STARPLUS® DHS™

User's Guide

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General Conventions:

- Press the CLEAR button to cancel the current operation.

- The FEAT button joined with dial key codes will appear throughout the text. This button (Feature) is used to access most system features.

- System resources are accessed using directory numbers to dial access the resource (station numbering, Hunt Group numbering, etc.)

- Any feature or resource code may be stored for one-button access under an available Programmable Feature Button.

- "Operation" steps are oriented for the Executive Key Telephone since the interactive LCD prompts encompass all Executive Key Telephone functions.

- Specific "Operation" steps for the Basic and Enhanced Key Telephone are enclosed in brackets "{}" to distinguish operational differences. If there are no specific operation steps listed ({}) the operation of that feature is identical for all key telephone models.

- Database Programming can be executed at any idle Executive Key Telephone. Only one station may enter the Database Programming mode at any time.

- Three LCD interactive Soft Buttons ( ) are positioned beneath the display on the Executive Key Telephone. These buttons are used during feature operation for interactive display prompt menus. For orientation purposes, the Soft Buttons may be referred to as the left, center and right Soft Buttons.

- Valid programming is confirmed with a single beep tone from the speaker. Invalid programming is alerted with a double beep tone.

The following is an example of the LCD display at an idle Executive Key Telephone. Throughout the manual the LCD will be shown with the associated Soft Button prompts, the actual Soft Buttons are immediately below the bottom line of the display oriented at left, center and right positions.

```
SEP 1  FRI 8:00
STATION       10
```

Universal Soft Button prompts:

Δ
===== **bksp** (Backspace): When the new programming data entry is not desired, the

station user may press the **bksp** button to erase the last data entered and return
to the immediately preceding prompt.

Δ
===== **save** (Store): When the new data are entered, the system will check the entered
data automatically. If the entry is invalid, the prompt will be refreshed. If the
entry is valid, the station user must press the **save** button to confirm entry
and continue with the next prompt item.

Δ
===== **chg** (Change): Press the **chg** button to modify the current prompted item.

If the data/message to be changed is generated by the system itself, the current
programming item will be replaced by new data (toggled between Yes and
No, or cycled through several data/messages) when the user presses the **chg**
button.

Δ
===== **next**: Repeated depressions of the **next** button will present the next selection or
the next programmable item within the current category.

Δ
===== **back**: Repeated depressions of the **back** button operate similarly to the **next**
button where the previous programming category is selected or the previous
programming item within the current category is selected.

Δ
===== **show** (Display): Press the **show** button to enter into detailed feature item
programming of a specific category, or to display current programmed content
of the feature.

Basic Key Telephone:

The Basic Key Telephone is equipped with a speaker for monitoring call progress and
receiving Call Announcements but is not equipped with a microphone for Hands-Free
reply. The Basic Key Telephone has 16 buttons, 8 of which are fixed function buttons
to control settings and primary key telephone call processing operations. These buttons
are: HOLD, TRANS (transfer), FEAT (Feature), CLEAR, MUTE, SPKR (Speaker), and
Volume UP/DN.

Eight (8) buttons are user Programmable Feature Buttons equipped with dual color
LED's that are pre-assigned default settings for quick power up operation. These
buttons are arranged in two rows and four columns. Beginning at the top left button they
are assigned the following default values: CO line 1, CO line 2, CO line 3, CO line 4,
CO line 5, CO line 6, HF/Tone and Message Waiting.

The Basic Key Telephone is also equipped with a 12 key Dial Pad for dialing intercom
numbers, system feature codes and telephone network numbers on CO lines.

Enhanced Key Telephone:

The Enhanced Key Telephone is fully equipped for hands-free, speakerphone operation. The Enhanced Key Telephone may make and receive calls hands-free. This key telephone is expanded to twenty-eight (28) buttons. 8 fixed function buttons remain consistent with those of the Basic Key Telephone.

Twenty (20) buttons are user Programmable Feature Buttons equipped with dual color LED's that are pre-assigned default settings for quick power up operation. These buttons are arranged in five rows and four columns. Beginning at the top left button they are assigned the following default values; Station 10 - 21, CO line 1 - 6, HF/Tone and Message Waiting.

The Enhanced Key Telephone is also equipped with a 12 key Dial Pad for dialing intercom numbers, system feature codes and telephone network numbers on CO lines.

Each telephone is equipped with an ADP (Additional Device Port) on the underside of the phone for user-friendly connection of analog devices. (Answering machines, faxes, modems, cordless phones etc. An analog adapter is required for this port to be equipped for use as an extension of the system.)

Programmable Feature buttons. All default (as shipped) these keys are from upper left: DSS (station call/status) buttons for stations 10-21. Starting at button 13 buttons are CO line 1-6, HF/Tone and Message Waiting. Shown is the Enhanced Key Telephone. The Basic Key Telephone has buttons 13-20 only (CO line1-6, HF/Tone and Message Waiting.)

Fixed Feature Buttons (can not be changed). From upper left are:
TRANS (Transfer)
HOLD
CLEAR
FEAT (Feature)
VOL ^ (Volume Up)
MUTE
VOL v (Volume Down)
SPKR (Speaker)

Standard 12-key Dial Pad

Executive Key Telephone:

The Executive Key Telephone model has a two-row by sixteen column (32-character) dot-matrix Super Twist LCD display, with three interactive Soft Buttons to enhance system feature operation.

The Super Twist LCD eliminates the need for contrast adjustment and enhances angled viewing position clarity of displayed data. The display provides a visual reference to call progress and call duration, as well as time and date information. The display also enables the Executive Key Telephone user to send and receive visual advisory and call-back messages. Users may select from six "canned" messages (i.e. "IN A MEETING," "OUT OF OFFICE"), or they may create a custom message. Incoming calls from display telephones to such a statio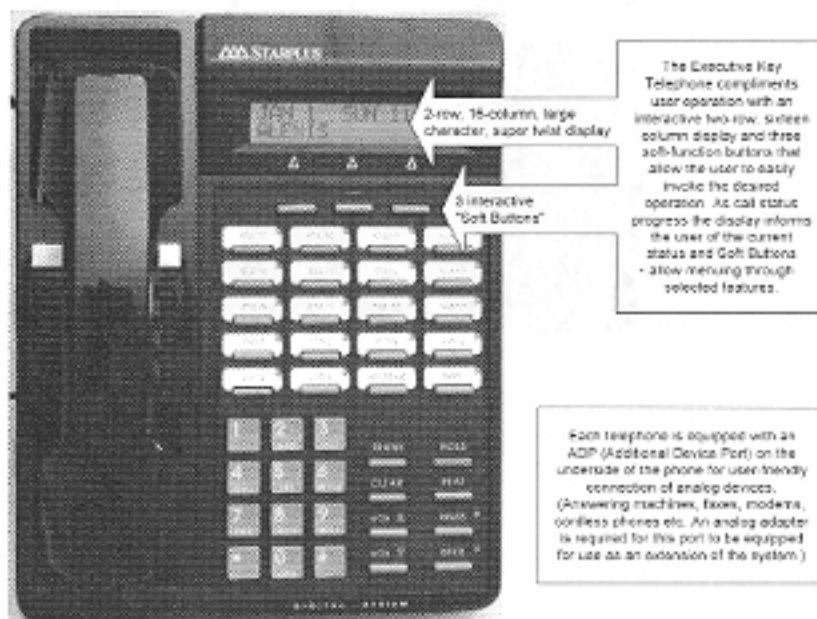n will receive the visual advisory message on their LCD display. In addition display telephone users may leave one of seven call-back messages (i.e. "CALL OPERATOR," "URGENT") on the display of another user's telephone.

The Executive model telephone is fully equipped for hands-free, speakerphone operation. The Executive Key Telephone may make and receive calls hands-free.

The Executive Key Telephone has the same twenty (20) Programmable Feature Buttons as the Enhanced model, but includes three (3) additional interactive Soft Buttons. 8 fixed function buttons remain consistent with those of the Basic Key Telephone

2-row, 16-column, large character, super twist display

3 interactive "Soft Buttons"

The Executive Key Telephone compliments user operation with an interactive two row, sixteen column display and three soft-function buttons that allow the user to easily invoke the desired operation. As call status progress the display informs the user of the current status and Soft Buttons - allow menuing through selected features.

Each telephone is equipped with an ADP (Additional Device Port) on the underside of the phone for user-friendly connection of analog devices. (Answering machines, faxes, modems, cordless phones etc. An analog adapter is required for this port to be equipped for use as an extension of the system.)

Feature Access Codes

"F" = FEAT (Features) Key Telephone button

F1	Speed Dialing	F8	Last Number Redial
F2	Call Forward	F9	**Station Feature Setup Codes**
F3	CO line Flash	F91	Station Callback
F4	Do Not Disturb	F92	Station Alarm Clock
F5, F6 & F7	**Station Call Operation Codes**	F93	Camp On - Busy CO line
F51	Save Number Redial	F94	Auto Hold
F52	Background Music	F95	Auto Line Select
F53	Directed Call Pick Up	F96	Message Waiting
F54	Group Call Pick Up	F97	Phone Lock/Unlock
F55	Authority Code	F98	Intercom Mode Select
F56	Voice Over Busy	F99	Station Paging Deny
F57	Private Talk from Conference	F90	Executive Notify
F59	Meet Me Page Answer	F9#	Headset Mode
F50+x	Paging (where "x" is zone to page)	F*+xx	Feature Cancel (where "xx" is the code of the feature to cancel)
F5*	User Saved Number	F#	Station Programming Codes
F68	Call Waiting Allow (Executive Stations Only)	F#3	Feature Button Programming & Inquiry
F60	Conference	F#7	Distinctive Ring Selection
F71	Account Code Entry	F#8	Station Feature Check
F73	Call Park and Call Park Answer	F#0	Attendant Station System Mode
F74	Conference Forced Release	F#*	Customer Database Programming
F77	Unsupervised Conference		
F78	Automatic Busy Redial		
F70	Pause		All others are reserved for future use.

System Numbering Plan

10-81	Station Numbers
82-89	Hunt Groups/Voice Mail Group
9/0	CO Line Group Access Code ("9" is the default code for SLT CO Line access.)
0/9	Operator Code ("0" is the default system Operator (attendant) code.)

Account Code - Forced Verified

Description:

Any station may be forced to enter an account code before making outgoing calls on CO lines. When this feature is invoked the account code entered is compared against an Account Code Table (100 entries maximum) for a match. If a match is found the call attempt is allowed. It should be noted that when a user has entered a valid account code, the station is still monitored for toll restriction according to the station's COS.

Operation:

Press an idle CO line, call processing tone is heard to prompt the user to enter an account code.

```
AC_CODE:_
```

Dial 775141 (up to 8 digits may be entered depending on the programmed Account Code length.)

```
AC_CODE:775141
```

If 6 digits are the programmed Account Code length and the account code entered matches an Account Code Table entry, confirmation tone is heard and the user is connected to the CO line for out-dialing. When the user hangs up, the entered account code will

be displayed in the Account field in the SMDR call record printout.

```
CO LINE x 00:00
```

Or error tone is heard and the CO line is not accessed.

```
CALL RESTRICTED
```

Notes:

1. If an entry error occurs, the station user may re-enter the desired new account code by using the Account Code feature again.
2. The account code digit entry is silent and will not disturb the ongoing conversation.

Account Code Unforced/Unverified FEAT 7 1

Description:

Any user can enter a personal or departmental account code for future tracking of time spent on customer accounts. A station that enters a reference account code can charge back the time spent on an outside line, plus the estimated costs of the call itself. Up to eight (8) digits may be entered for an account code that will be output through the system SMDR port at the conclusion of the outside call.

Operation:

```
CO LINE x 00:00
```

While connected to a CO line press FEAT 7 1

```
AC_CODE:
bksp save chg
```

Dial 775141 (up to 8 digits may be entered

```
AC_CODE:775141
bksp save chg
```

When the account code desired is entered, press

entered account code will be displayed in the Account Code field in the SMDR call record printout.

```
CO LINE x 00:00
```

At Executive Display telephones **bksp** may be used to erase the previous digit for error correction and **chg** may be used to erase all entered digits for error correction.

Notes:

1. If an entry error occurs, the station user may re-enter the desired new account code by using the Account Code feature again.
2. The account code digit entry is silent and will not disturb the ongoing conversation.
3. The Account Code feature code may be programmed on any programmable feature button.

Alarm Clock (Station) FEAT 9 2

Description:

Each station may activate its own private station alarm, as a special reminder, anytime during the next 24 hours. Only one station alarm notification can be established at a time. Once the alarm time is reached, the station will receive alert tone ringing over the speaker for six (6) seconds.

Upon completion of the alert ringing, the alarm is automatically canceled. If the alarm is desired at the same time every day, it must be entered each day prior to the desired alarm time. Every station in the system may have its own unique alarm time programmed.

Operation:

A station that has invoked the alarm function will receive tone ringing and the following display (at display telephones) when the alarm time is reached. (A busy telephone will receive the alarm tone ringing while busy and the display when it goes idle.)

```
ALARM REACHED
ack
```

Press **ack** button {press * 9 2 at non-display models}, confirmation tone is heard.

```
ALARM ACKNOWLEGE
```

Setup:

At an idle station press FEAT 9 2, a display telephone will see the current programmed alarm time.

```
ALARM: 10:30
              chg
```

or

```
ALARM: EMPTY
              chg
```

Press **chg** button {at non-display telephones enter the desired alarm time as HH:MM in 24 hour format, confirmation tone is heard and the alarm time is set.}

Dial 1023 on the dial Key Pad

```
ALARM:   10:23
bksp save chg
```

Press **save** button, confirmation tone is heard and the alarm time is briefly displayed...

```
ALARM:   10:23
```

Any telephone model can cancel a programmed

alarm by pressing

FEAT ＊ 9 9 2

```
┌─────────────────────────┐
│ ALARM DELETE            │
│                         │
│                         │
│                         │
│                         │
│                         │
└─────────────────────────┘
```

or press FEAT 9 2

```
┌─────────────────────────┐
│ ALARM:        10:23     │
│               chg       │
└─────────────────────────┘
```
Press chg button

```
┌─────────────────────────┐
│ ALARM:                  │
│ bksp save chg           │
└─────────────────────────┘
```
Press **save** button.

```
┌─────────────────────────┐
│ ALARM DELETE            │
│                         │
└─────────────────────────┘
```

Notes:

1. The station alarm clock will be canceled automatically after the initial alarm time is reached.
2. The alert tone will signal with double burst ringing during the effective alerting period.
3. The alarm clock setting is empty for every station.
4. The display of an Executive Key Telephone will be unchanged until ack is pressed or when the station is used for another call.
5. The Alarm Clock feature code may be programmed on any programmable feature button.

