
	Item 26 Type 1	0				
	Item 26 Type 2	0				
	Item 26 Type 3	0				
	Item 27 Type 1	112				
	Item 27 Type 2	29				
	Item 27 Type 3	8				
	Item 28 Type 1	0				
	Item 28 Type 2	29	0			
	Item 28 Type 3	0				
	Item 29 Type 1	1				
	Item 29 Type 2	3				

Program	Item/Prompt	124i Base 3.04	384i 3.07.34	124i EXCPRU	124i PC Program	384i PC Program
	Item 29 Type 3	4				
	Item 30 Type 1	0				
	Item 30 Type 2	0				
	Item 30 Type 3	0				
	Item 31 Type 1	1				
	Item 31 Type 2	3				
	Item 31 Type 3	4				
	Item 32 Type 1	0				
	Item 32 Type 2	0				
	Item 32 Type 3	0				
0117	Type 1	0				
	Type 2	42				
	Type 3	38				
	Type 4	6				
	Type 5	10				
0118	Type 1	0				
	Type 2	42				
	Type 3	38				
	Type 4	6				
	Type 5	10				
0119	Type 1	0				
	Type 2	42				
	Type 3	38				
	Type 4	6				
	Type 5	10				
0120	Port 1- Port 8	1				
0121	Power Feed Detection Function	N/A	2		N/A	2
0122	Timer 1					
	Data:	N/A	0		N/A	0
	Timer 2					
	Data:	N/A	0		N/A	0
	Timer 3					
	Data:	N/A	15		N/A	15
0123	Item 1		127		N/A	-
	Item 2		1		N/A	1
	Item 3		1		N/A	1
	Item 4		1		N/A	1
	Item 5		3		N/A	3
	Item 6		3		N/A	3
	Item 7		3		N/A	3
	Item 8		260		N/A	260
	Item 9		260		N/A	260
	Item 10		260		N/A	260
	Item 11		3		N/A	3
	Item 12		3		N/A	3
	Item 13		3		N/A	3

Program	Item/Prompt	124i Base 3.04	384i 3.07.34	124i EXCPRU	124i PC Program	384i PC Program
	Item 14		1		N/A	1
	Item 15		3		N/A	3
	Item 16		1		N/A	1
	Item 17		1		N/A	1
0124	Item 1- 4					
	T200	N/A	10		N/A	10
	T201	N/A	10		N/A	10
	T202	N/A	20	19	N/A	20
	T203	N/A	10	11		10
0125	Item 1 Data:	N/A	1		N/A	1
	Item 2 Data:	N/A	2		N/A	2
	Item 3 Data:	N/A	1		N/A	1
	Item 4 Data:	N/A	2		N/A	2
	Item 5 Data:	N/A	2		N/A	2
	Item 6 Data:	N/A	1		N/A	1
	Item 7 Data:	N/A	2		N/A	2
	Item 8 Data:	N/A	2		N/A	2
	Item 9 Data:	N/A	3		N/A	3
	Item 10 Data:	N/A	2		N/A	2
0126	T301:	N/A	180	78	N/A	180
	T302:	N/A	15	79	N/A	15
	T303:	N/A	4	80	N/A	4
	T304:	N/A	15	81	N/A	15
	T305:	N/A	30	82	N/A	30
	T306:	N/A	30	83	N/A	30
	T307:	N/A	180	84	N/A	180
	T308:	N/A	4	85	N/A	4
	T309:	N/A	10	86	N/A	10
	T310:	N/A	30	87	N/A	30
	T312:	N/A	12	88	N/A	12
	T313:	N/A	4	89	N/A	4
	T314:	N/A	4	90	N/A	4
	T316:	N/A	30	91	N/A	30
	T317:	N/A	25	92	N/A	25
	T318:	N/A	4	93	N/A	4
	T319:	N/A	4	94	N/A	4
	T320:	N/A	30	95	N/A	30
	T321:	N/A	30	96	N/A	30

Program	Item/Prompt	124i Base 3.04	384i 3.07.34	124i EXCPRU	124i PC Program	384i PC Program
	T322:	N/A	4	97	N/A	4
	T3M1:	N/A	120	28	N/A	120
0127	Item No. 1					
	Data:	N/A	2		N/A	2
	Item No. 2					
	Data:	N/A	1		N/A	1
0128	Sta Port No. 1-256					
	DSP Type:	N/A	1	N/A	N/A	1
0129	Item 1- 128					
	DSP Type:	N/A		N/A	N/A	1
0130	Format:	0				
0131	Type 1:	0				
	Type 2:	42				
	Type 3:	38				
	Type 4:	6				
	Type 5:	10				
0132	Item 1	3				
	Item 2	6				
	Item 3	30				
	Item 4	25				
	Item 5	3				
0133	Item 1	N/A	15			
	Item 2	N/A	7			
	Item 3	N/A	20			
	Item 4	N/A	7			
	Item 5	N/A	15			
	Item 6	N/A	10			
	Item 7	N/A	8			
	Item 8	N/A	8			
	Item 9	N/A	4			
	Item 10	N/A	5			
	Item 11	N/A	25			
	Item 12	N/A	3			
	Item 13	N/A	25			
	Item 14	N/A	10			
	Item 15	N/A	48			
	Item 16	N/A	12			
	Item 17	N/A	44			
	Item 18	N/A	3			
	Item 19	N/A	19			
	Item 20	N/A	8			
	Item 21	N/A	27			
	Item 22	N/A	13			
0134	N/A					
0135	Item 1	2				
	Item 2	7				

Program	Item/Prompt	124i Base 3.04	384i 3.07.34	124i EXCPRU	124i PC Program	384i PC Program
	Item 3	6				
0136	Item 1	N/A	15			
	Item 2	N/A	15			
	Item 3	N/A	6			
	Item 4	N/A	6			
	Item 5	N/A	6			
	Item 6	N/A	6			
	Item 7	N/A	6			
	Item 8	N/A	10			
	Item 9	N/A	10			
	Item 10	N/A	7			
	Item 11	N/A	7			
	Item 12	N/A	10			
	Item 13	N/A	50			
	Item 14	N/A	10			
	Item 15	N/A	6			
	Item 16	N/A	18			
	Item 17	N/A	18			
	Item 18	N/A	13			
	Item 19	N/A	15			
	Item 20	N/A	10			
	Item 21	N/A	7			
	Item 22	N/A	3			
	Item 23	N/A	25			
	Item 24	N/A	25			
	Item 25	N/A	3			
	Item 26	N/A	3			
	Item 27	N/A	12			
	Item 28	N/A	45			
	Item 29	N/A	13			
	Item 30	N/A	3			
	Item 31	N/A	19			
	Item 32	N/A	8			
	Item 33	N/A	27			
	Item 34	N/A	9			
	Item 35	N/A	9			
	Item 36	N/A	9			
	Item 37	N/A	9			
	Item 38	N/A	9			
	Item 39	N/A	3			
	Item 40	N/A	1			
	Item 41	N/A	5			
	Item 42	N/A	5			
	Item 43	N/A	5			
	Item 44	N/A	25			
	Item 45	N/A	30			
	Item 46	N/A	10			

Program	Item/Prompt	124i Base 3.04	384i 3.07.34	124i EXCPRU	124i PC Program	384i PC Program
	Item 47	N/A	3			
	Item 48	N/A	3			
	Item 49	N/A	6			
	Item 50	N/A	6			
	Item 51	N/A	5			
	Item 52	N/A	5			
	Item 53	N/A	5			
	Item 54	N/A	5			
	Item 55	N/A	5			
	Item 56	N/A	20			
	Item 57	N/A	40			
	Item 58	N/A	27			
	Item 59	N/A	2			
	Item 60	N/A	1			
	Item 61	N/A	1			
	Item 62	N/A	1			
0137	Item 1:	N/A	3	N/A		3
	Item 2:	N/A	3	N/A		3
	Item 3:	N/A	3	N/A		3
	Item 4	N/A	260	N/A		260
	Item 5	N/A	260	N/A		260
	Item 6	N/A	260	N/A		260
	Item 7	N/A	3	N/A		3
	Item 8	N/A	7	N/A		7
	Item 9	N/A	7	N/A		7
	Item 10	N/A	1	N/A		1
	Item 11	N/A	2	N/A		2
0138	RLS Option	N/A	2	N/A		2
	ACK Option	N/A	1	N/A		1
	Status ENQ	N/A	2	N/A		2
	Bch MT	N/A	2	N/A		2
	Cause Option	N/A	1	N/A		1
	Reset Respon:	N/A	2	N/A		2
	Reset ACK:	N/A	2	N/A		2
	DL Establish:	N/A	3	N/A		3
	DL Release:	N/A	2	N/A		2
0139	Index: 1- 16					
	Line 1:	N/A	127		N/A	127
	Line 2:	N/A	127		N/A	127

Program	Item/Prompt	124i Base 3.04	384i 3.07.34	124i EXCPRU	124i PC Program	384i PC Program
0200						
0201	User No 2	DX-2NA				
	PWD:	3	12345678			
	Level:	2				
	User No 3	Customer 1				
	PWD:	0000				
	Level:	3				
	User No 4	Customer 2				
	PWD:	9999				
	Level:	4				
	User No 5- 8					
	Name:	N/A	-	N/A		
	PWD:	N/A	-	N/A		
	Level:	N/A	0	N/A		
0202	Item No: 1- 2					
	PWD (CLK):	0000				
	PWD (NIT):	0000				

