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Digital Telephone Systems

Station User Guide

October 2001 - Issue 1

P/N: 3052-00

Issue	Release Date	Changes
1	10-01	Initial Release

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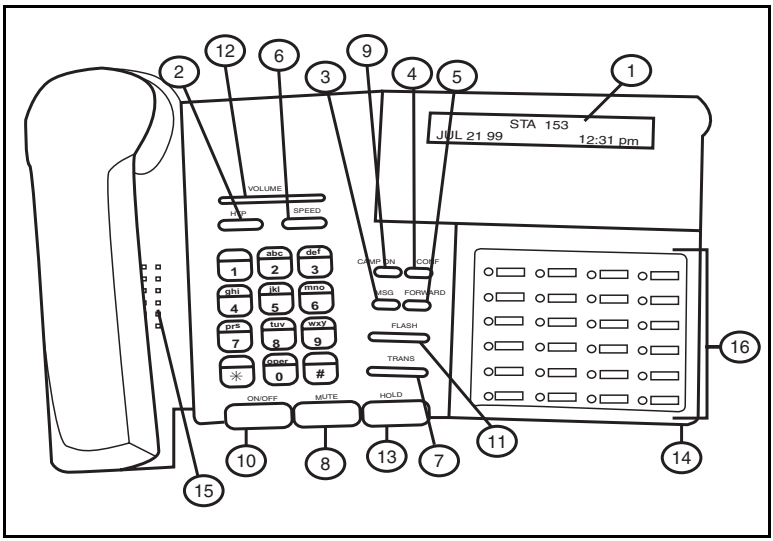
Digital Telephone Features



Digital Key Telephone Buttons

Number	Feature	Description
1	Display (Executive Models only)	Displays information about telephone status, dialing directories, and text message information.
2	h t p	Used to select mode of operation: Handsfree, Tone, or Privacy.
3	*msg* Key	Used for Auto-CallBack to a phone that has left a text message or to access voice messages.
4	*conf* Key	Used to establish conference calls.
5	*forward* Key	Used to forward your calls to another station or voice mail.
6	*speed* Key	Used to access speed dialing, save number redial, and last number redial. Buton is also used to access flexible button programming.
7	*trans* Key	Used to transfer an outside call from one station to another.
8	*mute* Key	Used to activate/deactivate MUTE function. When activated, the party on the other end cannot hear you.
9	camp-on Key	Used to alert a busy station that an outside line is on hold and waiting for them.
10	*on/off* Key	Used to make a call without lifting the handset.
11	*flash* Key	Used to end an outside call and to restore dial tone without hanging up receiver.
12	*volume* Key	Used to adjust level of tones, background music, ringing, receiver volume, and display contrast.
13	*hold* Key	Used to hold calls, to retrieve held calls.
14	Microphone	Used to talk with other party without using the handset.
15	Speaker	Outputs tones and voice at your extension.
16	Flexible Button Keys	Used to access outside lines or access call-handling features.

» » » » » » » » NOTES » » » » » » »

ABOUT THIS USER GUIDE ...

FLEXIBLE BUTTONS -- Most of the features described in this user guide may be set up on a flexible button for one-button access. (R*efer to* *"Flexible Button Programming" on page 56.*)

However, for certain features to operate properly, a flexible button MUST be *preprogrammed*. A "Flex Btn" symbol has been used to indicate those features.

FLEXIBLE NUMBERING -- This feature allows the system numbering plan to be modified, as well as the length of the feature access codes (2-4 digits). In this user guide, the ***3-digit default codes*** have been used to describe the following *XTS* features. Consult with your System Administrator if you have questions regarding the numbering plan for your system.

Account Codes

Using Account Codes

When connected to an outside line call:

1. Press the *preprogrammed* ACCOUNT CODE button (627).
2. Dial account code up to 12 digits. (The other party does not hear the digits being dialed).
   - If account code is less than 12 digits, an [✳] must be entered to return to the call.
   - If account codes are forced, the account code must be entered prior to dialing the outside number.

Verified Account Codes

Prior to placing an outside line call:

1. Press the *preprogrammed* ACCOUNT CODE button (627).
2. Dial account code up to 12-digits.

SINGLE LINE TELEPHONE

To enter an Account Code before a call:

1. Lift the handset.
2. Dial [627].
3. Dial the account code.

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

4. Dial [9] or CO Access code. Dial tone sounds.
5. Dial the desired number.

To enter an Account Code during a call:

1. Depress the hookswitch momentarily. Call is placed on executive hold while you enter your account code.
2. Dial [627].
3. Dial the account code.

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

Account Codes - Traveling COS (Verified) Flex Btn

To use Verified Account Codes:

1. Press *preprogrammed* ACCOUNT CODE button (627) before accessing a CO line.
2. Dial account code up to 12-digits. If account code matches a verified account code, intercom dial tone is returned. Otherwise an error tone is presented.
3. Access outside CO line or dial LCR code and dial desired number.

SMDR must be enabled for the Account Code feature to operate. Also, SMDR must be enabled for the account code to become part of the SMDR record.

☎ SINGLE LINE TELEPHONE

To enter an Account Code before a call:

1. Lift handset.
2. Dial [627].
3. Dial account code.

If Account Code contains fewer than 12 digits, dial [✳] to return to intercom dial tone.

4. Dial [9] or CO Access code. Dial tone sounds.
5. Dial desired number.

ACD / UCD

The Automatic Call Distribution (ACD) feature is available with optional software. When purchased, Uniform Call Distribution (UCD) is not used and is replaced by the ACD functions.

ACD Call Factor

The Call Factor feature is used exclusively with digital voice mail to provide average call duration to the caller. This feature can be activated from administration or the ACD supervisor can use a flexible button [580]+[550-565]+ [FFF] (FFF=Call Factor) to enter the factor (average call duration).

The following formula is used to calculate the average call duration:

(Place in Queue) (Call Factor)

Number of Agents Logged into Group

ACD Call Qualifier

While agent is on a call:

1. Press the *preprogrammed* CALL QUALIFIER flexible button, followed by the three-digit qualify code.
2. Enter a [✳] to complete the sequence. A short burst of confirmation tone sounds through the keyset speaker, if programmed.

ACD CIQ Display Button

To assign an ACD CALLS IN QUEUE DISPLAY flexible button, dial [579]+[XXX]. (XXX is the ACD group number 550-565.)

ACD Help

While on a call in progress, the Agent presses their preprogrammed HELP flexible button and the following occurs:

- Confirmation tone sounds. Agent's HELP button illuminates if a supervisor is logged into their ACD group. If no supervisor is logged in, agent receives error tone and HELP button does not illuminate.
- ACD supervisor station receives Help message when an ACD member in the same group initiates a Help request. The function also sends Camp-On tone to speaker of supervisor's keyset. Help message takes precedence over other messages and can be cleared by the supervisor by pressing their HELP button.
- At the time the supervisor receives a Help request, they can press their HELP flexible button followed by the override feature button to bridge onto the ACD group member's call. The HELP button places an intercom call to the station requesting Help. Help message clears after the supervisor's HELP button is pressed. Help message also clears if the agent was on a call and went back on-hook before the supervisor could respond. In this case, Help message converts to a message wait indication. The agent can also clear Help request by pressing their HELP button a second time.

ACD Member Status

Any station (Supervisor or Agent) logged onto the ACD group views the group members display as follows:

1. Dial the ACD Group Member Status code [573] on the dial pad,

   -or-

   Press *preprogrammed* flexible button. Display shows ACD Group 5XX (XX=ACD group #).

   The status of the ACD agents is displayed with a letter following the station number where the agent is logged in

   ```
   ACD5XX: 110A 111A 112A
   113O 114U 115D 116B 117N
   ```

   (N) = Not Equipped
   (D) = Do not Disturb
   (O) = Out of service
   (U) = Unavailable
   (B) = Busy on a call
   (A) = Available
   NOTE -- If an Agent makes a call while out of service, their status is out of service, not busy.

2. Press [✳] to scroll up to the next ACD Group. If more than eight members are in the ACD group, the next depression of the [✳] displays the additional members,

   -or-

   Press [#] to scroll down to the previous ACD Group. To return to an idle display, the Supervisor/Agent station goes to on-hook condition.

ACD Overflow Available/Unavailable

To place a station in Available Mode:

Dial [578] on the dial pad,

-or-

Press the *preprogrammed* AVAILABLE/UNAVAILABLE button. You may now receive ACD calls.

To place a station in Unavailable Mode:

Dial [578] on the dial pad,

-or-

Press the *preprogrammed* AVAILABLE/UNAVAILABLE button. You are now blocked from receiving ACD calls.

ACD Login/Logout

To log into an ACD Primary Group:

Dial LOGIN CODE [572] on the dial pad, followed by the desired ACD group number (5XX),

-or-

Press a *preprogrammed* LOGIN flexible button.

The Agent enters their unique AGENT ID code (0000-9999). The LOGIN flexible button LED is lit steady. A confirmation tone sounds and the agent is logged onto the ACD group.

- The ON/OFF LED extinguishes if the agent started the sequence in the handsfree mode.
- The ACD Agent Login LED only lights for the ACD group that is assigned to that button.

To log out of an ACD Primary Group:

Dial LOGOUT CODE [571] on the dial pad,

-or-

Press a *preprogrammed* LOGOUT flexible button. The LOGIN flexible button LED extinguishes.

To log into an ACD Secondary Group:

Dial LOGIN CODE [582] on the dial pad, followed by the desired ACD group number (5XX),

-or-

Press a *preprogrammed* LOGIN flexible button.

The Agent enters their unique AGENT ID code (0000-9999). The LOGIN flexible button LED is lit steady. A confirmation tone sounds and the agent is logged onto the ACD group.

- The ON/OFF LED extinguishes if the agent started the sequence in the handsfree mode.
- The ACD Agent Login LED only lights for the ACD group that is assigned to that button.

To log out of an ACD Secondary Group:

Dial LOGOUT CODE [581] on the dial pad,

-or-

Press a *preprogrammed* LOGOUT flexible button. The LOGIN flexible button LED extinguishes.

ACD Supervisor Display

To view the ACD Supervisor Display:

Dial the ACD Supervisor Display code [577] on the dial pad, followed by the ACD group (5XX) you want to observe,

-or-

Press the *preprogrammed* flexible button.

The ACD Supervisor Display shows the following information:

5XX = ACD Group (550-565)
CIQ: XX = Calls in queue
AGENT(S): XX = Agents logged in
OC: hh:mm:ss = Oldest call in hours, minutes and seconds

To change the display to a different group:

Dial the ACD Supervisor Display code [577] on the dial pad, followed by the ACD group you want to observe,

-or-

Press the *preprogrammed* flexible button.

ACD Supervisor Login/Logout

- To log in, dial LOGIN CODE [576] on the dial pad, followed by the desired ACD group number (5XX),

  -or-

  Press a *preprogrammed* LOGIN flexible button. (Flexible button must have [576]+[5XX] programmed onto it.)

  The Supervisor enters a unique SUPERVISOR ID code (0000-9999). The LOGIN flexible button LED is lit steady. A confirmation tone sounds and the supervisor is logged onto the ACD group. The ON/OFF LED extinguishes if the supervisor started the sequence in the handsfree mode. When the supervisor logs in, an ACD login event is sent to the ACD Events Trace port, if active.

- To log out, dial LOGOUT CODE [575] on the dial pad, followed by the desired ACD group number (5XX),

  -or-

  Press a *preprogrammed* LOGIN/LOGOUT flexible button, the LED extinguishes.

ACD Supervisor Log-in LED only lights for ACD group assigned to that button.

The same flexible button can be used to toggle the Login/Logout feature.

ACD/UCD Available/Unavailable

To make a station available:

Dial [566] on the dial pad,

-or-

Press the *preprogrammed* AVAILABLE/UNAVAILABLE button. You may now receive ACD calls.

To make a station unavailable:

Dial [566] on the dial pad,

-or-

Press the *preprogrammed* AVAILABLE/UNAVAILABLE button. You are now blocked from receiving ACD calls.

ACD Calls In Queue Status Display

There are two methods for stations not assigned to the ACD Group to monitor the ACD Calls In Queue Status Display.

First Method - From an idle key telephone:

1. Dial [567] on the dial pad,

   -or-

   Press the *preprogrammed* flexible button.

2. Dial the ACD group number (5XX). ON/OFF button LED lights steady.
   - The ACD/UCD Calls In Queue Status Display shows the following information:

5XX = ACD Group Number 550-565

   - This idle display tells the agent and/or their supervisor how many calls are in queue.
3. Replace handset or press ON/OFF button to terminate the display.

Second Method - From an idle key telephone:

The *preprogrammed* flexible button for the ACD group being monitored will flash at 240 ipm indicating that there are calls in queue.

1. Press the *preprogrammed* flexible button. The ACD Calls In Queue Status display shows the following:

5XX = ACD Group Number 550-565

   The idle display tells the agent and/or their supervisor how many calls are in queue.

   The user assigns an ACD CALLS IN QUEUE DISPLAY flexible button by dialing [579]+[XXX].
   (XXX is the ACD/UCD group number.)
2. Replace the handset or press the ON/OFF button to terminate the display.

UCD Calls In Queue Display

From an idle display key telephone:

1. Dial [567] on the dial pad, followed by the UCD group number (55X),

   -or-

   Press *preprogrammed* flexible button. ON/OFF button LED lights steady.

   - This idle display prompts a Supervisor that a group is having problems answering their calls.
   - The display tells the agent and their supervisor how many calls are in queue, how many agents are available or logged into the group, and the time (in minutes) that the oldest call has been in queue.
   - The agent automatically receives the calls in queue display whenever there is a call in queue.
2. Hang up the handset or press ON/OFF button to terminate display.

This feature cannot be used with a call in progress. The station is considered busy for incoming calls during this operation.

UCD Available/Unavailable Mode

If you are a UCD Agent, you can place your station in the Available mode to receive UCD type calls or in the Unavailable mode to block UCD calls from ringing to your station.

To make a station available:

Dial [566] on the dial pad,

-or-

Press the *preprogrammed* AVAILABLE/UNAVAILABLE button. You may now receive UCD calls.

To make a station unavailable:

Dial [566] on the dial pad,

-or-

Press the *preprogrammed* AVAILABLE/UNAVAILABLE button. You are now blocked from receiving UCD calls.

UCD Overflow Station Forward

An enhancement allows UCD calls reaching the Overflow Station to call forward to another station:

1. Lift handset or press ON/OFF.
2. Press FWD or dial [640].
3. Dial desired code:

   [6] = All Calls [8] = Busy

   [7] = No Answer [9] = Busy/No Answer
4. Dial the 3- or 4-digit destination number where calls are to be forwarded (Station, Voice Mail, ACD/UCD groups, Hunt group). Confirmation tone sounds.
5. Replace handset or press ON/OFF.

To remove call forwarding:

1. Lift handset or press ON/OFF.
2. Press FWD. Confirmation tone sounds and FWD LED extinguishes.

Answering Machine Emulation

When a call is sent to your voice mailbox, you can press a *preprogrammed* flexible button to listen to the caller leaving the voice mail message. If you decide to speak with the caller, you can press the *preprogrammed* button to be connected to the caller.

