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ACCOUNT CODES

USING ACCOUNT CODES

✸ | FLEX |

* A FLEX button MUST be programmed to use this feature. Refer to FLEX Button Programming.

When connected to an outside line call:
- Press the pre-programmed* ACCOUNT CODE button.
- Dial the account code up to 12 digits. (The other party will not hear the digits being dialed.
  – If account code is less than 12 digits, an asterisk [✶] must be entered to return the call.
  – If account codes are forced, the account code must be entered prior to dialing the outside number.

VERIFIED ACCOUNT CODES
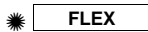
✸ | FLEX |

* A FLEX button MUST be programmed to use this feature. Refer to FLEX Button Programming.

To enter an account code prior to a CO call:
- Press the pre-programmed* ACCOUNT CODE button before accessing a CO line.
  – Dial the account code up to 12 digits. If the account matches a verified account code, intercom dial tone will be returned. Otherwise, error tone will be received.
  – If account code is less than 12 digits, an asterisk [✶] must be entered to return the call.
- Access the outside CO line or dial the LCR code and dial the desired number.

ANSWERING MACHINE EMULATION

✸ | FLEX |

When the call is ringing the station in the ring mode, the display will show:

> **VM SCREENING RING**
> **MMM DD YY   HH:MM am**

When the station is monitoring the caller in VM, the display will show:

> **VM SCREENING**
> **MMM DD YY   HH:MM am**
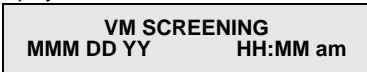
The pre-programmed* button type (654+0=Ring Mode, 654+1=Spkr Mode) defines the operation mode.

An incoming CO call rings at a station and forwards (except busy type) to the station's VM mailbox. In the:

– RING MODE: The pre-programmed* button flashes @480ipm red while the caller is in the owners mailbox. The mailbox owner 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 will light solid red.

– SPKR MODE: The VM message will be broadcast over the speaker. The MUTE key is enabled and the LED will light solid red.

* A FLEX button MUST be programmed to use this feature. Refer to FLEX Button Programming.

When a call is sent to a voice mailbox, the station associated with that can press a pre-programmed button to listen to the caller leaving the voice mail message. If the mailbox owner decides to speak with the caller, they can press the pre-programmed button to be connected to the caller. Two methods of notification are available, a ring mode or a speaker mode. These methods are controlled by the type of flexible button assigned on the telephone.
- The station can place their phone in the answering machine mode by pressing the pre-programmed* button. The LED will light solid red.

The following are the mailbox owner's options:
To leave the caller in VM and turn off speaker:
- Press the ON/OFF button.

The mailbox owner can continue to listen to the message being left without taking action at their keyset. After leaving the VM message, the pre-programmed* button will return to solid red and the keyset will return to idle.
- The station can press the MUTE key to talk to the party leaving the message. The station is still in the CONF mode at that point and the caller would hear the VM and the station user.
- The station can pick up the call by pressing the flexible button. When the mailbox owner picks up the call, the voice mail system will disconnect from the call.
- The caller can now have a normal conversation with the CO caller.

BACKGROUND MUSIC (Optional)

MNO 6	+	DEF 3	+	ABC 2

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

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

* Refer to FLEX Button Programming.

To activate Background Music:
- Dial [632] on the dial pad,
  or
  Press the pre-programmed* BGM button. The LCD will show the display (top) to the left.
- Enter the desired channel on the dialpad. Confirmation tone will be heard. Music is now heard thru the speaker.
- Press the Volume Bar to change the volume. The LCD will show the dispay (bottom) to the left.

To deactivate Background Music:
- Dial [632] again on the dialpad,
  or
  Press the pre-programmed* BGM button.
- Enter a [0] on the dialpad. Confirmation tone will be heard and the music will discontinue.

CALL BACK
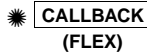
✳ **CALLBACK**
(FLEX)

When the Automatic Call Back Timer is enabled, a call back request will automatically be invoked anytime a user listens to busy intercom tone for a preset period of time.