Program	Item/Prompt	124i Base 3.04	384i 3.07.34	124i EXCPRU	124i PC Program	384i PC Program
0300						
0301	Tenant Comm:	-	1	N/A		1
0302	Item 1 Hold Tone:	1				
	Item 2 Conf Mode:	0				
0303	Block No: 1- 32	-	Odd # 1 Even # 4	N/A		
0304	Sensor 1 Type: Add Info:	1 1				
	Sensor 2 Type: Add Info:	1 1				
	Sensor 3 Type: Add Info:	1 1				
	Sensor 4 Type: Add Info:	1 1				
	Sensor 5 Type: Add Info:	2 0				
	Sensor 6 Type: Add Info:	2 0				
	Sensor 7 Type: Add Info:	2 0				
	Sensor 8 Type: Add Info:	2 0				
	Sensor 9 Type: Add Info:	N/A	1 1	N/A		
	Sensor 10 Type: Add Info:	N/A	1 1	N/A		
	Sensor 11 Type: Add Info:	N/A	1 1	N/A		
	Sensor 12 Type: Add Info:	N/A	1 1	N/A		
	Sensor 13 Type: Add Info:	N/A	2 0	N/A		
	Sensor 14 Type: Add Info:	N/A	2 0	N/A		
	Sensor 15 Type: Add Info:	N/A	2 0	N/A		
	Sensor 16 Type: Add Info:	N/A	2 0	N/A		
0305	Sensor 1- 16	1				
0306	Pre-ringing	1				
0307	Index 1- 16 Slot:	N/A	0	N/A		0
0308	Block 1 -16:	N/A	0	N/A		0
0309	Mode	0				
0310	N/A					
0311	Index No. 1	-			N/A	-

Program	Item/Prompt	124i Base 3.04	384i 3.07.34	124i EXCPRU	124i PC Program	384i PC Program
0400						
0401	Item 1	1				
	Item 2	1			0	
				< 2.18=0		
	Item 3	0				
	Item 4	1				
	Item 5	1				
	Item 6	1				
	Item 7	1				
	Item 8	1				
	Item 9	0				
	Item 10	0				
	Item 11	0				
	Item 12	1				
	Item 13	1				
	Item 14	1				
	Item 15	0				
	Item 16	1				
	Item 17	0				
	Item 18	0				
	Item 19	1				
	Item 20	1				
	Item 21	0				
	Item 22	0				
	Item 23	1				
	Item 24	0				
	Item 25	0				
	Item 26	0				
	Item 27	0				
	Item 28	0				
	Item 29	1				
	Item 30	0				
	Item 31	0				
	Item 32	0				
0402	Item 1	0				
	Item 2	0				
	Item 3	0				
	Item 4	0				
	Item 5	0				
	Item 6	1				
	Item 7	1				
0403	Message 1	In meeting until				
	Message 2	Out until				
	Message 3	Out-please call				
	Message 4	Please call				

Program	Item/Prompt	124i Base 3.04	384i 3.07.34	124i EXCPRU	124i PC Program	384i PC Program
		me on				
	Message 5	Busy call me on				
	Message 6	Out for lunch back				
	Message 7	Business trip until				
	Message 8	Business trip call				
	Message 9	Gone for the day				
	Message 10	On vacation until				
	Message 11- 20	Message nn				
0404	Item 1	0				
	Item 2	0				
	Item 3	0				147
	Item 4	0	147	0		
	Item 5	0				
	Item 6					
	Print Item no?					
	1	1				
	2	1				
	3	1				
	4	1				
	5	1				
	6	1				
	7	1				
	8	1	0	1		
	9	0				
	10	0				
	11	0		1		0
	12- 16	0				
0405	Timer 1	15				
	Timer 2	90				
	Timer 3	30				
	Timer 4	10				
	Timer 5	30				
	Timer 6	15				
	Timer 7	60				
	Timer 8	15				
	Timer 9	90				
	Timer 10	10				
	Timer 11	0				
	Timer 12	5				
	Timer 13	1				
	Timer 14	30				

Program	Item/Prompt	124i Base 3.04	384i 3.07.34	124i EXCPRU	124i PC Program	384i PC Program
	Timer 15	5				
	Timer 16	5				
	Timer 17	10				
	Timer 18	120				
	Timer 19	10				
	Timer 20	10				
	Timer 21	10				
	Timer 22	90				
	Timer 23	30				
	Timer 24	170				
	Timer 25	180				
	Timer 26	15				
	Timer 27	30				
	Timer 28	30				
	Timer 29	64800				
	Timer 30	5				
	Timer 31	20				
	Timer 32	1				
	Timer 33	5				
	Timer 34	10				
	Timer 35	20				
	Timer 36	60				
	Timer 37	20				
	Timer 38	10				
	Timer 39	10				
	Timer 40	64800				
	Timer 41	0				
	Timer 42	0				
	Timer 43	0				
	Timer 44	5				
	Timer 45	1				
	Timer 46	15				
	Timer 47	180				
	Timer 48	5	4	5		
	Timer 49	35	60	35		
	Timer 50	3				
	Timer 51	2				
	Timer 52	0				
	Timer 53	10				
	Timer 54	10				
	Timer 55	10				
	Timer 56	0				
	Timer 57	0				
	Timer 58	0				
	Timer 59	10				
	Timer 60	3				
	Timer 61	0				

Program	Item/Prompt	124i Base 3.04	384i 3.07.34	124i EXCPRU	124i PC Program	384i PC Program
		< 2.17=1		< 2.18=1	< 1.09=1	
	Timer 62	20				
	Timer 63	20				
	Timer 64	18				
	Timer 65	30				
	Timer 66	90				
	Timer 67	0				
	Timer 68	3				
	Timer 69	0				
	Timer 70	15				
	Timer 71	15				
	Timer 72	0				
	Timer 73	30				
	Timer 74	15				
	Timer 75	30				
	Timer 76	30				
	Timer 77	0				
	Timer 78	0				
	Timer 79	0				
	Timer 80	15				
		CLASS 1				
0406	Item 1	1				
	Item 2	0				
	Item 3	0				
	Item 4	1				
	Item 5	1				
	Item 6	1				
	Item 7	1				
	Item 8	1				
	Item 9	1				
	Item 10	1				
	Item 11	1				
	Item 12	1				
	Item 13	1				
	Item 14	1				
	Item 15	1				
	Item 16	1				
	Item 17	1				
	Item 18	1				
	Item 19	1				
	Item 20	1				
	Item 21	1				
	Item 22	1				
	Item 23	1				
	Item 24	1				
	Item 25	1				
	Item 26	1				

Program	Item/Prompt	124i Base 3.04	384i 3.07.34	124i EXCPRU	124i PC Program	384i PC Program
	Item 27	1				
	Item 28	1				
	Item 29	1				
	Item 30	1				
	Item 31	1				
	Item 32	1				
	Item 33	1				
	Item 34	0				
	Item 35	1				
	Item 36	1				
	Item 37	1				
	Item 38	1				
	Item 39	1				
	Item 40	1				
	Item 41	0				
	Item 42	1				
	Item 43	0				
	Item 44	0				
	Item 45	0				
	Item 46	1	0	1	0	
	Item 47	1				
	Item 48	1				
	Item 49	1				
	Item 50	1				
	Item 51	1				
	Item 52	1				
	Item 53	1				
	Item 54	0				
	Item 55	0				
	Item 56	0				
	Item 57	1				
	Item 58	0				
	Item 59	1				
	Item 60	0				
	Item 61	1				
	Item 62	1				
	Item 63	1				
	Item 64	1				
	Item 65	0				
	Item 66	0				
	Item 67	1				
	Item 68	1				
	Item 69	1				
	Item 70	1				
	Item 71	1				0
	Item 72	1				
	Item 73	1				

Program	Item/Prompt	124i Base 3.04	384i 3.07.34	124i EXCPRU	124i PC Program	384i PC Program
	Item 74	1				
	Item 75	1				
	Item 76	1				
	Item 77	0				
	Item 78	0				
	Item 79	0				
	Item 80	0				
	Item 81	0				
	Item 82	0				
	Item 83	0				
	Item 84	0				
	Item 85	1				
	Item 86	1				
	Item 87	0				
	Item 88	0				
	Item 89	0				
	Item 90	0				
	Item 91	0				
	Item 92	1				
	Item 93	1				
	Item 94	1				
	Item 95	0				
	Item 96	0				
	Item 97	1				
	Item 98	0				
	Item 99	1				
	Item 100	1				
	Item 101	1				
	Item 102	0				
	Item 103	0				
	Item 104	0				
	Item 105	0				
	Item 106	0				
	Item 107	0				
	Item 108	0				
	Item 109	0				
	Item 110	0				
	Item 111	0				
	Item 112	0				
	Item 113	0				
	Item 114	0				
	Item 115	0				
	Item 116	0				
	Item 117	0				
	Item 118	0				
	Item 119	0				
	Item 120	0				

Program	Item/Prompt	124i Base 3.04	384i 3.07.34	124i EXCPRU	124i PC Program	384i PC Program
	Item 121	0				
	Item 122	0				
	Item 123	0				
	Item 124	1				
	Item 125	1				
	Item 126	0				
	Item 127	0				
	Item 128	0				
0406		CLASS 10				
	Item 1	1				
	Item 2	1				0
	Item 3	0			1	0
	Item 4	1				
	Item 5	1				
	Item 6	1				
	Item 7	1				
	Item 8	1				
	Item 9	1				
	Item 10	1				
	Item 11	1				
	Item 12	0	1	0		1
	Item 13	1				
	Item 14	1				
	Item 15	1				
	Item 16	1				
	Item 17	1				
	Item 18	1				
	Item 19	1				
	Item 20	1				
	Item 21	1				
	Item 22	1				
	Item 23	1				
	Item 24	1				
	Item 25	1				
	Item 26	1				
	Item 27	1				
	Item 28	1				
	Item 29	1				
	Item 30	1				
	Item 31	1				
	Item 32	1				
	Item 33	0	1	0		1
	Item 34	0				
	Item 35	1				
	Item 36	1				
	Item 37	1				
	Item 38	1				