Notification Methods

There are two methods of notification, a Ring Mode or a Speaker Mode. These methods are controlled by the type of flexible button assigned on the telephone.

The *preprogrammed* button type (654+0=Ring Mode, 654+1=Spkr Mode) defines the operation mode. An incoming CO call rings at a station and forwards (except busy type) to the station's VM mailbox.

Ring Mode

The *preprogrammed* flexible button flashes red while the caller is in your mailbox. You can press the flashing button and the audio is broadcast over the speaker of the keyset. The MUTE key is also enabled and the LED lights solid red. When the call is ringing the station in the ring mode, the display shows:

```
VM SCREENING RING
MMM DD YY     HH:MM am
```

Speaker Mode

The VM message is broadcast over the speaker. The MUTE key is enabled and the LED lights solid red. When the station is monitoring the caller in VM, the display shows.

```
VM SCREENING
MMM DD YY     HH:MM am
```

Mailbox owner options when a call is sent to voice mailbox:

- **To leave caller in VM** and turn off speaker, press ON/OFF and continue to listen to message being left without taking action at the keyset. After VM message is left, *preprogrammed* button returns solid red and keyset returns to idle.

  -or-

- **To talk to party** leaving the message, press MUTE key. Station is still in CONF and caller can hear VM and you.

  -or-

- **To pick up call**, press the flexible button. When call is picked up, voice mail system disconnects from the call.

Attendant Features

If your station is designated as the attendant station, the following features are available to assist you in efficiently operating your telephone.

911 Attendant Alert

When enabled, and a flexible button has been programmed (programming code = 608), the 911 Alert feature effects a flashing flexible button and audible tone to notify the Attendant of a 911 call in progress.

When a 911 call is being made from a user station, the 911 ALERT flexible button rapidly flashes on the Attendant station, and an audible tone emits from the Attendant's speaker. The display shows:

E911 CALL	STA XXXX
MMM DD YY	HH:MM am

To turn off the alert:

Press the 911 ALERT flexible button.

- Display and tone continues until this occurs, then the display returns to normal and the audible alarm ceases.
- LED continues to flash until all 911 calls are viewed. If more than one 911 call is logged, press the 911 ALERT flexible button to advance to view each call in the log.
- After all calls are reviewed, 911 ALERT flexible button lights solid red. All 911 calls are logged on the Attendant station until they are deleted.

To delete logged 911 alert messages:

1. Press the 911 ALERT flexible button to display the 911 call you want to delete.
2. Press FLASH to delete that message.

Dialing 911 from any station overrides previously enabled features such as Do Not Disturb.

Attendant Clear Alarm

The attendant can dial feature code [606] to clear any alarm. It does not clear the condition, just clears the display.

Attendant CO Line External (Off-Net) Forward

To activate off-net forwarding:

1. Dial [603] on the dial pad,

   -or-

   Press *preprogrammed* CO OFF-NET FORWARD button.
2. Dial the CO group access code of group to be forwarded:

   [801-823] = CO Group 1-23

   [824] = All CO Groups
3. Dial the speed bin number that contains the number where calls are to forward. A confirmation tone sounds.

To cancel off-net forwarding:

1. Dial [603] on the dial pad,

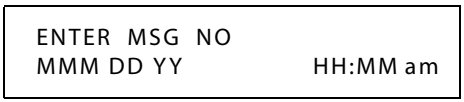
   -or-

   Press *preprogrammed* CO OFF-NET FORWARD button.
2. Dial the CO group access code.
3. Dial [#] on the dial pad. A confirmation tone sounds.

Attendant Custom Message

Program the ten custom messages for system-wide use at the first Attendant station as follows:

1. Dial the Custom Message program code [694] on the dial pad. The following message displays:



2. Enter a valid message bin number [21–30]. The following message displays after the bin number has been selected.

```
mmmmmmmmmm...
ENTER MSG:
```

3. Enter the custom message using the dial pad keys to enter the letters as shown in the following.

Other Codes			
1 = 1#	8 = 8#	" = 01	* = *#
2 = 2#	9 = 9#	, = 02	(= #1
3 = 3#	0 = 0#	? = 03	) = #2
4 = 4#	Space = 11	/ = 04	+ = #3
5 = 5#	: = 12	! = *1	= = #4
6 = 6#	- = 13	$ = *2	# = ##
7 = 7#	' = 14	& = *4	. = 24

- Up to 24 alphanumeric characters may be entered (represents 48 digits). Characters display as they are entered.
- Attendant must go idle after programming a message before another message may be programmed.

4. Press the HOLD button to enter the message. Confirmation tone sounds.

Attendant Day/Night/Special Flex Btn

The system's Automatic Night Mode Feature can be overridden by the Attendant station. Any Attendant station user can press their DND button to place the system into Night Mode.

The Night Service feature provides a means to put the system in night mode or remove the system from night mode from any keyset, providing the system was put in night mode by the night service feature flexible button [604]. If the system was placed in night mode by the Attendant using the DND button or if the system was placed in night mode by the automatic schedule, the night service flexible button cannot remove the system from night mode.

To use this feature:

1. Press the *preprogrammed* NIGHT SERVICE button (631, DND by default) once to activate the Night mode (LED is lit solid).
2. Press the DND button again to activate the Special mode (LED flashes @ 240 ipm).
   - The DND button (by default) acts as a rotary in this manner, starting in the Day mode, Night mode, and Special mode.
   - When one Attendant activates this mode, other Attendant stations' DND buttons are lit accordingly.

Attendant Directory List Programming

The Attendant can program up to 200 names in the directory list. When the directory list is accessed by any display telephone user, the system displays the name associated with a speed dial number so when the desired name is shown, the user may then have the system dial the number.

To access Directory List Programming, dial the Directory List program code [693]. The HOLD button illuminates.

The first entry (000) in the Directory List is shown on the display.

AAA = Directory List entry number (000-199)

XXXX = Either:,

A 3- or 4-digit station number (100-8999)

-or-

A 3-digit local number/name translation table number (600-799 minus assigned station numbers that would overlap)

-or-

A 4-digit remote device number (1000-8999 minus assigned station numbers that would overlap)

-or-

A 4-digit station speed bin number (9020-9999)

nnn = Programmed Name (blank if none)

The following procedure is used to enter, edit, and erase names in the Directory List for stations or speed dial numbers.

1. Enter desired 3-digit Directory List number (000-199), or dial [✳] to scroll up (next entry) or [#] to scroll down (previous entry) through the list.

   If just changing a name associated with an existing station, skip to step 4.
2. Press TRANS.
3. Enter the 3- or 4-digit station intercom number.
4. Press MUTE.

5. Enter the name (up to 24 characters may be entered) by using the keys. The display updates as the name is entered.

Other Codes			
1 = 1#	8 = 8#	" = 01	* = *#
2 = 2#	9 = 9#	, = 02	(= #1
3 = 3#	0 = 0#	? = 03	) = #2
4 = 4#	Space = 11	/ = 04	+ = #3
5 = 5#	: = 12	! = *1	= = #4
6 = 6#	- = 13	$ = *2	# = ##
7 = 7#	' = 14	& = *4	. = 24

Figure 1: Directory List Keypad Map

6. Press SPEED when finished. Confirmation tone sounds and the display shows the new or changed name.
7. Press HOLD, then use [✳] or [#] to scroll to next entry.

   -or-

   Hang up to end programming.

To clear an entry:

1. Select desired entry.
2. Press TRANS.
3. Press FLASH.
4. Press SPEED. Confirmation tone sounds and entry is erased.

The following procedure is used to associate names to the Local Number/Name Translation Table number only.

1. Enter desired three-digit Directory List number (000-199), or dial [✳] to scroll up (next entry) or [#] to scroll down (previous entry) through the list.

If just changing a name associated with an existing Table entry, skip to step 4.

2. Press TRANS.
3. Dial three-digit Local Number/Name Translation Table number (600-799) that represents the desired telephone number.
4. Press MUTE.
5. Use keys on the dial pad to enter the name (up to 24 characters may be entered).
   The display updates as the name is entered.

If an error is made during keystroke entry, press FLASH to clear the current name.

6. Press SPEED when finished. Confirmation tone sounds and the display shows the new or changed name.
7. Press HOLD, then use [✳] or [#] to scroll to next entry.

   -or-

   Hang up to end programming.

The following procedure is used to associate names to a system speed dial bin only.

1. Enter desired 3-digit Directory List number (000-199), or dial [✳] to scroll up (next entry) or [#] to scroll down (previous entry) through the list.

   If just changing a name associated with an existing System Speed Dial Bin entry, skip to step 4.

2. Press TRANS.
3. Dial system speed dial bin location (9020–9999).
4. Press MUTE.
5. Use keys on the dial pad to enter the name (up to 24 characters may be entered). The display updates as the name is entered.

6. Press SPEED when finished. Confirmation tone sounds and the display updates.
7. Press HOLD, then use [✳] or [#] to scroll to next entry.

   -or-

   Hang up to end programming.

Attendant Disable Outgoing CO Line

The first Attendant can disable CO lines to prevent outgoing access to those lines.

To disable CO Lines:

1. Lift handset or press ON/OFF button.
2. Dial [602] on the dial pad. A confirmation tone sounds.
3. Press the line button(s) of the CO Line(s) to disable. A confirmation tone sounds and the CO Line button(s) LED flashes.

To reactivate the CO Line(s):

Repeat Steps 1-3 to disable this feature.

Attendant Override

When Attendant Override is enabled, Attendant stations may override or call stations that are busy or in Do Not Disturb.

To call a station busy on a CO call:

Press the *preprogrammed* ATTN OVERRIDE button [601]. Three short tone bursts are presented to the called party.

After five (5) seconds, the station's CO line is automatically placed on hold and the Attendant is cut-through.

To call a station in Do Not Disturb mode:

Press the *preprogrammed* ATTN OVERRIDE button. The station is signaled with a Camp On tone.

Attendant Setting Time and Date

System Time/Date must be set by the first programmed Attendant via admin programming or using feature code 692.

To set using the feature code:

1. Dial [692] on the dial pad. A confirmation tone sounds.
2. Enter date and time as follows: YYMMDDHHMM

YY	=	Year (00-99)	HH	=	Hour (00-23)
MM	=	Month (01-12)	MM	=	Minute (00-59)
DD	=	Day (01-31)			

   When the correct number of digits are entered, a confirmation tone sounds.
3. Press the ON/OFF button to OFF to update the display.

Attendant Speed Dial - System Storing

System Speed numbers must be entered by the first programmed Attendant. If an Attendant is not specified, enter at Station 100.

1. Press SPEED once, then press the desired outside line key,

   -or-

   Press SPEED twice to select an outside line automatically.
2. Dial the System Speed bin location (9020-9999).
3. Dial telephone number.
4. Press SPEED.
5. Hang up.

   To use the following speed dial options, enter as shown:

   - Initiate a Pulse-To-Tone Switchover -- Press TRANS during number entry.
   - Insert a Pause -- Press HOLD during number entry.
   - Insert a Flash into the Speed Number -- Press FLASH.

- Insert a No-Display Character -- Press TRANS as the first entry in the speed bin. This causes the numbers stored in the bin not to display on the Digital Telephones when the bin is accessed.

Speed Bin numbers 9060-9099 are not monitored by Toll Restriction.

Attendant Unavailable

The Attendant Unavailable feature lets Attendant stations have a button that places their station in an Unavailable Mode. When the station is in the Unavailable Mode, the next Attendant station receives dial "0" calls and recalls.

1. When the (first programmed) Attendant presses the *preprogrammed* UNAVAILABLE flexible button,

   -or-

   Dials the Attendant Unavailable code [607] on the dial pad, the following results occur:

   - The LED on the flexible button lights solid, if programmed.
   - Recalls and dial "0" calls now ring at the second Attendant.
   - If the second Attendant places their phone in unavailable, the third Attendant receives recalls and dial "0" calls.

2. When the first Attendant *repeats the process* (using Unavailable button or code [607]), the following results occur:

   - LED on the flexible button, if programmed, extinguishes.
   - First Attendant resumes normal operation.
   - Second and third Attendants will not receive recalls or dial "0" calls.

Attendant Voice Mail Alarm Clear

The Attendant display shows an alarm condition when the system detects that the digital voice mail is out of service.

Dial feature code [656] to clear any alarm from the display. It does not clear the condition, just clears the display.

Background Music (Optional)

To activate Background Music:

1. Dial [632] or press *preprogrammed* BGM flexible button. The LCD displays:

```
0:OFF      1/2/3: CH-1/2/3
MMM DD YY          HH:MM am
```

2. Enter desired channel on the keypad. Confirmation tone sounds. Music is now audible through the speaker.
3. Press Volume Bar to change the volume. The LCD displays:

```
SPEAKER BGM [#########]
MMM DD YY     HH:MM am
```

To deactivate Background Music:

1. Dial [632] again or press BGM flexible button.
2. Enter a [0]. Confirmation tone sounds and music discontinues.

☎ SINGLE LINE TELEPHONE

The background music feature is not compatible with single line telephones.

Call Back

A station can initiate a call back request to another busy station. Once that station becomes idle, the station that left the call back request is signaled.

If you dial a telephone number that is busy and you want to leave a Call Back indication:

1. Press *preprogrammed* CALL BACK flexible button.
2. Replace handset or press ON/OFF. When busy station hangs up, you are signaled.
3. Answer the call; the station you called will then be signaled. (If your station is busy when signaled, an automatic MSG will be placed at your phone.) Only one Call Back request can be left at a station; the second request will leave a message wait callback request.

When the Automatic Call Back Timer is enabled, a call back request is automatically invoked anytime you listen to a busy intercom tone for a preset period of time (default = 3 seconds).

☎ SINGLE LINE TELEPHONE

If you dial a telephone that is busy and want to leave a Call Back indication:

1. Briefly depress and release the hookswitch.
2. Dial [622] and replace the handset.

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

Call Coverage

The Call Coverage feature provides the functionality for stations to answer calls for other stations by utilizing call coverage buttons. Visual and Audible status of ringing stations to an assigned coverage station are provided.

To assign a Call Coverage Button:

1. Press [SPEED] + [SPEED].
2. Press a desired flexible button.
3. Dial [647] for Non-Ringing or [646] for Ringing, followed by the station number to cover. A confirmation tone sounds.

Once the button is assigned on the station and a call rings in:

1. The coverage station receives audible and/or visual indications for the coverage station after a programmable period of time. The ring tone is the internal ring tone cadence. The flash rate is the same as the incoming CO line ringing rate.
   - Ringing option = ringing, flashing Call Coverage LED, LCD display as in following illustration.

```
CALL FOR STA XXXX
MMM DD YY          HH:MM am
```

   - Non-Ringing option = flashing Call Coverage LED only (no ringing or change to LCD).

2. The Coverage station user then presses their flashing COVERAGE flexible button,

   -or-

   Presses the ON/OFF button.