Attendant Administration FEAT # 0

Description:

The system assigned attendant station is given the ability to administer certain system feature operations. Using the attendant station's password this administration level allows adjustment and programming of the Service Mode (Day/Night/Time), system Date & Time and System Speed Dial. Any Executive Key Telephone may enter Attendant Administration using the Attendant station's password.

Operation:

At any Executive Key Telephone press

FEAT # 0

```
┌─────────────────────────┐
│ CHK PSWD :     _        │
│ bksp save chg           │
└─────────────────────────┘
```

Enter the system attendant station's password (at default this password is "0000") then press **save**.

```
┌─────────────────────────┐
│ SELECT FUNCTION         │
│ svc  time  spd          │
└─────────────────────────┘
```

The next menu is displayed. Press **svc** to change the system Service Mode.

```
┌─────────────────────────┐
│ SERVICE : DAY           │
│ back next chg           │
└─────────────────────────┘
```

Press **chg** to select between DAY, NITE and TIME. Once the desired mode is selected press CLEAR to exit Attendant Administration or **back** to change other functions. Press **back**.

```
┌─────────────────────────┐
│ SELECT FUNCTION         │
│ svc  time  spd          │
└─────────────────────────┘
```

Press **time**.

```
┌─────────────────────────┐
│ SYSTEM TIME             │
│ back next show          │
└─────────────────────────┘
```

to continue making changes or **back** for the previous screen. Press **show**;

```
┌─────────────────────────┐
│ YEAR : yy               │
│ back next chg           │
└─────────────────────────┘
```

If the year displayed is correct, press **next**. Otherwise press **chg**.

```
┌─────────────────────────┐
│ YEAR :  _               │
│ back next chg           │
└─────────────────────────┘
```

Doing so places the cursor at the first year digit position. Enter the current year and press **save**.

```
┌────────────────────────┐
│ YEAR : YY              │
│ back next chg          │
└────────────────────────┘
```

The newly entered year is displayed. Press **next** if more Date & Time information must be entered. Follow the same entry format as prompted by the display for the data fields; MONTH, DAY, WEEKDAY, HOUR and MINUTE.

From the "SYSTEM TIME" prompt press **back** or **next** to return to the main Attendant Administration menu.

```
┌────────────────────────┐
│ SELECT FUNCTION        │
│ svc time spd           │
└────────────────────────┘
```

To change System Speed Dial numbers press **spd**.

```
┌────────────────────────┐
│ SYSTEM SPEED NO        │
│ back next show         │
└────────────────────────┘
```

Press **show** to change or add System Speed Dial numbers.

```
┌────────────────────────┐
│ SPEED NO : _           │
│ bksp show chg          │
└────────────────────────┘
```

Enter the System Speed Dial bin number to change (xx).

```
┌────────────────────────┐
│ SPEED NO : xx          │
│ bksp show chg          │
└────────────────────────┘
```

Then press **show**.

```
┌────────────────────────┐
│ EMPTY                  │
│ back next chg          │
└────────────────────────┘
```

The present content of the System Speed Dial bin will be displayed. If this is the correct number and no changes are desired, press **back** to return to the previous menu. Otherwise press **chg**.

```
┌────────────────────────┐
│ _                      │
│ back save chg          │
└────────────────────────┘
```

The cursor is positioned in the first digit position awaiting entry. Enter the desired telephone number and press **save** when done. When **save** is pressed the previous menu will be displayed.

```
┌────────────────────────┐
│ <entered number>       │
│ back next chg          │
└────────────────────────┘
```

Press **back** to continue programming other System Speed Dial bins. Press **next** to return to the Attendant Administration main menu or press **chg** if the entered number is incorrect.

Notes:

1. Once **save** has been pressed for a speed number that is entered, CLEAR may be pressed to return to idle telephone operation.
2. CLEAR can be pressed at any time to exit any part of Attendant Administration. Changes are permanent at the moment they are changed using the **chg** Soft Button except where the **save** button is displayed. In that case changes must be saved before exiting to make the change permanent.
3. The Attendant Administration code may be programmed on any programmable feature button.

Authority Code FEAT [5] [5]

Description:

This feature allows a user, with extended dialing privileges, to retrieve this class of service at another less privileged station location. Long distance or restricted CO line calls can be made from locations that are normally restricted. (This feature is frequently referred to as Traveling Class Of Service.)

Operation:

When away from your station and you desire to make a CO line call that is restricted at the station where you are, press FEAT [5] [5]

```
┌────────────────────────┐
│ AUTHORITY CD _         │
│ bksp save chg          │
└────────────────────────┘
```

Enter your station number.

```
AUTHORITY CD   xx
  bksp save chg
```

Then press **save**

```
fat        non-display
```

telephones **enter station password immediately after your station number, confirmation tone will be heard and CO line dialing is**

possible according to your station COS.}

```
CHK PSWD: _
  bksp save chg
```

Enter your station password.

```
CHK PSWD: xxxx
  bksp save chg
```

Press the **save** button.

```
AUTHORITY ACCEPT
```

Confirmation tone is heard. At this time you

may access an idle CO line and dial according to your station COS.

Notes:

1. When setting COS Roaming, the effective time of the following COS is 1 minute before the original Station COS is restored.
2. Other features and programming such as CO line access/ring/receiving assignment are not transferred to the temporary location.
3. The Authority Code feature code may be programmed on any programmable feature button.

Automatic Busy Redial FEAT 7 8

Description:

Automatic Busy Redial (ABR) may be used to dial the last busy number dialed. The system will automatically dial the number and then monitor the line for a busy signal. If a busy signal is detected, the system terminates the current connection and attempts to dial the number again. This cycle will continue until the number of Redial attempts designated in the programming are reached. The interval of attempts is also programmable on a system-wide basis.

Operation:

To invoke this feature at any station, press FEAT 7 8. (Note ABR only operates when the station is idle and has previously dialed a CO line telephone number.)

```
CO LINE x
-->1/10
```

The system will keep trying to connect to the busy number until busy tone is not detected or the maximum number of

attempts is reached or the station user invokes any other function.

```
ABR ABANDONED
```

Notes:

1. The ABR feature code may be programmed on any programmable feature button.
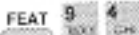2. The ABR feature operates only when the Option Module is installed.

Automatic Hold FEAT 9 4

Description:

Every station user has the option to enable the Automatic Hold feature at that station. The purpose of Automatic Hold is to simplify call handling, avoid accidental "lost" calls, and assist call transfers.

When enabled, Automatic Hold is invoked by skipping from one outside line call to another line or intercom call, or when skipping from an ICM call to an outside line. The need to press the HOLD button on the key telephone is eliminated, except where Exclusive Hold is desired.

(Note: If the user accesses an idle line, and then skips to another line before dialing any digits the first line is not held since the call is considered invalid.)

For users that prefer the comfort of using a HOLD button, every time, the Auto Hold feature should be disabled (factory set operation). The feature code FEAT 9 4 dialed at any station toggles operation from manual hold to Auto Hold and back. For improved attendant and CO transfer operation, Auto Hold is recommended. For example, with Auto Hold enabled the user can answer an incoming CO call by simply lifting the handset then press the desired DSS/BLF button to place the intercom call and place the CO line on hold in one action. Transfer may then be invoked by pressing the TRANS button.

Operation:

The Automatic Hold feature must be ENABLED by the station user. A conversation is in progress.

```
CO LINE 1  02:30
```

or

```
CONNECT    STA 12
```

Press CO line 2 button

```
CO LINE    2
```

CO Line 2 dial tone is heard and CO line 1 or station 12 is automatically placed on hold.

Setup :

Press FEAT 9 4 .

Confirmation tone is heard and the new mode is selected, display telephones will see:

```
AUTO HOLD ALLOW
```

To cancel: press FEAT 9 4 . Confirmation tone is heard and the new mode

is selected. Display telephones will see:

```
AUTO HOLD DENY
```

Notes:

1. For an outgoing CO line call with no digits dialed, Auto Hold operation is ignored. In this case, the abandoned CO line will be released when the next CO line is chosen.

2. Any CO line call will be placed on Exclusive Hold by the Automatic Hold feature, and the LED indication is treated the same as Exclusive Hold operation.
3. If one of the feature buttons is programmed with the Automatic Hold access code, the programming status of this feature will be indicated on its associated red LED. Steady light on the red LED means that this feature has been enabled, otherwise disabled.
4. Holding ICM/external parties will hear Music-On-Hold, if equipped.
5. At default all stations are set for manual hold operation. (Auto Hold Deny).
6. The Auto Hold feature code may be programmed on any programmable feature button.

Automatic Line Selection   FEAT 9 5

Description:

This feature allows the station user to access a specific outside line or intercom (ICM) automatically when going off hook. If preferred, the feature can be disabled. Automatic Line Selection is programmed by each station user and is invoked whenever the handset is lifted or when the SPKR button is pressed.
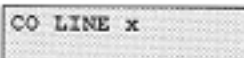
During station ringing conditions, an incoming ringing line, recalling line, or ICM call will have priority over an automatic outgoing line selection. If desired, the station user may override the incoming call priority and pre-select an outgoing line by pressing an idle CO line button before lifting the handset.

Operation:

Lift handset, or press SPKR button
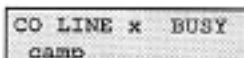
```
ICM
```

or

```
CO LINE x
```

Intercom or CO line dial tone is heard according to the Setup selection.

or

```
CO LINE x   BUSY
      camp
```
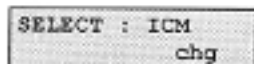
Busy tone is heard if the specific CO line programmed to access is busy.

Setup:

Press FEAT 9 5

```
SELECT : ICM
            chg
```

Press chg button repeatedly to select between the following: "ICM", "OUTG LN" (any Outgoing Line), "CO LN x" (for each of the equipped CO lines) and "EMPTY" (to cancel

At Basic and Enhanced model key telephones:

Press FEAT 9 5 then use the following codes on the dial key pad:

0 = ICM (Intercom).

1 = Any outgoing line.

2 + x = A specific CO

line number. "x" can be any of the following:

- 1 =1, 2 =2, 3 =3, 9 ... =9.
- 0 =10, * =11, # =12.

Press FEAT * 9 5 to cancel Auto Select}

Notes:

1. The desired CO line which is programmed for Automatic Line Selection must be programmed as available for access in the system programming. Otherwise, a warning tone/message will be given to the station user after going offhook.
2. Automatic Line Selection is enabled to select ICM at default.
3. May be used at any key telephone model to cancel Auto Line Select operation. When Auto Line Selection is set to EMPTY (none) no dial tone is heard when the handset is offhook or when the `SPKR` button is pressed.
4. The Auto Line Selection feature code may be programmed on any programmable feature button.

Background Music `FEAT` `5 JKL` `2 ABC`

Description:

When a key telephone is idle, Background Music (BGM) is available through the telephone loudspeaker via one touch of a feature button or by entering the BGM code `FEAT` `5 JKL` `2 ABC`. The music is normally provided from a radio, tape player or other external music source connected to the system KSU. BGM and Music-On-Hold are standard features. MOH and BGM channel 1 share a common music source.

When the option card is added to the system, a second BGM channel is available by pressing a Feature Button or entering the code `FEAT` `5 JKL` `2 ABC` again. The feature code may be used to toggle between BGM channel 1 (Music-On-Hold), BGM channel 2, and no BGM.

The BGM is automatically removed when the user receives incoming ring or goes off hook. The music is restored when the station returns to idle.

A feature button may be programmed with the BGM feature code, for one button on/off control. When active, the music is heard as feature confirmation and therefore the button LED is not lit.

Operation:

Press `FEAT` `5 JKL` `2 ABC` at any idle key telephone. If an external music source is connected to the system it is now heard over the telephone speaker. Repeated use of the `FEAT` `5 JKL` `2 ABC` code or Feature Button programmed for

`FEAT` `5 JKL` `2 ABC` results in the following toggled operation:

If no Option Module is equipped or if an Option Module is equipped but BGM Y/N is set at "N":

MOH is heard over the key telephone speaker.

Key telephone is returned to idle.

If an Option Module is equipped and BGM Y/N is set at "Y":

MOH is heard over the key telephone speaker.

Music channel 2 (BGM) is heard over the key telephone speaker.

Key telephone is returned to idle.

Notes:

1. BGM is interrupted when an incoming call is signaling or if the station goes off hook. BGM returns when the station becomes idle.

2. An external music source must be connected for BGM to operate.

3. The BGM feature code may be programmed on any programmable feature button.

Call Back FEAT 9 1

Description:

This feature allows a station to queue another busy, DND or idle station. If a Call Back is sent to a busy station, the Call Back sequence is initiated once the called party goes on hook. If a Call Back is sent to an idle station, the Call Back sequence is initiated once that station performs an operation and then hangs up. The Call Back initiator will hear distinctive, quick bursts of ringing tone until he/she acknowledges the Call Back notification by going off hook. Then, the queued station begins ringing in order to complete the Call Back process.

This feature is useful for establishing a call between two stations that are normally very busy or do not closely monitor the telephone visual indications, such as Message Waiting. Call Back FEAT 9 2 may be programmed under any feature button

Operation:

Call any station:

(Note: the receiving station must be busy, in DND or in the Tone Ringing mode.)

```
CALLING STA xx
cbck msg
```

Ringback tone is heard. Or

```
STA xx BUSY
cbck msg next
```

Busy tone is heard. Or

```
STA XX WAIT
cbck msg
```

Ringback tone is heard when calling a busy station with Call Wait enabled.