Program	Item/Prompt	124i Base 3.04	384i 3.07.34	124i EXCPRU	124i PC Program	384i PC Program
	Item 39	1				
	Item 40	1				
	Item 41	0				
	Item 42	1				
	Item 43	0				
	Item 44	0				
	Item 45	1	0	1		0
	Item 46	0			1	0
	Item 47	1				
	Item 48	1				
	Item 49	1				
	Item 50	1				
	Item 51	1				
	Item 52	1				
	Item 53	1				
	Item 54	0				
	Item 55	0				
	Item 56	0				
	Item 57	1				
	Item 58	0				
	Item 59	1				
	Item 60	0				
	Item 61	1				
	Item 62	1				
	Item 63	1				
	Item 64	1				
	Item 65	0			1	0
	Item 66	0			1	0
	Item 67	1				
	Item 68	1				
	Item 69	1				
	Item 70	1				
	Item 71	1				
	Item 72	1				
	Item 73	1				
	Item 74	1				
	Item 75	1				
	Item 76	1				
	Item 77	0				
	Item 78	0				
	Item 79	0				
	Item 80	1	0	1		0
	Item 81	1	0	1		0
	Item 82	0				
	Item 83	0				
	Item 84	0				
	Item 85	1				

Program	Item/Prompt	124i Base 3.04	384i 3.07.34	124i EXCPRU	124i PC Program	384i PC Program
	Item 86	1	0	1		0
	Item 87	0				
	Item 88	0				
	Item 89	0				
	Item 90	0	1	0		
	Item 91	0				
	Item 92	1				
	Item 93	1				
	Item 94	1				
	Item 95	1	0	1		
	Item 96	1	0	1		
	Item 97	1				
	Item 98	1	0	1		
	Item 99	1			0	1
	Item 100	1				
	Item 101	0	1	0		1
	Item 102	0				
	Item 103	0				
	Item 104	0				
	Item 105	0				
	Item 106	0				
	Item 107	0				
	Item 108	0				
	Item 109	0				
	Item 110	0				
	Item 111	0				
	Item 112	0				
	Item 113	0				
	Item 114	0				
	Item 115	0				
	Item 116	0				
	Item 117	0				
	Item 118	0				
	Item 119	0				
	Item 120	1	0	1		0
	Item 121	0				
	Item 122	0				
	Item 123	0			1	0
	Item 124	1				
	Item 125	1			0	1
	Item 126	0				
	Item 127	0				
	Item 128	0				
0407	Mode	0	-	1		
0408	N/A					
0409	N/A					
0410	Station 1- 52	0				

Program	Item/Prompt	124i Base 3.04	384i 3.07.34	124i EXCPRU	124i PC Program	384i PC Program
	Item 1- 4					
0411	Meter base:	0			N/A	
0412	Class 1 Item 1	0				
	Item 2	0				
	Item 3	0				
	Item 4	0				
	Item 5	0				
	Item 6	0				
	Item 7	0				
	Item 8	0				
	Item 9	0				
	Item 10	0				
	Item 11	0				
	Item 12	0				
	Item 13	0				
	Item 14	0				
	Item 15	0				
	Item 16	0				
0413	Print Port:	N/A	0	N/A		0
	Print Item 1, 2	N/A	0	N/A		0
0414	Timer 1	30				
	Timer 2	10				
	Timer 3	5				
	Timer 4	30	1	30		
	Timer 5	10				
	Timer 6	60				
	Timer 7	0				
	Timer 8	0				
	Timer 9	0	5	0		5
	Timer 10	0	60	0		
	Timer 11	0	3	0		3
	Timer 12- Timer 80	0				
0415	Count:	3				
0416	Item 1	1				
	Item 2	1				
	Item 3	1				
0417	Menu 1 Print Port:	0			N/A	0
	Menu 2 From (Ext):	1			N/A	1

Program	Item/Prompt	124i Base 3.04	384i 3.07.34	124i EXCPRU	124i PC Program	384i PC Program
	Menu 2 To (Ext):	3	256	72	N/A	256
	Menu 2 From (TRK):	1			N/A	1
	Menu 2 To (TRK):	52	128	52	N/A	128
	Line/Page:	60			N/A	60
	Menu 3 Print All?	(Yes:1)			N/A	
	Menu 4 Mode:	1	0		N/A	0
	Menu 4 Hour:	1	0		N/A	0
	Menu 4 Min:	1	0		N/A	0
0418	N/A					
0419		CLASS 1				
	Item 1 - Item 64	0				
		CLASS 2- 10				
	Item 1- Item 64	0				
0420	Item 1	N/A	1	N/A		
	Item 2- 8	N/A	0	N/A		

Program	Item/Program		124i Base 3.04	384i 3.07.34	124i EXCPRU	124i PC Program	384i PC Program
0500							
0501	1X	Digit:	0	3			
	1X	Kind:	15	1			
	11	Digit:	0				
	11	Kind:	0				
	12	Digit:	0				
	12	Kind:	0				
	13	Digit:	0				
	13	Kind:	0				
	14	Digit:	0				
	14	Kind:	0				
	15	Digit:	0				
	15	Kind:	0				
	16	Digit:	0				
	16	Kind:	0				
	17	Digit:	0				
	17	Kind:	0				
	18	Digit:	0				
	18	Kind:	0				
	19	Digit:	0				
	19	Kind:	0				
	10	Digit:	0				
	10	Kind:	0				
	1*	Digit:	0				
	1*	Kind:	0				
	1#	Digit:	0				
	1#	Kind:	0				
0501	2X	Digit:	3				
	2X	Kind:	2				
	21	Digit:	0				
	21	Kind:	0				
	22	Digit:	0				
	22	Kind:	0				
	23	Digit:	0				
	23	Kind:	0				
	24	Digit:	0				
	24	Kind:	0				
	25	Digit:	0				
	25	Kind:	0				
	26	Digit:	0				
	26	Kind:	0				
	27	Digit:	0				
	27	Kind:	0				
	28	Digit:	0				
	28	Kind:	0				
	29	Digit:	0				
	29	Kind:	0				

Program	Item/Program		124i Base 3.04	384i 3.07.34	124i EXCPRU	124i PC Program	384i PC Program
	20	Digit:	0				
	20	Kind:	0				
	2*	Digit:	0				
	2*	Kind:	0				
	2#	Digit:	0				
	2#	Kind:	0				
0501	3X	Digit:	3				
	3X	Kind:	2				
	31	Digit:	0				
	31	Kind:	0				
	32	Digit:	0				
	32	Kind:	0				
	33	Digit:	0				
	33	Kind:	0				
	34	Digit:	0				
	34	Kind:	0				
	35	Digit:	0				
	35	Kind:	0				
	36	Digit:	0				
	36	Kind:	0				
	37	Digit:	0				
	37	Kind:	0				
	38	Digit:	0				
	38	Kind:	0				
	39	Digit:	0				
	39	Kind:	0				
	30	Digit:	0				
	30	Kind:	0				
	3*	Digit:	0				
	3*	Kind:	0				
	3#	Digit:	0				
	3#	Kind:	0				
0501	4X	Digit:	3				
	4X	Kind:	2				
	41	Digit:	0				
	41	Kind:	0				
	42	Digit:	0				
	42	Kind:	0				
	43	Digit:	0				
	43	Kind:	0				
	44	Digit:	0				
	44	Kind:	0				
	45	Digit:	0				
	45	Kind:	0				
	46	Digit:	0				
	46	Kind:	0				
	47	Digit:	0				

Program	Item/Program		124i Base 3.04	384i 3.07.34	124i EXCPRU	124i PC Program	384i PC Program
	47	Kind:	0				
	48	Digit:	0				
	48	Kind:	0				
	49	Digit:	0				
	49	Kind:	0				
	40	Digit:	0				
	40	Kind:	0				
	4*	Digit:	0				
	4*	Kind:	0				
	4#	Digit:	0				
	4#	Kind:	0				
0501	5X	Digit:	3				
	5X	Kind:	2				
	51	Digit:	0				
	51	Kind:	0				
	52	Digit:	0				
	52	Kind:	0				
	53	Digit:	0				
	53	Kind:	0				
	54	Digit:	0				
	54	Kind:	0				
	55	Digit:	0				
	55	Kind:	0				
	56	Digit:	0				
	56	Kind:	0				
	57	Digit:	0				
	57	Kind:	0				
	58	Digit:	0				
	58	Kind:	0				
	59	Digit:	0				
	59	Kind:	0				
	50	Digit:	0				
	50	Kind:	0				
	5*	Digit:	0				
	5*	Kind:	0				
	5#	Digit:	0				
	5#	Kind:	0				
0501	6X	Digit:	3				
	6X	Kind:	2				
	61	Digit:	0				
	61	Kind:	0				
	62	Digit:	0				
	62	Kind:	0				
	63	Digit:	0				
	63	Kind:	0				
	64	Digit:	0				
	64	Kind:	0				

Program	Item/Program		124i Base 3.04	384i 3.07.34	124i EXCPRU	124i PC Program	384i PC Program
	65	Digit:	0				
	65	Kind:	0				
	66	Digit:	0				
	66	Kind:	0				
	67	Digit:	0				
	67	Kind:	0				
	68	Digit:	0				
	68	Kind:	0				
	69	Digit:	0				
	69	Kind:	0				
	60	Digit:	0				
	60	Kind:	0				
	6*	Digit:	0				
	6*	Kind:	0				
	6#	Digit:	0				
	6#	Kind:	0				
0501	7X	Digit:	3				
	7X	Kind:	2				
	71	Digit:	0				
	71	Kind:	0				
	72	Digit:	0				
	72	Kind:	0				
	73	Digit:	0				
	73	Kind:	0				
	74	Digit:	0				
	74	Kind:	0				
	75	Digit:	0				
	75	Kind:	0				
	76	Digit:	0				
	76	Kind:	0				
	77	Digit:	0				
	77	Kind:	0				
	78	Digit:	0				
	78	Kind:	0				
	79	Digit:	0				
	79	Kind:	0				
	70	Digit:	0				
	70	Kind:	0				
	7*	Digit:	0				
	7*	Kind:	0				
	7#	Digit:	0				
	7#	Kind:	0				
0501	8X	Digit:	3				
	8X	Kind:	1				
	81	Digit:	0				
	81	Kind:	0				
	82	Digit:	0				