   The call is answered and ceases to ring at any other stations that may have the same coverage appearance. One of the following messages display after the call is answered.

Non-network system or in same Node:

Network system with call passed across a switch:

XXXXXXXXX = Name of calling party
YYYYYY = Specific CO Line type being used (e.g., PRI #23)
HH:MM:SS = Amount of time on the call

☎ SINGLE LINE TELEPHONE

This feature can cover SLT extensions, however an SLT cannot perform the call coverage function. The SLT extension need not be physically installed, only the SLT card must be installed.

Call Forward

The Call Forward feature allows a station the ability to have calls (internal or external) forwarded to a designated station, an ACD or UCD group pilot number, Voice Mail group number, or Hunt group. This feature must be enabled in admin programming.

To activate Call Forwarding:

1. Lift handset or press ON/OFF button.
2. Press the FWD button or dial [640].
3. Dial the appropriate forwarding condition code.

   [6] = All Calls [8] = Busy

   [7] = No Answer [9] = Busy/No Answer
4. Press DSS button of desired station,

   -or-

   Dial the desired extension number where to forward calls, including ACD or UCD, Voice Mail, Hunt Group pilot numbers and Speed Dial bins for off-net forwarding.
5. Replace handset or press ON/OFF button.

To remove Call Forwarding:

1. Lift handset or press ON/OFF button.
2. Press the FWD button or dial either [640] or [662]. A confirmation tone sounds and the FWD LED extinguishes.

☎ SINGLE LINE TELEPHONE

The SLT operation uses the same procedures as used in Digital Telephone operation described above, except there is no FWD button. You must use feature codes 640 and 662.

Call Forward - External (Off-Net)

Stations are allowed to forward intercom and transferred CO line calls to an off-net location. The Call Forward Off-Net feature allows a station to reroute calls that would normally be lost. Calls can be forwarded to home or another off-net site. Initially ringing CO calls cannot be forwarded with this feature.

To activate Off-Net Call Forwarding:

1. Lift handset or press ON/OFF button.
2. Press the FWD button or dial [640] on the dial pad.
3. Dial [✳] on the dial pad. Dial the speed bin number (9000-9019 or 9020-9999) that contains the number where calls are to be forwarded. A confirmation tone sounds and the FWD button LED is flashing.
4. Replace handset or press ON/OFF button.

To remove Off-Net Call Forwarding:

1. Lift handset or press ON/OFF button.
2. Press the FWD button or dial either [640] or [662]. A confirmation tone sounds and the FWD LED extinguishes.

☎ SINGLE LINE TELEPHONE

The SLT operation uses the same procedures as used in Digital Telephone operation described above, except there is no FWD button. The user must use the 640 feature code to activate and 662 to clear.

Call Forward - Follow-Me

The Follow Me feature lets a user who is away from their station, activate/deactivate call forwarding from another station in the system. This lets the user forward their calls to their current location or into Voice Mail, ACD/UCD, Hunt Groups, or to any other station in the system. When this call forward is activated, all calls presented to the forwarded station forward to the destination station immediately.

To activate Follow Me Call Forwarding:

1. Lift the handset or press ON/OFF button.
2. Dial the Follow Me Forward code [642] on the dial pad.
3. Dial station number of the station from which forwarding is desired.
4. Dial the appropriate forwarding condition code.

   [6] = All Calls [8] = Busy

   [7] = No Answer [9] = Busy/No Answer
5. Dial the three- or four-digit destination number where calls are to be forwarded. (Station, Voice Mail, ACD/UCD, or Hunt Groups.)
6. Replace handset or press ON/OFF button.

To remove Follow Me Call Forwarding:

1. Lift the handset or press ON/OFF button.
2. Dial the Follow Me Forward code [642] on the dial pad.
3. Dial the station number of the station that forwarding is to be cancelled.
4. Dial [6] (regardless of the forward condition).
5. Redial the same station number. Confirmation tone sounds and FWD LED extinguishes.

To establish Follow Me Call Forwarding (off-site location):

1. Dial into the system on a DISA or TIE trunk. Enter the DISA access code, if applicable.
2. Dial the Follow Me Forward code [642] on the dial pad.
3. Dial the station number of the station from which forwarding is desired.
4. Dial the appropriate forwarding condition code.

   [6] = All Calls [8] = Busy

   [7] = No Answer [9] = Busy/No Answer

5. Dial the three- or four-digit destination number where calls are to be forwarded. (System Speed Bin, Station, Voice Mail, ACD/UCD, or Hunt Groups.) A confirmation tone sounds; five seconds later a dial tone is received.

To remove Follow-me Call Forwarding (off-site location):

1. Dial into the system on a DISA or TIE trunk. Enter the DISA access code, if applicable.
2. Dial the Follow-Me Forward code [642] on the dial pad.
3. Dial the station number of the station that forwarding is to be cancelled.
4. Dial [6] (regardless of the forward condition).
5. Redial the same station number. Confirmation tone sounds; 5 secs later = dial tone.

Call Park

Call Park - Personal

Each digital telephone in the system can place a call into a personal park location and then later retrieve that call from the originating station. Intercom calls and CO line calls can be placed into the stations' personal park location. Calls parked in a personal park location are subject to the system call park recall timer. A station retrieving a personal parked CO call must have either a direct CO line appearance or an available loop button to retrieve the parked call.

To park a call, while connected to an outside line:

1. Press the TRANS button. The caller is put on Exclusive Hold.
2. Dial the Personal Park location [438] on the dial pad,

   -or-

   Press the *preprogrammed* PERSONAL PARK button. Dial tone sounds.

To retrieve a parked call:

Dial the Personal Call Park location code [438] on the dial pad,

-or-

Press the *preprogrammed* PERSONAL PARK button. A talk path is established between the two parties.

☎ SINGLE LINE TELEPHONE

While connected to first call:

1. Depress the hookswitch momentarily. Intercom dial tone sounds.
2. Dial [438]. Call is placed in personal park.
3. Dial desired number for second call.
4. Depress the hookswitch momentarily. Intercom dial tone sounds.
5. Dial [438]. The first call is returned and the second call is placed into personal park.

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

Call Park - Station

Call park (by station number) allows calls to be parked at stations, thus allowing for expanded park locations.

While connected to an outside line:

1. Press TRANS button.
2. Dial [439] + [XXX] (XXX=station number).

To retrieve a Station Park Call:

Dial [# 6] + user's station number, while at the user's telephone or from any telephone in the system.

-or-

Dial [438] from the user's station.

☎ SINGLE LINE TELEPHONE

The SLT operation uses the same procedures as used in Digital Telephone operation described above, except there is no TRANS button. The user must use 438 and hookflash 439 feature codes.

Call Park - System

An outside line can be placed into one of eight parking locations and can be retrieved by any station that has a direct line appearance or an available Loop button. Parked calls have their own recall timer that recalls the originating station, and if still unanswered, the Attendant(s). An outside line may also be placed into a station park location. The station user then dials a code followed by their station number to retrieve the call.

To consult, page, or call an internal party while connected to an outside line:

1. Press TRANS button or press the CALL PARK flexible button. The caller is put on hold.
2. Dial parking location (430 to 437) or press the *preprogrammed* CALL PARK flexible button. A confirmation tone sounds.
3. If busy tone is received, press TRANS twice and dial another park location or press the CALL PARK flexible button for a different parking location.

To retrieve a Parked Call:

1. Lift handset or press ON/OFF button.
2. Press the [#] button.
3. Dial parking location (430 to 437) where the call was parked or press the *preprogrammed* CALL PARK flexible button.

☎ SINGLE LINE TELEPHONE

To place an outside call on hold and consult with, page, or call an internal party before transferring the outside call:

1. Depress and release the hookswitch. The caller is put on Exclusive Hold.
2. Dial parking location (430 to 437). A confirmation tone sounds.
3. If busy, depress and release hookswitch twice, dial another park location, then hang up.

To retrieve a parked call:

1. Lift the handset.
2. Press the [#] button.
3. Dial parking location (430 to 437) where the call was parked.

Call Pickup

A station can pickup a call ringing to any specific unattended station by using the Directed Call Pickup procedure.

A station can pickup a call ringing to an unattended station within the same ACD/UCD group by using the Group Call Pickup Procedure.

Directed Call Pickup Flex Btn

To create a Pickup Button:

1. Press [SPEED] + [SPEED].
2. Press the desired flexible button.
3. Dial #0.

To use Directed Call Pickup:

1. Dial the station number of the known ringing telephone. Receive ringback tone or call announce tone depending on the intercom selector switch setting.
2. Press the *preprogrammed* PICKUP button to answer the call.

☎ SINGLE LINE TELEPHONE

To use Directed Call Pickup:

1. Lift the handset.
2. Dial [#1].
3. Dial station number of ringing telephone.

You MUST have access to the specific outside line or a LOOP button to do a directed call pickup.

Group Call Pickup

To create a Pickup Button:

1. Press [SPEED] + [SPEED].
2. Press the desired flexible button.
3. Dial #0.

To use Group Call Pickup:

1. Lift handset or press ON/OFF button.
2. Dial [#0] on the dial pad,

   -or-

   Press *preprogrammed* PICKUP button to connect to calling party.

☎ SINGLE LINE TELEPHONE

To use Group Call Pickup:

1. Lift the handset.
2. Dial [#0]. You will be connected to the incoming intercom or outside line call.

You must be in the same Pickup group as the ringing telephone to pickup the call.

You MUST have access to the specific outside line or LOOP button to use Group Call Pickup.

Call Transfer

Outside lines can be transferred from one phone to another within the system. The transfer can be either screened (announced) or unscreened to either an idle or busy station, an ACD/UCD Group, or a Hunt Group.

Executive/Secretary Transfer

- If you are designated the Executive station and your phone is busy or in DND, all calls will be routed to the Secretary station.
- If you are the designated Secretary station, you can signal the Executive that is busy or in DND by using the Camp On feature.

PBX/CENTREX Transfer

While connected to an outside line (PBX/Centrex):

1. Press FLASH. Transfer dial tone is heard.
2. Dial PBX/Centrex station number.
3. Hang up to complete the transfer.

SINGLE LINE TELEPHONE

To make a PBX/Centrex Transfer:

1. Briefly depress and release the hookswitch. Intercom dial tone sounds.
2. Dial [660]. A Flash command is presented to the PBX or Centrex CO Line (stutter tone sounds).
3. Dial desired telephone number.
4. Replace handset to complete transfer.

Screened Transfer

To conduct the transfer, while connected to an outside line:

1. Press the station button where call is to be transferred (if programmed on your telephone) or press TRANS and dial station number.

   The called extension signals according to the intercom signal switch position.
2. When that extension answers, announce the transfer.
3. Hang up to complete transfer.

To answer the Screened Transfer:

Your intercom will be signaling according to the intercom signal switch position.

1. Answer the intercom and receive the transfer notice.
2. Press OUTSIDE LINE or flashing LOOP button on hold.

If the Direct Transfer feature is enabled, the screened transfer will go directly to the handset. You do not have to press a LINE or LOOP button to answer.

Transfer Search

When attempting to locate a party:

1. Press a station DSS button to signal the station or press TRANS and dial desired station.
2. If the station is unavailable, press another station DSS button to enter a new station number or press TRANS twice and dial the station number.
3. When station answers, hang up to complete transfer.

Unanswered CO Call Transfer

While idle or on an internal/external call and an incoming or transferred CO call is ringing at your station:

1. If on another call, place the current call on hold.
2. Dial the INC CO XSFR code [639] or press *preprogrammed* INC CO XSFR flexible button.
3. Press a DSS, Group button, or dial a station or group number. Call automatically transfers to that destination.
4. You can then return to the call placed on hold.

Unscreened Transfer

1. Press TRANS.
2. When the called extension begins to signal, hang up to transfer the call (Recall Timer starts).
3. Replace handset or press ON/OFF.

Caller ID Display

Caller ID Display (Answered Calls)

The Answered ICLID Table feature adds a table that captures the ICLID calls that were answered. The table can store up to 100 entries of the most recently answered ICLID calls. A station may dial a unique access code to view the entries, scroll through the entries, and dial a desired entry back. The table displays the number and the station that answered the call.

This table may be accessed from any user station display phone. Any Attendant station can delete a table entry, one entry at a time. Upon entering the review process, the functions available to a user are:

Function	Button
Go to beginning of table	Dial Code 659
Review next item in table entry	MUTE
Step to next table entry	HOLD
Delete table entry (Attendant only)	FLASH
Exit table review function	ON/OFF
Step to previous table entry	TRANSFER
Call Back	SPEED

Caller ID Display (Answered Calls)

An Unanswered Call Management Table with 100 entry capacity is maintained in the system. The calling number/name information pertaining to any unanswered call is placed in this table at the time the system determines the call was abandoned.

This table may be accessed from any display telephone to review unanswered calls. Only an Attendant station(s) can delete an entry from this table.

To enter the review process, dial [635]. The functions are:

Function	Button
Go to beginning of table	Dial Code 635
Review next item in table entry	MUTE
Step to next table entry	HOLD
Delete table entry (Attendant only)	FLASH
Exit table review function	ON/OFF
Step to previous table entry	TRANSFER
Call Back	SPEED

Caller ID Name/Number

This feature allows you to program a flexible button [653] to view both the number and name on the LCD when receiving a Caller ID CO call. When the feature is enabled, the flexible button LED is lit solid and the name and number is displayed.

During the call, press the flexible button to toggle between the normal call information display and the name/number display.

The top line of the LCD displays the number of the caller and the bottom line of the LCD displays the name.

Calling Forward Override

The Call Forward Override feature allows a user to reach a busy station that is call forwarded. This allows the calling station to override the forwarding which allows the user to use Off Hook Voice Over (OHVO), Executive Override, Monitor, Message Wait Indication, Camp On, or Call Back Request at that station rather than forwarding to another destination.

1. Dial [5#] followed by the desired station extension.
2. Press the appropriate *preprogrammed* button.

   Call Back = [622]
   Camp On = [620]
   Executive Override = [625]
   Message Wait = [623]
   OHVO = [628]

Calling Station Handsfree Mode Override

Enables a calling station to override a called station's T intercom setting.

When placing a call to a station and handsfree is desired:

1. Dial [7#] on the dial pad.
2. Dial the extension number,

   -or-

   Press DSS button of desired station (call tone rings station).

Calling Station Tone Mode Override

Enables a calling station to override a called station's H or P intercom settings.

When placing a call to a station and tone ringing is desired:

1. Dial [6#] on the dial pad.
2. Dial the extension number,

   -or-

   Press DSS button of desired station (call tone rings station).

Camp On

A station may alert a busy party that an outside line is on hold and waiting for them by using the CAMP ON button. To camp on a call, press the TRANS button to transfer the call to the desired busy station, then press the CAMP ON button. The busy party receives a muted ring over the keyset speaker, and a visual flashing CAMP ON LED. By pressing the CAMP ON button, the person called places their existing outside call on hold and is connected to the person placing the Camp On. They can then pick up the call on the appropriate line.