Press **cbck** Soft Button. {enter FEAT 9 1 at Basic and Enhanced Key Telephones}

```
CBCK TO STA XX
```

Confirmation tone is heard. Or

```
CALL BACK DENIED
```

Error tone is heard. (Call Back will be denied when there is already a call back request at the called station or when the called station is not in Tone Ring mode.)

Response:

When the called busy party hangs up or when the called idle party takes some action then hangs up the Call Back is invoked. The initiating station will begin to Call Back, ring. A display telephone will see:

```
CALL BACK TO xx
reply del
```

Call Back ringing will continue for 30 seconds at which time the Call Back will automatically be canceled. The initiating

button or press the reply Soft Button to respond to the Call Back left earlier. When one of these actions is taken:

```
CALLING STA xx
cbck msg
```

station begins to ring. The key telephone user may press the del Soft Button {or enter FEAT ✱ 9 1 } to cancel the Call Back

request instead of waiting for the 30 second automatic cancellation. When done the display reads:

```
CALL BACK DELETE
```

Confirmation tone is heard.

Notes:

1. Only one Call Back may be initiated at a time. A second Call Back request will be denied.
2. If the Call Back initiating party calls a station that is set to Voice Call Allow (FEAT 9 8) mode, the caller must first press ✱ to force the destination phone to provide ICM Tone Ringing. Then the Call Back can be made.
3. Each station is allowed one ICM Call Back to or from only one other station, at the same time.
4. The Call Back is canceled after pressing the reply or del button, or by dialing FEAT ✱ 9 1 .
5. For the Executive Key Telephone, if the Call Back is not answered during the ring reply time, the response message will remain until replying or deleting.
6. The Call Back starts under the condition that both the calling and called parties are idle (on-hook).
7. The Call Back feature code may be programmed on any programmable feature button.

Call Forward FEAT 2

Description:

Several types of Call Forward (CF) are provided for individual station use. ICM calls, transferred CO calls, and incoming CO ringing may be forwarded to another designated station. The forwarding station may elect to have only incoming calls forwarded while the station is busy, when idle, always, or only when unanswered).

A "follow me" capability is provided so that a user can activate CF remotely from another station, and receive calls while at the temporary location.

CF can be pre-programmed on any feature button. When active, the LED on the assigned CALL FORWARD button will light. On an Executive Key Telephone, the display will also indicate that the feature is active and what station is assigned to receive the incoming calls. Regardless of key telephone or single line telephone type, active CF will alert the forwarded station user with a special ICM Reminder Tone.

Operation:

Note: when Call Forward is active at any telephone, Special Dial Tone is heard when the user accesses intercom dial tone.

The following case sample assumes that station 12 is Busy Call Forwarded to station 16.

Station 10 calls station 12,

which is busy on another ICM call. This call is forwarded to station 16, at

station 10 Ringback Tone is heard and the display reads:

```
CALLING STA 16




  cbck msg
```

if station 16 is also busy. Busy Tone is heard and the display reads:

```
STA 16 BUSY




  cbck msg next
```

At station 16 ringing is heard and the display reads:

```
STA 10 CALLING




         12 CFW.
```

Executive Key Telephone Setup:

Press FEAT 2

```
CALL FORWARD
  idle busy next
```

or if DND is currently active Error Tone is heard and the following is displayed. (Call Forward cannot be activated at a telephone in DND.)

```
RELEASE   DND
```

If not in DND press **idle** Soft Button

```
IDLE FWD TO _
  bksp save chg
```

or

Press **busy** button

```
BUSY FWD TO_
  bksp save chg
```

or

Press **next** button

```
CALL FORWARD
direct no follow
```

Press **direct** button

```
DIRECT FWD TO
  bksp save chg
```

or

Press **no** button

```
NO ANSWER FWD_
  bksp save chg
```

or

Press **follow** button

```
FOLLOW FROM _
  bksp save chg
```

Dial xx

```
FOLLOW FROM xx
  bksp save chg
```

Press **save** button

```
CHK PSWD: _
  bksp save chg
```

Enter password for station xx then press **save**. After password check, it will be treated as though the initiating Station xx invokes Direct CF this station. The display will momentarily display the following message while confirmation tone is heard.

```
FOLLOW FROM    XX
```

If station xx is in DND or has messages waiting, Follow Forward will not be allowed and the following will be displayed:

```
OUT OF SERVICE
```

Any call forward mode can be canceled at the station that is forwarded by pressing FEAT 2.

```
FORWARD DELETE
```

Basic and Enhanced Key Telephone Setup:

FEAT 2 0 +Sn
   =IdleCF

FEAT 2 1 +Sn
   =BsyCF

FEAT 2 2 +Sn
   =all CF

FEAT 2 3 +Sn+PWD
   =Follow Me CF

FEAT 2 4 +Sn+x
   = No Answer CF

"Sn" = station number

"x" may be 0, 1, 2, 3 or 4 (where 0=10 sec, 1=20 sec, 2=30 sec, 3=40 sec & 4=50 sec.

Notes:

2. Only one type of CF can be active at a station at any time.
3. If CF has been enabled, the original CF setting will be deleted prior to new CF programming.
4. CF, DND, and MW features are mutually exclusive. Only one of these three features may be active at the same time.
5. After programming CF, the CF message will be displayed on the LCD depending on its specific display priority.
6. Any station that enabled CF will hear Special Dial (Reminder) Tone instead of normal dial tone when accessing the ICM to make an ICM call. (Special Dial Tone is a stutter dial tone).
7. The system does not allow a station user to set up Call Forward beyond three stations. Only two-step in CF is allowed.
8. Any number of stations may be programmed for CF to the same destination, simultaneously.
9. Call Forward Direct will forward all ICM calls, regardless of busy/idle state.
10. Call Forward No Answer shows a timer value on the display of an Executive Key Telephone which allows the station to adjust the time a call will ring before it forwards. This option remains displayed until some other action is taken at the telephone.
11. The Call Forward feature code may be programmed on any programmable feature button.

Call Operator ⓪ (Call Attendant)

Description:

The station that is programmed as the attendant may receive intercom calls by a one-digit code. The Call Operator code is programmable as either 0 or 9. The code is in addition to the assigned two-digit intercom number for the station. The attendant two-digit station number can be assigned to any feature button.

Call Park ⓕ 7 3

Description:

Call Park allows a user to retrieve a CO line parked at his station from any station in the system. Call Park is limited only by the number of station circuits equipped in the KSU. Operation is simplified since Call Park locations coincide with station numbering. CO lines are parked and retrieved by the same Call Park code (ⓕ 7 3) followed by their pre-assigned station number.

Calls can be retrieved from any station, regardless of model or button assignments. The Call Park code and a specific station number can be pre-assigned to any feature button. CO lines that have been parked are on System Hold and can be accessed at any station.

Operation:

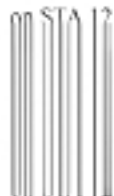| A station user is conversing with an outside party on CO Line.	Press **FEAT** `7` `3`	or if there is another CO line call currently parked on STA 12?
1.	CALL PARK	
`CO LINE 1    xx:xx`	Dial xx	`PARK 12 IS BUSY`
	`CALL  PARK TO xx`	

Notes:

1. Each station has one personal station number used for parking by one CO line call.
2. The number used for parking is identical to the station number.
3. From the user's station, the user can park a CO line call at any station number, even if a key telephone is not assigned to that park number.
4. The Call Park feature code may be programmed on any programmable feature button.

Call Park Answer **FEAT** `7` `3`

Description:

Call Park Answer uses the same code as the initiating Call Park code. There are two methods of retrieving a parked call. To retrieve a parked (holding) call, the user simply dials the feature code (**FEAT** `7` `3`) and the associated station number or he may dial the feature code followed by the CO Line number (in two digit format). Call Park Answer is further simplified since the parked CO call is held via System Hold; if the user has CO Line button appearance of the parked CO call he may simply press the flashing CO line button.

If the CO line is placed on System Hold at another station (not parked), anyone may retrieve this call by dialing the Answer code (**FEAT** `7` `3`) followed by the CO Line number (01-12). This is a useful application of reverse transfer for key telephones that may not have the holding line's button appearance at their location.

Operation:

To retrieve a parked CO line call, press **FEAT** `7` `3`.	Dial xx (where "xx" is the station number where the call is parked.)	or if station "xx" has no parked call.
`CALL PARK ANS   _`	`CO LINE 1    xx:xx`	`CO LINE UNAVAIL.`

Notes:

1. Any station can answer a commonly held (parked) CO line not appearing on that

3. A station user who uses "Call Park Answer" for a CO line that does not appear on his station must note (display station only) which CO line is accessed if he is to place that call on hold and retrieve it again.

4. The Call Park Answer feature code may be programmed on any programmable feature button.

Call Pick Up(Direct/Group) FEAT `5` `3` / FEAT `5` `4`

Description:

Calls ringing at another station may be picked up at any other station using the call pick-up features; Direct and Group Call Pick-up. If more than one call is ringing at a station a priority list determines which call is answered when this feature is invoked. If more than one call of the same type is ringing at the station the calls are retrieved on a first-in, first-out basis.

The Call Pick Up priority list is as follows:

CO line calls	ICM calls
A. Camped-on	A. Incoming
B. Recalling	B. Voice Call
C. Transferred	
D. Incoming	
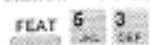
Direct Call Pick-up allows a station to retrieve calls ringing at any other station in the system by dialing the Direct Call Pick-up feature code (or pressing a feature button programmed for Direct Call Pick-up) and entering the station number of the ringing station.
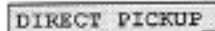
Group Call Pick-up allows a station to retrieve calls ringing at other stations within the same station group. See STATION Groups.

A station that wants to use the Call Pick-up feature should not be on another call. For Group Pickup, the retrieving station should be in the same Station Group as the station that is ringing, if the Group Pick-up code is used.
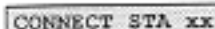
Operation Direct Pick-up:

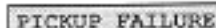When you hear a station ringing and know the station number, press

FEAT `6` `3` .

```
DIRECT PICKUP_
```

Then dial the station number. If the ringing call was an intercom call the following is displayed.

```
CONNECT STA xx
```

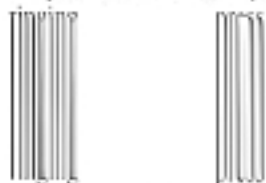If the ringing call was a CO line ring or transferred CO line the following is displayed.

```
CO LINE x
```

Or if the dialed station number has stopped ringing, error tone is heard and the following is displayed.

```
PICKUP FAILURE
```

Operation Group Pick-up:

When you hear a station in your Station Group ringing

FEAT `5` `4`. If the ringing call was an intercom call the following is displayed.

```
CONNECT STA xx
```

If the ringing call was a CO line ring or transferred CO line the following is displayed.

```
CO LINE x
```

Or if the dialed station number has stopped ringing, error tone is heard and the following is displayed.

```
PICKUP FAILURE
```

Notes:

1. A Station that does not have the outside CO line appearing on a button, or does not have CO Line Receive allowed in programming, may still answer the ringing CO line by the Call Pick-up procedure.
2. At default all stations are members of Station Group 1.
3. The Call Pick Up feature code may be programmed on any programmable feature button.

Call Waiting   FEAT `6` `8`

Description:

Call Waiting allows the Executive Key Telephone user to receive one burst of warning tone over the speaker, whenever an inside caller is waiting. This feature must be enabled by the Executive Digital Key telephone user and will also affect Voice Over Busy.

If Call Waiting is active, an inside call that is waiting can be answered or rejected by an Executive Digital Key telephone via the LCD Soft Buttons. The Executive Key Telephone user can activate Call Waiting (FEAT `6` `8`) whenever off hook tone signaling is preferred. When activated, inside parties cannot invoke Voice Over Busy (FEAT `5` `6`) unless there is another ICM call currently waiting for the same station. The Call Waiting enable/disable code may be assigned to any feature button.

Operation:

Station 12 makes an intercom call to station 16 who is busy. Ringback tone is heard and the display at station 12 reads:

```
STA     16 WAIT
cbck msg
```

At station 16 one ring

```
STA     12 WAIT
reply   reject
```

Press **reply** button

```
CONNECT STA 12
```

The original call will be placed on hold automatically, if Auto

```
CONNECT STA 16
```

Or the busy station (16) presses the **reject** button, the calling station hears busy tone and sees the appropriate busy message.

```
STA     16 BUSY
cbck msg next
```

Setup:

The Executive Key Telephone may activate Call Wait at any time (while idle or busy).

Press FEAT 6 8 .

confirmation tone is heard and the mode is displayed.

CALL WAIT ALLOW

Press FEAT 6 8

confirmation tone is heard and the mode is displayed.

CALL WAIT DENY

Notes:

1. This feature applies only to the Executive Key Telephone.
2. Call Waiting Answer will place the current call on hold automatically if Auto Hold Allow is enabled at that Station.
3. If a feature button is programmed for Call Wait Allow, the programming status of this feature will be indicated on its associated red LED. A steady red light indicates that the feature has been enabled.
4. At default Call Waiting is inhibited.
5. Call Waiting does not operate when the called station is in dialing mode or no longer connected to its previous party before going on hook.
6. The Call Waiting feature code may be programmed on any programmable feature button.

Camp On (Busy Station)

Description:

Camp-On is used to privately alert a busy station for immediate consultation. Camp-On alert tone is heard at the busy station every 30 seconds as a reminder. The party currently speaking with the busy station does not hear the tone.

Operation:

When calling a busy station and listening to busy tone. Press next [at non-display press 2 .]

STA   xx BUSY
cbck msg next

Then press camp.

STA   xx BUSY
camp voic

At a display telephone the display will indicate the Camp On.

CAMP ON TO xx

Confirmation tone is heard then MOH (if equipped) is heard until the busy party completes his current call and answers the Camp On. When the called (busy) station hangs up, the Camp On will ring through according to the Intercom Mode Selection. If the busy station places the current call on hold

the camp on will ring through at his station when it is idle and on-hook.

Or if another Camp On is currently underway at the busy station, this Camp On request will be denied. Error Tone is heard and the following is displayed.

CAMP ON FAILURE

Note:

Each station can have only one Camp On at the same time.