A FLEX button MUST be programmed to use this feature. Refer to FLEX Button Programming.

If you dial a telephone number that is busy and want to leave a Call Back indication:
- Press the pre-programmed* CALL BACK button.
- Replace handset or press ON/OFF button.
- When busy station hangs up, you will be signaled.
- Answer the call; 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.

CALL COVERAGE

```
   CALL FOR STA XXX
   MM/DD/YY       HH:MM
```

```
   CALL FOR STATION XXX
 FROM STA XXX     HH:MM:SS
```

* Refer to FLEX Button Programming

To Program a flexible button for call coverage at a station:
- Press the SPEED button twice.
- Press the desired flexible button to be programmed.
- Dial [646] (Ringing) or [647] (Non-Ringing) on the dial pad followed by the extension number to be covered. Confirmation tone will be heard. If an error was made during entry, error tone will be received.

Once the button is assigned on the station and a call rings in:
- The coverage station will hear ringing for the coverage station after a five second delay.

The following message is displayed on the Coverage Station LCD as shown to the left:
- The Coverage station then presses their flashing Coverage flexible button,
  or
  Presses the ON/OFF button,
  or
  Lifts the handset if PLA is enabled. The flash rate is the same as the incoming line ringing rate. The call will be answered and will cease to ring at any other station that may have the same coverage appearance. The LCD of the coverage station will change to the second display to the left after the call is answered.

CALL FORWARDING

ALL CALLS

FWD

Line Queue, Call Back requests, Message Wait requests, and pre-selected messages are canceled when a station activates Call Forward.

* Refer to FLEX Button Programming.

If you have been given the ability to forward your calls:
* Lift handset or press ON/OFF button.
* Dial the FWD code [640] on the dial pad
  or
  Press the FWD button.
* Press DSS button,
  or
  Dial intercom number where calls are to be forwarded, including UCD, Voice Mail, and Hunt group pilot numbers.

BUSY

FWD	+	TUV 8

* Refer to FLEX Button Programming.

If you have been given the ability to forward your calls:
* Lift handset or press ON/OFF button.
* Dial the FWD code [640] on the dial pad
  or
  Press the FWD button.
* Dial the Call Forward Busy code [8] on the dial pad.
* Press DSS button,
  or
  Dial intercom number where calls are to be forwarded. Hear confirmation tone.
* Replace handset or press ON/OFF button.

BUSY/NO ANSWER

FWD	+	WXY 9

* Refer to FLEX Button Programming.

If you have been given the ability to forward your calls:
* Lift handset or press ON/OFF button.
* Dial the FWD code [640] on the dial pad
  or
  Press the FWD button.
* Dial the Call Forward Busy/No Answer code [9] on the dial pad.
* Press DSS button,
  or
  Dial intercom number where calls are to be forwarded. Hear confirmation tone.
* Replace handset or press ON/OFF button.

CALL FORWARDING (Cont'd)

FOLLOW-ME

If you have been given the ability to forward your calls:
- Lift handset or press ON/OFF button.
- Dial the Follow-Me Forward code [642] on the dial pad.
- Dial the station number of the station that forwarding is desired.
- Dial the three-digit destination number where calls are to be forwarded. (Station, Voice Mail, ACD/UCD groups, or Hunt group. Confirmation tone will be heard.
- Replace handset or press ON/OFF button.

To remove Follow-Me Forwarding:
- Lift handset or press ON/OFF button.
- Dial the Follow-Me Forward code [642] on the dial pad.
- Dial the station number of the station that forwarding is be cancelled.
- Dial the same three-digit station number again. Confirmation tone will be heard and the FWD button LED is extinguished.

To establish Follow-Me Forwarding from an off-site location:
- Dial into the system on a DISA trunk.
  Enter the DISA access code, if applicable.
- Dial the Follow-Me Forward code [642] on the dial pad.
- Dial the station number of the station that forwarding is desired.
- Dial the three-digit destination number where calls are to be forward. (Station, Voice Mail, ACD/UCD groups, or Hunt group. Confirmation tone will heard. Five seconds later dial tone will be received.