To alert a busy station of your call:

1. Press the CAMP ON button. The called station will receive one-burst of ringing.
2. When the called party answers, consult with them or hang up to transfer call.

If a station is in DND, only the Attendant can Camp On using the Attendant override feature. Camp On or Override drops any internal callers to which that station is talking.

To answer a call that is waiting:

When you hear one burst of muted ringing, press your flashing CAMP ON button.

Any outside line you are connected to is placed on hold. Converse with the station placing the call,

-or-

If a call is being transferred, press the flashing OUTSIDE LINE button.

If you do not have a CAMP ON button:

- Go on-hook with your present call, the Camp On call will ring through,

  -or-

- Place the present call on hold, then go on-hook, the Camp On call will ring through.

☎ SINGLE LINE TELEPHONE

To alert a busy station of your call:

1. Briefly depress and release the hookswitch.
2. Dial [620]. When the called line is alerted, they can choose to pick up your call or remain on original call.

*To answer a call that is waiting (*while on a CO line call*):*

1. Receive Camp on warning tone through the handset.
2. Choose desired call (hang up on present call and take new call, or ignore Camp On signal).

CO Line - Access

To access an outside line:

1. Press idle CO line button, POOL button,

   -or-

   Dial CO line group access code or LCR code: 9, 801-823, 88+LLL (*LLL = CO Line number*).
2. Dial desired number for outside call.
3. Lift handset to converse or use speakerphone.

☎ SINGLE LINE TELEPHONE

To access an outside line:

1. Lift the handset.
2. Dial access code: 9, 801-823, 88+LLL (LLL = CO line number).
3. Dial telephone number.

CO Line Queue

If you see that a particular outside line is busy and you wish to be placed on a list waiting for that line to become available:

1. Press desired busy OUTSIDE LINE button,

   -or-

   Press the POOL button. (Busy tone sounds.)
2. Press the *preprogrammed* CO LINE QUEUE button (621).
3. Replace handset or press ON/OFF button.

To answer a queue:

If you hear ringing and an outside line of the line group or a LOOP button you queued onto is rapidly flashing:

1. Lift handset or press ON/OFF button.
2. Press flashing OUTSIDE LINE button or LOOP button to answer.

To cancel a call back request:

1. Dial the CO Line Queue Cancel code [626] on the dial pad.
2. Replace handset or press ON/OFF button.

☎ SINGLE LINE TELEPHONE

1. Dial outside line access code. Receive busy tone.
2. Briefly depress and release the hookswitch.
3. Dial [621]. Confirmation tone sounds.

Conference

Conference Combinations

Only stations that have conference enabled can institute a conference.

- Add-On Conference -- Up to eight internal parties can engage in a conference, or seven internal parties with one external party. A maximum of five 8-party conferences (five external parties maximum) can be established.
- Multi-Line Conference -- One internal station can engage in a conference with up to four outside parties.

A maximum of eight parties can be included in a conference.

Conference Procedures

8-button digital/electronic telephones can assign a Conference button by using feature code 624.

To establish a Conference:

1. Lift handset.
2. Select intercom station or dial desired outside party.
3. When called party answers, press the CONF button.
4. Add next conference party by selecting another outside line or intercom station.
5. If the next conference party is an outside line and a busy or wrong number is encountered, press one of the conference parties on hold. This drops the busy or wrong number party. Press the conference button again and repeat step 4.
6. When last party answers, press the CONF button twice. (All parties are connected.)

To exit a Conference (controller only) perform ONE of the following:

1 -- Press the ON/OFF button to ON, press MUTE, then replace the handset (to monitor a conference).

To exit a multi-line conference in progress:

2 -- Press the HOLD button to place outside parties on hold. The Hold Timer starts. If one of the two parties is internal, that party is dropped.

3 -- Press CONF and hang up or press the ON/OFF button to leave the other conference parties still connected in an unsupervised conference. The CONF button flashes and the timer starts. There is a warning tone before the other parties are dropped.

To re-enter a Conference:

When the controller re-enters the conference, the disconnect timer is reset.

1. Lift handset to re-enter a monitored conference.
2. To re-enter a conference placed on hold, repeat steps for establishing a conference.
3. To re-enter an unsupervised conference, lift handset and press flashing CONF button. The CONF button lights steady and a confirmation tone sounds.

To terminate a Conference, the conference initiator who is actively in the conference must:

Replace handset or push ON/OFF button to OFF.

To terminate an Unsupervised Conference:

Press the flashing CONF button while on-hook, all parties are dropped.

To terminate a party from a Conference (while in conference):

1. Press line button of party to drop.
2. Replace handset or press ON/OFF button.
3. Lift handset or press ON/OFF button.
4. Press flashing CONF button.

☎ SINGLE LINE TELEPHONE

To set up a Conference with one external and one other internal station:

1. Make outside call.
2. Briefly depress and release the hookswitch to put the call on hold.
3. Dial number of internal station you wish to add.
4. When that station answers, briefly depress and release hookswitch again. All three parties will be connected.

To set up a Conference with Personal Park:

1. While connected to an outside line, depress the hookswitch momentarily. The intercom dial tone sounds.
2. Dial [438]. The first call is placed in personal park.
3. Dial desired number for second call.
4. Depress the hookswitch momentarily. The Intercom dial tone sounds.
5. Dial the code for SLT Conference Park [664]. All three parties are conferenced.
6. Hang up to terminate the conference.

Dial-By-Name

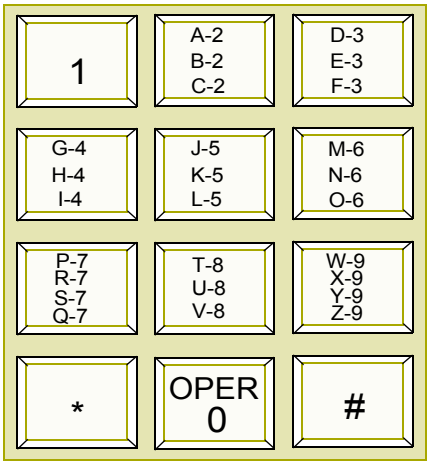
The system allows station users to dial extension numbers, or speed bins, by entering the name of a person that has been programmed for that station. The system database allows entry of a name (alphanumeric) up to 24 characters in length for each station. The programmed name can be used for dial-by-name station users and in directory dialing. This feature should not be confused with the *Name In Display* feature.

1. Dial the Dial-By-Name code [6✳] on the dial pad,

   -or-

   Press the *preprogrammed* DIAL-BY-NAME flexible button.

2. Dial person's last name on the keypad as shown:



EXAMPLE -- To search for the name BROWN, press [2][7][6][9][6].

- When the system finds a unique numeric match to the name being dialed, the call is placed to the station matching the name.
- The intercom call signals the station according to the H-T-P button.
- If fewer than 8 digits are dialed, the numeric match is dialed after a 10-second interdigit time-out occurs, or if [#] is pressed.

Directory Dial

Display telephone users may view a list of up to 200 names from the System Directory on the station's LCD display. You can dial the station or speed dial bin by pressing a single button.

Names placed in the Directory List may be associated to intercom numbers, System Speed dial bins, or entries in the Local Number/Name Translation Table. You may view the Directory List beginning with any letter of the alphabet, then scroll through the list either forward or backwards.

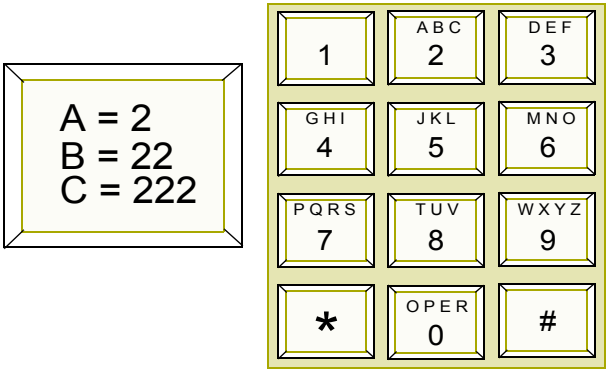
Directory Dialing may also be used to transfer a call from one station to another.

To view the Directory List:

1. Dial the Directory List dial code [680] on the dial pad,

   -or-

   Press flexible button programmed as a directory dialing button.
2. Press a button on the keypad, once, twice or three times, that represents the letter of the alphabet to begin viewing the list of names (e.g., when 2 is first pressed, it produces names starting with A. When 2 is pressed a second time, names that start with B display. Pressing 2 a third time displays names that start with C). The alphabet is represented on the keypad as shown below.



Names beginning with the letter chosen display on the LCD display.

If there are no names in the Directory List beginning with the desired letter, a name with the next higher letter displays on the LCD display.

Letters "Q" and "Z" are not marked on many telephone keypads; however, the illustration above shows the correct keys used to access these letters.

3. Dial [✳] to scroll up (next entry) through the list,

   -or-

   Dial [#] to scroll down (previous entry) through the list,

   -or-

   Press another key to view the list for a different letter of the alphabet.

4. When the desired name displays on the LCD, press the SPEED button to automatically dial the destination station or outside phone number (via speed dial).

To transfer a call using Directory Dialing while on a call:

1. Press the TRANS button.
2. Dial the Directory Dial Code [680] on the dial pad,

   -or-

   Press the flexible button programmed for directory dialing.
3. Press the digit associated with the person's name and when it displays, press SPEED to automatically dial the destination station.
4. Hang up to complete the transfer.

Calls may be transferred to internal stations only. An attempt to transfer a call off-net (via a speed dial bin) results in the call recalling upon going on-hook.

☎ SINGLE LINE TELEPHONE

Not applicable

Do Not Disturb

To activate Do Not Disturb:

Press the *preprogrammed* DND button (DND button lights steady), or dial [631] on the 8-button keyset. The DND button can be pressed while the phone is ringing to stop the ringing.

To remove Do Not Disturb:

Press the *preprogrammed* DND button or dial either [631] or [662]. The button LED extinguishes and DND cancels.

To activate One-time Do Not Disturb:

Press the *preprogrammed* DND button while you are off-hook and connected to a CO line or intercom call. The DND button LED lights and off-hook tones at your station cancel.

To cancel One-time Do Not Disturb:

Replace handset. The DND button LED extinguishes and DND cancels.

☎ SINGLE LINE TELEPHONE

To activate Do Not Disturb:

1. Lift the handset.
2. Dial [631].
3. Replace the handset.

To remove Do Not Disturb:

1. Lift the handset.
2. Dial [631] or [662].
3. Replace the handset.

Executive Override Flex Btn

Use of this feature when the executive override warning tone is disabled may be a violation of Federal, State or Local Laws, and an invasion of privacy. Check applicable laws in your area before using this feature.

Executive Override allows stations designated as "Executive" the ability to override and "barge in" on other keysets engaged in CO Line conversations. A change in volume may occur on the CO Line or intercom call after the barge-in occurs.

If you call a busy station:

1. Press *preprogrammed* EXECUTIVE OVERRIDE button (625). Executive station is bridged onto the CO line conversation in progress at the called station. An optional warning tone is presented to all parties prior to cut-thru.
2. Replace Executive station handset to terminate override.

Flash

When connected to an outside line:

Press FLASH to disconnect the outside line and reseize an outside line dial tone.

» » » 8-button telephone users can assign a FLASH button by using code [660].

Flash Key on Intercom

When connected to a page zone or another internal party:

Press FLASH to disconnect page or intercom call. An intercom dial tone will sound.

Flexible Button Programming

To program a flexible button (to use feature codes):

1. Press SPEED twice.
2. Press button to be programmed (must be programmed in database as a flexible button).
3. Dial desired code (refer to the *"Default Numbering Plan" on page 102* and also to the detailed description of the feature for any additional digits to enter). Confirmation tone sounds.
4. Press ON/OFF.

To program a flexible button (to use speed bin dialing):

1. Press SPEED twice.
2. Press button to be programmed (must be programmed in database as a flexible button).
3. Press SPEED.
4. Dial speed bin number. Confirmation tone sounds.

5. Press ON/OFF.

To erase a flexible button:

1. Press SPEED twice.
2. Press the flexible button to be erased.
3. Press FLASH. Confirmation tone sounds.
4. Press ON/OFF.

To check flexible button programming:

1. Lift handset.
2. Press SPEED, then dial [7] + [#].
3. Dial [2] to select the KEYBTN option.
4. Press desired flexible button(s) to display programming for the button(s) on the LCD.
5. When finished, replace the handset.

Group Listening

All digital key stations have a built-in speakerphone. You can use the speaker to monitor a call while using the handset to consult with the outside party. This enables other people in the room to listen to both parties in the conversation.

To activate Group Listening:

While conversing on the handset, press ON/OFF. Both parties of the conversation can then be heard on the digital station's speaker. The speakerphone microphone is muted while the handset is off-hook.

To deactivate Group Listening:

While off-hook, press ON/OFF.

Group Listening is NOT available when the station is in the Headset Mode.

Headset Mode

The user connects the modular headset to the handset jack on the telephone leaving the handset in place. The ON/OFF button on the Digital Telephone is used to initiate and end calls while using the headset.

To activate Headset Mode:

Dial [634] on the dial pad,

-or-

Press *preprogrammed* HEADSET MODE button. LED lights steady.

While Headset mode is active, the ON/OFF button activates the headset and disables speakerphone and intercom call announce operation at your station.

To install the headset, see the Installation Manual.

To deactivate Headset Mode:

Dial [634] on the dial pad,

-or-

Press the *preprogrammed* HEADSET MODE button. LED extinguishes.

Station must be programmed in database programming for headset operation before the flexible button can be programmed.

☎ SINGLE LINE TELEPHONE

Not applicable

Intercom

Using an Intercom Button

To program a Flexible Button as an Intercom Button:

1. Press the SPEED button twice.
2. Press the desired flexible button to program.
3. Dial [645] on the dial pad. A confirmation tone sounds. If an error was made during entry, error tone sounds.

When intercom call rings a busy station (w/intercom btn):

1. The calling station receives ringback tone instead of busy tone. The called station hears muted or reminder ring and their intercom button LED starts flashing at the incoming CO line rate. This indicates an incoming intercom call.
2. The called station can place the current CO call on hold by pressing the HOLD button,

   -or-

   Place the current intercom call on hold by pressing the HOLD button. The intercom call is placed on hold on the available intercom button.
3. Called station then presses flashing intercom button to answer incoming intercom call. Once the call is answered, the following message displays on the called station LCD:

```
CALL FROM STA XXX
MMM DD YY        HH:MM am
```

   Sta XXX can be a programmed station name.

☎ SINGLE LINE TELEPHONE

Not applicable

Answering an Intercom Call

When your intercom button signal switch is in the:

- **H Mode** (No LED) Handsfree Mode -- You hear three bursts of tone and an announcement. Reply handsfree or lift handset for privacy.
- **P Mode** (LED Flashing) Privacy Mode -- You hear three bursts of tone and a one-way announcement. The calling party cannot hear conversations in progress.

  Lift handset or press ON/OFF to answer.