Camp On (Busy CO Line) FEAT `9` `3`

Description:

This feature allows a user to Camp-On a busy CO line and access that CO line for

access when it becomes available. When a line is continually busy, the Camp-On feature allows the user to access the line without watching the busy LED status until the CO line is released. A station user may only have one Camp-On active at any time.

Operation:

When a desired CO Line is busy, press the CO Line button.

```
CO LINE x   BUSY
     camp
```

Busy tone is heard press the **camp** button. {At non-display telephones press FEAT `9` `3` .}

```
CAMP ON CO LN x
```

Or if the CO line is already camped on by another user error tone is heard and the following message is displayed:

```
CAMP ON FAILURE
```

When CO Line 1 is returned (released) to the idle condition it will begin to ring the camped station.

```
LN x
```

Ringing is heard and the CO Line red LED is flashing fast. Press CO LINE 1 button or lift the handset.

```
CO LINE x
```

CO dial tone is heard.

To cancel a Camp On request press FEAT `*` `9` `3` . At a display phone the following is seen.

```
CO LINE CAMP DEL
```

Notes:

1. Every CO line can be camped by only one station at the same time.
2. Every station can camp only one busy CO line at the same time.
3. The Camp-On Alerting Ring Time is 30 seconds. If the camp on goes unanswered during the 30 second ring time the camp on is canceled.
4. CO lines that have been camped will recall the Camp-On initiator. The camped CO line will become available to other stations if the camped station doesn't answer within 30 seconds.
5. Camp On at a station using a Pooled Group button for access of CO lines is the same as that of a station with CO line button appearances except that to answer a Camp On the user must lift the handset to be connected to the camped CO line.
6. During the time that the Camp-On is recalling the initiator, a new incoming call will take precedence over Camp-On and will be answered when the station goes off hook.

Clear CLEAR

Description:

The CLEAR button is a fixed button on every model that allows the user to return the

- Any call may be dropped by pressing the clear button.
- Any feature programming may be completed or abandoned by pressing the clear button.

Used in conjunction with the Headset Mode and the $\overset{SPKR}{\rule{1.2em}{0.4pt}}$ button, the $\overset{CLEAR}{\rule{1.2em}{0.4pt}}$ button may be used to cancel and disconnect calls, whereas, the $\overset{SPKR}{\rule{1.2em}{0.4pt}}$ button becomes an "answer" button.

Conference (Supervised) $\overset{FEAT}{\rule{1.2em}{0.4pt}}$ $\boxed{6}$ $\boxed{0}$
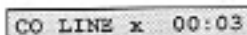
Description:

The system can accommodate eight (8) simultaneous 4-party conferences. Any conference combination may consist of 2 CO lines maximum and any number of system stations to a maximum of 4 parties (members). One inside key telephone station is the controller of the conference and constitutes one conference party (member). Analog stations may be a conference member but cannot set up or control the conference.

Before a conference can be set up with a maximum of 4 parties, a 3 party conference must be established. If desired, one button conference activation is possible by assigning the Conference Feature code ($\overset{FEAT}{\rule{1.2em}{0.4pt}}$ $\boxed{6}$ $\boxed{0}$) to a Feature button.

Operation:

While connected to a CO line,

```
CO LINE x   00:03
```
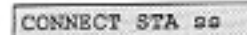
or while connected to another system station,

```
CONNECT STA ss
```

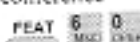press the $\overset{HOLD}{\rule{1.2em}{0.4pt}}$ button. The current call is placed on hold and intercom dial tone is heard. Press the next CO line to be used and dial the next CO line party or dial another system station.

```
CO LINE x   00:01
```

or

```
CONNECT STA ss
```

To join the parties in a conference press $\overset{FEAT}{\rule{1.2em}{0.4pt}}$ $\boxed{6}$ $\boxed{0}$.

```
CONFERENCE
```

Confirmation tone is heard and momentarily the display changes to:

```
LNx ss
private   forced
```

To add the fourth station or CO line and create a 4-party conference, press $\overset{HOLD}{\rule{1.2em}{0.4pt}}$ button, dial/access the fourth party, and then

press $\overset{FEAT}{\rule{1.2em}{0.4pt}}$ $\boxed{6}$ $\boxed{0}$ again.

The conference initiator may force release a conference member or talk privately with a conference member.

To Force Release or Talk Privately at an Executive Key Telephone, press the associated LCD Soft Button then choose the station number or CO line to invoke the feature.

[To Force Release at a Basic or Enhanced Key Telephone, press $\overset{FEAT}{\rule{1.2em}{0.4pt}}$ $\boxed{7}$ $\boxed{4}$ then dial the station number to release or press the CO line to release.

To Talk Privately at a Basic or Enhanced Key Telephone, press $\overset{FEAT}{\rule{1.2em}{0.4pt}}$ $\boxed{5}$ $\boxed{7}$ then dial the station number to talk privately or press the CO line to talk privately.]

Notes:

1. Maximum number of parties allowed to attend a conference is four (4).
2. Two (2) CO lines maximum may be connected in a conference.
3. A three-party conference must first be established before a fourth party can be added.
4. The station who establishes a conference is called the controlling party, and only the controlling party is allowed to invite or forcibly release any attending internal or external party, or to setup a "private talk" with any one attending party.
5. When adding new parties to a conference and while speaking privately to a particular conference member other members of the conference will be connected to MOH.
6. When the controlling party exits a conference, the most recently invited internal party will be designated as the new controlling party.
7. Each of the calls involved in a holding conference will be placed on Exclusive Hold.
8. When a conference is established, each party will hear a burst of conference tone.
9. The maximum number of simultaneous 4-party conference groups is eight (8).
10. Any conference feature code may be programmed on any available programmable feature button.

Conference (Unsupervised) FEAT 7 7

Description:

The system allows the conference controller (key telephone user that established the conference) to exit a conference which the participants were only two outside CO lines and the station. This allows the station user to perform other tasks at the station while the outside CO line parties continue their conversation. This conference is called Unsupervised since no internal system station user is involved as a member of the conference. To establish an Unsupervised conference the user must first establish a Supervised conference. Having done so, the Unsupervised conference feature code FEAT 7 7 is entered to invoke the Unsupervised conference.

Operation:

While engaged in a conference involving only 2 CO lines and your own station:
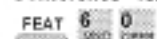
```
LNx LNx
private    forced
```

Press FEAT 7 7.

At display telephones the following display will be seen momentarily.

```
UNSUPERVISED CNF
```

If no further action is taken the display returns to idle status. At this time

the 2 CO lines are conferenced.

To rejoin an ongoing Unsupervised Conference at the controlling station; enter the Supervised Conference feature code FEAT 6 0.

Notes:

1. The station who establishes a conference is called the controlling party, and only the controlling party is allowed to invite or forcibly release any attending internal or external party, or to setup a "private talk" with any one attending party.

Dial Intercom (Non-Blocking)

Description:

All intercom call are made by dialing the station's unique two-digit intercom number. If a station feature button is programmed as a DSS/BLF button, it may be used to place an intercom call. Any intercom call can be placed Hands-free without lifting the handset. However, acoustic conditions at the local and/or distant station may dictate the use of the handset to achieve optimum voice connection.

Each station user determines how intercom calls are received: either in Voice Announce Hands-free mode, Voice Announce Privacy mode, or Tone Ringing. The intercom calling station can force the called station from Voice Announce mode to Tone Ring mode by dialing the asterisk [✱] key after dialing the station number.

Intercom dial tone may be automatic upon lifting the handset or after pressing the [SPKR] (speaker) button, if enabled under the Auto Line Select ([FEAT] [9] [5]) station feature.

Operation:

To place an ICM call:

Dial the station number on the telephone dial pad.

```
CALLING STA xx
cbck msg
```

Ringback tone is heard or if the called station is in Voice Announce mode a connection is automatically selected.

```
VOICE CALL    xx
              msg
```

If the called station is busy, busy tone is heard. The display shows:

```
STA       xx BUSY
cbck msg   next
```

If the called busy station has Call Wait enabled, ringback tone is heard.

```
STA       xx WAIT
cbck msg
```

Various other displays and conditions:

```
STA       xx  DND
```

...when the station is in DND.

```
OUT OF SERVICE
```

...if the station number dialed is not connected.

```
YOUR NUMBER
```

...if the called station is your own station number.

Note:

1. Intercom calls to key telephones selected for Voice Announce - Hands-free or VA - Private (via code [FEAT] [9] [8]) are "logically" answered by the system at the called station.

Dial Pulse To DTMF Conversion

Description:

When making an outside call on a CO line with Pulse (Rotary) dialing, the digits following ▓ will be sent in DTMF tone mode. Pulse-to-tone changeover can be programmed into any Speed Dial bin, if desired.

Direct Inward System Access (DISA)

Description:

This system feature allows privileged users the ability to remotely access system facilities, based on the time of day and individual password protection. Outside callers reach designated DISA CO lines for making long distance calls over specified facilities. Each DISA CO line has its own Class of Service for dialing privileges. Any number of DISA lines may be assigned incoming DISA access, based on the system service mode (DAY, NIGHT, ALWAYS). Since the remote user's password is only a 4-digit entry, the customer should exercise caution in permitting unauthorized use of the DISA facilities. The CO line-to-CO line Conference time may be set to automatically drop the connected outside parties upon expiration of a pre-programmed amount of time. Talk time can be manually extended by the outside DISA party.

Operation:

Assuming CO Line 1 is programmed for DISA operation:

Calls into CO line 1 are automatically answered and DISA dial tone is given to the outside party.

CASE 1: (station call)

When the external party hears DISA dial tone he dials the two digit station intercom number. The station dialed will begin ringing for the DISA CO line.

```
LN1
```

CASE 2: (call operator)

When the first dialed digit is the Operator Code, the CO line call will be directly transferred to the

If the entered station number is non-existent, the CO line call will be directly transferred to the attendant.

CASE 4: (time-out)

If the station number is not entered within 10 seconds, the system will divert the call to the attendant station.

CASE 5: (line access)

When the external party hears DISA dial tone he enters a DISA password (24 possible) preceded and followed by the pound (#) digit. Once the password is verified the system prepares to receive the subsequent DTMF digits to determine what feature the external party

available: speed dialing, CO line access, and intercom calling.

CASE 5.1:

To use system speed dialing, dial: "1 (SPD) + nn", where "nn" is the System Speed Dial Bin (20-99). After 1+nn is dialed, the system will select an idle CO line and dial the stored directory number.

To select a CO line dial: "2x" where "x" any of the following:

- ▓ =1, ▓ =2, ▓ =3, ... ▓ =9,

- ▓ =10, ▓ =11, ▓ =12.

DISA will connect the line for dialing.

To dial intercom dial: 3+ss where "ss" is the station number..

CASE 5.2 : (end call)

When the call is in progress, the outside party may dial ⬛0 ⬛# to terminate the conference.

If the specified Talk Time expires, the call will be released.

CASE 5.3 : (extend Talk Time)

When the DISA call is in progress, the outside party may dial ⬛0 ⬛* to extend the preset conversation time.

CASE 5.4: (unsuccessful attempt)

If the prefix digit is not valid (1,2 or 3), or no phone number is stored in the location of the entered system SPD bin, or the SPD bin is not empty, but an idle CO line is not available, or the selected CO line is busy, the system will divert the call to the system attendant.

Notes:

1. The allowed CO Line-to-CO Line Conference time is programmable for selections of 1, 2, 3, 5, 10, and 15 minutes.
2. The activation time for a DISA CO line is programmable for "Never", Day", "Night" or "Always".
3. DISA CO line C.O.S. assignment coincides with Toll Restriction C.O.S. Tables.
4. There are 24 sets of passwords available, each 4 digits in length (these passwords correspond to the system stations). When dialing the password, it must be preceded and followed by the pound (#) sign (i.e. # + PSWD + #).
5. Two DISA CO lines may be serviced simultaneously when the option board is installed. In the event that more than two DISA CO lines are signaling for answer, the other incoming DISA CO line calls will receive internal busy tone upon answer by the system.
6. System CO Line-to-CO Line Conference does not have to be enabled in Database Programming.
7. The option board must be installed for DISA to function.
8. At default DISA is inactive for all CO lines.
9. The default COS of day and night for DISA CO line is 0.
10. The default conversation time for CO Line-to-CO Line Conference is 1 minute.

DSS/BLF Button

Description:

Any feature button may be assigned as a combination Direct Station Select (DSS) and Busy LED Field (BLF) monitor button. The DSS/BLF button may be labeled using the station user's name, two-digit ICM number, or both.

The DSS/BLF button allows one button intercom calling to the specific station. This same button will light whenever the specified station is busy (offhook) or in the Do Not Disturb mode. (Refer to Programmable Feature Buttons to assign a DSS button.)

Distinctive Ringing (Station) FEAT # 7

Description:

Each key telephone station may have one of four distinctive ringing tones for incoming calls. This feature is helpful in group working environments where the user may distinguish his or her calls from other stations that are also ringing. If desired, the Distinctive Ringing selection code (FEAT # 7) may be programmed under a Feature button.

Setup:

Press FEAT # 7

| RING TYPE : 1 |
| chg |

The current ringing tone is heard. Press **chg**

| RING TYPE : 2 |
| chg |

The new ringing tone is heard.

{At Basic and Enhanced Key Telephones

Press FEAT # 7 x (where "x" is one of the four ring choices available, 1-4) }
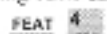
Notes:

1. At default each station is set at type 1 ringing tone.
2. The Distinctive Ringing feature code may be programmed on a programmable feature button.

Do Not Disturb (DND) FEAT 4

Description:

This feature is used to temporarily discontinue ringing on incoming CO calls and stops inside parties from calling while your phone is busy or idle. Certain higher privileged (COS) stations may override a station's DND condition, for special calls or emergencies. At any time, an idle station may immediately divert an incoming tone ringing ICM call to the attendant by pressing the DND button or by entering the DND code (FEAT 4). A station that is in DND mode is indicated by an illuminated DSS button appearing at all phones. If DND is active, special ICM reminder tone is provided to the station user. If DND is assigned to a feature button, that button will be lit anytime DND is active.