To remove Follow-Me Forwarding from an off-site location:
- Dial into the system on a DISA trunk.
  Enter the DISA access code, if applicable.
- Dial the Follow-Me Forward code [642] on the dial pad.
- Dial the station number of the station that forwarding is to be cancelled.
- Dial the station number again. Confirmation tone will be heard. Five seconds later dial tone will be received.

Refer to FLEX Button Programming.

CALL FORWARDING (Cont'd)

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.

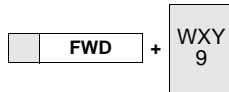
NO ANSWER

FWD	+	PRS 7

* Refer to FLEX Button Programming.

If you have been given the ability to forward your calls:
- Lift handset or press ON/OFF button.
- Dial the FWD code [640] on the dial pad
  or
  Press the FWD button.
- Dial the Call Forward No Answer code [7] on the dial pad.
- Press DSS button,
  or
  Dial intercom number where calls are to be forwarded. Hear confirmation tone.
- Replace handset or press ON/OFF button.

STATION OFF-NET CALL FORWARDING (via Speed Dial)

FWD	+	✳
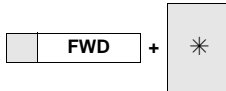
* Refer to FLEX Button Programming.

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

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.
- Lift handset or press ON/OFF button.
- Dial the FWD code [640] on the dial pad
  or
  Press the FWD button.
- Dial an asterisk [✳] on the dial pad. Then dial the speed bin number that contains the number where calls are to be forwarded. Confirmation tone is heard. FWD button LED is flashing.

Cancelling Off-Net Forwarding:
- Lift handset or press ON/OFF button.
- Press the pre-programmed* FWD button. Confirmation tone will be heard and the FWD button LED is extinguished.

TO REMOVE CALL FORWARDING (All Types)

FWD
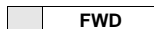
- Press the ON/OFF button.
- Dial the FWD code [640] on the dial pad
  or
  Press the FWD button.
- Replace handset or press ON/OFF button.

CALL PARK

CALL PARK

TRANS

OR

☀ | FLEX |
| --- |

* Refer to FLEX Button Programming.

To place an outside call in park and consult with, page, or call an internal party:

While connected to an outside line:
- Press the TRANS button. The caller is put on Exclusive Hold.
- Dial parking location (430 to 437),
  or
  Press pre-programmed* CALL PARK button.
- Hear confirmation tone.

If you hear busy tone:
- Press TRANS button twice and dial another parking location,
  or
  Press the pre-programmed* CALL PARK button for a different parking location.

RETRIEVING A PARKED CALL

* Refer to FLEX Button Programming.

- Lift handset or press ON/OFF button.
- Press the pound [#] key.
- Dial the parking location (430 to 437) where call was parked,
  or
  Press the pre-programmed* CALL PARK button.

CALL PICKUP

CALL PICKUP:

There are two ways to pick up a call ringing at another telephone:

DIRECTED PICKUP

☀ | PICK UP |
| --- |
(FLEX)

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

* A FLEX button must be programmed to use this feature. Refer to FLEX Button Programming.

When incoming, transferred, or recalling outside line ringing, intercom ringing, or Camp On ringing is heard at an unattended telephone.
- Dial the station number of the known ringing telephone. Receive ringback or Call Announce Tone.
- Press the pre-programmed* PICK-UP button to answer the call.

GROUP PICKUP

☀ | PICK UP |
| --- |
(FLEX)

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

* A FLEX button must be programmed to use this feature. Refer to FLEX Button Programming.

When intercom tone ringing, transferred outside line ringing, recall ringing or initially ringing call is heard at an unattended telephone.
- Lift the handset or press ON/OFF button.
- Dial [#0] on the dial pad,
  or
  Press the pre-programmed* PICK-UP button to be connected to the calling party.

