infinite™
digital systems

Single Line Telephone User Guide

VODAVI™
COMMUNICATIONS SYSTEMS

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ACCOUNT CODES

SLT stations can enter an account code to identify the call or calling station.
Entering Account Code before a call:
- Lift the handset.
- Dial [627] on the dial pad.
- Dial the account code.
- Dial [9] or CO Access code. Dial tone will be heard.
- Dial the desired number.

Entering Account Code during a call:
- Depress the hookswitch momentarily.
- Dial [627] on the dial pad. Your call will be placed on hold while you enter your account code.
- Dial the account code.

If the account code contains fewer than 12 digits, dial [*] to return to intercom dial tone. If the account code contains fewer than 12 digits, dial [*] to return automatically to the call.

CALL BACK

If you dial a telephone that is busy and want to leave a Call Back indication:
- Briefly depress and release the hookswitch.
- Dial [622] on the dial pad.
- Replace the handset.

Only one Call Back request can be left at a station; the second request will convert to a message waiting request.

CALL FORWARDING

ALL CALLS

- Lift the handset.
- Dial [640] on the dial pad.
- Dial station number where calls are to be forwarded.
- Hang up.

BUSY/NO ANSWER

- Lift the handset.
- Dial [640] on the dial pad.
- Dial the desired call forward code:
    [7]=No Answer calls.
    [8]=Busy calls
    [9]=Busy/No Answer calls
- Dial station number where calls are to be forwarded. Confirmation tone is heard.
- Replace the handset.

TO REMOVE CALL FORWARDING, DO NOT DISTURB, PERSONALIZED MESSAGES

A convenient code has been incorporated to cancel either Call Forwarding, Do Not Disturb, or Personalized Messages when the SLT user has forgotten which mode is active on the phone.
- Lift the handset. Notification tone is heard.
- Dial [662] on the dial pad. Confirmation tone is heard.
- Replace handset.

CALL FORWARDING - (Cont'd)

STATION OFF-NET CALL FORWARDING (via speed dial)

In a speed dial bin, store the number of the off-net location where calls are to be forwarded. Follow instructions provided for storing station or system speed dial numbers.

Allows stations to forward intercom and transferred calls to an off-net location.
- Lift the handset.
- Dial [640] on the dial pad, then press the asterisk [∗] key.
- Dial the speed bin number that contains the number where calls are to be forwarded. Confirmation tone is heard.

FORWARD OVERRIDE

This feature allows a user to reach a busy station that is busy forwarded to a destination. This will allow the calling station to Camp-On, Executive Override, leave messages at the busy station rather than forwarding to the busy destination.
- Dial [5#] followed by the desired extension number.

CALL PARK

CALL PARK (SYSTEM)

To place an outside call on hold and consult with, page, or call an internal party before transferring the outside call:
While connected to an outside line:
- Depress and release the hookswitch. The caller is put on Exclusive hold.
- Dial parking location (430 to437). Hear confirmation tone.
- If you hear busy tone, depress and release the hookswitch twice and dial another parking location.

To Retrieve a Parked Call:
- Lift the handset.
- Press the pound [#] key.
- Dial parking location (430 to 437) where the call was parked.

CONFERENCE w/PERSONAL PARK

While connected to an outside line:
Depress the hookswitch momentarily. Intercom dial tone is heard.
- Dial [438] on the dial pad. (1st call is placed in personal park).
- Dial desired number for 2nd call.
- Depress the hookswitch momentarily. Intercom dial tone is heard.
- Dial [664] on the dial pad. All three parties are conferenced.
- Hang up to terminate conference.

CALL PICKUP

GROUP CALL PICKUP

Upon hearing an unattended telephone ringing:
- Lift the handset.
- Dial [#0] on the dial pad. You will be connected to incoming intercom or outside line call.

You must be in the same pickup group

DIRECTED CALL PICKUP

Upon hearing an unattended telephone ringing:
- Lift the handset.
- Dial [#1] on the dial pad.
- Dial station number of ringing telephone.

CALL TRANSFER

MAKING AN UNSCREENED TRANSFER

- Briefly depress and release the hookswitch.
- Dial desired intercom number.
- Hang up to complete transfer.

MAKING A SCREENED TRANSFER

- Briefly depress and release the hookswitch.
- Dial desired intercom number.
- Announce the call.
- Hang up to complete transfer.