Program	Item/Program		124i Base 3.04	384i 3.07.34	124i EXCPRU	124i PC Program	384i PC Program
	82	Kind:	0				
	83	Digit:	0				
	83	Kind:	0				
	84	Digit:	0				
	84	Kind:	0				
	85	Digit:	0				
	85	Kind:	0				
	86	Digit:	0				
	86	Kind:	0				
	87	Digit:	0				
	87	Kind:	0				
	88	Digit:	0				
	88	Kind:	0				
	89	Digit:	0				
	89	Kind:	0				
	80	Digit:	0				
	80	Kind:	0				
	8*	Digit:	0				
	8*	Kind:	0				
	8#	Digit:	0				
	8#	Kind:	0				
0501	9X	Digit:	1				
	9X	Kind:	6				
	91	Digit:	0				
	91	Kind:	0				
	92	Digit:	0				
	92	Kind:	0				
	93	Digit:	0				
	93	Kind:	0				
	94	Digit:	0				
	94	Kind:	0				
	95	Digit:	0				
	95	Kind:	0				
	96	Digit:	0				
	96	Kind:	0				
	97	Digit:	0				
	97	Kind:	0				
	98	Digit:	0				
	98	Kind:	0				
	99	Digit:	0				
	99	Kind:	0				
	90	Digit:	0				
	90	Kind:	0				
	9*	Digit:	0				
	9*	Kind:	0				
	9#	Digit:	0				
	9#	Kind:	0				

Program	Item/Program		124i Base 3.04	384i 3.07.34	124i EXCPRU	124i PC Program	384i PC Program
0501	0X	Digit:	1				
	0X	Kind:	7				
	01	Digit:	0				
	01	Kind:	0				
	02	Digit:	0				
	02	Kind:	0				
	03	Digit:	0				
	03	Kind:	0				
	04	Digit:	0				
	04	Kind:	0				
	05	Digit:	0				
	05	Kind:	0				
	06	Digit:	0				
	06	Kind:	0				
	07	Digit:	0				
	07	Kind:	0				
	08	Digit:	0				
	08	Kind:	0				
	09	Digit:	0				
	09	Kind:	0				
	00	Digit:	0				
	00	Kind:	0				
	0*	Digit:	0				
	0*	Kind:	0				
	0#	Digit:	0				
	0#	Kind:	0				
0501	*X	Digit:	2	0	2		
	*X	Kind:	1	15	1		
	*1	Digit:	0				
	*1	Kind:	0				
	*2	Digit:	0	2			0
	*2	Kind:	0	1			0
	*3	Digit:	0	2			0
	*3	Kind:	0	1			0
	*4	Digit:	0	2			0
	*4	Kind:	0	1			0
	*5	Digit:	0	2			0
	*5	Kind:	0	1			0
	*6	Digit:	0	2			0
	*6	Kind:	0	1			0
	*7	Digit:	0	2			0
	*7	Kind:	0	1			0
	*8	Digit:	0	2			0
	*8	Kind:	0	1			0
	*9	Digit:	0	2			0
	*9	Kind:	0	1			0
	*0	Digit:	0	2			0

Program	Item/Program	124i Base 3.04	384i 3.07.34	124i EXCPRU	124i PC Program	384i PC Program
	*0 Kind:	0	1			0
	** Digit:	0	2			0
	** Kind:	0	1			0
	*# Digit:	0				
	*# Kind:	0				
0501	#X Digit:	4				
	#X Kind:	15				
	#1 Digit:	2				
	#1 Kind:	1				
	#2 Digit:	2				
	#2 Kind:	1				
	#3 Digit:	2				
	#3 Kind:	1				
	#4 Digit:	2				
	#4 Kind:	1				
	#5 Digit:	2				
	#5 Kind:	1				
	#6 Digit:	2				
	#6 Kind:	1				
	#7 Digit:	2				
	#7 Kind:	1				
	#8 Digit:	2				
	#8 Kind:	1				
	#9 Digit:	2				
	#9 Kind:	1				
	#0 Digit:	2				
	#0 Kind:	1				
	#* Digit:	2	4			
	#* Kind:	1				
	## Digit:	2				
	## Kind:	1		0	1	
0502	Station Port: 1- 99	3nn				
	Station Port: 100- 199	N/A	4nn	N/A		4nn
	Station Port: 200- 299	N/A	5nn	N/A		5nn
	Station Port: 300- 384	N/A	-	N/A		-
0503	DCI port 1	601				
	DCI port 2- 144	-				
	DCI port 145	N/A	645	N/A		645
	DCI port 146	N/A	646	N/A		646
	DCI port 147	N/A	647	N/A		647
	DCI port 148- 288	N/A	-	N/A		
0504	ACI port 1- 192	-				
0505	N/A					

Program	Item/Program	124i Base 3.04	384i 3.07.34	124i EXCPRU	124i PC Program	384i PC Program
0506	STG 1- 8 Dial:	-				
	Name: Group nn	-				
	STG 9- 32 Dial:	N/A	-	N/A		-
0507	DCG 1- 8 Dial:	-				
	DCG 9- 32 Dial:	N/A	-	N/A		-
0508	ACG 1 Dial:	-				
	ACG 2 Dial:	-				
	ACG 3 Dial:	-				
	ACG 4 Dial:	-				
	ACG 5- 32 Dial:	N/A	-	N/A		
0509	N/A					
0510	Code:	9				
0511	SRVCD 001:	881				
	SRVCD 002:	807				
	SRVCD 003:	*2				
	SRVCD 004:	-				
	SRVCD 005:	818				
	SRVCD 006:	-				
		< 2.17; Not Used		< 2.18; Not Used	< 1.09; Not Used	
	SRVCD 007:	847				
	SRVCD 008:	868				
	SRVCD 009:	*4				
	SRVCD 010:	*0				
	SRVCD 011:	873				
	SRVCD 012:	871				
	SRVCD 013:	#5				
	SRVCD 014:	#1				
	SRVCD 015:	809				
	SRVCD 016:	*#				
	SRVCD 017:	869				
	SRVCD 018:	802				
	SRVCD 019:	803				
	SRVCD 020:	850				
	SRVCD 021:	870				
	SRVCD 022:	827				
	SRVCD 023:	#2				
	SRVCD 024:	#4				
	SRVCD 025:	815				
	SRVCD 026:	801				
	SRVCD 027:	855				
	SRVCD 028:	804				
	SRVCD 029:	-				

Program	Item/Program	124i Base 3.04	384i 3.07.34	124i EXCPRU	124i PC Program	384i PC Program
	SRVCD 030:	-				
	SRVCD 031:	-				
	SRVCD 032:	821				
	SRVCD 033:	823				
	SRVCD 034:	#3				
	SRVCD 035:	-				
	SRVCD 036:	851				
	SRVCD 037:	#*#*				
	SRVCD 038:	-				
	SRVCD 039:	828				
	SRVCD 040:	812				
	SRVCD 041:	875				
	SRVCD 042:	-				
	SRVCD 043:	852				
	SRVCD 044:	864				
	SRVCD 045:	865				
	SRVCD 046:	863				
	SRVCD 047:	834				
	SRVCD 048:	-				
	SRVCD 049:	883				
	SRVCD 050:	884				
	SRVCD 051:	880				
	SRVCD 052:	825				
	SRVCD 053:	824				
	SRVCD 054:	876				
	SRVCD 055:	#6				
	SRVCD 056:	*6				
	SRVCD 057:	832				
	SRVCD 058:	862				
	SRVCD 059:	820				
	SRVCD 060:	808				
	SRVCD 061:	810				
	SRVCD 062:	-				
	SRVCD 063:	-				
	SRVCD 064:	-				
	SRVCD 065:	-				
	SRVCD 066:	-				
	SRVCD 067:	#9				
	SRVCD 068:	853				
	SRVCD 069:	854				
	SRVCD 070:	-				
	SRVCD 071:	-				
	SRVCD 072:	-				
	SRVCD 073:	*5				
	SRVCD 074:	-				
	SRVCD 075:	-				
	SRVCD 076:	817				

Program	Item/Program	124i Base 3.04	384i 3.07.34	124i EXCPRU	124i PC Program	384i PC Program
	SRVCD 077:	899				
	SRVCD 078:	885				
	SRVCD 079:	800				
	SRVCD 080:	811				
	SRVCD 081:	-				
	SRVCD 082:	-				
	SRVCD 083:	892				
	SRVCD 084:	893				
	SRVCD 085:	-				
	SRVCD 086:	##				
	SRVCD 087:	-				
	SRVCD 088:	-				
	SRVCD 089:	-				
	SRVCD 090:	830				
	SRVCD 091:	840				
	SRVCD 092:	860				
	SRVCD 093:	-				
	SRVCD 094:	#0				
	SRVCD 095:	856				
	SRVCD 096:	849				
	SRVCD 097:	859				
	SRVCD 098:	*7				
	SRVCD 099:	-				
	SRVCD 100:	-				
0512	SRVCD 01:	#				
	SRVCD 02:	-				
	SRVCD 03:	1				
	SRVCD 04:	7				
	SRVCD 05:	2				
	SRVCD 06:	-				
	SRVCD 07:	0				
	SRVCD 08:	6				
	SRVCD 09:	8				
	SRVCD 10:	-				
	SRVCD 11:	-				
	SRVCD 12:	-				
0514	SRVCD2 001:	111				
	SRVCD2 002:	112				
	SRVCD2 003:	-				
	SRVCD2 004:	114				
	SRVCD2 005:	**				
	SRVCD2 006:	116				
	SRVCD2 007:	*8				
	SRVCD2 008:	-				
	SRVCD2 009:	890				
	SRVCD2 010:	-				
		< 2.17;		< 2.18;	< 1.09;	