CALL TRANSFER

ANSWERING A SCREENED TRANSFER

✷ | LOOP | OR   ✷ | LINE 8 |

Your intercom will be signaling according to the intercom signal switch position.
- Answer the intercom and receive the transfer notice.
- Press the outside line button or loop button flashing on hold.

If Direct Transfer feature is enabled, the screened transfer will go directly to the handset. The user does not have to press a line or loop button to answer.

CALL TRANSFER

| TRANS |

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, or a UCD Group or 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.

INCOMING CO TRANSFER

While idle or on an internal/external call and an incoming or transferred CO call is ringing at your station:
- Place the current call on hold.
- Dial the INC CO XSFR code [639] on the dial pad.
  or
  Press the pre-programmed* INC CO XSFR button.
- Press a DSS, Group button or dial the three-digit station number or group number. Call is automatically transferred to that destination.
- Station user can return to call placed on.

* Refer to FLEX Button Programming.

PBX/CENTREX TRANSFER

| FLASH |

While connected to an outside line (PBX/Centrex):
- Press the FLASH button. Transfer dial tone is heard.
- Dial PBX/Centrex station number.
- Hang up to complete the transfer.

CALL TRANSFER (Cont'd)

SCREENED TRANSFER

✳ 109

OR
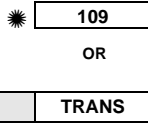
TRANS

While connected to an outside line:
- Press station button where call is to be trans-ferred (if programmed on your telephone),
  or
  Press the TRANS button and dial station num-ber.
- The called extension signals according to the intercom signal switch position.
- When that extension answers, announce the transfer.
- Hang up to complete transfer.

TRANSFER SEARCH

✳ 109

OR
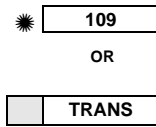
TRANS

When attempting to locate a party:
- Press a station DSS button to signal station,
  or
  Press the TRANS button and dial desired sta-tion.
- If the party is not located, press another station DSS button to continue the search,
  or
  Press the TRANS button twice and dial the station number.
- When the called party answers, hang up to complete the transfer.

UNSCREENED TRANSFER

When the called extension begins to signal, hang up to transfer the call. (Recall timer starts.)

CALLER ID NAME/NUMBER OPTION

✳ FLEX

* A FLEX button must be programmed to use this feature. Refer to FLEX Button Programming.

This feature allows a station user to program a flexible button to view both the number and name on the LCD when receiving a Caller ID CO call.
When the feature is enabled, the flex button LED will be lit solid, the name and number will be displayed.
During the call:
- The user can press the flexible button to view the normal call information. The top line of the LCD will display the number of the caller and the bottom line of the LCD will display the name.

CALLING STATION TONE MODE OPTION

Allows a calling station to override a called sta-tion's "H" or "P" intercom button settings.
When placing a call to a station and Tone ringing is desired:
- Dial [6#] on the dial pad.
- Dial three-digit station extension,
  or
  Press DSS button of desired station.
- Call tone rings station.

CAMP-ON

ANSWERING A CAMP-ON

CAMP ON

If you are on a connected call, hear one burst of muted ringing, and your CAMP-ON button is flashing, you have a call waiting for you.

To answer:
• Press the CAMP ON button. Any outside line you are connected to will be placed on hold. You may converse with the station placing the call.
• Press the flashing outside line button, if a call is being transferred.

If you do not have a CAMP-ON button, either:
• Go on-hook with present call. Camp-on will ring through,
  or
  Place outside CO call on hold. Then go on-hook. Camp-on will ring through.

CAMP-ON

CAMP ON

If a station is in DND, only the attendant can Camp-On using the attendant override feature.

If you call a station that is busy and wish to alert them to your call:
• Press the CAMP ON button. Called station will receive one burst of ringing. Wait for their response.
• When called party answers, consult with them or hang up to transfer the call.

CO LINE QUEUING

CO LINE QUEUING

✳ | LINE QUEUE |
| --- |
(FLEX)
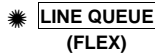
A station can queue only on one line at a time.

* A FLEX button must be programmed to use this feature. Refer to the FLEX Button Programming.