PBX/CENTREX TRANSFER

While connected to a PBX or Centrex CO Line:
- Briefly depress and release the hookswitch. Intercom dial tone will be heard.
- Dial [660] on the dial pad. A Flash command will be presented to the PBX or Centrex CO Line. PBX or Centrex studder tone will be heard.
- Dial desired telephone number.
- Replace handset to complete transfer.

CALLING STATION TONE MODE OPTION

Allows a calling station to override a called key stations "HF" or "PV" intercom switch settings. When placing a call to a key station and Tone ringing is desired:
- Dial [6#] on the dial pad.
- Dial three-digit station extension (call tone rings station).

CAMP-ON

PLACING A CAMP ON

After receiving intercom busy tone:
- Briefly depress and release the hookswitch.
- Dial [620] on the dial pad. When the called party answers, converse with them.

RECEIVING A CAMP ON

Also refer to Personal Park feature.

While on a CO call:
- Receive Camp On warning tone through handset.
- Choose desired call (hang up on present call and take the new one, or ignore the Camp On signal).

CO LINE QUEUING

- Dial outside line access code. Receive busy tone.
- Briefly depress and release the hookswitch.
- Dial [621] on the dial pad. Hear confirmation tone.

CONFERENCE

You may set up a conference with 1 external and 1 other internal station.
- Make outside call.
- Briefly depress and release the hookswitch to put the call on hold.
- Dial number of internal station you wish to add.
- When that station answers, briefly depress and release the hookswitch again and all 3 parties will be connected.

DO NOT DISTURB

If you have been given the ability to place your phone in Do Not Disturb:
- Lift the handset.
- Dial [631] on the dial pad.
- Replace the handset.

To cancel Do Not Disturb:
- Lift the handset.
- Dial [631] or [662] on the dial pad.
- Replace the handset.

LEAST COST ROUTING

LCR OPERATION

To place an outside call when LCR has been enabled in the system:
- Lift the handset.
- Dial [9] on the dial pad.
- Dial desired telephone number (i.e.: 1+area code+number) 7-digit number.
- Wait for answer.

LCR QUEUING (AUTOMATIC)

- Lift the handset.
- Dial [9] on the dial pad.
- Dial desired telephone number (i.e.: 1+area code+number) 7-digit number.
- Wait for answer.

If all lines available to you are busy, remain off-hook for four seconds to automatically be queued onto LCR for an available line.

LCR QUEUE CALLBACK

If an LCR Queue Call Back has been activated:
- When telephone is signaled, answer the call.
- Desired telephone number will automatically be redialed.
- Wait for answer.

LCR Queue Cancel:
- Lift the handset.
- Dial the LCR Queue Cancel code, [626] on the dial pad.
- Replace handset

Only one LCR Queue Call Back request may be initiated by a station. When a second request is made, the first request will be canceled.

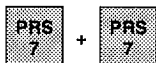# MEET ME PAGE

MEET ME PAGE

To request another party meet you on a page:
- Dial the desired two or three-digit paging code,
- Request that party meet you on the page.
- Do not hang up; wait for the requested party to answer.

ANSWERING A MEET ME PAGE

Go to the nearest phone:
- Dial [77] on the dial pad.
- You will be connected to the party that paged you.

MESSAGE WAITING

LEAVING A MESSAGE WAITING INDICATION

- Lift the handset.
- Dial desired intercom station. Receive no answer or DND tone.
- Briefly depress and release the hookswitch.
- Dial [623] on the dial pad.
- Hang up.

ANSWERING A MESSAGE WAITING INDICATION

Only SLTs equipped with a message waiting lamp will have access to this feature.

OPX Station users can not receive message waiting indication.

Your message waiting lamp is flashing:
- Lift the handset.
- Dial [663] on the dial pad. Station that left the message will ring.

OFF-HOOK PREFERENCE

If your phone has been programmed for Off-Hook Preference, you will hear outside line dial tone when lifting the handset.
- When this operation is desired, you may not have access to all features contained in this User Guide. However, consult your Centrex or PBX Users Guide for additional features you may have. Also refer to PBX/Centrex Transfer feature in this User Guide for transferring instructions.

PAGING

70	Int/Ext All Call
71	Internal Zone 1
72	Internal Zone 2
73	Internal Zone 3
74	Internal Zone 4
75	Internal All Call
76[0]	External All Call
76[P]	External Page Zones 1-7

If you have been given the ability to make page announcements.
- Lift the handset.
- Dial the two or three—digit paging code,
- Speak in normal tone of voice to deliver message.
- Replace handset to terminate the page announcement.

