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## ACCOUNT CODES

### ACCOUNT CODES

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

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

SLT stations can enter an account code to identify the call or calling station.

Entering Account Code before a call:

- Lift the handset.
- Dial [627] on the dial pad.
- Dial the account code.
- Dial [9] or CO Access code. Dial tone will be heard.
- Dial the desired number.

Entering Account Code during a call:

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

### CALL BACK

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

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

- Briefly depress and release the hookswitch.
- Dial [622] on the dial pad.
- Replace the handset.

## CALL FORWARDING

### ALL CALLS

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

### BUSY/NO ANSWER

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

### STATION OFF-NET CALL FORWARDING (via Speed Dial)

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

Allows stations to forward intercom and transferred calls to an off-net location.

- Lift the handset.
- Dial [640] on the dial pad, then press the asterisk [\*] key.
- Dial the speed bin number that contains the number where calls are to be forwarded. Confirmation tone is heard.

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## CALL FORWARDING (Cont'd)

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### TO REMOVE CALL FORWARDING, DO NOT DISTURB, PERSONALIZED MESSAGES

A convenient code has been incorporated to cancel either Call Forwarding, Do Not Disturb, or Personalized Messages when the SLT user has forgotten which mode is active on the phone.

- Lift the handset. Notification tone is heard.
- Dial [662] on the dial pad. Confirmation tone is heard.
- Replace handset.

---

### FORWARD OVERRIDE

This feature allows a user to reach a busy station that is busy forwarded to a destination. This will allow the calling station to Camp-On, Executive Override, leave messages at the busy station rather than forwarding to the busy destination.

- Dial [5#] followed by the desired extension number.

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## CALL PARK

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### CALL PARK (System)

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

While connected to an outside line:

- Depress and release the hookswitch. The caller is put on Exclusive hold.
- Dial parking location (430 to 437). Confirmation tone will be heard.
- If you hear busy tone, depress and release the hookswitch twice and dial another parking location.

To Retrieve a Parked Call:

- Lift the handset.
- Press the pound [#] key.
- Dial parking location (430 to 437) where the call was parked.

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### CONFERENCE w/PERSONAL PARK

While connected to an outside line:

Depress the hookswitch momentarily. Intercom dial tone is heard.

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

## CALL PICKUP

### DIRECTED CALL PICKUP

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

### GROUP CALL PICKUP

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

*You must be in the same pickup group.*

## CALL TRANSFER

### MAKING A SCREENED TRANSFER

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

### MAKING AN UNSCREENED TRANSFER

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

### PBX/CENTREX TRANSFER

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

### CALLING STATION TONE MODE OPTION

Allows a calling station to override a called key stations "H" or "P" intercom switch settings.

When placing a call to a key station and Tone ringing is desired:

- Dial [6#] on the dial pad.
- Dial three-digit station extension (call tone rings station).

## CAMP-ON

### PLACING A CAMP-ON

After receiving intercom busy tone:

- Briefly depress and release the hookswitch.
- Dial [620] on the dial pad. When the called party answers, converse with them.

### RECEIVING A CAMP-ON

While on a CO call:

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

*Also refer to Personal Park feature.*

### CO LINE QUEUING

- Dial outside line access code. Receive busy tone.
- Briefly depress and release the hookswitch.
- Dial [621] on the dial pad. Confirmation tone will be heard.

### CONFERENCE (CONF)

You may set up a conference with one external and one other internal station.

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

### DO NOT DISTURB (DND)

If you have been given the ability to place your phone in Do Not Disturb:

- Lift the handset.
- Dial [631] on the dial pad.
- Replace the handset.

To cancel Do Not Disturb:

- Lift the handset.
- Dial [631] or [662] on the dial pad.
- Replace the handset.

## LEAST COST ROUTING

### LCR OPERATION

WXY  
9

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

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

### LCR QUEUE CALLBACK

If an LCR Queue Call Back has been activated:

- When telephone is signaled, answer the call.
- Desired telephone number will automatically be redialed.
- Wait for answer.

LCR Queue Cancel:

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

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

### LCR QUEUING (Automatic)

*If all lines available to you are busy, remain off-hook for four (4) seconds to automatically be queued onto LCR for an available line.*

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

## MEET ME PAGE

### ANSWERING A MEET ME PAGE

PRS  
7 + PRS  
7

Go to the nearest phone:

- Dial [77] on the dial pad,
- You will be connected to the party that paged you.

### MEET ME PAGE

To request another party meet you on a page:

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

## MESSAGE WAITING (MSG)

### ANSWERING A MESSAGE WAITING INDICATION

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

Your message waiting lamp is flashing:

- Lift the handset.
- Dial [663] on the dial pad. Station that left the message will ring.

### LEAVING A MESSAGE WAITING INDICATION

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

### OFF-HOOK PREFERENCE

If your phone has been programmed for Off-Hook Preference, you will hear outside line dial tone when lifting the handset.