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:
• Press desired busy outside line button or Pool button. Receive busy tone.
• Press the pre-programmed* LINE QUEUE button.
• Replace handset or press ON/OFF button.

TO ANSWER A QUEUE CALLBACK

✳ | LINE 5 |
| --- |

If your station has been programmed for Preferred Line Answer, you will have the line automatically upon lifting the handset. Then dial the desired number.

If you hear Queue Call Back ringing and an outside line of the line group you queued is slow flashing:
• Lift handset or press ON/OFF button.
• Press flashing outside line button to answer.

CONFERENCE

CONFERENCE COMBINATIONS

A maximum of five (5) 8-party conferences can be established in the system. However, no individual conference can have more than 5 external (outside) parties.
Examples:

– Eight internal parties can engage in a conference

– Seven internal parties with one external party

– Three internal and five external parties.

ESTABLISHING A CONFERENCE
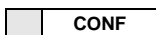
	CONF

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

• Lift the handset.
• Select intercom station or dial desired outside party. When called party answers, press the CONF button.
• Add next conference party by selecting another outside line or intercom station.
• When party answers, press the CONF button twice. All parties are connected.

**EXITING A CONFERENCE
(Controller Only)**

There are three methods of exiting a conference:
• Press the ON/OFF button to ON. Press the MUTE button, and replace the handset (to monitor a conference).

Use this method only if Multi-Line Conference is in progress:
• Press HOLD button to place outside parties on hold. Hold timer starts. If one of the two parties is internal, that party will be dropped.
• Press the CONF button and hang up,
   or
   Press the ON/OFF button to leave the other conference parties still connected in an unsupervised conference. The CONF button LED will flash and timer will start. There will be a warning tone before the other parties are dropped.

RE-ENTERING A CONFERENCE

When the controller re-enters the conference, the disconnect timer is reset.
• Lift handset to re-enter a monitored conference.
• To re-enter a conference placed on hold, repeat steps for establishing a conference.
• To re-enter an unsupervised conference, lift handset and press flashing CONF button. The CONF button lights steady and confirmation tone will be heard.

TERMINATING A CONFERENCE

To terminate a Conference, the conference initiator must be actively in the conference:
• Replace the handset or press the ON/OFF button to OFF.

For conferences involving another station, it may be necessary to press the flashing CONF button after going on-hook.

DIAL BY NAME

DIAL BY NAME

1	A-21 B-22 C-23	D-31 E-32 F-33
G-41 H-42 I-43	J-51 K-52 L-53	M-61 N-62 O-63
P-71 R-72 S-73 Q-74	T-81 U-82 V-83	W-91 X-92 Y-93 Z-94
✱	OPER 0	#

The system will allow station users to dial extension numbers by entering a name of a person that has been programmed for that station. The system database will allow entry of a name (alphanumeric) up to 24 characters in length for each station. This programmed name can be used for dialing-by-name station users and in some cases LCD displays.

To dial a station user by name:
• Dial the Dial-By-Name code [6*] on the dial pad, or
  Press the pre-programmed* DIAL-BY-NAME button.
• Dial the desired person's name using the keys on the key pad. For example: if you wanted to call Linda Murphy, and last names were entered into the directory dialing list, you would press the digit 6 (M), then the digit 8 (U), then the digit 7 (R), the digit 7 again (P), the digit 4 (H) and finally the digit 9 (Y).

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

* Refer to FLEX Button Programming.

DIAL BY NAME (Cont'd)

PROGRAMMING NAME INTO DISPLAY

1	A-21 B-22 C-23	D-31 E-32 F-33
G-41 H-42 I-43	J-51 K-52 L-53	M-61 N-62 O-63
P-71 R-72 S-73 Q-74	T-81 U-82 V-83	W-91 X-92 Y-93 Z-94
*	OPER 0	#

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

- Dial [690] on the dial pad.
- Enter your name (up to 7 characters) using the table shown.
- Press the SPEED button to complete the programming process.

To erase your name:

- Dial [690] on the dial pad.
- Press the SPEED button to complete the erasing process. Confirmation tone will be heard and your name erased.