  -or-

  Position the H-T-P switch to the H mode to answer.
- **T Mode** (LED On) Tone Mode -- You hear repeated bursts of intercom tone ringing and HOLD button slow flashes.

  Lift handset or press ON/OFF to answer.

  -or-

  Position the H-T-P switch to the H mode to answer.

Use feature code 667 to select an H, P, or T mode for 8-button digital telephones. Each use of this feature code acts as a rotary through the three options.

Intercom Transfer

To use Intercom Transfer without DSS Buttons:

1. Receive or make an intercom call.
2. Press the TRANS button. Intercom dial tone sounds.
3. Dial the station.
4. When the second station answers, you are in a supervised transfer mode (first station is staged for transfer).
5. Hang up (stations 1 and 2 are connected).

To use Intercom Transfer with DSS Buttons:

1. Receive or make an intercom call using a DSS button.
2. Press the TRANS button. Intercom dial tone sounds.
3. Press the DSS button where to transfer the call.
4. Hang up (stations 1 and 2 are connected).

Placing an Intercom Call

To place an Intercom Call:

1. Press the DSS button of the party to be called (if programmed at your phone),

   -or-

   Dial the extension number.

   Dialing a number in the numbering plan activates the telephone automatically.

   (You hear ringing if the called station is in the T answering mode; or three bursts of tone if called station is in the H or P position.)
2. Lift handset or use the speakerphone after the tone bursts stop.
3. Hang up to end the call.

To answer an Intercom Call:

In the T mode (LED On), you hear repeated bursts of intercom tone ringing and the HOLD button slow flashes.

Lift the handset or press the ON/OFF button to answer,

-or-

Press the H-T-P button to the H mode to reply.

In the P mode (LED flashes at 30 ipm), you hear three bursts of tone and one-way announcement. The calling party cannot hear conversations in progress.

Lift the handset or press the ON/OFF button to answer,

-or-

Press the H-T-P button to the H mode to reply.

In the H mode (No LED), you hear three bursts of tone and an announcement.

Reply handsfree or lift the handset for privacy.

☎ SINGLE LINE TELEPHONE

To place an intercom call:

1. Lift the handset.
2. Dial the intercom number. You will hear ringing if the called station is in the "T" answering mode or two bursts of tone if the called station is in the "H" or "P" positions.
3. Hang up to end the call.

To answer an intercom call:

Lift the handset,

-or-

If your SLT is equipped with a speakerphone, press the Speaker button to converse in a handsfree mode.

Keyset Mode

This feature allows you to determine the mode and baud rate of the optional CTI Module connected to your phone. This setting is stored in back-up memory in the case of a power outage or system reset.

When telephone is set to AT command mode, these AT commands are supported.

Table 1: AT Command Modes

Mode	Description
Inactive	No CTI information is sent/received by the telephone.
ATD	Modem Dialing Command -- The telephone will recognize the ATD and accept digits after the command.
ATH or ATHX (X= 0 or 1)	Modem On-Hook/Off-Hook Command -- ATH or ATH0 will force the telephone to go to the on-hook state from its current state. ATH1 will force the telephone to go to the off-hook state from it's current state.
CKTU	Command used with Wanderer (a cordless key telephone unit). The baud rate is not used in this mode; no change is necessary.
PC Phone	CTI information used with *Discovery Desktop* and *Discovery PCPhone* software must be set to 4800 baud rate.
SPI	Service Provider Interface -- Command used with TAPI applications such as *Discovery Link*

At an idle station:

1. Dial the Keyset Mode code [648] on the dial pad,

   -or-

   Press *preprogrammed* KEYSET MODE button, the following displays:

```
INACTIVE                    2400
MODE=✳ SAVE=HOLD BAUD=#
```

2. Press [✳] to scroll through the keyset modes.
3. Press [#] to scroll through the baud rates.
4. Press the HOLD button to save the desired entries.

ELECTRONIC TELEPHONE

Not applicable

SINGLE LINE TELEPHONE

Not applicable

Last Number Redial

The Last Number Redial (LNR) feature permits the automatic redialing of the last telephone number dialed on an outside line. Up to 24-digits can be stored. Outside line selection of the same line used is automatic.

To use Last Number Redial:

1. Press the SPEED button.
2. Press [#]. The last number dialed over an outside line is automatically redialed.
   - The system automatically selects the original line used to place the call and redials the number.
   - If that line is busy, the system selects another line from the same group and redials the number.
   - If no lines are available in the same group, the station receives busy tone and can queue for a line.
   - If the station user preselects a line before activating LNR, the preselection overrides the line used originally.

SINGLE LINE TELEPHONE

Not applicable

LCR Operation

To place an outside call when LCR is enabled in the system:

1. Dial [9] on the dial pad,

   -or-

   Press *preprogrammed* LCR button.
2. Dial the desired telephone number.
3. Wait for an answer. Lift handset or use the speakerphone to converse.

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

To answer an LCR Queue Call Back:

1. When telephone is signaled, answer the call.
2. Desired telephone number is automatically redialed.

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

If the 911 feature is enabled, the LCR access code is 800 instead of 9.

CO Line Queue Cancel

To cancel a Call Back Request:

1. Dial the CO Line Queue Cancel code [626] on the dial pad.
2. Replace handset or press ON/OFF button.

Loop Key

A station not having a direct appearance for a CO line receives incoming CO calls and transferred CO calls under the LOOP button. Only one call at a time can be connected to a keyset on the LOOP button.

To make a Loop button:

1. Press the SPEED button twice.
2. Press the desired flexible button.
3. Dial [89].
4. Press HOLD.

Mailbox Buttons

To program a station's mailbox on a flexible button:

1. Press SPEED twice.
2. Press desired flexible button to be programmed.
3. Dial the mailbox feature access code (460-467 = voice mail group 1-8; 468 = remote voice mail group).
4. Dial the VMID number. Confirmation tone sounds. If an error is made during entry, an error tone sounds.

   Example -- 46**0**6037 represents a voice mail button (group 1) for VMID 6037 that is in the system with the centralized voice mail installed.

To use a mailbox button:

The called station presses the MAILBOX flexible button and goes on-hook. The internal or external call is then transferred to the VM port by the telephone system.

Message Wait

Stations that are busy, unattended, or in DND can be left a message indication by other stations in the system. Up to five messages can be left at one keyset. Upon return to the station, the user can press the flashing MSG WAIT button to ring each party in sequential order. 8-button phones use code 623 to assign a MESSAGE WAITING button.

To leave a message waiting indication:

If you dial a station that is busy, unattended, or in DND, you can leave a message waiting indication.

1. Lift handset or press ON/OFF button.
2. Dial the desired intercom station.
3. Press the MSG button. A confirmation tone sounds. Called party's MSG button slow flashes.
4. Replace the handset or press the ON/OFF button to end the call.

Up to five messages can be left at any Station.

To answer a message waiting indication:

If your MSG button is lit, you have a message waiting for you. The first message left is the first one called.

1. Press MSG. Station that left message is signaled with tone ringing.
2. If called station does not answer, press MSG once to leave message.

☎ SINGLE LINE TELEPHONE

To leave a message waiting indication:

1. Lift the handset.
2. Dial the desired intercom station. Receive no answer or DND tone sounds.
3. Briefly depress and release the hookswitch.
4. Dial [623].
5. Hang up.

To answer a message waiting indication (your message waiting lamp is flashing or there is an interrupted dial tone when you lift the handset):

1. Lift the handset.
2. Dial [663]. Station that left message will ring.

Modem

Voice Mail Modem Access

You can program Vodavi voice mail systems (other than MiniVoice or PathFinder) using the telephone system modem. The use of this feature requires the use of a straight-thru modem cable connected from the voice mail system to either port 5 on the MPB2 or ports 3 or 4 on the optional SIU.

To access the voice mail system, you can either:

Dial [498]

-or-

Ring directly to 498

-or-

Be transferred to 498

Telephone System Modem Access

Feature code 499 is used for access to the telephone system modem. This modem allows remote telephone system programming via an SLT or externally by having a call transferred to extension 499. Additionally, COs and DIDs can be programmed to ring directly to extension 499.

Mute

Pressing the MUTE button while in the speakerphone mode or using the handset disables the microphone but does not affect the speech coming over the speaker or handset. Pressing the illuminated MUTE button again reactivates the microphone.

Use feature code 629 with 8-button digital/electronic telephones to make the required button.

To disable the microphone:

1. Press MUTE while off-hook on speakerphone or handset to activate.
2. Press MUTE again to deactivate. Mute automatically deactivates upon call termination.

Name In Display

Every extension (Key or SLT) has the capability to program your name so that people using display telephones will see your name instead of your station number.

To create your name:

1. Dial [690] on the dial pad.
2. Enter the name (up to 7 characters) by using keys on the dial pad.

	Other Codes			
	1 = 1#	8 = 8#	" = 01	* = *#
	2 = 2#	9 = 9#	, = 02	(= #1
	3 = 3#	0 = 0#	? = 03	) = #2
	4 = 4#	Space = 11	/ = 04	+ = #3
	5 = 5#	: = 12	! = *1	= = #4
	6 = 6#	- = 13	$ = *2	# = ##
	7 = 7#	' = 14	& = *4	. = 24

Figure 2: Keypad Map

3. Press SPEED button to complete the programming process.

To erase your name:

1. Dial [690] on the dial pad.
2. Press the SPEED button to complete the erasing process.

☎ SINGLE LINE TELEPHONE

To create your name:

1. Dial [690] on the dial pad.
2. Enter the name (up to 7 characters may be entered) by using keys on the dial pad.
3. Briefly depress the hookswitch and release to complete the programming process.

To erase your name:

1. Dial [690] on the dial pad.
2. Briefly depress the hookswitch and release to complete the erasing process.

Night Service

To enter Night Service Mode, from an idle station:

Press the *preprogrammed* NIGHT SERVICE flexible button [604]. The system is now in the Night Service Mode.

To remove Night Service Mode:

Press the *preprogrammed* NIGHT SERVICE flexible button [604] again. The system is now removed from the Night Service Mode.

Off-Hook Voice Over (OHVO)

While off-hook on a call (CO or Intercom), this feature allows you to receive a voice announcement through the handset receiver without interrupting the existing call. You may then respond to the calling party using CAMP ON procedures to talk to the calling party or use Silent Text Messaging to respond to the calling party via LCD Displays.

The calling station is placed in a one-time DND mode upon initiating the voice-over. One-Time DND cannot be toggled during the OHVO call. The station receiving the OHVO call must be off-hook and in the "H" mode.

To place an Off-hook Voice Over call:

When an OHVO station calls a busy OHVO station and a busy tone is received, the calling OHVO station must:

Press a *preprogrammed* OHVO button [628] to initiate an OHVO announcement, and the following occurs:

- The HOLD button LED flashes at the called OHVO station.
- The OHVO receiving station receives a one-beep warning tone. The station receiving the OHVO call must be off-hook and in H or P mode, then the calling OHVO party may begin the voice announcement to the called OHVO party. The called OHVO station's existing conversation is uninterrupted and the voice over announcement does not drown out the existing conversation. If the receiving station is call forwarded, use 5# to override forwarding.

- The calling OHVO station is not connected or able to hear the called station's conversation (the connection only allows the calling station to transmit to the called station).

The calling station is placed in a one-time DND mode upon initiating the Voice Over. One-Time DND cannot be toggled during the OHVO call. The station receiving the OHVO call must be off-hook and in H mode.

To respond to an Off-hook Voice Over:

After receiving an OHVO announcement, **three options** are available to respond to the caller:

Option 1 -- This method lets the receiving station respond to an OHVO announcement utilizing the MUTE feature button. This button is pressed to carry on a two-way conversation with the OHVO initiator while still listening to the original call.

Option 2 -- The OHVO receiving station may respond to the calling station by using the Silent Text Messaging (this feature is only available to digital key telephones, and the calling station must be a digital display telephone).

The OHVO receiving station may press a *preprogrammed* Message button to respond to the voice over announcement without being released from the current call (e.g., by pressing a flexible button *preprogrammed* for the message IN MEETING, the calling station receives this message on the LCD display).

Option 3 -- The OHVO receiving station may respond to the calling OHVO station by using the Camp On feature. The OHVO receiving station presses the flashing HOLD button to consult with the calling station. The existing call (CO line) goes on Exclusive Hold automatically. This method then follows Camp On procedures and operation.

☎ ELECTRONIC TELEPHONE

Not applicable

☎ SINGLE LINE TELEPHONE

Not applicable

Outside Calls Flex Btn

Placing an Outside Line on Hold

- If your system is programmed for Exclusive Hold Preference, press HOLD once for Exclusive Hold or twice for System Hold.

  -or-

- If your system is programmed for System Hold Preference, press HOLD once for System Hold or twice for Exclusive Hold.

Answering a Recall

When an outside line has remained on hold for an extended period of time, you are reminded with a recalling ring. (If Preferred Line Answer is enabled, skip step 1.)

1. Press OUTSIDE LINE, LOOP, or POOL button (flashes at a very fast rate).
2. Lift handset or press ON/OFF to converse with party.

Answering an Outside Call

1. Lift handset or press ON/OFF.
2. Press slow flashing OUTSIDE LINE button or LOOP button. (If your telephone is programmed with Preferred Line Answer, you may answer an outside line by lifting the handset or pressing ON/OFF.)

Placing an Outside Call

To access an outside line for dialing out:

1. Press idle CO line button, POOL button,
   -or-
   Dial access code (9, 801-823, 88+LLL). *LLL = CO Line Number*
2. Dial desired number for outside call.
3. Lift handset or use speakerphone to converse with party.

Paging

If you are given the ability to make page announcements.:

1. Lift handset or press ON/OFF.
2. Dial a three-digit paging code or press *preprogrammed* PAGING flexible button.

Code	Zone	Code	Zone
700	Int/Ext All Call	707	Internal Zone 7
701	Internal Zone 1	708	Internal Zone 8
702	Internal Zone 2	709	Internal All Call
703	Internal Zone 3	760	External All Call
704	Internal Zone 4	761	External Page Zone 1
705	Internal Zone 5	762	External Page Zone 2
706	Internal Zone 6	763	External Page Zone 3 (MPB2 only)

3. Speak in a normal tone of voice to deliver message.

4. Stations receiving a page Announcement can press the Volume Bar to change Paging Volume. The display shows:

```
SPEAKER PAGE [#########]
MMM DD YY     HH:MM am
```

5. Replace handset to terminate the page announcement.

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

Paging - Meet Me

To request another party meet you on a page:

1. Dial desired three-digit paging code.
2. Request that party meet you on the page.
3. Do not hang up; wait for the requested party to answer.

To answer a Meet Me Page:

1. Go to the nearest phone.
2. Dial [770] or press *preprogrammed* MEET ME flexible button. You will be connected to party that paged you.

Personalized Messages

Pre-assigned Messages

Each station can select a pre-assigned message to display on the LCD of any key telephone calling that station. There are ten messages available.

This feature is unavailable at Attendant stations.