- When this operation is desired, you may not have access to all features contained in this User Guide. However, consult your Centrex or PBX Users Guide for additional features you may have. Also refer to PBX/Centrex Transfer feature in this User Guide for transferring instructions.

### PAGING

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

If you have been given the ability to make page announcements.

- Lift the handset.
- Dial the two or three-digit paging code,
- Speak in normal tone of voice to deliver message.
- Replace handset to terminate the page announcement.

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

### PERSONAL PARK (Flip-Flop)

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

While connected to first call:

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



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## PERSONALIZED MESSAGES

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

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

To select one of the ten available messages:

- Dial [633] on the dial pad.
- Dial the two-digit code for the message which will appear. (Refer to table at left.)
- Hang up. (Activating DND cancels selected message.)

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## PLACING CALLS

### PLACING A CALL ON EXCLUSIVE HOLD

While connected to an outside line:

- Briefly depress and release the hookswitch.

To retrieve the call:

- Depress and release the hookswitch again.

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### PLACING AN INTERCOM CALL

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

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### PLACING AN OUTSIDE CALL

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

## PROGRAMMING NAME INTO DISPLAY



### 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	

Every SLT extension has the capability to program the users name so that people using display telephones will see the name instead of the station number.

- Lift the handset.
- Dial [690] on the dial pad.
- Enter your name (up to 7 letters) using the pattern shown.
- Press the hookswitch to complete the programming process.

## SPEED DIAL (SPEED)

### STORING STATION SPEED NUMBERS

CO Lines in Line Group 1 will be used for SLT Speed Dial.

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

### USING SPEED DIAL

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

**UNIVERSAL DAY/NIGHT ANSWER**

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

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

**SLT Numbering Plan**

100-171	TRIAD™ 1/2 Ext. Numbers	668+[YY]	SLT Speed Dial Access
100-351	TRIAD™ 3 Ext. Numbers	690	Name in Display Programming
43 [C]	Call Park Location 0-7 (System)	70	All Call Page (Internal & External)
438	Personal Park	71	Internal Page Zone 1
44+[V]	Voice Mail Group Pilot Numbers 0-7	72	Internal Page Zone 2
45+[H]	Hunt Group Pilot Numbers 0-7	73	Internal Page Zone 3
55+[U]	ACD* Group Pilot Numbers 0-9	74	Internal Page Zone 4
55+[U]	UCD Group Pilot Numbers 0-7	75	Internal All Call Page
56+[U]	ACD* Group Pilot Numbers 10-15	76+[0]	External All Call Page (All Zones)
566	ACD* or UCD Available/Unavailable	76+[P]	External Page Zones (1-2)
571	ACD* Agent Logout	77	Meet-Me-Page Answer
572 55+[U]	ACD* Agent Login	81	CO Line Group 1 (if LCR is enabled)
574	ACD* Agent Help	82	CO Line Group 2
578	ACD* Overflow Sta Avail/Unavail	83	CO Line Group 3
6# [XXX]	Tone Mode Ring Option	84	CO Line Group 4
620	Camp-On	85	CO Line Group 5
621	Line Queue	86	CO Line Group 6
622	Call Back	87	CO Line Group 7
623	Message Wait	88	All CO Line Groups (CO Line Off-Net Forward)
625	Executive Override	9	LCR or CO Line Group 1 (if LCR is disabled)
626	LCR Queue Cancel	0	Attendant
627	Account Code Enter	#0	Group Call Pick Up (Key & SLT)
631	Do Not Disturb	#1+[XXX]	Directed Call Pick Up (SLT)
632	Background Music	#43+[C]	Call Park Pickup (Key and SLT)
633+[ZZ]	Personalized Messages	#5	Universal Day/Night Answer
633+[00]	Clear Personalized Messages		
638+[0]	Handset Receiver Gain		
638+[*]	Handset Receiver Gain Decrease		
638+[#]	Handset Receiver Gain Increase		
640	All Call Forward		
640+[7]	No Answer – Call Forward		
640+[8]	Busy – Call Forward		
640+[9]	Busy/No Answer – Call Forward		
640+[*]	Off-Net – Call Forward		
660	SLT Flash Command To CO Line		
661+[YY]	SLT Station Speed Dial Programming		
662	SLT Clear – Call Forward, DND, Personalized Messages		
663	Message Wait Return		
664	SLT Conference w/Personal Park		

XXX = Intercom Station Numbers  
 YY = Speed Dial Bin numbers  
 ZZ = Personalized Messages  
 BB = Button Number  
 U = ACD\* (0-15) or UCD (0-7) Group Number  
 C = Call Park Location 0-7  
 H = Hunt Group Number 0-7  
 V = Voice Mail Group Number 0-7  
 P = External Page Zone Number (1-2)

\* Features available with optional software.

**STATION SPEED NUMBERS**

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