Stations off-hook or in DND will not hear the page announcement.

PERSONAL PARK (Flip-Flop)

While connected to first call:
- Depress the hookswitch momentarily. Intercom dial tone is heard.
- Dial [438] on the dial pad. (call is placed in personal park).
- Dial desired number for 2nd call.
- Depress the hookswitch momentarily. Intercom dial tone is heard.
- Dial [438] on the dial pad. (1st call is returned and 2nd call is placed in personal park.

The user can alternately connect to the other call by doing a hook flash and dialing [438] as many times as necessary.

PERSONALIZED MESSAGES

-00	Clear Messages
-01	ON VACATION
-02	RETURN AM
-03	RETURN PM
-04	RETURN TOMORROW
-05	RETURN NEXT WEEK
-06	ON TRIP
-07	IN MEETING
-08	AT HOME
-09	ON BREAK
-10	ON LUNCH

Each station can select a pre-assigned message to be displayed on the LCD of any Key Telephone calling that station.

To select one of the ten available messages:
- Dial [633] on the dial pad.
- Dial the two-digit code for the message which will appear. (Refer to table at left)
- Hang up. (Activating DND cancels selected message.)

PLACING CALLS

PLACING AN INTERCOM CALL

- Lift the handset.
- Dial three-digit intercom number.
- You will hear ringing if called station is in the "TN" answering mode; or two bursts of tone if called station is in the "HF" or "PV" position.
- Hang up to end the call.

PLACING AN OUTSIDE CALL

- Lift the handset.
- Dial access code. (9,81,82,83,84,85,86,87).
- Dial telephone number.

PLACING A CALL ON EXCLUSIVE HOLD

While connected to an outside line:
- Briefly depress and release the hookswitch.

To retrieve the call:
- Depress and release the hookswitch again.

PROGRAMMING NAME INTO DISPLAY

A=21	G=41	M=61	T=81
B=22	H=42	N=62	U=82
C=23	I=43	O=63	V=83
D=31	J=51	P=71	W=91
E=32	K=52	Q=74	X=92
F=33	L=53	R=72	Y=93
SPACE=11		S=73	Z=94

Every SLT extension has the capability to program the users name so that people using display telephones will see the name instead of the station number.
- Lift the handset.
- Dial [690] on the dial pad.
- Enter your name (up to 7 letters) using the pattern shown.
- Press the hookswitch to complete the programming process.

SPEED DIAL

STORING STATION SPEED NUMBERS

CO Lines in Line Group 1 will be used for SLT speed dial

- Lift the handset.
- Dial [661] on the dial pad.
- Dial desired speed number bin (00-19).
- Dial telephone number you wish to store.
- Briefly depress and release the hookswitch. Hear confirmation tone.

USING SPEED DIAL

- Lift the handset.
- Dial [668] on the dial pad.
- Dial the desired speed number bin
    00 to 19 = Station Speed numbers
    20 to 99 = System Speed numbers.
- Replace the handset to end the call.

UNIVERSAL DAY/NIGHT ANSWER

When the system is in day or night mode and you hear outside line ringing at another station and wish to answer it:

- Dial [#5] on the dial pad. The connected outside line can be transferred or disconnected.