Operation:

DND may be activated while idle or busy. Press FEAT 4 . Confirmation tone is heard and DND display replaces idle display.

| DO NOT DISTURB |

DND is canceled in the same way that it is set, press FEAT 4

station display returns after the momentary message:

| DND DELETE |

Notes:

1. While DND is active intercom dial tone will be interrupted to remind the user of this feature condition.
2. Do Not Disturb cannot be activated at a station that has invoked Call Forward.
3. DND will block all intercom calls (except DND Override) and CO line ring.
4. If DND is activated during an ICM ringing call, the caller will be immediately diverted to the Attendant (Forced Intercom Call Forward).
5. The DSS/BLF button on other key telephones will flash while DND is active.
6. The DND feature code may be programmed on a programmable feature button.

DND Override

Description:

The Executive Key Telephone user may override DND status at a station that is in DND if the COS of the Executive Key Telephone is a higher privilege (COS). When DND Override is invoked, tone ringing is heard at the DND telephone.

Operation:

Call Station xx which has enabled DND.

```
STA        xx   DND
       override
```

DND tone is heard and Override option is displayed only if your

COS is higher than that of STA xx

Press **override**.

```
CALLING STA xx
cbck msg
```

if the station is idle, or

```
STA        xx   BUSY
cbck  msg   next
```

if the station is busy, or

```
STA        xx   WAIT
cbck  msg
```

if the station is busy with Call Wait Enabled.

External Call Forward (ECF)

Description:

External Call Forward (ECF) is a pre-programmed method of Call Forward, where one incoming line and one outgoing line are reserved for after-hours forwarding. When an outside caller rings into the system while the ECF service is active, the system will answer and re-direct the call to another external location. System Speed Dial bin 99 is specially linked to ECF such that the number stored in this speed dial bin is the number used for ECF operation. The system maintains the forwarded connection until the programmed "conversation time" expires or whenever the receiving party manually releases the CO Line-to-CO Line connection by dialing a 0 # interpreted as the disconnect code.

Note: the optional Option Module is required for ECF operation.

Operation:

The CO Line to be answered must be programmed as the ECF Incoming CO line. A

separate CO line must be programmed as the ECF Outgoing CO line. In addition, System Speed

Dial bin 99 must contain a telephone number where the call is to be forwarded...

When the ECF Incoming CO Line is ringing:

Case 1 : (Normal Operation)

The system will answer the incoming call, seize the outgoing CO Line, and then dial out the telephone number which is stored in System Speed bin 99.

The system will make a CO Line-to-CO Line Conference for the ECF CO Lines. A system DTMF receiver will be connected to detect any service request from the external party.

Case 2 : (Insufficient Condition)

When the incoming ECF CO line is signaling, if the preset outgoing ECF CO line is busy or if System Speed bin 99 is empty, the call will be processed normally.

Notes:

1. The allowed CO line to CO line conference time is programmable, from 1, 2, 3, 5, 10, and 15 minutes.
2. The activation time for ECF feature is also programmable, which can be "Never", "Day", "Night" or "Always".
3. The remote forwarded party on an ECF outgoing CO line can dial [0] [#] to end the CO Line-to-CO Line Conference.
4. The System CO Line-to-CO Line Conference does not have to be enabled in the Database Programming.
5. The option board must be equipped for ECF to function.
6. ECF is greatly enhanced when Call Abandon is set to "yes" for CO lines that are to be used with ECF. With this setting enabled, the system will disconnect and terminate an ECF CO Line-to-CO Line Conference if either outside party goes on hook.
7. At default ECF is disabled and no CO line is assigned as an incoming or outgoing ECF CO line.
8. The default conversation time for CO Line-to-CO Line Conference is 1 minute.

External Paging   [FEAT] [5] [0] [1]

Description:

The system provides one-way, dedicated paging access to a paging amplifier. The External Paging Zone may be accessed individually or with all eight (8) Internal Paging Zones as an All Call Page. The External Page access code ([FEAT] [5] [0] [1]) may be programmed on any feature button.

Feature Cancellation   [FEAT] [*]

Description:

Certain features, once enabled but no longer required, may be easily canceled by dialing the cancel code.

The features which can be canceled through [FEAT] [*]

[FEAT] [*] [9] [1]   Call Back Delete

[FEAT] [*] [9] [2]   Set Alarm Clock Delete

FEAT ***** **9** **3** Camp on Busy CO Line Delete

FEAT ***** **9** **5** Auto Line Selection Delete

FEAT ***** **9** **6** Sn Message Waiting Delete ("Sn" is the station number where the message was left.)

FEAT ***** **9** **0** Premises Message Delete

Notes:

1. Features activated are protected by system memory battery back-up, in the event of commercial AC power failure.

Flash   **FEAT** **3**

Description:

When the Flash code (**FEAT** **3**) is dialed or a flash programmed Feature Button is pressed, the system will generate a timed, open loop flash condition on any CO line. The Flash should be programmed on a feature button when the system is used behind Centrex or PBX. If Call Waiting service is provided, the Flash feature is used by the key telephone station to answer a second incoming call, while connected to another outside party. (Note: single line stations can not use system generated hook-flash.)

Operation:

While a CO line call is in progress:

```
5551212
```

Press **FEAT** **3**

```
/
```

CO line loop is opened for the programmed Flash Time. The LCD is refreshed to CO line connected display following flash time-out or 10 sec later.

```
CO LINE 1    XX:XX
```

Last Number Redial will

re-issue the flash command.

Press **FEAT** **8**

```
5551212/
```

"/" will be displayed on the LCD to indicate the Flash code.

Notes:

1. The Flash code may be stored in any speed dial bin.
2. The Flash code may be stored in the Last Number Redial buffer.
3. The Flash time is programmable from 100ms to 1500ms in increments of 100ms (1/10th of a second). (At default it is set at 700ms.)
4. When **FEAT** **3** is entered, the temporary LCD message("\") will be displayed, then the display will return to the previous message unless other digits are dialed.

Flexible Button Inquiry

Description:

Programmed flexible buttons can be reviewed at the Executive Key Telephone. The button inquiry is performed while the Executive Key Telephone is idle and requires entry into Flexible Button Programming using the code **FEAT** **#** **3** .
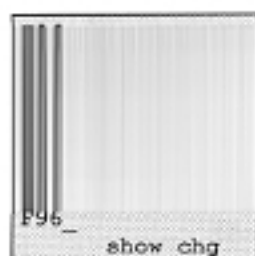
Operation:

Press **FEAT** **#** **3 DEF**

Press the feature button to query. The current contents of that button are displayed. (In this

example button 20 is pressed.)

Press **show** to display the feature represented by the code programmed. In this example the feature key

code represents Message Waiting.

Momentarily the display reverts back to the previous screen.

Notes:

1.   Buttons that have no feature programming will display "UNASSIGNED BTN".
2.   Refer to the key telephone button maps in the Configuration section for default button assignments.

Forced Intercom Call Forward **FEAT** **4 GHI**

Description:

Tone ringing intercom calls can be quickly diverted to the attendant position. When an intercom call is ringing press the DND button to force the incoming intercom call to immediately forward to the attendant.

Operation:

With your station set to Tone Ring (via **FEAT** **9 WXY** **8 TUV**) another station is signaling your station.

`STA xx CALLING`

You decide you do not want the call and wish it to be handled by the system attendant. Press **FEAT** **4 GHI**.

`DO NOT DISTURB`

DND is invoked and the call is immediately forwarded to the attendant.

Notes:

1.   If the ICM call in progress is with the attendant, Forced CF will not operate. When DND is invoked, standard DND operation is followed.
2.   If forced DND is activated, the operation is treated as if the calling party makes a new ICM call to the attendant .
3.   If there is an incoming ICM call ringing at a station where station Call Forward is enabled, the called station cannot activate Forced CF.

Forced Tone Ringing *****

Description:

Ringing feature. After connection to a Voice Announce station, the user may dial ✳ (asterisk) to change the ICM call receive mode at the called station from Voice Announce to Tone Ring. After dialing the ✳ key, the called station will ring until the call is answered. If the call remains unanswered, the user may dial the ✳ key again to return to Voice Call Announce mode.

Operation:

You have just placed an intercom call to a station in Voice Announce mode (Handsfree or Private) and cannot get a response.

```
VOICE CALL    xx
          msg
```

Dial ✳ to change the alert signal at the called station from Voice Announce to Tone Ringing.

```
CALLING STA 10
clbk msg
```

A Tone Ringing alert signal is sent and continues at the call station until answered.

Notes:

1. Voice Announce mode can be operated again without hanging up by dialing ✳ again.
2. It is not possible to force a station from Tone Ring mode to Voice Announce mode if that is the mode they have selected.
3. If the caller wants to leave a Callback request at a called station that doesn't answer, the ICM Call Receive mode must be selected to ICM Tone Ring.

Headset Mode   FEAT 9

Description:

Each key telephone provides headset mode operation. When enabled, the SPKR (Speaker) button is also used for headset operation. If the SPKR (Speaker) button is pressed while idle, the telephone operates the headset mode and the handset jack becomes active although the handset remains in the cradle. Used in conjunction with an ancillary headset adapting device, the headset is enabled.

When the SPKR (Speaker) button is pressed again, the speakerphone mode is activated. At any time during any of these modes the handset may be lifted to disengage the headset or speakerphone mode.
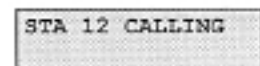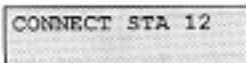
Operation:

To activate headset mode:

Press FEAT 9_{WXY} #

HEADSET ENABLED

Confirmation tone is heard.

Once engaged, the Headset mode is operated using the SPKR (Speaker) button. To answer an incoming call,

STA 12 CALLING

press the SPKR button.

CONNECT STA 12

The SPKR button LED is fast flashing indicating Headset operation.

Press the SPKR button again to switch to Speakerphone mode. The SPKR button LED will be lit steadily indicating speakerphone mode operation.

To return to Headset mode, press the SPKR button again. Note: when Headset mode is engaged the SPKR button will toggle operation from

Headset mode to Speakerphone mode.

time to switch from a headset/speakerphone mode to handset mode.

To return to headset or speakerphone mode from handset mode, press the SPKR button until the desired mode is active (watch LED) and replace handset in cradle.

To cancel headset mode

Press FEAT 9_{WXY} #

HEADSET DISABLED

Confirmation tone is heard.

Notes:

1. If a feature button is assigned the FEAT 9_{WXY} # Headset code, it can be used to start/end headset operation. When the headset is enabled that button will light.

2. ICM Voice calls may be picked up by the headset user by pressing the SPKR button.

3. Incoming CO line calls may be answered by pressing the SPKR button (for automatic priority ring selection) or by pressing the desired specific CO line button.

4. Other features like BGM and muted ring while off hook continue to operate in the same manner.

5. Non-amplified headsets may be powered directly from the key telephone. In most cases this interface permits the key telephone to control the Volume Up/Down and Mute features. Some headsets may require the use of the headset adapter keys to adjust the volume, mute and other headset functions.

6. At default Headset mode is disabled for all stations.

7. The CLEAR button functions as a disconnect key while Headset mode is active.

8. The Headset feature code may be programmed on a programmable feature button.

Holding Call Answer/Select

Description:

Any station that has a CO line on hold may use the Holding Call Answer feature to access a CO line that was placed on hold at that station. When multiple calls are holding at the station, Holding Call Answer will access the CO line that has been holding for the

longest period of time. Holding Call Answer is very convenient at stations that do not have access to all CO lines. For example; when a station has received a CO line or multiple CO line call(s) via transfer but does not have a Programmable Feature Button assigned for the CO line connected, he must use the Holding Call Answer feature to be re-connected to a CO line placed on hold at that station.

Holding Call Answer may also be used at stations that have CO line appearances on Programmable Feature Buttons as a means of selecting the oldest holding CO line.

Operation:

While connected to any CO line.

```
CO LINE 1   xx:xx
```

press **HOLD**, the CO line goes on hold. If the outside held party disconnects, the system will automatically release the held CO line.

To be re-connected to the CO line placed on hold, press the **HOLD** button. Holding Call Answer may be used to administer two or more holding CO lines. While there are two or more CO lines holding, you may press **HOLD** to place a current conversation on hold or

Holding Call Answer a CO line already on hold: then press **HOLD** to toggle from one line to another. Repeated depressions of the **HOLD** button toggles your conversation connection.

Note:

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

Hold - Exclusive

Description:

When using the **FEAT** button and the **HOLD** button together, a station may place an outside call on a private hold. This Exclusive Hold condition eliminates accidental loss of the outside party because of inadvertent access by the other inside parties. The held line will not flash at other stations but will simply be illuminated in a steady Line-in-Use condition. CO line calls that are transferred will be automatically placed on Exclusive Hold and can only be retrieved at the initiating and destination stations.

Operation:

During a conversation on a CO line call:

```
CO LINE 1   xx:xx
```

Press **FEAT HOLD**

```
EXCLUSIVE HOLD
```

Confirmation tone is heard.

Notes:

1.   When a CO line call is placed on Exclusive Hold, the green LED at the holding station will flash fast and the red LED at other stations will be lit steady.
2.   A CO line call will be returned to System Hold after the effective Exclusive Hold time expires. An alerting tone will be sent to the station which initiated the Exclusive Hold. The green LED at that station will flash slowly and the red LED at other stations will begin to flash slowly.
3.   Exclusive Hold is used only for CO line calls.

4. The Exclusive Hold duration is programmable from 1-8 minutes in the Database Programming.
5. At default the Exclusive Hold time is 4 minutes.

Hold - System

Description:

Any CO line can be placed on system-wide Hold by one button operation of the red **HOLD** button. A CO line placed on System Holding is easily identified from other system holding CO lines since the green LED will flash at I-Hold rate while other system holding CO lines will be red and flashing System Hold rate. If the Auto Hold Allow feature is enabled by the station user, Hold is automatic whenever switching from one CO line to another or when pressing a DSS feature button. As long as the station is assigned CO line access or Line Receive, that station may pick up calls placed on Hold by another station. A CO line can also be placed on System Hold when using the Call Park feature.

Calls on Exclusive (private) Hold that have exceeded the Exclusive Hold programmed timer, and calls that are recalling from a CO line transfer, will automatically revert to a System Hold condition. There is a distinctive flash rate for a CO line that is on System Hold.