Program	Item/Program	124i Base 3.04	384i 3.07.34	124i EXCPRU	124i PC Program	384i PC Program
		Not Used		Not Used	Not Used	
	SRVCD2 011:	-				
	SRVCD2 012:	-				
	SRVCD2 013:	-				
	SRVCD2 014:	*3				
	SRVCD2 015:	-				
	SRVCD2 016:	126				
	SRVCD2 017:	-	127	-		127
	SRVCD2 018:	-	128	-		128
	SRVCD2 019:	-	129	-		129
	SRVCD2 020:	-	130	-		130
	SRVCD2 021:	-	131	-		131
	SRVCD2 022:	-	132	-		132
	SRVCD2 023:	-	133	-		133
	SRVCD2 024:	-	134	-		134
	SRVCD2 025:	-	135	-		135
	SRVCD2 026:	-	136	-		136
	SRVCD2 027:	-	137	-		137
	SRVCD2 028:	-	138	-		138
	SRVCD2 029:	-	139	-		139
	SRVCD2 030:	-	140	-		140
	SRVCD2 031:	-	141	-		141
	SRVCD2 032:	-	142	-		142
	SRVCD2 033:	143				
	SRVCD2 034:	-				
	SRVCD2 035:	-				
	SRVCD2 036:	146				
	SRVCD2 037:	-				
	SRVCD2 038:	148				
	SRVCD2 039:	-				
	SRVCD2 040:	150				
	SRVCD2 041:	*1				
	SRVCD2 042:	-				
		< 2.17; Reserve		< 2.18; Reserve	< 2.0; Reserve	
	SRVCD2 043:	#8				
	SRVCD2 044:	154				
	SRVCD2 045:	155				
	SRVCD2 046:	156				
	SRVCD2 047:	157				
	SRVCD2 048:	158				
	SRVCD2 049:	159				
	SRVCD2 050:	160				
	SRVCD2 051:	#7				
	SRVCD2 052:	-				
	SRVCD2 053:	857				
	SRVCD2 054:	-				

Program	Item/Program	124i Base 3.04	384i 3.07.34	124i EXCPRU	124i PC Program	384i PC Program
	SRVCD2 055:	165				
	SRVCD2 056:	-	166	-		166
	SRVCD2 057:	-	167	-		167
	SRVCD2 058:	-	168	-		168
	SRVCD2 059:	-	169	-		169
	SRVCD2 060:	-	170	-		170
	SRVCD2 061:	882				
	SRVCD2 062:	-	886	-		886
	SRVCD2 063:	-				
	SRVCD2 064:	-	866	-		866
	SRVCD2 065:	-	867	-		867
	SRVCD2 066:	-				
	SRVCD2 067:	-	177	-		177
	SRVCD2 068:	-				
	SRVCD2 069:	-				
	SRVCD2 070:	-				
	SRVCD2 071:	-				
	SRVCD2 072:	-				
	SRVCD2 073:	-				
	SRVCD2 074:	-				
	SRVCD2 075:	-				
	SRVCD2 076:	-				
	SRVCD2 077:	-				
	SRVCD2 078:	-				
	SRVCD2 079:	-				
	SRVCD2 080:	-				
	SRVCD2 081:	-				
	SRVCD2 082:	-				
	SRVCD2 083:	-				
	SRVCD2 084:	-				
	SRVCD2 085:	-				
	SRVCD2 086:	-				
	SRVCD2 087:	-				
	SRVCD2 088:	-				
	SRVCD2 089:	-				
	SRVCD2 090:	-				
	SRVCD2 091:	-				
	SRVCD2 092:	-				
	SRVCD2 093:	-				
	SRVCD2 094:	-				
	SRVCD2 095:	-				
	SRVCD2 096:	-				
	SRVCD2 097:	-				
	SRVCD2 098:	-				
	SRVCD2 099:	-				
	SRVCD2 100:	-				
0515	Dial:	-				

Program	Item/Program	124i Base 3.04	384i 3.07.34	124i EXCPRU	124i PC Program	384i PC Program
0516	Dial:	600				
	Name:	Voice Mail				
0517	Continue Code:	N/A	-			N/A
	Discontinue Code:	N/A	-			N/A
0518	Code:	-				
0519	STG 1- 32:					
	Dial 1- 12:	-				
0520	ACDG 1- 8					
	Dial:	-				

Program	Item/Prompt	124i Base 3.04	384i 3.07.34	124i EXCPRU	124i PC Program	384i PC Program
0600						
0601	Tenant 1					
	Start:	N/A	0	N/A		0
	Length:	N/A	1000	N/A		1000
	Tenant 2- 4					
	Start:	N/A	0	N/A		0
	Length:	N/A	0	N/A		0
0602	STG: 1- 32					
	Start:	N/A	0	N/A		0
	Length:	N/A	0	N/A		0
0603	SPD 0- 1999:	-				
0604	SPD 0- 1999: TRK Group:	1				

Program	Item/Prompt	124i Base 3.04	384i 3.07.34	124i EXCPRU	124i PC Program	384i PC Program
0700						
0701	CLASS 1					
	Item 1 - Item 12	0				
	CLASS 2					
	Item 1	1				
	Item 2	1				
	Item 3	0				
	Item 4	0				
	Item 5	1				
	Item 6	1				
	Item 7	0				
	Item 8	0				
	Item 9	0				
	Item 10	0				
	Item 11	0				
	Item 12	0				
	CLASS 3					
	Item 1	1				
	Item 2	0				
	Item 3	1				
	Item 4	1				
	Item 5	1				
	Item 6	1				
	Item 7	0				
	Item 8	0				
	Item 9	0				
	Item 10	0				
	Item 11	1				
	Item 12	0				
	CLASS 4					
	Item 1	1				
	Item 2	0				
	Item 3	2				
	Item 4	2				
	Item 5	1				
	Item 6	1				
	Item 7	0				
	Item 8	0				
	Item 9	0				
	Item 10	0				
	Item 11	2				
	Item 12	0				
	CLASS 5					
	Item 1	1				
	Item 2	0				
	Item 3	3				
	Item 4	3				

Program	Item/Prompt	124i Base 3.04	384i 3.07.34	124i EXCPRU	124i PC Program	384i PC Program
	Item 5	1				
	Item 6	1				
	Item 7	0				
	Item 8	0				
	Item 9	0				
	Item 10	0				
	Item 11	3				
	Item 12	0				
	CLASS 6					
	Item 1	0				
	Item 2	0				
	Item 3	0				
	Item 4	0				
	Item 5	1				
	Item 6	0				
	Item 7	0				
	Item 8	0				
	Item 9	0				
	Item 10	0				
	Item 11	0				
	Item 12	0				
	CLASS 7					
	Item 1	0				
	Item 2	0				
	Item 3	0				
	Item 4	0				
	Item 5	1				
	Item 6	0				
	Item 7	0				
	Item 8	0				
	Item 9	0				
	Item 10	1				
	Item 11	0				
	Item 12	0				
	CLASS 8- 15					
	Item 1- Item 12	0				
0702	ITEM 1					
	Entry 1- 10:	-				
	ITEM 2					
	Entry 1- 20	-				
	ITEM 3					
	Entry 1- 4	7				
	ITEM 4					
	Entry 1- 4	30				
	ITEM 5					
	Entry 1- 60	-				
	ITEM 6					

Program	Item/Prompt	124i Base 3.04	384i 3.07.34	124i EXCPRU	124i PC Program	384i PC Program
	Entry 1- 60	-				
	ITEM 7					
	Entry 1	911				
	Entry 2	1800				
	Entry 3	1888				
	Entry 4	-				
	Entry 5	-				
	Entry 6	-				
	Entry 7	-				
	Entry 8	-				
	Entry 9	-				
	Entry 10	-				
		< 2.17; No Default		< 2.18; No Default	< 1.09; No Default	
	ITEM 8					
	Entry 1	900				
	Entry 2	1900				
	Entry 3	976				
	Entry 4	-				
	Etnry 5	-				
	Entry 6	-				
	Entry 7	-				
	Entry 8	-				
	Entry 9	-				
	Entry 10	-				
		< 2.17; No Default		< 2.18; No Default	< 1.09; No Default	
	ITEM 9					
	Entry 1- 4	-				

Program	Item/Prompt	124i Base 3.04	384i 3.07.34	124i EXCPRU	124i PC Program	384i PC Program
0800						
0801	Pattern 1 Set Number 1					
	Start (Hour):	0				
	Start (Min.):	0				
	End (Hour):	8				
	End (Min.):	0				
	Mode:	1				
	Pattern 1 Set Number 2					
	Start (Hour):	17			8	17
	Start (Min.):	0				
	End (Hour):	0			17	0
	End (Min.):	0				
	Mode:	1			0	1
	Pattern 2 Set Number 1					
	Start (Hour):	0				
	Start (Min.):	0				
	End (Hour):	0				
	End (Min.):	0				
	Mode:	1				
	Pattern 3- 5 Set Number 1- 10					
	Start (Hour):	0				
	Start (Min.):	0				
	End (Hour):	0				
	End (Min.):	0				
	Mode:	0				
0802	Day No 0	2				
	Day No 1	1				
	Day No 2	1				
	Day No 3	1				
	Day No 4	1				
	Day No 5	1				
	Day No 6	2				
0803	Month: 1- 12 Day: 1- 31	0				