DIRECTORY DIALING

STATIONS

Display telephones may view a list, of up to 200 names from the System Directory on the station's LCD display. Upon pressing a single button, you can automatically dial the station or speed dial bin. 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. Users 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:
• Dial the Directory List dial code [680] on the dial pad,
  or
  Press the pre-programmed* DIRECTORY DIAL.
• Press a button on the key pad, once, twice or three times, to represent the letter of the alphabet, to begin viewing the list of names. (i.e., the first depression of the digit [2] produces the names beginning with an "A". The second depression of the digit [2] produces the names beginning with a "B", while the third depression of the digit [2] produces the names beginning with a "C".)

Refer to FLEX Button Programming.

The letters of the alphabet are represented on the key pad as follows:

1	A-21 B-22 C-23	D-31 E-32 F-33
G-41 H-42 I-43	J-51 K-52 L-53	M-61 N-62 O-63
P-71 R-72 S-73 Q-74	T-81 U-82 V-83	W-91 X-92 Y-93 Z-94
*	OPER 0	#

• Names beginning with the letter chosen will appear 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 will be shown on the LCD display.**

• Dial an [✶] on the dial pad to scroll up (next entry) through the list,
  or
  Dial a [#] on the dial pad to scroll down (previous entry) through the list,
  or
  Press another button to view the list for a different letter of the alphabet.
• When the desired name is shown on the LCD display, pressing the SPEED button will automatically dial the destination station or outside phone number (via Speed Dial).

TRANSFERRING A CALL USING DIRECTORY DIALING

While on a call:
- Press the TRANS button.
- Dial the Directory Dial Code [680] on the dial pad,
  or
  Press the pre-programmed* DIRECTORY DI-AL.
- Press the digit associated with the person's name and when it is displayed, press the SPEED button to automatically dial the destination station.
- Hang up to complete the transfer.

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

* Refer to FLEX Button Programming.

DISTINCTIVE RINGING

The tone ring signal used to notify stations of an incoming call can be changed by each station user to provide distinctive ringing among a group of stations.

> **ENTER RING TONES 00-35**
> **XX PRESS SPEED TO SAVE**

To select a distinctive ring tone for a station:

- Dial the Tone Ring program code [695] on the dial pad.
- Enter the two-digit tone number from 00 thru 35. The speaker will sound a steady tone that correlates to the two-digit entry.
- When the desired tone is selected, press the SPEED button to save this as the tone to be presented when the station is tone rung. The two-digit tone number will be displayed in lower left corner of LCD display.

TONE #	FREQ	TONE #	FREQ
00	697/770	18	852/1477
01	697/852	19	852/1633
02	697/941	20	852/0
03	697/1209	21	941/1209
04	697/1336	22	941/1336
05	697/1477	23	941/1477
06	697/1633	24	941/1633
07	697/0	25	941/0
08	770/852	26	1209/1336
09	770/941	27	1209/1477
10	770/1209	28	1209/1633
11	770/1336	29	1209/0
12	770/1477	30	1336/1477
13	770/1633	31	1336/1633
14	770/0	32	1336/0
15	852/941	33	1477/1633
16	852/1209	34	1477/0
17	852/1336	35	1633/0

Tone Duration = 50 ms/50 ms

DO NOT DISTURB

ACTIVATING DO NOT DISTURB

✳ **DND**
    (FLEX)

* Refer to FLEX Button Programming.
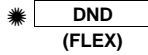
If you have been given the ability to place your phone in Do Not Disturb:

• Press the pre-programmed* DND button, DND button LED lights steady,
  or
  Dial [6]+[3]+[1] on the 8-button keyset. Confirmation tone will be heard. No visual indication will be present.

• The DND button can be pressed while the phone is ringing to stop the ringing. (Refer to One-Time DND below.

To cancel Do Not Disturb:

• Press the pre-programmed* DND button again. DND button LED extinguishes, or dial [6]+[3]+[1] on the 8-button keyset.Confirmation tone will be heard.