Operation:

Station 12 is on a CO Line conversation,	Press **HOLD**	**ICM**
CO LINE 1 xx:xx	CO line green LED is slow flashing. CO Line 1 is placed on System Hold. Intercom dial tone is heard and the display shows:	The user may now invoke some other call process or return to idle while the call is held.
the green LED of the CO line button is I-Use flashing.		

Notes:

1. Pressing the **HOLD** button will place the current call on System Hold, but will put a conference on Exclusive Hold if you are the controlling party and then temporarily exit to add another party.
2. When an ICM call (conference) is placed on Hold, the steady LED indication of the other station(s) will not change.
3. Any party who is put on Hold will hear music only if provided through the external music source connection.

Hold Reminder

Description:

The system provides a programmable timer to remind the station user of a call that has been left on System or Exclusive Hold. When enabled, each holding CO line will deliver a one burst ring tone over the key telephone speaker, and will repeat the burst tone, for every time period that exceeds the programmed Hold Reminder time. The tone

Notes:

1. The Hold Reminder time is system programmable and ranges: disabled, 10/30/60/90 seconds. (Default is 30 seconds.)
2. Both ICM and CO line calls are associated with Hold Reminder, if placed on hold.
3. CO line calls that are on System Hold, Exclusive Hold, or Screened Transfer Hold will follow the Hold Reminder programmed condition.

I-Hold Indication

Description:

I-Hold Indication is a means of easily identifying a call placed on hold at your station from calls placed on hold at other stations. At the station where a CO line call or ICM call is placed on System Hold, the associated button LED will flash at the System Hold rate but will light green as it flashes. Whereas the button LED of the same held CO line at other stations will flash at the System Hold rate and light red as they flash.

I-Use Indication

Description:

The corresponding button LED of any ICM or outside line I am using will be lit green and flash at a distinctive double wink rate. This busy CO line will be lit steady red at other station CO line buttons.

Last Number Redial FEAT 8 TUV

Description:

The Last Number Redial (LNR) feature automatically accesses the last CO line used to place a call and automatically dials the last number dialed. ICM calls are excluded from LNR rules. If desired, the user may manually select a different CO line and Redial over that line. For manual selection, the user selects the outside CO line first, then invokes the LNR feature. The LNR feature code may be programmed on any available flexible button.

If a hook-flash was previously entered, LNR will repeat the hook-flash in the same sequence as it was used. If a speed dial number was last dialed, LNR will dial the speed dial number plus any manually dialed digits. A maximum of sixteen (16) digits can be stored in the LNR buffer for every station.

Operation:

A specific CO line may be chosen for use with last number redial by pressing that CO line button.

```
CO LINE x
```

CO dial tone is heard

Press FEAT 8 TUV, the previously dialed number is dialed on the CO line selected.

```
5551212
```

Alternatively the CO line may be automatically selected by the Redial feature. While idle press

FEAT 8 TUV ...

| `5551212` | | `ALL CO LNS BUSY` | is heard and the following is displayed: |

In the event that all CO lines are busy the executive user will see:

Busy tone is also heard. If the Last Number Redial buffer is empty error tone

| `LNR EMPTY` |

Notes:

1. When LNR is invoked, the system will first select the previously used CO line to dial this number. If that CO line is busy, any idle CO line in the same CO line group will be selected . If all CO lines are busy, busy tone will be heard and the display will show "ALL CO LINES BUSY" on Executive telephones.

2. While idle, if a station user presses `FEAT` `8` the system will automatically select an available CO line and Redial the last number dialed.

3. The database programming data fields Dial Wait Time and Dial Tone Detection directly affect the performance of LNR. When these features are enabled, the telephone will either wait until dial tone is detected on a CO line, or wait for a preprogrammed period of time before digits are dialed from the LNR buffer on the CO line.

4. To LNR immediately depends on whether tone detection is allowed or pause timers apply. If tone detection is allowed, the system will Redial the last number after CO dial tone is detected. Otherwise, the system will Redial the last number only after the pause time for tone detection is exceeded.

5. The LNR feature code may be programmed on a programmable feature button.

Meet Me Page `FEAT` `5` `9`

Description:

Anyone paging internally or externally may be answered for a private "Meet Me" connection. After hearing the page, the paged party can dial the Meet Me Page code (`FEAT` `5` `9`) from any station and be connected to the person paging. During the Meet Me Page conference, the internal and external paging zones are released, and new pages may be initiated. The Meet Me Page code may be programmed on any available flexible button.

Operation:

A page is currently in progress.

The page may be any zone page or all page.

Press `FEAT` `5` `9`.

| `STA    xx   PAGE` | | | `CONNECT STA xx` |

Note: Any station may answer a page using the Meet Me Page code, even if the page announcement is not heard over the station speaker.

Message (Outgoing Messages)

Description:

Executive Key Telephone operation is greatly enhanced for message waiting by interactive display prompts. In addition to using the LCD as the main message center, when sending a message, the Executive Key Telephone user has the option of selecting a preprogrammed script message. There are seven (7) preprogrammed messages that are prompted for the user to select. The first message may be customized by the user at the time it is sent. The user spells the message using the dial pad letters (16 characters maximum). The remaining six (6) messages are preprogrammed in the system and are available to any Executive Key Telephone user. When the desired preprogrammed message is displayed, the user presses the send button (soft button) and the message is sent to the distant station.

Operation:

When the Executive Key Telephone user dials another Executive Key Telephone the choice to leave a message is extended.

```
VOICE CALL    xx
         msg
```

or

```
CALLING STA xx
 cbck msg
```

Press **msg**, the display changes to:

```
MESSAGE TYPE
 call me  preprog
```

When the left Soft Button is pressed (**call me**) a regular message indication is left at the called station.

Press **preprog**, the display changes to:

```
EMPTY
 send next chg
```

The first Preprogrammed messages is shown. This first message can be customized for this delivery. If you wish to send a customized message press **chg**.

```
 _
 bksp save chg
```

The cursor is positioned at the first character position to allow entry. Characters are entered by pressing dial pad keys.

Depres-sions:	1st	2nd	3rd
Key 1	see note 2		
2	A	B	C
3	D	E	F
4	G	H	I
5	J	K	L
6	M	N	O
7	P	R	S
8	T	U	V
9	W	X	Y
*	see note 3 and 4		
0	Q	Z	_
#	see note 5		

Dial Pad keys will display the Alphabetical characters with each depression as illustrated in the table.

There are also 6 preprogrammed messages

that can be used. To select one of these messages press **next**.

```
CALL OPERATOR
 send next
```

Continued depressions of the **next** Soft Button will cycle through the programmed choices. At default these are:

CALL OPERATOR
CALL HOME
CALL SCHOOL
VISITORS
WAITING
URGENT
COME SEE ME

When the desired message is displayed, press **send**.

When this is done the receiving Executive Key Telephone Message Wait button will flash and the display reads:

```
MSG FROM STA xx
 show del
```

When **show** is pressed the message selected will be displayed.

Notes:

1. Since Outgoing Message requires an LCD, this feature is only available on Executive Key Telephones.

2. Used to display special characters from the six Letter Schemes possible. Reference the Letter Type feature and associated programming in the I&M manual

3. When "*" is pressed before any dial key is pressed the numeral of the dial key will be displayed in this character position.

4. When "*" is pressed after a letter has been selected for this character position, the selected letter is forced to lower case.

5. Accepts the entered character and advances to the next position.

6. (space) and moves to the next position

Message (Executive Notify) FEAT 9 WXY 0 OPER

Description:

Executive Notify is provided to inform callers of the reason the user's station is unattended. An Executive Notify message can be preprogrammed in the system database and may contain up to 16 characters or digits. There are six (6) system preprogrammed Executive Notify messages and one (1) private message which may be edited per station according to individual user preference.

When the user presses the store button to select the desired message, that message will appear on the user's display. Any Executive key telephones that ICM call (tone ring only) the user's station will also view that message on their display.

Operation:

An Executive Key Telephone user may store an Executive Notify message "OUT FOR LUNCH". When another Executive Key Telephone user calls this station that message will be displayed.

```
OUT FOR LUNCH
cbck msg
```

Once notified of the status of the called Executive Key Telephone user, the calling station may invoke the Call Back feature or leave a message.

Setup:

To set an Executive Notify message at your Executive Key Telephone, press FEAT 9 WXY 0 OPER.

```
EMPTY
store next chg
```

This first Executive Notify message can be customized by the user for this occasion. To leave a customized message use

desired. Refer to the table provided in the Outgoing Message description for dial pad key character equivalents.

If a customized message is not desired, press **next**.

```
OUT FOR LUNCH
store next
```

Press **next** until the desired message is displayed. At default the

EMPTY(*)
OUT FOR LUNCH
BE BACK SOON
LEFT FOR THE DAY
IN A MEETING
OUT OF OFFICE
ON VACATION
 (*Private Editing Message)

Press **store** to display this message and make it ready for Executive Key Telephone users who call

Notes:

1. Since Executive Notify messaging requires an LCD, this feature is only available on Executive Key Telephones.
2. The Executive Notify feature code may be programmed on a programmable feature button.

Message Waiting FEAT 9 6

Description:

A busy or unattended station may be notified of a call attempt via the Message Waiting feature. At the Executive Digital Key telephone, the LCD will indicate messages waiting and provide prompts to assist the user in responding to the messages. For non-display telephones (Basic and Enhanced), a message waiting button may be programmed on a flexible button. The red LED for that programmed button will flash to notify the user of messages waiting.

Messages left between Executive models are greatly enhanced by the display. Executive telephone users have the choice of leaving a simple Call Back Message Wait or a preprogrammed message.

Operation:

Call Station xx (no answer or busy):

Establish:

```
CALLING STA xx
cbck msg
```

or

```
STA     xx BUSY
cbck msg next
```

Note: "cbck" won't be displayed unless called station is in tone mode.

Press **msg** button

If STA xx is an Executive Key Telephone:

```
MESSAGE TYPE
call me  preprog
```

Press **call me** button

```
MSG TO STA xx
```

Confirmation tone is heard.

At STA xx:

```
MSG FROM STA nn
        reply  del
```

The Message Waiting button LED (if programmed) will flash indicating a message is waiting.

To answer a message waiting when more than one message has been left.

```
MSG FROM STA xx
   more reply del
```

press **more** to review the other messages. **del** may be selected to delete a

message left without responding.

Basic and Enhanced Key Telephone users may leave messages by pressing FEAT 9 6 followed by the station number where the message is to be left.

To cancel a message left at another station press

FEAT * 9 6 followed by the station number where the message was left.

Notes:

1. The total number of allowed message waiting, which are stored in the system buffer, is 48.

2. For Executive Digital Key telephones, the message waiting indication will not be removed until reply or delete is selected.

3. Each station can leave only one message waiting at any one station. (i.e. Station A cannot leave two message waiting at Station B).

4. Each station may receive more than one message waiting from various stations.

5. A flexible button must be assigned on the Basic and Enhanced models in order to receive visual Message Waiting LED indication.

6. At default Programmable Feature Button 20 is assigned as a Message Waiting button.

7. The Executive Digital Key telephone user can leave a message by simply following the prompts on the interactive display, without remembering codes or assigning the Message Waiting code (FEAT 9 6) to a feature button.

8. Basic and Enhanced models respond to the Message Wait indication by dialing the feature code FEAT 9 6 or by pressing a flashing MESSAGE WAIT button, if a flexible button has been programmed for Message Wait. A station may receive multiple messages from other stations. Multiple messages are retrieved in the order that they were left.

Mute

Description:

A station user engaged in a conversation on the key telephone may disable voice transmission by pressing the MUTE button. Pressing MUTE again will enable voice transmission. The MUTE button may also be used for Push-to-Talk operation during a Voice Over Busy call connection.

Night Service FEAT # 0 (Attendant Administration)

Description:

The system can be programmed for Night Service operation which affects incoming CO line ringing and receive assignments, at pre-designated Night Service stations. Any station may manually switch the system service from day to night mode, or vice versa using the attendant's personal password (Attendant Administration). The Night Service operation may be automatically controlled by a pre-determined time method, manual switch-over from a station, or a combination of both. During Night Service mode, station and DISA COS outside dialing privileges are changed in accordance with the Toll Restriction Night COS programming.

Setup:

See: Attendant Administration.

Notes:

1. Any Executive Key Telephone can be used to change the system service mode provided the Attendant's password is known.

3. When the system is in the Night Service mode, all Executive Key Telephones will display "night".

4. Station COS dialing privileges may change during night mode to allow or restrict toll dialing privileges.

5. At default the system is always in the DAY mode.

On Hook Dialing

Description:

The station user may make outgoing calls without lifting the handset and monitor the dialing status through the built-in speaker. All key telephones provide On Hook Dialing (receive only from speaker). The SPKR button LED is lit when monitoring a call over the built-in speaker.

The Basic key telephone can monitor outside calls and receive one-way paging announcements, but cannot reply unless the handset is lifted. The Enhanced and Executive models provide full hands-free speakerphone operation, in addition to On-Hook Dialing.

Operation:

| Press the desired CO line to make a CO line call or dial any station number | while on hook. The telephone will automatically activate the | associated function (intercom or CO line connection). |

Note:

1. When pressing the SPKR button for On-Hook Dialing, the type of line accessed is dependent on the individual key telephone pre-programmed selection of ICM, CO Line or no selection (EMPTY). See Automatic Line Selection SPKR FEAT 9 5.

Page Allow/Deny FEAT * 9 9 / FEAT 9 9

Description:

Any station user can block one-way pages over the key telephone speaker by dialing the Page Deny code. ICM calls and private voice announcements will still be heard through the speaker. BGM, if enabled, is not affected by the Page Allow/Deny feature. The Page Allow/Deny feature code may be stored on a feature button, if desired.

Operation:

| To deny Page announcements at you station press. FEAT 9 9 PAGE RECV DENY | In this mode, Internal, Group or All Page announcements are not received over the key telephone speaker. | To allow Page announcements at your station press FEAT * 9 9 PAGE RECV ALLOW |

Page Announcements FEAT 5 0

Description:

Internal paging by group or system-wide is available to any key telephone or SLT user. Paging is one-way only, without talk-back. Any station can dial a special page "Meet Me" code to establish a private conference with the paging party. The Page Allow/Deny setting does not interfere with a station's ability to make a page or to establish a "Meet Me" paging conference. External Paging is also accommodated, along with combined internal/external All Call, by a unique External Paging code. An External Paging port is provided on the system for one way, non-amplified page output to external paging equipment .