Program	Item/Prompt	124i Base 3.04	384i 3.07.34	124i EXCPRU	124i PC Program	384i PC Program
0900						
0901	Trunk 1- 128					
	Item 1	2				
	Item 2	1				
	Item 3	1				
	Item 4	0				
	Item 5	0				
	Item 6	0				
	Item 7	0				
	Item 8	0				
	Item 9	0				
	Item 10	0				
	Item 11	0				
	Item 12	0				
	Item 13	0				
	Item 14	0				
	Item 15	0				
	Item 16	0				
	Item 17	0				
	Item 18	1				
	Item 19	0				
	Item 20	0				
	Item 21	0				
	Item 22	0				
	Item 23	2				
	Item 24	1				
	Item 25	1				
	Item 26	1				
	Item 27	0				
	Item 28	0				
	Item 29	0				
		< 2.17=1		< 2.18=1	< 2.0=1	
	Item 30	0				
	Item 31	0				
0902	TRK 1- 128	0				
0903	TRK 1- 128	-				
0904	TRK 1- 128	N/A	1	N/A		1
0905	TRK No: 1-24					
	TRG No:	1				
	Order No:	Line nn				
	TRK No: 25- 128					
	TRG No:	0	1	0		1
	Order No:	Line nn	Line nnn	Line nn		Line nnn
0906	Route 1 Order 1	1				
	Route 1 Order 2	0				
	Route 1 Order 3	0				
	Route 1 Order 4	0				

	Route 2- 64 Order 1-4	0				
0907	Port No. 1- 384					
	Route (Day):	1				
	Route (Nit):	1				
	Route (Mid):	1				
	Route (Rest):	1				
0908	Port No. 1- 288					
	Route (Day):	0				
	Route (Nit):	0				
	Route (Mid):	0				
	Route (Rest):	0				
0909	IRG No. 1					
	Sta Port 1- 16	1				
	Sta Port 17- 384	0				
	IRG No. 2- 128					
	Sta Port 1- 384	0				
0910	TRK No. 1- 128					
	Target (Day):	1				
	Target (Nit):	1				
	Target (Mid):	1				
	Target (Rest):	1				
0911	TAM 1 TRK 1- TRK 128	7			1	
	TAM 2- 128 TRK 1- TRK 128	0				
0912	Station Port: 1- 72					
	ACS (DAY):	1				
	ACS (NIT):	1				
	ACS (MID):	1				
	ACS (REST):	1				
0913	N/A					
0914	TRK No. 1- 128	254				
0915	TRK No: 1- 52					
	Target (Day):	1			N/A	0
	Target (Nit):	1			N/A	0
	Target (Mid):	1			N/A	0
	Target (Rest):	1			N/A	0
	TRK No: 1- 128					
	Target (Day):	N/A	0	N/A		0
	Target (Nit):	N/A	0	N/A		0
	Target (Mid):	N/A	0	N/A		0
	Target (Rest):	N/A	0	N/A		0
0916	TRK No: 1- 128					
	Target (Day):	0			N/A	0
	Target (Nit):	0			N/A	0
	Target (Mid):	0			N/A	0
	Target (Rest):	0			N/A	0

0917	TRK No: 1- 128					
	Target (Day):	1				
	Target (Nit):	1				
	Target (Mid):	1				
	Target (Rest):	1				
0918	TRK No: 1- 128					
	Target (Day):	0				
	Target (Nit):	0				
	Target (Mid):	0				
	Target (Rest):	0				
0919	TRK No: 1- 128					
	Target (Day):	1				
	Taget (Nit):	1				
	Target (Mid):	1				
	Target (Rest):	1				
0920	TRK No: 1- 128					
	ICM No:	-				
	Auto:	0			N/A	0
	Save:	0			N/A	0
0921	Trunk No. 1- 128					
	Item No. 1- 16	0				
0922	Port No. 1- 384					
	Route (Day):	0				
	Route (Nit):	0				
	Route (Mid):	0				
	Route (Rest):	0				
0923	Port No. 1- 288					
	Route (Day):	0				
	Route (Nit):	0				
	Route (Mid):	0				
	Route (Rest):	0				
0924	TRK No. 1- 128					
	No. (Day):	1				
	No. (Nit):	1				
	No. (Mid):	1				
	No. (Rest):	1				

Program	Item/Prompt	124i Base 3.04	384i 3.07.34	124i EXCPRU	124i PC Program	384i PC Program
1000						
1001	Sta Port No. 1- 256					
	KST Item: 1	0				
	KST Item: 2	2				2
	KST Item: 3	2				2
	2ST Item: 1	1			-	
	2ST Item: 2	0			-	
	2ST Item: 3	0			-	
	2ST Item: 4	1			-	
	2ST Item: 5	0			-	
	2ST Item: 6	1			-	
1002	Sta Port No. 1- 384	N/A	1	N/A	1	
1003						
124i	Sta. Port No:	1- 16	1- 16	1- 16		
	STG No:	1	1	1		
	Order No:	1- 16	1- 16	1- 16		
384i	Sta. Port No:	17- 96	17- 384	17- 96		17-96
	STG No:	0	0	0		0
	Order No:	17- 69	0	17- 69		0
1004	Sta Port No: 1- 72					
	Cls (Day):	2				
	Cls (Nit):	2				
	Cls (Mid):	2				
	Cls (Rest):	2				
	Sta Port No: 1- 256					
	Cls (Day):	N/A	2	N/A		
	Cls (Nit):	N/A	2	N/A		
	Cls (Mid):	N/A	2	N/A		
	Cls (Rest):	N/A	2	N/A		
	Cls (Backup):	N/A	2	N/A		
1005	Sta Port No. 1					
	Cls (Day):	10	15	10		15
	Cls (Nit):	10	15	10		15
	Cls (Mid):	10	15	10		15
	Cls (Rest):	10	15	10		15
	Sta. Port No. 2- 384					
	Cls (Day):	1				
	Cls (Nit):	1				
	Cls (Mid):	1				
	Cls (Rest):	1				
1006	Sta. Port No. 1- 256					
	Key No: 1- 16					
	Code:	Line nn				
	Key No: 17- 32					
	Code:	0				
	Add:	N/A	0	N/A	0	
1007	Sta Port No. 1- 256					

Program	Item/Prompt	124i Base 3.04	384i 3.07.34	124i EXCPRU	124i PC Program	384i PC Program
	Key No. 1- 10					
	Dial:	-				
	Name:	-				
1008	Sta. Port No. 1- 384					
	Item 1:	1				
	Item 2:	1				
	Item 3:	0				
	Item 4:	0				
	Item 5:	0				
1009	Boss Sta Port: Sta 1- 256	0				
1010	Sta Port No. 1- 256					
	Sensor No. 1- 16	0				
1011	Sta Port No. 1- 256	Initial?(Yes:1)			N/A	
1012	Sta Port No. 1- 96					
	STG No:	0				N/A
	Order No:	Line nn				N/A
	Sta Port No. 1- 384					
	STG No:	N/A	0	N/A		0
	Order No:	N/A	0	N/A		0
1013	Hotline No: 1- 50					
	Origin Ext No:	-				
	Target EXT No:	-				
1014	Sta Port No. 1- 256					
	Sta Port nnn:	1				
1015	Sta Port No: 1- 256					
	Route (Day):	0	1	0		1
	Route (Nit):	0	1	0		1
	Route (Mid):	0	1	0		1
	Route (Rest):	0	1	0		1
		< 2.17=1		< 2.18=1	< 1.09=1	
1016	Sta Port No. 1- 256					
	F Key No. 1- 32	Not Defined!			0	
1017	VX Port No: 1- 16					
	Sta Port No:	0				
1018	ICM No: 1- 384					
	R-Type:	0				
1019	Sta Port No: 1- 256					
	Order 1:	0				
	Order 2:	1				
	Order 3:	2				
	Order 4:	3				
1020	Sta Port No: 1- 384					
	ICM No:	-			N/A	N/A
	Auto:	0			N/A	0
	Save:	0			N/A	0
1021	Sta Port No: 1- 256	N/A	0	N/A		0

Program	Item/Prompt	124i Base 3.04	384i 3.07.34	124i EXCPRU	124i PC Program	384i PC Program
1022	Sta Port No: 1- 256					
	Class:	N/A	10	N/A		3
1023	Sta Port No: 1- 256					
	Group No:	1				
1024	Hotline No: 1- 10	1				
	Origin EXT No:	-				
	Common SPD No:	0				
1025	Sta Port No: 1- 256					
	Code:	-				
1026	Sta Port No: 1- 256					
	Key No: 1- 32					
	Data 1:	0				
	Data 2:	0				
1027	Sta Port No: 1- 384					
	Type:	0				
	Target Port :	0				
1028	Sta Port No: 1- 256					
	Key No: 1- 32					
	Ring (Day):	0				
	Ring (Night):	0				
	Ring (Mid):	0				
	Ring (Rest):	0				
1029	N/A					
1030	Sta Port No: 1- 384					
	Dial:	-				

Program	Item/Prompt	124i Base 3.04	384i 3.07.34	124i EXCPRU	124i PC Program	384i PC Program
1100						
1101	DSS No. 1- 8					
	DSS n	0				
1102	DSS No. 1- 8					
	Connect 1:	N/A	1	N/A		1
	Connect 2:	N/A	2	N/A		2
	Connect 3:	N/A	3	N/A		3
	Connect 4:	N/A	1	N/A		1
1103	DSS No. 1- 8					
	Key 1- 99	3nn				
	Key 100- 199	N/A	4nn		N/A	4nn
	Key 200- 256	N/A	5nn	N/A		5nn
	Key 257- 600	N/A	-	N/A		-
1104	DSS No. 1- 8	0				
1105	Operator	1				
1106	DSS No. 1- 200					
	Key 1- 128	nnn				
	Key 129- 200	N/A	0	N/A	0	
1107	Item 1:	N/A	0	N/A		0
	Item 2:	N/A	1	N/A		1
	Item 3:	N/A	2	N/A		2
	Item 4:	N/A	1	N/A		1
	Item 5:	N/A	0	N/A		0
	Item 6	N/A	3	N/A		3
	Item 7:	N/A	4	N/A		4
	Item 8:	N/A	6	N/A		6
	Item 9:	N/A	1	N/A		1
	Item 10:	N/A	5	N/A		5
	Item 11:	N/A	7	N/A		7
	Item 12:	N/A	2	N/A		0
	Item 13:	N/A	3	N/A		3
	Item 14:	N/A	2	N/A		2
	Item 15:	N/A	6	N/A		6
	Item 16:	N/A	4	N/A		4
	Item 17:	N/A	2	N/A		2
	Item 18:	N/A	0	N/A		5
	Item 19:	N/A	4	N/A		4
	Item 20:	N/A	3	N/A		3
	Item 21- Item 50:	N/A	0	N/A		0