ONE-TIME DO NOT DISTURB (DND)

✳ **DND**
    (FLEX)

* Refer to FLEX Button Programming.
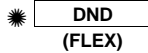
Allows you to prevent calls from ringing at your station while you're on a call. The One-Time DND condition will automatically cancel when you end your call.

• Press the pre-programmed* DND button while you're off-hook and connected to a CO line or intercom call. The DND button LED lights and off-hook tones at your station are canceled.

To Cancel One-Time Do Not Disturb

• Go on-hook or press ON/OFF button. The DND button LED extinguishes and DND is canceled.

EXECUTIVE OVERRIDE

USE OF THIS FEATURE WHEN THE EX-ECUTIVE OVERRIDE WARNING TONE IS DISABLED MAY BE A VIOLATION OF FEDERAL, STATE OR LOCAL LAWS, AND AN INVASION OF PRIVACY. CHECK AP-PLICABLE LAWS IN YOUR AREA BEFORE USING THIS FEATURE.

A change in volume may occur on the CO Line or intercom call after the barge-in occurs.

Allows stations designated as "Executive" the ability to override and "barge in" on other keysets engaged in CO Line conversations.

If you call a busy station:

• Dial [625] on the dial pad. Executive station will be bridged onto the CO conversation in progress at the called station.Optional warning tone is heard and presented to all parties prior to cut-thru.

• Replace handset at Executive station to terminate the override.

FLASH

FLASH

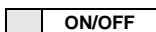|	
	FLASH

When connected to an outside line:
- Press FLASH button to disconnect outside line and reseize outside line dial tone.

FLASH KEY ON INTERCOM

When connected to a page zone or another internal party,
- Press the FLASH button to disconnect page or intercom call. Intercom dial tone will be heard.

GROUP LISTENING

	ON/OFF

Group Listening is NOT available when the station is in the headset mode.

All digital key stations have built in speakerphones. Station users may use the speaker to monitor a call while using the handset to converse with the outside party. This enables other people in the room to listen to both parties in the conversation.

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

To deactivate Group Listening:
While off-hook, the ON/OFF button must be depressed.

HEADSET MODE

If you wish to use a headset and have been given the ability to do so in programming.

To Activate Headset Mode:
- Dial [634] on the dial pad,
  or
  Press the pre-programmed* HEADSET MODE button. LED will light steady.

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

To Deactivate Headset Mode:
- Dial [634] on the dial pad,
  or
  Press the pre-programmed* HEADSET MODE button. LED will extinguish.

* Refer to FLEX Button Programming.

INTERCOM BUTTONS

✳ ▢ **FLEX**

```
    CALL  FROM  STA  XXX
MM/DD/YY              HH:MM:SS
```

* Refer to FLEX Button Programming.

To program a flexible button as an intercom button:
- Press the SPEED button twice.
- Press the desired flexible button to be programmed.
- Dial [645] on the dial pad. Confirmation tone will be heard. If an error was made during entry, error tone will be received.

You place an intercom call to a busy station that has intercom button:
- 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 line rate. This indicates an incoming intercom call.
- 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 would be placed on hold on the available intercom button.
- The called station then presses the flashing intercom button to answer the incoming intercom call. Once the call is answered, the following message is displayed on the called station LCD as shown at left:

INTERCOM CALLS

ANSWERING AN INTERCOM CALL

	HPT
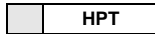
With your intercom button signal switch in the:
- **H Mode:** (LED Solid) You will hear two bursts of tone and an announcement. Reply hands-free or lift handset for privacy.
- **P Mode:** (LED Flashing) You will hear two bursts of tone and a one-way announcement. The calling party cannot hear conversations in progress.
- **T Mode:** (No LED) You will hear repeated bursts of intercom tone ringing and the HOLD button will slow flash. Lift handset or press ON/OFF button to answer.