Group paging is allowed by assigning the page receiving stations to departmental Station Groups. Any of the special Group, External, or All Call page access codes may be stored on available flexible buttons. The busy Page Zone button will not light at your station but the DSS/BLF buttons associated with the stations in the paged group will all light simultaneously.

Executive Key Telephone Operation:

Press FEAT 5 0

```
PAGING
all extern next
```

Press **all** to page announce to all internal page zones. Press **extern** to page announce to the external page zone. Or press **next**.

```
PAGING
both group
```

Press **both** to page announce to all internal page zones and the external page zone. Press **group** to select a specific internal page group.

```
PAGE GROUP _
```

When the group number is entered, that zone page is initiated. (Page Group coincides with Station Groups. There are 8 possible Station Groups.)

{Basic and Enhanced Key Telephone Operation:}

Access:

All Call Internal Paging

FEAT 5 0 0

External Paging:

FEAT 5 0 + 1

All Page (Int. & Ext.):

FEAT 5 0 + 2

Group Paging:

FEAT 5 0 + 3 + Gn

Notes:

1. If paging fails due to no idle station or a busy external amplifier a page failure display is shown and error tone is heard.
2. Various types of paging may be answered from any idle station. (See Meet Me Page.)
3. The Page Announcement code (or any variation of the code) may be programmed under an available Programmable Feature Button.

Pause FEAT 7 0

Description:

A pause is inserted by the user for intentional delay of dialing on outgoing CO line calls. A pause or a combination of pauses may be stored in the Speed Dial bins to allow timed access to special services, while allowing the user to monitor the progress of the call.

If Pause is used frequently, the user may assign the Pause feature code FEAT 7 0 to a feature button. A pause will be indicated on the Executive Key Telephone display by a "P". Last Number Redial will remember any pauses entered manually during the previous outside call attempt

Operation:

During dialing on any CO line or when programming a Speed | Dial number, a pause can | be inserted by entering code FEAT 7 0 .

Phone Lock/Unlock FEAT 9 7

Description:

The Station Lock/Unlock feature is used to prevent unauthorized outside calling from a station that is left unattended. The feature code FEAT 9 7 is also used to program the station's private four-digit password number.

Executive Key Telephone Operation:

If a user attempts to place a CO line call from a telephone that is Locked, error tone is heard and the display reads:

```
PHONE LOCKED
```

Setup:

Press FEAT 9 7 .

```
CHK PSWD: _
bksp show chg
```

Enter this station's User Password (at default it is "0000".)

Press show.

```
LOCK TELEPHONE
pswd yes   no
```

Press yes.

```
PHONE LOCKED
```

or

press no.

```
PHONE UNLOCKED
```

or

press pswd.

```
NEW PSWD : _
bksp save chg
```

Enter the new station password (up to four digits).

```
NEW PSWD : 1234
bksp save chg
```

Press save.

{Basic and Enhanced Key Telephone Operation:}

Press...

FEAT 9 7 +PSWD+ # = Lock

FEAT 9 7 +PSWD+ * = Unlock

FEAT 9 7 +PSWD+NEW_PSWD =Change Password

Notes:

1. When a station is locked, only ICM calls can be made from this station. Both incoming ICM/CO line calls and holding lines are allowed to be answered from locked station (if normally performed in database programming).

2. A station's private password may be retrieved via the system database administration password. This is useful in the event that a station user has forgotten their personal password.

3. The Attendant designated station Private Password is used to enter Attendant Administration.

4. The Phone Lock feature code may be programmed on a programmable feature button.

Privacy

Description:

By factory default settings, all ICM and CO line calls in progress are considered private, and may not be monitored or breached by other stations. The Privacy Release and Voice Over Busy features may be implemented to supersede Privacy. However, these features are governed by a hierarchy of station COS.

Privacy Release

Description:

Privacy release may be enabled on a system-wide basis to allow multiple users to join a conversation on busy CO lines. When Privacy Release is enabled through programming, a user may press a busy CO line button at an idle station to join that conversation.

A user's access to the Privacy Release feature is governed by the Class of Service (COS) level programmed for the station. A station assigned a COS equal to or greater than that of the station engaged in the conversation on the CO line will be allowed to join the conversation. COS levels are 0 through 7, where 0 is the highest level. For example, station assigned COS 3 may join a busy CO line conversation established by a station with COS level of 3 or lower (i.e. 4,5,6,7). A station with COS 1 is prohibited from joining a CO line conversation established by a station assigned COS 0.

Operation:

When a station wishes to join a busy CO line conversation they simply press the busy CO line button. When this is done a conference is established with the originally connected station as the conference controller. The controllers display reads:

```
LNx  ss   ss
Private   forced
```

(See Conference for details of options from the controllers telephone.) The display at station joining the conversation read:

```
LNx  ss   ss
```

("ss" in each display indicate the station numbers that are joined in the call.)

Notes:

2. A station must have a CO line button appearance of the busy CO line to join.
3. When a Privacy Release call is engaged a conference is established to connect all parties.

Programmable Feature Buttons `FEAT` `#` `3 DEF`

Description:

Key telephones provide eight (8) or twenty (20) programmable feature buttons, depending on the model. The Basic model has eight (8) dual-colored feature buttons for CO line, station, or feature access code assignments. The Enhanced and Executive models have twenty (20) dual-colored Programmable Feature Buttons.

All system feature codes may be stored on the Programmable Feature Buttons for one-button operation. Certain programmed feature buttons will light when activated (DND, Call Forward, DSS/BLF, etc.), while other transient type feature buttons do not light (Call Pick-Up, Background Music, Last Number Redial, etc.).

To program a feature button, the programmable feature button programming code `FEAT` `#` `3 DEF` is dialed. After the code is entered, the feature button to be programmed is pressed. Display prompts assist the Executive Key Telephone user through the remaining programming steps. Refer to Basic and Enhanced Setup for non-display key telephones.

Features are separated into three distinct categories for assignment to feature buttons. The user may select CO line, station, or feature for programming on the selected button. Once selected, the appropriate access code is entered. Use the code list at the beginning of this section to determine the feature code.

Operation:

Operate any programmed Programmable Feature Button when the associated code would normally be entered/dialed.

Setup for the Executive Key Telephone:

Press `FEAT` `#` `3 DEF`

```
PRESS FTR BTN
```

Press the feature button to be programmed. The current contents of that button are displayed. (In this example button 20 is pressed for programming.)

```
F96_
     show chg
```

Press **show** to display the feature represented by the code programmed. In this example the feature key code represents Message Waiting.

```
MESSAGE WAITING
```

Momentarily the display reverts back to the previous screen. Press the **chg** button to change the button function (contents).

```
SELECT FUNCTION
co ln sta feat
```

Three feature button categories are available for feature button programming; "**co ln**" (CO lines), "**sta**" (station) and "**feat**" (feature).
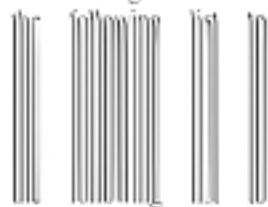
TO PROGRAM A PROGRAMMABLE FEATURE BUTTON FOR ACCESS TO A CO LINE:

press **co ln**.

```
CO LINE _
 bksp save chg
```

Enter the CO line number to be used on the selected button. An intercom button may also be assigned in this sequence.

The allowable range includes CO lines, CO line Groups and ICM button assignment. Use the following list [to] program the function desired:

0 OPER **0** OPER = Any Group

0 OPER **1** = CO Line Grp 1

0 OPER **2** ABC = CO Line Grp 2

0 OPER **3** DEF = CO Line Grp 3

0 OPER **4** GHI = CO Line Grp 4

0 OPER **5** JKL = ICM (Intercom)

1 = CO Line 1

2 ABC = CO Line 2

3 DEF = CO Line 3

4 GHI = CO Line 4

5 JKL = CO Line 5

6 MNO = CO Line 6

7 PRS = CO Line 7

8 TUV = CO Line 8

9 = CO Line 9

1 **0** OPER = CO Line 10

1 **1** = CO Line 11

1 **2** ABC = CO Line 12

Press **save** when you have made the desired entry. Press the next Programmable Feature Button to be programmed. If button 1 is pressed:

```
STATION          10
                chg
```

again the current contents are displayed. Press **chg** to change the function.

```
SELECT FUNCTION
co ln sta feat
```

TO PROGRAM A STATION DSS/BLF BUTTON:

press **sta**.

```
STATION _
  bksp save chg
```

Enter the station directory number for this button, then press **save**.

TO PROGRAM A BUTTON FOR A SYSTEM FEATURE:

press the **feat** soft button.

```
FTR CODE:_
  bksp save chg
```

Press the **FEAT** button. When this button is pressed a "F" will be inserted in the display to show it's presence.)

```
FTR CODE:F_
  bksp save chg
```

Enter the desired feature code. then press **save**.

{Setup for the Basic and Enhanced Key Telephone:}

For each feature button to be programmed, press **FEAT** **#** **3** DEF + the Programmable Feature Button then...

IF A SYSTEM FEATURE IS TO BE PROGRAMMED:

press **2** ABC + **FEAT** + the system feature code then press **HOLD**.

IF A DSS/BLF BUTTON IS TO BE PROGRAMMED:

press **1** +Sn+ **HOLD**.

(Sn is the desired station number.)

IF A CO LINE IS TO BE PROGRAMMED:

press **0** OPER +Cn+ **HOLD**. (Cn is the desired CO line number or code for CO line group. Use the table above for CO line number codes.)

Notes:

1. On non-display models, the **HOLD** button is used to store feature button setup data.

2. To erase any feature button's program simply press save at the data entry prompt. {For non-display telephones, press FEAT # 3 + the Programmable Feature Button to change/erase + 0 HOLD .}

3. When an invalid code is entered error tone is heard and CODE UNAVAILABLE is displayed at display key telephones.

4. Programmable feature button assignment for CO lines can be misleading since a station user may program a feature button for access of a specific CO line, although that station user may or may not have access to that CO line via programming established in the database programming. In situations where the station user programs access of a CO line on a feature button, the station is still governed by database programming and would still be unable to access the CO line if restricted from doing so for outgoing, incoming, and holding calls.

5. Valid feature codes must be in the form of either "Fn" or "Fnn" where "F" is the feature button and "n" is either a single-digit or two-digit code, including asterisk (*) and pound (#) entered from the dial pad.

6. The programmed access code string, when activated, will be checked by the system from the beginning. If the leading digit(s) is recognizable, the remaining digit(s), if any, will be ignored. The string ' FEAT 4 1 4 ', for example, will be treated as 'DND (FEAT 4) and the unnecessary string 1 4 are ignored.

7. Any feature button programmed with a code previously assigned to a different feature button will cause the previously programmed feature button to become unassigned.

8. Programmable Feature Buttons cannot be programmed for CO Line Group operation when the system is configured for "KEY" system operation.

Pulse-To-Tone Switch-over *

Description:

Then the system is connected to Dial Pulse (rotary) outgoing CO lines, the user may manually force the system to output DTMF tones for access to special services over the same Dial Pulse CO line.

Operation:

As a station user is dialing on a dial pulse CO line, the user may dial * (asterisk) to invoke Pulse-to-Tone Switch-over. All digits following the asterisk will be sent as DTMF digits.

Notes:

1. The asterisk (Pulse-to-Tone Switch-over code) can be programmed in any speed dial bin.

2. Dialing type conversion can only be from pulse mode to tone (DTMF) mode, not from DTMF back to pulse.

Recall

Description:

Transferred CO lines will recall to the transferring station if the call is unanswered after the Recall Time elapses. During the recall, the outside party continues to hear transfer Ring-back tone. During recall, the CO line reverts to System type Hold and thus any station with normal CO line receive privileges may retrieve the recalling line.

Operation:

When a CO line that has been transferred recalls, the display at Executive | Key Telephones will indicate where the initial transfer was routed:

```
LNx RECALL
STATION        xx
```

Note:

1.   Recalls are not directed to programmed Alternate Attendant station.

Reminder Tones

Description:

Any station that has DND or Call Forward enabled will hear a reminder tone whenever ICM dial tone is accessed. The reminder tone is a distinctive interrupted "stutter" dial tone that precedes the normal ICM dial tone. Once a digit is dialed, reminder tone is removed until the next time ICM is accessed.

Ringing Line Priority

Description:

Ringing Line Priority is a system-wide feature that automatically connects incoming calls based on a predetermined priority. The ringing station is automatically connected to the priority ringing facility, upon lifting the handset or pressing the SPKR button.

Ringing Line Priority can be overridden at the station by first pressing a direct appearing line, CO Line Group, feature button or by dialing an intercom number on hook.

Save Dialed Number FEAT 5 1

Description:

Save Dialed Number (SDN) is normally used whenever you want to retain a telephone number for later use. Unlike Last Number Redial, the user can save the number to be dialed later. Once entered that number will be recalled when the code is dialed regardless of what has transpired at the station since it was entered.

FEAT 5 1

Operation:

After dialing a number that is busy or is not answered,

```
5551212
```

press FEAT 5 1 .

```
SAVE DIALED NUM
```

Momentarily the display will return to the previous screen.

Later when you wish to re-dial the saved number press FEAT 5 1 . The system attempts to get the same CO line used when the number was saved. If it is busy another CO line in the same group is accessed and the number is dialed.

Errors that may occur:

If the SDN buffer is empty the user will see:

```
NO SAVED NUMBER
```

or if all CO lines are busy:

```
ALL CO LINES BSY
```

Error tone is heard.

Note:

1. The SDN is a maximum of sixteen (16) digits.

Speed Dialing   FEAT 1

Description:

Speed Dialing allows the station user to store frequently dialed numbers in bins. These numbers are easily accessed and automatically dialed by the system when the Speed Dial feature code is entered followed by the bin number. The feature code and bin number may be stored on any feature button for instant one-button operation.