Stations cannot be call forwarded or in DND and have this feature active.

To select a pre-assigned message:

1. Dial [633] on the dial pad,

   -or-

   Press a *preprogrammed* PERSONAL MESSAGES button.
2. Dial the 2-digit code for the message that displays. A confirmation tone sounds and the DND button LED flashes.

00 = (clears messages)	06 = On Trip
01 = On Vacation	07 = In Meeting
02 = Return AM	08 = At Home
03 = Return PM	09 = On Break
04 = Return Tomorrow	10 = At Lunch
05 = Return Next Week	

To cancel a pre-assigned message:

1. Either dial the Personal Messages code [633] + [00], dial [662], or press the DND button.
2. Replace handset. DND button LED extinguishes.

Custom Messages

Each station can select from ten possible custom messages to display on the LCD of a key telephone calling that station. These messages are programmed from the first attendant station for system-wide use.

Each station can also program three unique custom messages.

The Custom Messages feature is not available for use by attendant stations.

To select a custom message:

1. Dial [633] on the dial pad,

   -or-

   Press a *preprogrammed* PERSONAL MESSAGES button.

2. Dial a valid message number (21-30) for the desired custom message. The first Attendant should provide a list of messages to each station user.

To program a unique custom message:

1. Dial [633] on the dial pad.
2. Dial a valid message number (18-20) for the desired custom message.
3. Enter a custom message, up to eight characters.
4. Press HOLD to save.

To use a unique custom message:

1. Dial [633] on the dial pad.

   -or-

   Press a *preprogrammed* PERSONAL MESSAGES button.
2. Dial a valid message number (18-20) for the desired custom message.

To cancel a custom message:

1. Either dial the Personal Messages code [633] + [00], dial [662], or press the DND button.
2. Replace handset. DND button LED extinguishes.

☎ SINGLE LINE TELEPHONE

SLT users can use custom messages (21-30) as described above. Unique custom messages (18-20) are not applicable. SLT users cancel the use of a custom message by using feature code 662.

Date and Time Entry Messages

Station users can activate certain messages that let users enter a specific time or return date. These messages appear on the calling station's display to alert them of the desired party's return time or date.

To activate a message with a custom return time or date:

1. Dial the Message Access code [633] on the dial pad.
2. Then dial the desired message number [11 - 17].

   Users may activate the following messages and be prompted to enter a return time or date:

   [11] = Vacation Until: *MM/DD*

   [12] = Return: *HH:MM xm* or *MM/DD*

   [13] = On Trip Until: *MM/DD*

   [14] = Meeting Until: *HH:MM xm*

   [15] = At Home Until: *HH:MM xm*

   [16] = On Break Until: *HH:MM xm*

   [17] = At Lunch Until: *HH:MM xm*
3. Enter the date/time using buttons on the dial pad as shown in the following table.

	Other Codes			
	1 = 1#	8 = 8#	" = 01	* = *#
	2 = 2#	9 = 9#	, = 02	(= #1
	3 = 3#	0 = 0#	? = 03	) = #2
	4 = 4#	Space = 11	/ = 04	+ = #3
	5 = 5#	: = 12	! = *1	= = #4
	6 = 6#	- = 13	$ = *2	# = ##
	7 = 7#	' = 14	& = *4	. = 24

Figure 3: Other Keypad Codes (Date and Time)

4. Press HOLD to enter message. A confirmation tone is received and the DND button LED flashes.

To cancel the message:

1. Either dial the Personal Messages code [633] + [00], dial [662], or press the DND button.
2. Replace handset. DND button LED extinguishes.

☎ SINGLE LINE TELEPHONE

Not applicable

Scrollable Canned Messages

The Scrollable Canned Message feature allows you to use a single digit [#] or [✳] to scroll through the canned messages and select one. When the desired message is displayed, pressing the hold button places that message on the station LCD. This feature operates when the phone is in the idle mode only. This feature cannot be activated if the station is in the Call Forward or DND mode(s). This feature is not available to Attendant stations.

To select a Scrollable Canned Message:

1. Dial [633]+[#] on the dial pad,

   -or-

   Press the PERSONAL MESSAGES button. Clear Messages is always first. The following message displays:

   ```
   CLEAR MESSAGES
   NEXT=# PREV=* SAVE=HOLD
   ```

2. Press [#] to scroll through the messages or press [✳] to scroll backward through the list.
3. Scroll forward through the messages in the following order. The scroll is a rolodex-type scroll.

1 - (Clear Messages)
2 - At Home
3 - At Lunch
4 - In Meeting
5 - On Break
6 - On Trip
7 - On Vacation
8 - Return AM
9 - Return PM
10 - Return Next Week
11 - Return Tomorrow

4. When the desired message is shown on the LCD display, pressing the HOLD button activates that message on your station. Confirmation tone sounds and the DND button LED flashes.

To cancel the message:

1. Either dial the Personal Messages code [633] + [00], dial [662], or press the DND button.
2. Replace handset. DND button LED extinguishes.

☎ SINGLE LINE TELEPHONE

Not applicable

Personal Messages Flexible Button

You can program the code [633] onto a flexible button to speed access to select and use messages.

To program the Personal Messages Flexible Button:

1. Press the SPEED button twice.
2. Press the desired flexible button. LED flashes.
3. Dial [633]+[#] on the dial pad. A confirmation tone sounds.

To use the flexible button, press that flexible button, then either:

Dial the 2-digit message number (00-10 or 18-30) to activate the message. Confirmation tone sounds and DND button LED flashes.

-or-

Press [#] to scroll forward or [✳] to scroll backward through the list. When desired message is shown on the LCD, press HOLD to activate that message on your station. Confirmation tone sounds and DND button LED flashes

☎ SINGLE LINE TELEPHONE

Not applicable

PBX/Centrex Codes on a Flex Button

For one-button access to Centrex or PBX features:

1. Program Centrex or PBX code into a Station or System Speed Dial bin, including hook-flash (FLASH key), [✳], and [#] commands (refer to *"Speed Dial" on page 89*).
2. Program that speed bin onto a flexible button (refer to *"Flexible Button Programming" on page 56*).

Release Button

The Release Button feature lets the station user disconnect calls while off-hook (on handset, not speakerphone), speeding up call handling time.

While off-hook (on handset, not speakerphone) on an intercom call, transfer sequence, page announcement, or CO call:

Press the *preprogrammed* RELEASE button [641] to terminate intercom call, transfer sequence, page announcement or CO call.

Redial

Last Number Redial

1. Press SPEED.
2. Press pound [#] key. The last number dialed over an outside line will be automatically redialed.

Save Number For Redial

If you wish to save the last number you dialed:

1. After placing an outside call, keep handset off-hook.
2. Press SPEED twice.

Redial a Saved Number

1. Press SPEED.
2. Press the asterisk [✳] key. Saved number is automatically dialed.

Repeat Redial

A keyset station user places a CO call and receives a Busy or No Answer:

1. Press the *preprogrammed* RPT REDIAL flexible button [643]. The LCD prompts the user for a timer value.

ENTER RPT REDIAL TIMER:	
XXX	006-999

2. Enter a valid number (006-999 seconds) for the Repeat Redial Timer. Default value is 060 (one minute). A confirmation tone sounds and the station user goes on-hook. The flexible button LED lights steady.

   When the timer expires, the station is signaled via a CO line queue indication on the RPT REDIAL flexible button. During the Queue Call Back, the LCD display indicates this is a Redial Call Back. Once line queue is answered, the LCD indicates an outgoing CO line display.

To activate a redial:

Press the *preprogrammed* REDIAL flexible button,

-or-

Press the ON/OFF button,

-or-

Lift the handset, line is seized and number is dialed. If the user receives a busy/no answer, they may repeat the step to activate another redial.

To cancel the operation:

Press the *preprogrammed* REDIAL flexible button. A confirmation tone sounds and the Auto Redial function is cancelled.

☎ SINGLE LINE TELEPHONE

Not applicable

Ring Down / Hot Line / Off-Hook Preference

If your phone has been programmed for Off-Hook Preference, you can access an outside line, or a feature by going off-hook or pressing the ON/OFF button. It simulates the depression of a specific button and can be programed by a station user or a database administration programmer using code [691] + the button number.

While Off-Hook Preference is enabled, you may access internal intercom dial tone as follows:

1. Press the *preprogrammed* ICM button,

   -or-

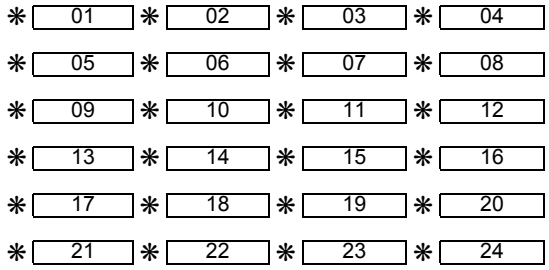
   Dial your intercom number. (Do not lift handset or press ON/OFF button before dialing intercom number.) LED lights steady and intercom dial tone sounds.
2. Dial an internal station or feature access code.

Off-Hook Preference Programming (Via a Station)

If your phone is programmed for Off-Hook Preference and you were given the ability to enable or change the prime flexible button:

1. Dial [691] on the dial pad.

2. Dial the desired button number. Refer to the following chart.



To disable Off-Hook Preference:

1. Dial [691] on the dial pad.
2. Dial [00] on the dial pad.

SINGLE LINE TELEPHONES

When establishing an Off-hook Preference for SLT stations, it is necessary to program the SLTs CO line or line group, to access when going off-hook.

Single line telephones can bypass Off-hook Preference by doing a hookflash and then dialing their extension number.

Ring Tone

To select a distinctive ring tone for a station:

1. Dial the Ring Tone program code [695] on the dial pad. The following message displays:

```
ENTER RING TONES        00-36
XX PRESS SPEED TO SAVE
```

2. Enter a valid tone number. The telephone speaker sounds a steady tone that correlates to the 2-digit entry. The 2-digit tone number displays in the lower left corner of the LCD display.

   The ringing choices are as follows:

CO RING TONE*/FREQUENCY					
Tone (#)	**Freq**	**Tone (#)**	**Freq**	**Tone (#)**	**Freq**
00	697/770	13	770/1633	26	1209/1336
01	697/852	14	770/0	27	1209/1477
02	697/941	15	852/941	28	1209/1633
03	697/1209	16	852/1209	29	1209/0
04	697/1336	17	852/1336	30	1336/1477
05	697/1477	18	852/1477	31	1336/1633
06	697/1633	19	852/1633	32	1336/0
07	697/0	20	852/0	33	1477/1633
08	770/852	21	941/1209	34	1477/0
09	770/941	22	941/1336	35	1633/0
10	770/1209	23	941/1477	36	OFF
11	770/1336	24	941/1633	Tone Duration* = 50 ms/50 ms	
12	770/1477	25	941/0		

3. When the desired tone is selected (default ringing code is set to 00), press the SPEED button to save it as the tone to present when the station is tone rung. A confirmation tone sounds.

Serial Number

When feature code [609] is dialed on a display telephone, the serial number of the MPB displays. The serial number is used when you activate or upgrade the system.

```
SERIAL NUMBER:
XXXXXXXX
```

Software Identification

When a station dials feature code [610] on a display telephone, the system expects the next digits dialed to be a software identification code. This code is used to upgrade to a new version of software, e.g. upgrade from basic software to ACD software.

1. Dial feature code [610] on a display telephone.

```
ENTER OPTION CODE:
XXXXXXXX
```

2. Dial the software identification code.

Software Version

The current system software version can be viewed. The display shows the version number and level of software.

To view the Software Version Display:

Dial the S/W Display code [605] on the dial pad. The top line of the LCD shows the engineering version of the software.

The bottom line of the LCD shows the features that are enabled for your software, e.g., BASIC or ACD.

Speakerphone

1. Press ON/OFF to ON. (Intercom dial tone sounds.)
2. Press the DSS key of the desired party or press an available OUTSIDE LINE button and dial number.

   Speakerphone is activated.
3. Press ON/OFF to end call.

Speed Dial

A keyset user can associate up to 20 frequently dialed numbers as Station Speed Numbers (9000 to 9019). Telephone numbers can be up to 24 digits including pauses, flash commands, pulse-to-tone switchover, and no-display characters. A pause is automatically inserted after a flash. There are 3000 speed locations in *XTS* systems for dividing among all telephones.

To use speed dial:

1. If an outside line was not specified in programming, one can be selected now or the system assigns the line.
2. Press the SPEED button and dial speed bin location,

   -or-

   Press the *preprogrammed* speed bin button.

To store speed dial numbers:

1. Press the SPEED button once.
2. Press an OUTSIDE LINE button or POOL button.

   -or-

   Select an outside line by pressing the SPEED button again.

3. Dial the speed bin location.
4. Dial the desired telephone number and include these special codes:
   - TRANS -- Initiates a Pulse-To-Tone switchover.
   - HOLD -- Inserts a Pause.
   - FLASH -- Inserts a Flash into the speed number.
   - TRANS -- When used as the first entry in the speed bin, this inserts a no-display character causing numbers stored in the bin not to appear on the digital telephone's display when bin is accessed.
5. Press the SPEED button.
6. Replace the handset to end the speed bin programming.

To program multiple speed numbers:

1. Press the SPEED button twice to conclude programming a number.
2. Enter the next speed number bin to program.

   If the station has no line appearance for the line programmed into the speed bin, that line comes up under the LOOP button or POOL button when accessed.

To erase an existing speed bin:

1. Press the SPEED button twice.
2. Dial the speed bin location.
3. Press the SPEED button again. A confirmation tone sounds.

☎ SINGLE LINE TELEPHONE

To use speed dial:

1. Lift handset.
2. Dial [668] on the dial pad.
3. Dial desired station or system speed bin number (9000-9999).
4. Replace the handset to end the call.

To store speed dial numbers:

1. Lift handset.
2. Dial [661] on the dial pad.
3. Dial desired station speed number (9000-9019).
4. Dial telephone number to store.
5. Briefly press and release the hookswitch. A confirmation tone sounds.

Line Group 1 is programmed along with SLT speed numbers, and thus Line Group 1 is used when activating station speed dial from an SLT.

System Speed Dial Access

Stations can be individually allowed or denied the ability to use system speed dial (9020-9999) numbers. (*System speed numbers 9060-9099 are not monitored by toll restriction.)* Stations cannot be prevented from using station speed dial.

The first programmed attendant must enter the System Speed numbers (9020 to 9999). If an attendant was not specified, system speed numbers are entered at Station 100.

Station/Port Fixed Number

When a station dials the feature code 611 on a display telephone, it will display the Fixed Station/Port Number for that telephone. For example, when using flexible numbering some programming steps require the “FIXED” code. This code allows you to dial 611 and quickly determine the fixed port for that station.

```
STATION PORT:
XXX
```

☎ SINGLE LINE TELEPHONE

Not applicable

Station Relocate

The Station Relocation Feature lets a user dial a code followed by the old station number to bring all the station attributes including extension number, button mapping, speed dial, and class of service to the new location.