infinite™ SLT Numbering Plan

☐ 100-127	Station Intercom Numbers DVX^I		☐ 74	Internal Page Zone 4
☐ 100-155	Station Intercom Numbers DVX^{II}		☐ 75	Internal All Call Page
☐ 100-219**	Station Intercom Numbers DVX^{III}		☐ 76+[0]	External All Call Page (All Zones)
☐ 43 [C]	Call Park Location 0-7 (system)		☐ 76+[P]	External Page Zones 1-7
☐ 438	Personal Park		☐ 77	Meet-Me-Page Answer
☐ 44 [V]	Voice Mail Group Pilot Numbers 0-7		☐ 81	CO Line Group 1
☐ 45 [H]	Hunt Group Pilot Numbers 0-7			(if LCR is enabled)
☐ 55 [U]	ACD* Group Pilot Numbers 0-9		☐ 82	CO Line Group 2
☐ 55 [U]	UCD Group Pilot Numbers 0-7		☐ 83	CO Line Group 3
☐ 56 [U]	ACD* Group Pilot Numbers 10-16		☐ 84	CO Line Group 4
☐ 566	ACD*/UCD Available/Unavailable		☐ 85	CO Line Group 5
☐ 571	ACD* Agent Logout		☐ 86	CO Line Group 6
☐ 572 55[U]	ACD* Agent Login		☐ 87	CO Line Group 7
☐ 6# [XXX]	Tone Mode Ring Option		☐ 88	All CO Line Groups
☐ 620	Camp-On			(CO Line Off-Net Forward)
☐ 621	Line Queue		☐ 9	LCR or CO Line Group 1
☐ 622	Call Back			(if LCR is disabled)
☐ 623	Message Wait		☐ 0	Attendant
☐ 625	Executive Override/Monitor Barge-In		☐ #0	Group Call Pick Up (Key & SLT)
☐ 626	LCR Queue Cancel		☐ #1+[XXX]	Directed Call Pick-up (SLT)
☐ 627	Account Code Enter		☐ #43+[C]	Call Park Pickup (Key and SLT)
☐ 631	Do Not Disturb		☐ #5	Universal Day/Night Answer
☐ 633 [ZZ]	Personalized Messages			
☐ 633 [00]	Clear Personalized Messages		XXX = Intercom Station Numbers	
☐ 638	Handset Receiver Gain		YY = Speed Dial Bin numbers	
☐ 640	All Call Forward		ZZ = Personalized Messages	
☐ 640+[7]	No Answer - Call Forward		U = UCD Group Number 0-7	
☐ 640+[8]	Busy - Call Forward		C = Call Park Location 0-7	
☐ 640+[9]	Busy/No Answer - Call Forward		H = Hunt Group Number 0-7	
☐ 640+[*]	Off-Net - Call Forward		V = Voice Mail Group Number 0-7	
☐ 660	SLT Flash Command to CO Line		P = External Page Zone Number 1-7	
☐ 661+[YY]	SLT Station Speed Dial Programming			
☐ 662	SLT Clear - Call Forward, DND, Personal Messages		*Features available with optional software.	
☐ 663	Message Wait return		** Based on the default configuration of 96	
☐ 664	SLT Conference W/ Personal Park		CO Lines and 120 Stations. Station num-	
☐ 668+[YY]	SLT Speed Dial Access		bers 220 through 315 are assigned by in-	
☐ 690	Name in Display Programming		creasing the number of KT12 boards and	
☐ 70	All Call Page (Internal & External)		reducing the number of CO12 boards.	
☐ 71	Internal Page Zone 1			
☐ 72	Internal Page Zone 2			
☐ 73	Internal Page Zone 3			

STATION SPEED NUMBERS

BIN 00		BIN 10	
BIN 01		BIN 11	
BIN 02		BIN 12	
BIN 03		BIN 13	
BIN 04		BIN 14	
BIN 05		BIN 15	
BIN 06		BIN 16	
BIN 07		BIN 17	
BIN 08		BIN 18	
BIN 09		BIN 19	

SYSTEM SPEED NUMBERS

BIN 20		BIN 60	
BIN 21		BIN 61	
BIN 22		BIN 62	
BIN 23		BIN 63	
BIN 24		BIN 64	
BIN 25		BIN 65	
BIN 26		BIN 66	
BIN 27		BIN 67	
BIN 28		BIN 68	
BIN 29		BIN 69	
BIN 30		BIN 70	
BIN 31		BIN 71	
BIN 32		BIN 72	
BIN 33		BIN 73	
BIN 34		BIN 74	
BIN 35		BIN 75	
BIN 36		BIN 76	
BIN 37		BIN 77	
BIN 38		BIN 78	
BIN 39		BIN 79	
BIN 40		BIN 80	
BIN 41		BIN 81	
BIN 42		BIN 82	
BIN 43		BIN 83	
BIN 44		BIN 84	
BIN 45		BIN 85	
BIN 46		BIN 86	
BIN 47		BIN 87	
BIN 48		BIN 88	
BIN 49		BIN 89	
BIN 50		BIN 90	
BIN 51		BIN 91	
BIN 52		BIN 92	
BIN 53		BIN 93	
BIN 54		BIN 94	
BIN 55		BIN 95	
BIN 56		BIN 96	
BIN 57		BIN 97	
BIN 58		BIN 98	