Each station may store twenty (20) personal (station) speed numbers in memory. There are also eighty (80) Speed Dial bins allocated for system-wide use. The telephone number for each System Speed bin is programmed in the customer database programming. If the station has an appropriate Class of Service (COS) assigned, that station may retrieve and out-dial the System Speed number by entering the Speed Dial feature code and the bin number (20-99).

Operation:

To make an outgoing call using Speed Dialing:

Press FEAT 1 + the bin number; the stored number is dialed.

Or, you may first press an idle CO line.

```
CO LINE x
```

CO dial tone is heard.
Press FEAT 1 .

```
SPEED NO : _
```

Enter the bin number containing the number to dial (00-99). The moment the last digit of the bin number is entered the digits stored in the bin are dialed on the CO line.

If the bin number entered contains no digits:

```
SPEEDNO IS EMPTY
```

Executive Key Telephone Setup:

To program a personal speed dial number (bin 00-19)
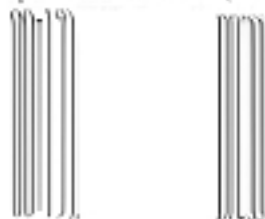
```
FEAT  #  1
```
while idle.

```
SPEED NO : _
bksp show chg
```

Enter the bin number to program (00-19). **bksp** and **chg** can be used to correct errors in the bin number at this point. When the desired speed bin is displayed press **show**.

```
EMPTY
        chg
```

The current contents of the bin are displayed. If the contents are acceptable and no change is desired you may press `HOLD` to return to the bin entry screen or `CLEAR` to exit without change.

To change the contents of the bin, press **chg**.

```
_
 bksp save chg
```

Enter the number to save in this speed bin (up to 16 digits). Then press **save**. (Or to erase a bin, enter no number then press **save**.) The number is momentarily displayed then the speed bin entry screen is displayed. Enter other speed dial bins to be programmed or press `CLEAR` to exit.

Basic and Enhanced Key Telephone Setup:

```
FEAT  #  1
```
+ bin number (00-19) + digit(s) to store + `HOLD`

Confirmation tone is heard.

To erase a bin:

```
FEAT  #  1
```
+ bin number (00-19) + `HOLD`

Confirmation tone is heard.

Special Setup Note: For all key telephone models: To chain speed dial bins together; enter (as part of the digits to store) `FEAT` `1` + bin the number of the speed dial bin to dial following the digits entered for this speed dial bin.

Notes:

1. Each station has twenty (20) personal Station Speed bins.
2. Station Speed Dial codes range from `0` `0` to `1` `9`.
3. System Speed Dial codes range from `2` `0` to `9` `9`.
4. Only an Executive Key Telephone can program System Speed Dial bins using Attendant Administration.
5. System Speed Bin `9` `9` is used for External Call Forward, when equipped.
6. SPEED bins may be chained. Pause and Flash may be stored in a Speed Number. Chain, Pause and Flash occupy one character position. Chain is entered by pressing `FEAT` `1` followed by the bin number. Pause is entered by pressing

Station Feature Status Check FEAT # 8 TUV

Description:

The Executive Key Telephone user can quickly determine the status of all user-controlled features. This feature is useful for the technician as well as the user since some feature conditions may not be evident if they are not programmed on an available programmable feature button. The current status can be sequentially observed using the soft interactive buttons.

Operation:

Press FEAT # 8 TUV

```
5551212
        LNR   next
```

the LNR buffer is displayed. Press next.

```
18005551212
          SDN   next
```

the SDN buffer is displayed. Subsequent depressions of the **next** button display the status of the remaining features:

User Saved Number
Day COS
Night COS

Auto Hold mode setting
Phone Lock status
Voice Announce mode setting
Call Wait setting
Page Receive setting
Night Station status

Transfer

Description:

There are two (2) types of transfer that may be used in the system: screened and un-screened. For any completed transfer, the outside line is on Exclusive Hold and can only be retrieved by the transferring station or the destination (ringing) station. A screened transfer occurs when the outside caller or line is announced to the inside destination. The transfer is automatic and the desired inside party is connected to the outside party the very instant that the transferring station completes the transfer.

Transfer is used whenever a call needs to be directed to a specific station, without accidental interference from other inside stations.

Operation - Intercom call transfer:

While talking with another station on the system intercom, press **HOLD**, then dial the destination station number. You may wait for the called party to answer or you may transfer the intercom call Un-screened by pressing the

TRANS (transfer) button. Intercom calls that are transferred follow the Intercom Mode Selection mode at the destination station (VA-Hands-free/Private or Tone Ring).

Talk Transfer (Screened) is accomplished by allowing

the called party to answer your call before completing the transfer by pressing the **TRANS** button. When this method is used the transferred party is immediately connected to the called party.

Operation - CO Line Call Ring Transfer (Un-screened):

While speaking on a CO line,
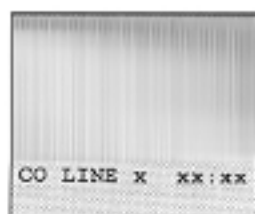
```
CO LINE x   xx:xx
```

press the **HOLD** button.

```
ICM
```

Intercom dial tone is heard. CO Line 1 goes on Hold. Other Stations see CO Line 1 on System Hold.

Dial the destination station number or press a DSS button programmed for that station.

```
CALLING STA xx
cbck msg
```

or

```
VOICE CALL     xx
msg
```

press **TRANS**.

```
RING TRANSFER xx
```

Ringing is heard at the destination station. All other stations see the CO line change to Exclusive Hold status (steady LED). Outside party hears MOH change to system Ringback tone until the station answers.

Operation - CO Line Call Ring Transfer (Screened):

While speaking on a CO line,
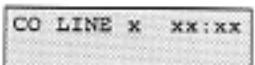
```
CO LINE x   xx:xx
```

press the **HOLD** button.

```
ICM
```

Intercom dial tone is heard. CO Line 1 goes on Hold. Other Stations see CO Line 1 on System Hold.

Dial the destination station number or press a DSS button programmed for that station.

```
CALLING STA xx
cbck msg
```

or

```
VOICE CALL     xx
msg
```

Allow the called (destination) station to answer your intercom call, then press **TRANS**.

```
TALK TRANSFER xx
```

The CO line party is connected directly to the destination station. Note: if the destination station answers your intercom call in Voice Announce Handsfree mode and does not go off hook to connect with you on an intercom channel the CO line will ring transfer to the destination station.

```
RING TRANSFER xx
```

Notes:

1. The effective ring transfer recall time for any CO line call is programmable, between 16/30/60/90/120 seconds. The default time is 30 seconds.
2. When a transferred CO line recalls the CO line number and the destination (transferred to) station number will be displayed.
3. Once the outside line is changed from "Hold" to "Transfer" status, the outside party will hear Music-on-Hold change to system-provided Ring-back tone (similar to PBX operation).

Special Note: Do not press the **CLEAR** button when processing an incoming call. This will disconnect the call. The telephone will return to idle condition following the transfer operation.

Voice Announce Handsfree/Privacy FEAT [9 WXY] [8 TUV]

Description:

The Enhanced and Executive key telephone models provide the ability to receive incoming ICM calls in Voice Announce Hands-free mode. When signaled, this mode allows the user to reply to the calling party, using the speakerphone microphone, without lifting the handset. The Basic key telephone model is not equipped with a speakerphone microphone and, therefore, will not operate for Voice Call Allow Hands-free.

Voice Announce - Privacy may also be selected for intercom calls received. In this mode the callers voice will be connected to the telephone speaker but the microphone is muted. Therefore calls may be announced to your station while maintaining a private environment.
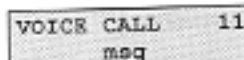
Operation:

When the station is set for Voice Announce Handsfree mode, other stations calling this station on the intercom are connected automatically by the system to the key telephone speaker and microphone. When another station calls the hands-free station:

```
STA    14   CALL
```

The display at the calling station reads:

```
VOICE CALL      11
      msg
```

Notes:

1. The SPKR (Speaker) button LED will be lit during hands-free operation.
2. To receive incoming ICM calls with Hands-free Answer-back, the Enhanced or Executive key telephone must have Voice Announce - Hands-free FEAT [9 WXY] [8 TUV] enabled.

Setup:

Press FEAT [9 WXY] [8 TUV]. Three different tone cadences are heard to confirm the three modes of operation along with visual indications on a Programmable Feature Button programmed for

FEAT [9 WXY] [8 TUV] (Intercom Mode Selection) and the display of the Executive Key Telephone.

Each time FEAT [9 WXY] [8 TUV] is pressed or a button programmed for

FEAT [9 WXY] [8 TUV] is pressed, the next mode in sequence is selected, the associated tone is heard and associated visual indication is given:

Mode	Button LED	LCD Display	Tone Heard
Voice Announce - Handsfree	green LED	VA-HF MODE	long solid tone
Voice Announce - Private	red LED	VA-PRIVACY MODE	short, quick tone
Tone Ring Mode	no LED lit	TONE RING MODE	double burst tone

Voice Mail Integration FEAT 6 MNO 4 GHI

Description:

The system provides Voice Mail Integration via analog single line telephone stati... [text obscured]

ports. Special database programming fields allow seamless, automatic system handshaking and mailbox resource control. A station user may program a feature button with the Voice Mail feature code (FEAT 6 MNO 4 GHI). When programmed, the button provides an indication of voice messages waiting and quick access to the voice mail system where messages can be retrieved.

Four (4) database fields are available in the customer database programming to customize the integration of the connected voice mail system in order to streamline operation. The system can be made to handle transfers and ICM calls to voice mail in separate manners that best accommodate that call handling.

Voice Mail Integration is accomplished through the use of the system's Hunt Groups. When a Hunt Group is tagged as type "Voice Mail", all voice mail special handling is invoked.

Operation:

A station that uses VM regularly should program a Programmable Feature Button for use with the VM code (FEAT 6 MNO 4 GHI). Please refer to the Programmable Feature Button feature description to program a button with that code.

When the VM system has messages for any station it will cause the VM button red LED to flash. The display at Executive Key Telephones will show:

```
VM FROM MAILBOX
reply
```

The user may retrieve messages from VM by pressing the VM button or pressing the center Soft Button (reply) in the LCD. The system will send the appropriate digits (if properly programmed) to the VM system so that the user's password need only be entered to retrieve messages.

A station may forward calls to the VM system using the Call Forward operations described in this section and the VM Hunt Group number. Calls that are forwarded to VM from a station will be forwarded to the user's mailbox such that no digit entry is required. The caller will be greeted by the user's greeting message and be prompted to leave a message. Once a messag... is left, the VM system ... light the VM button LE... and indicate messages waiting in voice mail in the LCD display at Executive Key Telephones.

Note:

1. The VM system must be programmed to light VM buttons in this manner: #96+station number to light the LED. #*96+station number to turn off the LED.

Special Note: When an answering machine is connected to the system via a 2 Port SLT Adapter and In-Band (DTMF/Touch Tone) digits must be sent to the answering machine to control its functions, the SLT port must be programmed as type "VM".

Voice Over Busy FEAT 5 JKL 6 MNO

Description:

Any busy key telephone may receive a voice announcement from a calling station. When Voice Over Busy is used, the busy station will hear the calling party's voice over the same receive path currently in-use. For instance, while the user is engaged in a conversation on the key telephone, a person at another system station may call the user and be heard. The distant party engaged in the conversation with the user will not hear the other station's voice announcement to the user. Upon receiving the Voice Over Busy, the user may choose to speak with the calling station by switching the transmit path to that intercom station. This is accomplished by pressing the MUTE button. The user can toggle the MUTE button in a push-to-talk manner to switch between parties. The user also has the option to reject the Voice Over Busy request.

Voice Over Busy operates regardless of the current mode at the busy station (i.e. the station may be speaking in speakerphone or handset or headset mode). Voice Over Busy may be denied at any station using the VOB Allow/Deny code.

Operation:

Call any busy station (that doesn't have Call Wait enabled).

```
STA     xx BUSY
cbck msg  next
```

Busy tone is heard. Press the **next** button.

```
STA     xx BUSY
camp voic
```
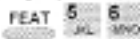
Press the **voic** button.

```
VOICE TO STA xx
```

The busy station sees:

```
STA     xx VOICE
    reject
```

The busy station may choose to reject the VOB announcement by pressing the **reject** button {at non-display telephones press FEAT 5 JKL 6 MNO to reject}. In this case the busy station display will read:

```
REJECT VOICE
```

then return to previous display data. The VOB initiator's display will read:

```
VOICE REJECTED
```

and is returned to idle.

At the time VOB is initiated the VOB initiator may speak to the busy station without being heard by the party connected to the busy station. If while listening the VOB initiator, the busy station user wants to speak to the VOB initiator he can press the MUTE button to switch his transmit path from the primary party to the VOB party. Successive depressions of the MUTE button will toggle the transmit path from one party to the other.

Notes:

1. The Executive Key Telephone will not receive Voice Over Busy calls when the Call Waiting feature (FEAT 9 WXY 9 WXY) is enabled.

2. Voice Over Busy may be denied by any station user with the Voice Over Allow/Deny code. To allow Voice Over Busy calls at your station press

FEAT 9 WXY *   To deny Voice Over Busy at your station press

FEAT * 9 WXY *.

3.   Stations that are connected to a CO line and currently have the MUTE function

invoked when a VOB call is received will remain in the CO line muted status until the VOB call is complete. Following the VOB call the mute function may be released by pressing the MUTE button.

4.   The Distinctive Ringing feature code may be programmed on a programmable feature button.

Volume Control

Description:

Digitally stored volume levels are available for five key telephone functions: BGM, Ringer, Handset, Speaker and Headset. The level is adjusted for each function while in use. The adjustment information is saved for the next time that function is used (except for handset mode). The Ringer volume adjustment allows for 4 (four) volume levels. All other modes allow for 8 (eight) volume levels.

Notes:

1.   Ring loudness may be adjusted while on hook (idle) as well as during an active ring signal. If adjusted on hook, the new ring volume will confirmed by a single ring burst over the key telephone speaker.

2.   The Volume Control affects the receiving loudness only. The distant party will not detect an increase in the user's key telephone volume.

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