Program	Item/Prompt	124i Base 3.04	384i 3.07.34	124i EXCPRU	124i PC Program	384i PC Program
1200						
1201	Type No: 1- 10					
	Item No: 1					
	Register 0 Data:	0				
	Register 1 Data:	0				
	Register 2 Data:	43				
	Register 3 Data:	13				
	Register 4 Data:	10				
	Register 5 Data:	8				
	Register 7 Data:	30				
	Register 9 Data:	6				
	Register 10 Data:	14				
	Register 12 Data:	50				
	Register 25 Data:	5				
	Register 58 Data:	0				
	Register 59 Data:	0			N/A	
	Register 60 Data:	0			N/A	
	Register 61	255				
	Register 62	13				
	Register 63	5				
	Register 64 Result Code:	0				
	Register 64 Result Type:	1				
	Register 64 Result Mode:	0				
	Register 65 Baud Rate:	6				
	Register 65 Stop Bit:	0				
	Register 65 Data Bits:	1				
	Register 65 Parity:	0				

Program	Item/Prompt	124i Base 3.04	384i 3.07.34	124i EXCPRU	124i PC Program	384i PC Program
	Register 66 Request to Send:	0				
	Register 66 Data Terninal:	0				
	Register 66 Clear to Send:	0				
	Register 66 Flow Control:	1				
	Item No: 2					
	T1 (In):	500				
	T2 (In):	250				
	N1 (In):	2080				
	N2 (In):	20				
	K (In):	7				
	T1 (EX):	2000				
	T2 (EX):	1000				
	N1(EX):	2080				
	N2 (EX):	7				
	K (EX):	7				
1202	DCI No: 1- 288					
	DCI Type:	1				
	DCI Sub Type:	1				
1203	DCI No: 1- 288	N/A	1	N/A		1
1204	DCI No: 1- 288					
	DCG No:	1				
	Order No:	Line_nn				
1205	DCI No: 1- 288					
	CLS (DAY):	2				
	CLS (NIT):	2				
	CLS (MID):	2				
	CLS (REST):	2				
1206	DCI No: 1- 288	Initial!			N/A	
1207	Hotline No: 1- 50					
	Origin:	-				
	Target:	-				

Program	Item/Prompt	124i Base 3.04	384i 3.07.34	124i EXCPRU	124i PC Program	384i PC Program
1300						
1301	ACI No. 1- 192	0				
1302	ACI No. 1- 192	N/A	1	N/A		1
1303	ACI No. 1- 192					
	ACG No:	1				
	Order No:	nnn				

Program	Item/Prompt	124i Base 3.04	384i 3.07.34	124i EXCPRU	124i PC Program	384i PC Program
1500						
1501	Door Phone 1- 8	N/A	1	N/A		1
1502	Sta Port No: 1					
	Door Phone 1:	1				
	Door Phone 2:	0				1
	Door Phone 3:	0				1
	Door Phone 4:	0				1
	Door Phone 5:	0				1
	Door Phone 6:	0				1
	Door Phone 7:	0				1
	Door Phone 8:	0				1
	Sta Port No: 2- 256					
	Door Phone 1- 8:	0				
1503	Door Phone 1- 8:					
	Door Phone 1	N/A	1	1		1
	Door Phone 2	N/A	2	1		2
	Door Phone 3	N/A	3	1		3
	Door Phone 4- 8	N/A	1	1		1

Program	Item/Prompt	124i Base 3.04	384i 3.07.34	124i EXCPRU	124i PC Program	384i PC Program
1600						
1601	Sta Port No. 1- 48	1				
	Sta Port No. 49- 256	0				
1602	IPG No: 1- 32					
	Group nn:	-				
1603	SPK 1- 8	N/A	1	N/A		1
1604	Speaker No: 1-8					
	Item 01:	1				
	Item 02- 18	0				
1605	Trk No: 1- 128					
	Speaker No: 1- 8					
	Ring (Day):	0				
	Ring (Nit):	0				
	Ring (Mid):	0				
	Ring (Rest):	0				
1606	Speaker No: 1- 8					
	Speaker n	n				
1607	Group: 1- 32					
	Type:	0				
1608	Sta Port No: 1- 48	1				
	Sta Port No: 49- 256	0				
1609	Name:	Group All				
1610	Zone 0- 8					
	Group No:	1				
	Zone 0	N/A	0	N/A	1	0

Program	Item/Prompt	124i Base 3.04	384i 3.07.34	124i EXCPRU	124i PC Program	384i PC Program
1700						
1701	Type No. 1- 8					
	Modem Kind:	N/A	0	N/A		0
	Protocol:	N/A	0	N/A		0
1702	Type 1- 8					
	Item 1					
	Modem Kind:	N/A	7	N/A		7
	Item 2					
	Guard Tone:	N/A	0	N/A		0
	Item 3					
	Protocol:	N/A	0	N/A		0
	Item 4					
	S07:	N/A	30	N/A		30
	Item 5					
	S09:	N/A	6	N/A		6
	Item 6					
	S10:	N/A	14	N/A		14
	Item 7					
	S61:	N/A	255	N/A		255
	Item 8					
	S62:	N/A	13	N/A		13
	Item 9					
	S63:	N/A	20	N/A		20
	Item 10					
	S65 1:	N/A	0	N/A		0
	Item 11					
	S65 2:	N/A	1	N/A		1
	Item 12					
	S65 3:	N/A	0	N/A		0
1703	TRK No. 1- 128	N/A	0	N/A		0
1704	Open MSG	N/A	-	N/A		-
	Member No. 1- 10					
	ACS No:	N/A	-	N/A		-
	Name:		-			-
1705	Modem No. 1- 16	N/A	1	N/A		1
1706	Item 1	N/A	5	N/A		5
	Item 2	N/A	15	N/A		15
	Item 3	N/A	5	N/A		5
	Item 4	N/A	5	N/A		5
	Item 5	N/A	1	N/A		1

Program	Item/Prompt	124i Base 3.04	384i 3.07.34	124i EXCPRU	124i PC Program	384i PC Program
1800						
1801	User No: 1- 15					
	PWD:	-				
	CLS (Day):	0				
	CLS (Nit):	0				
	CLS (Mid):	0				
	CLS (Rest):	0				
1802	Item No: 1- 3					
	Mode (Day):	1				
	Mode (Nit):	1				
	Mode (Mid):	1				
	Mode (Rest):	1				
		< 2.17=0		< 2.18=0	< 1.09=0	
1803	TRK Port: 1- 128					
	Group (Day):	1				
	Group (Nit):	1				
	Group (Mid):	1				
	Group (Rest):	1				
1804	TRK No: 1- 128					
	Item No: 1					
	Talkie (Day):	0				
	Talkie (Nit):	0				
	Talkie (Mid):	0				
	Talkie (Rest):	0				
	Item No: 2					
	Group (Day):	0				
	Group (Nit):	0				
	Group (Mid):	0				
	Group (Rest):	0				
1805	Table Area # 1					
	Start:	0				
	Length:	200	1500	200		1500
	Table Area # 2- 9					
	Start:	0				
	Length:	0				
1806	Table: 1- 100	3nn				
	Table: 101- 1500	N/A	-		N/A	-
	TRF:	-				
	Name:	-				
1807	Table Area 1- 8	3				
1808	TRG No: 1- 128					
	TBL Area (Day):	0				
	TBL Area (Nit):	0				
	TBL Area (Mid):	0				
	TBL Area (Rest):	0				
1809	Table Area: 1- 8					
	Group (Day):	1				

Program	Item/Prompt	124i Base 3.04	384i 3.07.34	124i EXCPRU	124i PC Program	384i PC Program
	Group (Nit):	1				
	Group (Mid):	1				
	Group (Rest):	1				
1810	Item No: 1- 4	1				
				< 2.18=0		
1811	Class No: 1- 15					
	Route (Day):	1				
	Route (Nit):	1				
	Route (Mid):	1				
	Route (Rest):	1				
1812	User No: 1- 15					
	Class (Day):	2				
	Class (Nit):	2				
	Class (Mid):	2				
	Class (Rest):	2				
1813	Class No: 1- 15					
	Route (Day):	0				
	Route (Nit):	0				
	Route (Mid):	0				
	Route (Rest):	0				