1. A station can be relocated by unplugging it, then plugging it into a new location.
2. Dial [636] on the dial pad. Then, dial the extension number of the station being relocated. Once this is done, all station attributes are copied to the current station.

If a station is assigned to a specific port and that station user unplugs their station and plugs it in at another location, the database administration programming is updated to reflect the new port change. Station lock will prevent this feature from working correctly.

☎ SINGLE LINE TELEPHONE

Not applicable

Text Messaging (Silent Response)

The Text Messaging feature allows a station user to use text messages to respond to a caller that has either Camped On or has used the off-hook voice over (OHVO) feature to alert a busy station of a waiting call or message. The Camped On station may respond to the caller via the canned, custom, and silent response text (LCD) messages. Text messages appear on the calling party LCD display. The calling (originating) station and receiving station MUST be digital telephones. The receiving station MUST also be programmed to allow OHVO calls.

While receiving a Camp On or OHVO call:

The called party may press a *preprogrammed* Text Message button with a specific message [633+XX]. Example: [633] + [38] means a telephone calling the station receives the message WHO IS IT ?

Code	Text Message	Code	Text Message
31	I Will Take Call	42	Is It Important?
32	Take Message	43	Is It Urgent?
33	Transfer To Secretary	44	Send Call To Voice Mail
34	Put Call On Hold	45	Park Call
35	Call Back	46	Out Of Office
36	One Moment Please	47	Put Call Through
37	I Will Call Back	48	I Am Busy
38	Who Is It?	49	O.K.
39	Is It Long Distance?	50	No
40	Is It Personal?	51	Yes
41	Is It An Emergency?		

☎ SINGLE LINE TELEPHONE

Not applicable

Universal Day/Night Answer

Incoming CO lines can be programmed for Universal Day Answer (UDA) or Universal Night Answer (UNA). UDA/UNA assigned CO lines can also signal over the external page port(s). If External Day programming is enabled and the system is in the day mode, the assigned external page port(s) present a ringing signal. UDA/UNA is established on a per CO line basis in admin programming.

When the system is in Day or Night mode and an outside line rings at another station, and you wish to answer it:

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

Each telephone utilizing Universal Day/Night Answer must have a loop button appearance if the ringing outside line does not display at their phone.

Voice Mail

Call Forwarding to Voice Mail Groups

Callers may be routed directly to your mailbox by forwarding your phone to a voice mail group.

1. Lift handset or press ON/OFF.
2. Press FWD or dial [640].
3. Dial the desired code:

   [6] = All Calls [8] = Busy

   [7] = No Answer [9] = Busy/No Answer

4. Dial the 3-digit Voice Mail group pilot number where calls are to be forwarded (440-447 = voice mail groups 1-8). Confirmation tone sounds.
5. Replace handset or press ON/OFF.

Retrieving Voice Messages

To enter the Voice Mail system to check for mail:

Either dial Voice Mail group number, press *preprogrammed* VM GROUP flexible button, or press flashing MESSAGE WAIT button. You are then prompted to enter the password for your mailbox.

Voice Mail Transfer with ID Digits

While on a call and the distant end wishes to leave a Voice Message for a VM user:

1. At the initiating station, press TRANS.
2. Dial Voice Mail Group number or press *preprogrammed* VM GROUP flexible button.
3. Dial the VMID (Mailbox location) of the desired party and go on-hook.

Voice Mailbox Button

To program a Mailbox flexible button:

1. Press SPEED twice.
2. Press desired flexible button to be programmed.
3. Dial Mailbox feature code (460-467 = voice mail groups 1-8; 468 = remote voice mail group).
4. Dial the VMID number.

☎ SINGLE LINE TELEPHONE

Not applicable

Voice Mail Group Button

To program a VM GROUP flexible button:

1. Press SPEED twice.
2. Press desired flexible button to be programmed.
3. Dial 3-digit VM Group number (440-447=VM groups 1-8).
4. Dial the VMID number.

Voice Mail One-Touch Recording Flex Btn

The Voice Mail One-Touch Recording feature allows the station user, while on an internal/external call, to press a button and have the system record the conversation in the station user's mailbox. Code [649]+[VVV], where VVV=440-447 for desired VM group.

Use of this feature when the One-Touch Recording Warning Tone is disabled may be interpreted as a violation of federal, state or local laws, and an invasion of privacy. Check applicable laws in your area before recording calls using this feature.

MiniVoice does not support Voice Mail One-touch recording.

While on an internal or external call:

1. Station user presses the *preprogrammed* VM RECORD button. The LED flutters red at 240 ipm during the setup and the following message displays:

```
RECORDING SETUP
MMM DD YY          00:00 am
```

2. Once the system connects to the station, the user's mailbox, the flexible button LED lights solid green and the LCD displays:

   To pause or resume recording after a pause, press the *preprogrammed* 655 key.

3. When the user finishes recording, press the *preprogrammed* VM RECORD button. The LED extinguishes and the normal LCD call information displays.

☏ ELECTRONIC TELEPHONE

Not applicable

☎ SINGLE LINE TELEPHONE

Not applicable

Volume Control

DIGITAL AND ELECTRONIC TELEPHONES

The volume control on the Digital Key Telephone controls ringing, handset, and speakerphone volumes. It also affects the receive volume of the Wanderer cordless unit. The volume on 8-button digital telephones is controlled by dialing feature code 638 and then using [#] to increase volume or [✳] to decrease volume.

The volume control on the Electronic Key Telephone consists of two wheels located on the right side of the telephone. Turning the wheel toward you decreases the volume.

- The front wheel controls voice, background music, and speakerphone volume.
- The rear wheel controls tone ringing volume.

While using these function/features, Digital and Electronic Key Telephones display the following messages:

Listening to Background Music ...

Using the speakerphone on an Intercom call ...

Using the handset on an Intercom call ...

Using the speakerphone on a CO call ...

Using the handset on a CO call ...

Receiving a page announcement ...

Receiving an incoming tone ringing Intercom or CO call ...

☎ SINGLE LINE TELEPHONE

The volume control on the Single Line Telephone is located on the right side of the telephone. The slider switch options are HI for loud volume, LO for low volume, and OFF to turn the ringer off. Two-line models have a volume switch for each line. Certain models do not have an OFF option.

Speakerphone models have a sliding volume switch to adjust speakerphone volume. Slide the switch toward you for lower volume or away from you for increased speakerphone volume.

Each model has a volume button that can be pressed to increase or decrease the handset volume.

The B/Z ringer switch is located on the bottom of the telephone near the line jacks. This switch should be set to the Z mode for business/hospitality applications and to the B mode for residential applications.

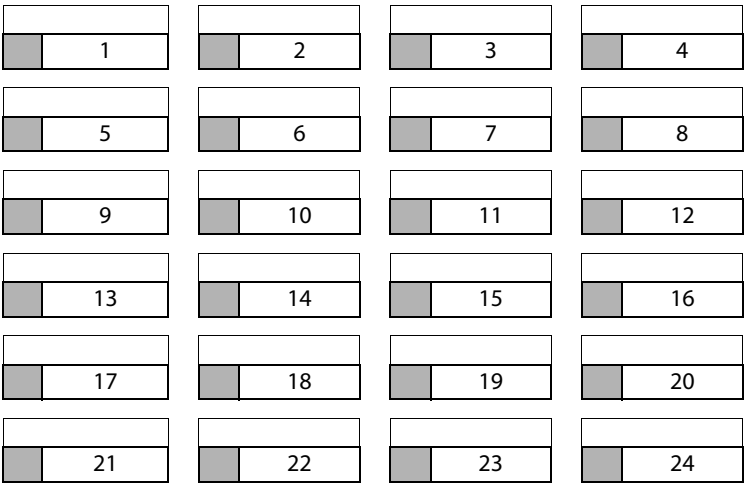
The MSG light and the Line In Use (LIU) LEDs will not operate when set in the B ringer mode.

For single line telephones that are not equipped with a volume control slider switch or to increase the volume greater than that allowed by the slider switch, use the following steps.

1. Dial [638].
2. Dial a valid number (0-9) to select a volume level.
3. Press HOLD.

Worksheets

Flexible Button Programming Worksheet



Speed Dial Bin Programming Worksheet

BIN 9000		BIN 9010	
BIN 9001		BIN 9011	
BIN 9002		BIN 9012	
BIN 9003		BIN 9013	
BIN 9004		BIN 9014	
BIN 9005		BIN 9015	
BIN 9006		BIN 9016	
BIN 9007		BIN 9017	
BIN 9008		BIN 9018	
BIN 9009		BIN 9019	

Default Numbering Plan

Function	Code	Digital	Electronic	Attendant	SLT
911 Attnd Alert View/Del (reqsbtn)	608/608+FLASH			•	
Account Code (reqs btn)	627	•	•	•	•
ACD Call Factor* (reqs btn)	580+[UUU]+[FFF]	•		•	
ACD Call Qualifier*	570+[YYY]	•	•	•	
ACD CIQ Displ Btn* (specific ACD grp) (reqs btn)	579+[UUU]	•	•	•	
ACD Group* (group 1-16)	550-565	•	•	•	•
ACD Help* (reqs btn)	574	•	•	•	
ACD Member Status*	573	•	•	•	
ACD Overflow Avail/Unavail*	578	•	•	•	
ACD Login (Primary)*	572+[UUU]+[UUUU]	•	•	•	•
ACD Login (Secondary)*	582+[UUU]+[UUUU]	•	•	•	•
ACD Logout (Primary)*	571	•	•	•	•
ACD Logout (Secondary*	581	•	•	•	•
ACD Supervisor Display*	577+[UUU]	•	•	•	
ACD Supervisor Login*	576+[UUU]+[UUUU]	•	•	•	
ACD Supervisor Logout*	575+[UUU]	•	•	•	
ACD*/UCD Avail/Unavail	566	•	•	•	•
ACD*/UCD CIQ Stat Displ (any grp)	567+[UUU]	•	•	•	
Answering Machine Ring	654+[0]	•	•	•	
Answering Machine Speaker	654+[1]	•	•	•	
Attnd	0	•	•		•

Function	Code	Digital	Electronic	Attendant	SLT
Attnd Clear Alarm (T-1)	606			•	
Attnd CO Line Ext (Off-Net) Fwd	603+[NNN]+[YYYY]			•	
Attnd Custom Message	694+[XX]+message			•	
Attnd Day/Night/Special (reqs btn)	631 (DND key)			•	
Attnd Directory List Programming	693			•	
Attnd Disable Outgoing CO Line	602+press CO line btn			•	
Attntd Override (reqs btn)	601			•	
Attnd Setting Time and Date	692+date & time			•	
Attnd Unavailable	607			•	
Attnd Voice Mail Alarm Clear	656			•	
Background Music (Ch 3=MPB3)	632+[0 , 1, 2, or 3]	•	•	•	
Call Back	622				•
Call Coverage - Non-Ring (reqs btn)	647+[XXX]	•	•	•	
Call Coverage - Ringing (reqs btn)	646+[XXX]	•	•	•	
Call Forward	640+[C]	•	•	•	•
Call Forward - External (Off-Net)	[640]+[✳]+[YYYY]	•	•	•	•
Call Forward - Follow Me	642+[XXX]+[C]+dest	•	•	•	•
Call Park (group 1-8)	430-437	•	•	•	•
Call Park - Personal	438	•	•	•	•
Call Park - Station	439+[XXX]	•	•	•	•
Call Park Pickup - Station	#6+[XXX]	•	•	•	•
Call Park Pickup - System (group 1-8)	#430-#437	•	•	•	•
Caller ID Display (Answered Calls)	659	•	•	•	

Function	Code	Digital	Electronic Attendant		SLT
Caller ID Display (Unans Calls)	635	•	•	•	
Caller ID Name/Number (reqs btn)	653	•	•	•	
Calling Forward Override	5#+[XXX]+press[B]	•	•	•	•
Calling Sta Handsfree Mde Ovride	7#+[XXX]	•	•	•	•
Calling Sta Tone Mode Override	6#+[XXX]	•	•	•	•
Camp On (8 btn)	620	•			•
Clear Call Fwd, DND, Personal Msg	662	•	•	•	•
CO Line (Idle) Direct Access	88+[LLL]	•	•	•	•
CO Line Grp Access Code (grp 0-23)	800-823	•	•	•	•
CO Line Grp Access Code (all grps)	824	•	•	•	•
CO Line Queue	621	•	•	•	•
CO Line Queue Cancel	626	•	•	•	•
Conference (8 btn) (reqs btn)	624	•	•	•	
Dial-By-Name	6✳ (Admin 772**)	•	•	•	
Directory Dial	680	•	•	•	
Do Not Disturb	631	•	•		•
DTMF Receiver Test	657	•	•	•	•
Executive Override	625	•	•	•	•
Flash (Centrex) (8-btn digital)	660	•			•
Group Call Pick Up (reqs btn)	#0 (Admin 771**)	•	•	•	•
Headset Mode	634	•	•	•	
HPT (8-btn digital)	667	•			
Hunt Group (group 1-8)	450-457	•	•	•	•
Intercom Button (reqs btn)	645	•	•	•	

Function	Code	Digital	Electronic	Attendant	SLT
Keyset Mode	648+[#,✳]	•	•	•	
Last Number Redial	[SPEED]+[#]	•	•	•	
LCR (E911 active on CO Line)	800 (Admin 773**)	•	•	•	•
LCR (if active) or CO Line Group 1	9	•	•	•	•
Loop Key (reqs btn)	89	•	•	•	
Message Wait	623	•	•	•	•
Modem	499				•
Modem - Voice Mail Access	498				•
Mute (8 btn) (reqs btn)	629	•	•		
Name in Display	690	•	•	•	•
Night Service (reqs btn)	604	•	•	•	
Off Hook Voice Over (reqs btn)	628	•		•	
Page - All Call	700	•	•	•	•
Page - Ext Zone All, 1, 2, 3 (MPB2)	760-762 (763=MPB2)	•	•	•	•
Page - Internal Zones 1-8, All	701-709	•	•	•	•
Page - Meet Me (Answer)	770	•	•	•	•
Personal Messages	633+[ZZ]	•	•		•
Release Button (reqs btn)	641	•	•	•	
Repeat Redial	643	•	•	•	
Ring Down/Hot Line/Off-Hook Pref	691+[BB]	•	•	•	
Ring Tone	695+[RR]	•		•	
Save Number Redial	[SPEED]+[✳]	•	•	•	
Serial Number (MPB)	609	•	•	•	
SLT Conference Park	664				•