Program	Item/Prompt	124i Base 3.04	384i 3.07.34	124i EXCPRU	124i PC Program	384i PC Program
1900						
1901	ACD No. 1- 144					
	Sta Port No:	N/A	0			
	DCI Port No:	N/A	0			
	Mode Pattern # 1- 8	N/A	0			
1902	IRG No. 1- 128					
	Mode Pattern # 1- 8					
	ACDG No:	N/A	0			
	Data:	N/A	0			
1903	Sta Port No:	N/A	0			
	DCI No:	N/A	0			
	REC Kind:	N/A	0			
	REC GRP:	N/A	0			
1904	ACDG No. 1- 8					
	Sta Port No:	N/A	0			
	Mode:	N/A	0			
1905	Day No: 0 – 6	N/A	0			
1906	Time Pattern No. 1- 4					
	Mode Pattern No.1- 8					
	Start (Hour):	N/A	0			
	Start (Min):	N/A	0			
	Stop (Hour):	N/A	0			
	Stop (Min):	N/A	0			
1907	Time Pattern No. 1- 4					
	Mode Pattern No. 1- 8					
	Start (Hour):	N/A	0			
	Start (Min):	N/A	0			
	Stop (Hour):	N/A	0			
	Stop (Min):	N/A	0			
1908	ACDG No: 1- 8					
	Mode:	N/A	0			
	ACDG No:	N/A	0			
	MSG1 SRC:	N/A	0			
	MSG1 SRC KIND:	N/A	0			
	MSG2 SRC:	N/A	0			
	MSG2 SRC KIND:	N/A	0			
1909	ACDG No. 1- 8					
	SRC Kind:	N/A	0			
	SRC No:	N/A	0			
1910	Digit:	N/A	0			
1911	ACDG No. 1- 8					
	SRC Kind:	N/A	0			
	SRC GRP:	N/A	0			
1912	ACDG No. 1- 8					
	Item No. 1- 7	N/A	0			
	Item No. 8	N/A	1			
1913	Modem No:	N/A	0			

Program	Item/Prompt	124i Base 3.04	384i 3.07.34	124i EXCPRU	124i PC Program	384i PC Program
	DCI No.	N/A	0			
1914	Modem No:	N/A	0			
	DCI No:	N/A	0			
1915	Modem No.	N/A	0			
	DCI No:	N/A	0			
1916	N/A					
1917	ACDG No. 1- 8					
	1st Ann:	N/A	0			
	2nd Ann:	N/A	0			
1918	N/A					
1919	ACDG No. 1- 8					
	Route:	N/A	0			
1920	N/A					
1921	ACDG No. 1- 8					
	Mode:	N/A	0			
	ACDG No:	N/A	0			
1922	ACDG No. 1- 8					
	Wait No:	N/A	0			
	Wait Time:	N/A	20			
	Alarm	N/A	0			
1923	ACDG No: 1- 8					
	Item 1:	N/A	254			
	Item 2:	N/A	1			
1924	ACD Group No. 1- 8					
	Type:	N/A	0	N/A		0
1925	ACDG No. 1- 8					
	1st MSG:	N/A	-	N/A		-
	2nd MSG:	N/A	-	N/A		-

Program	Item/Prompt	124i Base 3.04	384i 3.07.34	124i EXCPRU	124i PC Program	384i PC Program
2000						
2001	Invalid Command!				N/A	
2002	Port - 1 Only!				N/A	
2003	Set Up? (Yes:1)				N/A	

Program	Item/Prompt	124i Base 3.04	384i 3.07.34	124i EXCPRU	124i PC Program	384i PC Program
2100						
2101	Selection No: 1					
	Rate Period:	N/A	1			
			No Default			
	COS:	N/A	20			
			No Default			
	Service No:	N/A	1			
			No Default			
	Dial Treatment:	N/A	0			
			No Default			
	Next Set?	N/A	(Yes:1)			
			No Default			
	Selection No: 2					
	Rate Period:	N/A	1			
			No Default			
	COS:	N/A	10			
			No Default			
	Service No:	N/A	2			
			No Default			
	Dial Treatment:	N/A	0			
			No Default			
	Next Set?	N/A	(Yes:1)			
	All Other Entries Have No Default					
2102	No Entries					
2103	No Entries					
2104	Conflict Area:	N/A	0	N/A		0
2105	Minium COS:	0				
2106	Day Type 1- 4					
	Pattern No: 1- 48	1				
2107	Treatment No: 1-15					
	Command:	-				
2108	Operator Call:	0				
	Internal Call:	0				
	Directory Asst:	0				
	Emergency Call:	0				
2109	Sta Port 1- 256					
	Code:	-				
2110	Sta Port 1- 256					
	COS (Day):	0				
	COS (Nit):	0				
	COS (Mid):	0				
	COS (Rest):	0				
2111	Operator Call:	0				
	Direct Call:	0				

Program	Item/Prompt	124i Base 3.04	384i 3.07.34	124i EXCPRU	124i PC Program	384i PC Program
2200						
2201	Item No: 1	Erase All MSG?			N/A	
	Item No: 2	Erase VAU MSG?			N/A	
	Item No: 3	Erase Personal MSG?			N/A	
2202	Item No: 1, 2					
	Length:	16				
2203	MSG No:	0				
2204	IRG No:	1				
2205	TRK No: 1- 128					
	MSG (Day):	0				
	MSG (Nit):	0				
	MSG (Mid):	0				
	MSG (Rest):	0				
2206	N/A					
2207	TRK No: 1- 128					
	Data:	0				
2208	Password:	000000				
2209	TRK No: 1-128					
	MSG (Day):	0				
	MSG (Nit):	0				
	MSG (Mid):	0				
	MSG (Rest):	0				
2210	MSG No: 1- 16					
	REC No: 1- 12					
	Dial:	-				
2211	MSG No:	N/A	0	N/A		0

Program	Item/Prompt	124i Base 3.04	384i 3.07.34	124i EXCPRU	124i PC Program	384i PC Program
2300						
2301	TRK No: 1- 128					
	Method:	1				
2302	TRK No: 1- 128					
	Class (Day):	N/A	1			
	Class (Nit):	N/A	1			
	Class (Mid):	N/A	1			
	Class (Rest):	N/A	1			
2303	N/A					
2304	TRK No: 1- 128					
	Route (Day):	N/A	1			
	Route (Nit):	N/A	1			
	Route (Mid):	N/A	1			
	Route (Rest):	N/A	1			
2305	In TRG No. 1- 128					
	Out TRKG # 1- 128					
	Out nnn:	N/A	0			
2306	TRK No: 1- 128					
	Class (Day):	N/A	1			
	Class (Nit):	N/A	1			
	Class (Mid):	N/A	1			
	Class (Rest):	N/A	1			

Program	Item/Prompt	124i Base 3.04	384i 3.07.34	124i EXCPRU	124i PC Program	384i PC Program
2400						
2401	Tenant: 1	N/A		N/A		
	Start:	N/A	0	N/A		0
	Length:	N/A	1000	N/A		1000
	Tenant: 2- 4					
	Start:	N/A	0	N/A		
	Length:	N/A	0	N/A		
2402	Bin No: 0- 999					
	Name	-				
2403	Print port:	0				
2404	Option No: 1					
	Item 1:	0				
	Item 2:	*				
	Item 3:	0				
	Item 4:	0				
	Item 5:	1				
	Item 6 (Sta.):	0				
	Item 6 (Len.):	7			1000	
	Item 7 (Sta.):	0				
	Item 7 (Len):	0				
	Item 8	1				
	Item 9:	0				
	Item 10:	7				
	Option No: 2- 15					
	Item 1:	0				
	Item 2:	*				
	Item 3:	0				
	Item 4:	0				
	Item 5:	0				
	Item 6 (Sta.):	0				
	Item 6 (Len.):	0				
	Item 7 (Sta.):	0				
	Item 7 (Len.):	0				
	Item 8:	0				
	Item 9:	0				
	Item 10:	7				

Program	Item/Prompt	124i Base 3.04	384i 3.07.34	124i EXCPRU	124i PC Program	384i PC Program
2500						
2501	Att No 1, 2					
	Port No:	0				
2502	Att No 1, 2					
	Tenant1- 4 (Yes:1):	N/A	0	N/A		0
2503	Item 1:	0				

Program	Item/Prompt	124i Base 3.04	384i 3.07.34	124i EXCPRU	124i PC Program	384i PC Program
2600						
2601	Trk No: 5- 52					
	Type:	0				
	Trk No. 1- 128					
	Type:	N/A	0	N/A		0
2602	Unit No: 1- 3					
	Type:	2				
	Slot No: 1- 25					
	Type	N/A	2	N/A		2

2600 - T1 Options

Program	Item/Prompt	124i Base 3.04	384i 3.07.34	124i EXCPRU	124i PC Program	384i PC Program
2800						
2801	PMDU Modem No. 1					
	DATA	N/A				0
	DCI No.	N/A				0
2802	N/A					
2803	Item 1- 8					
	Data	N/A				0
2804	Class No: 0	N/A				10
	Class No: 1	N/A				11
	Class No: 2	N/A				12
	Class No: 3	N/A				13
2805	Item 1					
	Timer:	N/A				10
	Retry:	N/A				3
	Item 2					
	Timer:	N/A				50
	Retry:	N/A				3
	Item 3					
	Timer:	N/A				10
	Retry:	N/A				3
	Item 4					
	Timer:	N/A				30
	Retry:	N/A				1

Program	Item/Prompt	124i Base 3.04	384i 3.07.34	124i EXCPRU	124i PC Program	384i PC Program
2900						
2901	Tenant 1					
	Start:	N/A				1
	Length:	N/A				48
	Tenant 2- 4					
	Start:	N/A				0
	Length:	N/A				0
2902	Item 1- 48					
	Length:	N/A				0
	Number:	N/A				0
2903	Item 1- 48					
	Day:	N/A				0
	Night:	N/A				0
	Mid:	N/A				0
	Rest:	N/A				0
2904	F-Route Table 1- 48					
	Trunk Group:	N/A				0
	Delete Digit:	N/A				0
	Add Dial:	N/A				0
	Data 1:	N/A				0
	Data 2:	N/A				0
2905	No Entries					
2906	Type 1- 8					
	IN PAD (T)	N/A				0
	IN PAD (R)	N/A				0
	OUT PAD (T)	N/A				0
	OUT PAD (R)	N/A				0
2908	No Entries					
2909	No Entries					

Program	Item/Prompt	124i Base 3.04	384i 3.07.34	124i EXCPRU	124i PC Program	384i PC Program
3000						
3001	Class 1- 15					
	Item 1- 4					
	Data:	N/A				0
3002	No Entries					

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