Function	Code	Digital	Electronic	Attendant	SLT
SLT Directed Call Pickup	#1				•
SLT Message Wait Answer	663				•
SLT Speed Dial	668+[YYYY]				•
SLT Speed Programming	661+[YYYY]				•
SLT Volume	638+[V]				•
Software Identification (MPB)	610	•	•	•	
Software Version (MPB)	605	•	•	•	
Speed Dial	[SPEED]+[YYYY]	•	•	•	
Sta Numbers (Fixed) - MPB1/MPB2	100-195 / 100-351	•	•	•	•
Station/Port Fixed Number	611	•	•	•	
Station Relocate	636+[XXX]	•	•	•	
Stop Trace	658	•	•	•	
UCD Group (group 1-8)	550-557	•	•	•	•
Unanswered CO Call Transfer	639			•	
Universal Day/Night Answer	#5 (Admin 774**)	•	•	•	•
VM Group (group 1-8)	440-447	•	•	•	•
VM Msg Cancel (VM Port only)	421+[MMMM]				•
Voice Mail Msg Set (VM Port only)	420+[MMMM]				•
VM Msg Set w/cnt (VM Port only)	422+[MMMM]				•
VM One Touch Record (reqs btn)	649+[VVV]	•	•	•	
VM Pse/Res Rec (Dig VM) (reqs btn)	655	•	•	•	
Voice Mailbox Btn (reqs btn)	460-467+[VMID]	•	•	•	
Voice MB Btn - Remote (reqs btn)	468+[VMID]	•	•	•	
Volume Increase/Decrease (8 btn)	638+[#]/[✳]	•			

LEGEND --

B = Button w/ feature code: 622=Call Back, 620=Camp On, 625=Executive Override, 623=Message Wait, 628=OHVO

BB = Button Number

C = Call Forward Condition Code (6-9=All Calls, No Answer, Busy, Busy/No Answer)

FFF = ACD Call Factor (000-999)*

LLL = CO Line Number (001-048, MPB1; 001-144, MPB2)

MMMM = 2- to 4-digit Mailbox Number

NNN = CO Line Group Access Code of group to be forwarded (801-823 = CO Group 1-23, 824 = All CO Groups)

RR = Ring Tone Number (00-36)

UUU = ACD Group 1-16 (550-565)*

UUUU = ACD Supervisor/Agent ID Code (0000-9999)

V = Volume Control Level (0-9)

VVV = Voice Mail Group Number (440-447)

XX = Custom Message Number (21-30)

XXX = Intercom Station Numbers

YYY = Last three digits of Speed Dial Bin Numbers (for use with ACD Call Qualifier)

YYYY = Speed Dial Bin Numbers (9000-9999)

ZZ = Personalized Messages

** = Feature is available with optional software*

*** = The code is assigned in Flash 50, Page B, Button #11*

» » » » » » » » NOTES » » » » » » »

FIXED FEATURE BUTTONS

- **CAMP-ON** Button -- Enables you to alert a busy party that an outside line is on hold and waiting for them.
- **CONF (CONFERENCE)** Button -- Used to establish and build conference calls.
- **FLASH** Button -- Used to terminate an outside call and restore dial tone without having to hang up the handset. It is also used to transfer calls behind a PBX or Centrex within those systems.
- **FORWARD (FWD)** Button -- Allows you to forward your calls to another station.
- **HOLD** Button -- Enables you to place an outside caller on hold.
- **H-T-P** Switch -- Allows the user to select the ICM signaling mode: Handsfree, Tone, or Privacy.
- **MSG (MESSAGE WAIT)** Button -- Allows you to initiate a message waiting indication at stations that are busy, unattended, or in Do Not Disturb. Message Waiting Callback request left at your station is indicated by a flashing MSG WAIT LED.
- **MUTE** Button -- Allows you to switch the built-in microphone on or off when using the speakerphone, or the handset microphone when using the handset.
- **ON/OFF** Button -- Enables you to make a telephone call without lifting the handset. It turns the telephone on and off when using the speakerphone.
- **SPEED** Button -- Provides you with access to speed dialing, save number redial and last number redial. This button is also used to access flexible button programming.
- **TRANS (TRANSFER)** Button -- Used to transfer an outside call from one station to another.
- **VOLUME BAR** -- Allows the user to adjust speakerphone and handset volume.

CALL FORWARDING

1. Press the FWD button or dial [640].
2. Dial the desired Call Forward code:
   [6] = All Calls
   [7] = No Answer
   [8] = Busy
   [9] = Busy/No Answer
3. Dial station number where calls are to be forwarded. Confirmation tone sounds.
4. Replace handset or press ON/OFF button.

ESTABLISHING A CONFERENCE

Only stations that have Conference enabled will be able to initiate a Conference.

1. Lift the handset.
2. Select intercom station or dial desired outside party. When called party answers, press the CONF button.
3. Add next conference party by selecting another outside line or intercom station.
4. Press the CONF button again and repeat previous step in a cycle, until all parties are contacted.
5. When last party answers, press the CONF button twice. All parties are connected.

TERMINATING A CONFERENCE

To terminate a Supervised Conference, the conference initiator, replaces handset or presses ON/OFF button.

To terminate an Unsupervised Conference, press the flashing CONF button while on-hook.

UNSCREENED TRANSFER

1. Press TRANS button and dial station number.
2. When the called extension begins to signal, hang up to transfer the call.
3. Replace handset or press ON/OFF button.

SCREENED TRANSFER

While connected to an outside line:

1. Press station button where call is to be transferred (if programmed on your telephone),
   -or-
   Press the TRANS button and dial the desired station number.
   (The called extension signals according to the intercom signal switch position.)
2. When that extension answers, announce the transfer.
3. Hang up to complete transfer.

LEAVING A MSG WAITING INDICATION

If you dial a station that is busy, unattended, or in Do Not Disturb, you can leave a message waiting indication.

1. Press the ON/OFF button.
2. Dial the desired intercom station. A busy tone or DND tone is heard.
3. Press the MSG button. The called party's MSG button LED will flash slowly.
4. Press the ON/Off button to end the call.

PLACING AN OUTSIDE LINE ON HOLD

- If your system is programmed for Exclusive Hold Preference, press the HOLD button once for Exclusive Hold or twice for System Hold.
- If your system is programmed for System Hold Preference, press the HOLD button once for System Hold or twice for Exclusive Hold.

STORING SPEED NUMBERS

1. Press the SPEED button twice.
2. Dial the speed bin location.
   - 9000 to 9019 = Station Speed numbers
   - 9020 to 9999 = System Speed numbers
3. Dial desired telephone number.
4. Press the SPEED button.
5. Press the ON/OFF button to end speed dial programming.

To clear an existing speed bin:

1. Press the SPEED button twice.
2. Dial the speed bin location.
3. Press the SPEED button again. Confirmation tone sounds.

DIALING A SPEED NUMBER

1. Press the SPEED button and dial the speed bin location,

   -or-

   Press preprogrammed speed bin button.
   - 9000 to 9019 = Station Speed numbers
   - 9020 to 9999 = System Speed numbers
2. When called party answers, pick up handset or use speakerphone.

DIRECTORY DIALING

Users with display telephones may view a list of individuals on the telephone system and have the system automatically dial that person. Directory Dialing may also be used to transfer a call from one station to another.

1. Dial the Directory List dial code [680],

   -or-

   Press the DIRECTORY DIAL flexible button.
2. Press a button on the keypad once, twice, or three times, to represent the letter of the alphabet, to begin viewing the list of names.
3. Scroll through the Directory List to select a name as follows:
   - Press [✳] to scroll up to next entry,

     -or-
   - Press [#] to scroll down to previous entry.
4. Press the SPEED button at the desired name to automatically dial the destination station or outside phone number (via Speed Dial).

To transfer a call using Directory Dialing

1. Press the TRANS button.
2. Dial Directory Dial Code [680],

   -or-

   Press the DIRECTORY DIAL flexible button.
3. Press the digit associated with the person's name. When the name displays, press the SPEED button to automatically dial the station.
4. Press the ON/OFF button to complete transfer.

Calls may only be transferred to internal stations.

PROGRAMMING FLEXIBLE BUTTONS

1. Press the SPEED button twice.
2. Press the flexible button to be programmed.
3. Dial the desired code from the following chart. Confirmation tone sounds.
4. Press the ON/OFF button.

All Call Page (Internal & External)	700
Background Music	632
Call Back	622
Call Park Location (System)	43+[C]
Call Park Location (Station)	439+[XXX]
Call (Park) Pickup	#6+[XXX]
Directory Dial	680
Do Not Disturb	631
Extension Numbers	100-351
External All Call Page (All External Zones)	760
External Page - *Zones 1 or 2*	76+[1 or 2]
Last Number Redial	[SPEED]+[#]
Line Queue	621
Personal Park	438
Speed Dial Access	[SPEED]+[YYYY]
Save Number Redial	[SPEED]+[✳]
VM Group Pilot Numbers	44 [V]

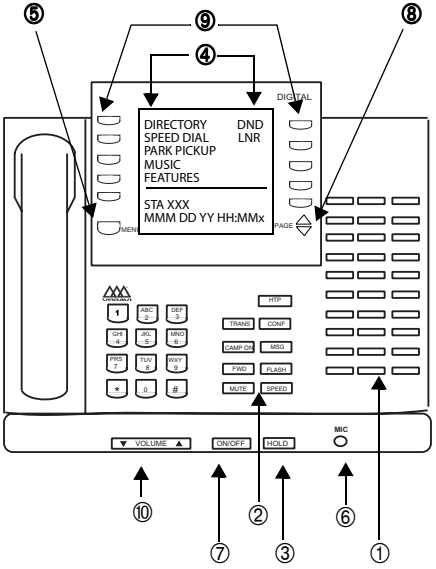
C = Call Park Location (0-7)
V = Voice Mail Group Number (0-7)
XXX = Station Extension Numbers
YYYY = Speed Dial Bin Numbers (9000-9019 Station) (9020-9999 System)

To erase a flexible button:

1. Press the SPEED button twice.
2. Press the flexible button to be erased.
3. Press the FLASH button. Confirmation tone sounds.
4. Press the ON/OFF button.

Large Screen Display Features

The Elite digital 30-button model provides a 7-line by 16-character display with 10 SOFT keys, a MENU key, and UP/DOWN scroll keys.

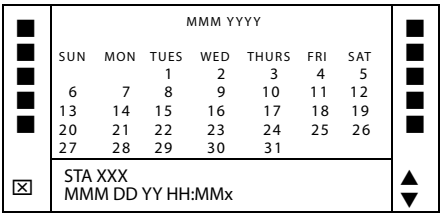


Feature/Button Descriptions
1. DSS Console -- Provides access to 30 flexible feature/functions.
2. Fixed Feature Keys -- Used to access specific fixed feature/ functions.
3. HOLD Key --Used to place calls on hold and to retrieve held calls.
4. LARGE Screen -- Designed to provide a 7-line by 16- character viewing area.
5. MENU Key -- Toggles between main menu screen and monthly calendar.
6. MICrophone -- Used to talk with other party without using the handset.
7. ON/OFF Key -- Used to make a call without lifting the handset.
8. PAGE Up/Down Keys -- Used to advance to the NEXT and PREVIOUS option screens available.
9. Soft Keys -- Used to access specific features and functions.
10. VOLUME Control Bar -- Used to adjust level of tones, background music, ringing, receiver volume, and display contrast.

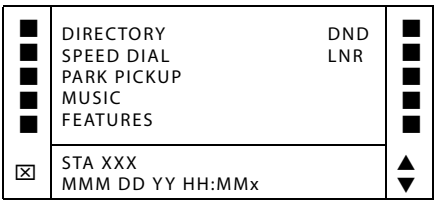
Using the Soft Keys

From the main menu, use the soft keys to access the options listed.

Calendar Mode -- When in idle mode, the default monthly calendar will display. The calendar may also be accessed by pressing the MENU soft key.



Main Menu -- To access the main menu at any time, press the MENU soft key.



To select a main menu option:

Press…	Display shows…	Then…
DIRECTORY	ABC DEF GHI JKL MNO *NOTE -- Wait for the desired number to display before pressing the SPEED button.*	press the soft key associated with the desired number. Use the PAGE UP/DN keys to display the previous or next 5 names in Directory. To scroll through the list, press the [✳] key to view the previous entry, or [#] to view the next entry.
SPEED DIAL	Enter Bin Number	dial the bin number associated with desired external phone number.
PARK PICKUP	PARK 1 PARK 2 PARK 3 PARK 4 PARK 5	select desired Park location where call is holding (1-5). Press PG DN ▼ to select PARK locations 6-8.
MUSIC	BGM1 BGM2 BGM OFF	select desired background music option.
FEATURES	CALL FWD PAGE INTERNAL PAGE EXTERNAL VOICE MAIL MORE	select one of the options listed.

After selecting *FEATURES* on the main menu, the following options will display:

Call Forward

Press…	Then select …	Display will show…
CALL FWD	All Busy No Answer Busy/No Answer Off Net*	Sta Voice Mail Operator ACD/UCD Hunt

** If Off-Net is selected, enter desired bin number.*

If you select…	Then…
Sta	dial the desired stationnumber.
Voice Mail	select the desired VM group (1-5). To access groups 6-8, press the PG DOWN ▼ key.
Operator	the display shows a "*Forwarded to XXX*" message and the main menu returns.
ACD/UCD	select desired ACD/UCD group (1-5). To access group 6-16, press the PG DOWN ▼ key.
Hunt	select the desired Hunt group (1-5). To access groups 6-8, press the PG DOWN ▼ key.

Page -- Internal/External

Press…	Then select…
PAGE INTERNAL	the desired Page Zone (ALL Call or Zones 1-4). To access Page Zones 5-8, press the PG DOWN ▼ key.
PAGE EXTERNAL	the desired Page Zone (ALL Call or 1-2)

More

Press…	Then select…	
MORE	**Messages** Headset Enable Headset Disable UNA/UDA **More**	
Messages	Clear On Vacation Return AM Return PM Return Tomorrow	*Press PG DN ▼ key to access more messages:* Return Next Week On Trip In Meeting At Home On Break At Lunch
More	Ans Machine Ring Ans Machine Spkr Ans Machine Off	

Voice Mail

Press…	Then select…
VOICE MAIL	the desired VM group (1-5). To access group 6-8, press the PG DOWN ▼ key.

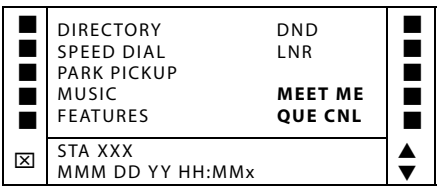
NOTE -- To access the following voice mail options, a DIGITAL voice mail system must be in use.

Enter password to access these VM options:

Press…	Then select…
RETRIEVE MSGS	Delete Reply Skip Call Back Save **Forward** Replay
Forward	Forward Msg As Is **Forward Add Preamble** Cancel
Forward Add Preamble	Continue Hear Cancel Re-Record
SEND MSG	Re-Record Append OK Hear Cancel *Dial [6] to select one of the following options:* Private Cancel Future Urgent Confirm Send
CHANGE GREETING CHANGE PASSWORD CHANGE NAME	a new greeting, password, or name by entering the change.

Page/Queue Displays (for LCR)

- ☐ When you receive an internal/external page, the screen will display the "MEET ME" option.
- ☐ When you queue for a line, the screen will display the "QUE CNL" option.
- ☐ If you are already in queue and you receive a page, the screen will display both "MEET ME **and** QUE CNL" options.



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