INTERCOM TRANSFER

	TRANS

Intercom transfer without DSS buttons:
- Receive or make an intercom call.
- Press the TRANS button. Intercom dial tone is heard.
- Dial station where call is to be transferred.
- When 2nd station answers, you are in a Supervised Transfer mode. (1st station is staged for transfer.)
- Replace the handset. (Station 1 and 2 are connected)

Intercom transfer using DSS buttons:
- Receive or make an intercom call using a DSS button.
- Press TRANS button. Intercom dial tone is heard.
- Press the DSS button where call is to be transferred.
- Replace the handset. (Station 1 and 2 are connected)

PLACING AN INTERCOM CALL

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

- Press the DSS button of the party to be called (if programmed at your phone),
  or
  Dial the three-digit station number.
- You will hear ringing if the called stations button is in the "T" position; or two bursts of tone if in the "H" or "P" position.
- Lift handset or use speakerphone after the tone bursts stop.
- Hang up to end call.

KEYSET MODE

> **INACTIVE**
> ✳=MODE SAVE=HOLD BAUD=#

When the telephone is set to the AT command mode, the following AT commands are supported:

– ATD: This is the modem dialing command. The telephone will recognize the ATD and accept digits after the command.

– ATH or ATHX (X=0 or 1): This is the 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 its' current state.

If the handset is off hook (lifted), these commands are discarded and no action taken by the telephone.

– AT or ATZ (X=0 or 1): This is the modem reset/ initialize command. Whenever these commands are sent to the keyset, the keyset will return OK in ASCII format.

* Refer to FLEX Button Programming.

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

At an idle station:
• Dial the Keyset Mode code [648] on the dial pad or
  Press the pre-programmed* KEYSET MODE button. The display (at left) shows the following:
• Press the [✳] key to scroll through the keyset modes. The available modes are:
     Inactive, PC Phone, ATD & ATH Command modes
• Press the [#] key to scroll through the baud rates.
  Available Baud rates are:
  - 1200, 2400, and 4800.
• Press the HOLD button to save the desired entries.

LEAST COST ROUTING (LCR)

LCR OPERATION

> **WXY**
> **9**

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

LCR QUEUE CALLBACK

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.

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. Lift handset or use speakerphone to converse.

To Cancel an active LCR Queue:
• Dial the LCR Queue Cancel code, [626].
• Replace the handset or press the ON/OFF button.

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.

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

MAILBOX BUTTONS

✳ | **FLEX** |

To program a flexible button for a mailbox button at a station:
- Press the desired flexible button to be pro-grammed.
- Dial [644] on the dial pad followed by the three-digit VM Index number (001–255). Confirma-tion tone will be heard. If an error is made during entry, error tone will be received.
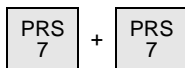
To use your mailbox button while on an internal/external call:
- The called station presses the Mailbox flexible button and goes on-hook. The call is then trans-ferred to the VM port by the telephone system.

* Refer to FLEX Button Programming.

MEET ME PAGE

ANSWERING A MEET ME PAGE

| PRS 7 | + | PRS 7 |

Go to the nearest phone:
- Dial [77] on the dial pad,
  or
  Press the pre-programmed* MEET ME button.
- You will be connected to the party that paged you.

** Refer to FLEX Button Programming.*

MEET ME PAGE

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

* Refer to FLEX Button Programming.

MESSAGE WAITING

ANSWERING A MESSAGE WAITING INDICATION

	MSG
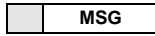
The first message left will be the first one called.

If your MSG button LED or MSG LED (8-button) is flashing at a slow rate, you have a message waiting for you.
• Press flashing MSG button, The station that left message will be signaled with tone ringing.
• If called station does not answer, press the MSG button once to leave message,

LEAVING A MESSAGE WAITING INDICATION

	MSG

Up to five messages can be left at any Key Station.

If you dial a station that is busy, unattended, or in DND, you can leave a message waiting indication.
• Lift the handset or press the ON/OFF button.
• Dial the desired intercom station. Busy tone or DND tone is heard.
• Press the MSG button, The called party's MSG button will flash slowly.
• Replace the handset or press ON/Off button to end the call.

MUTE

	MUTE

*A FLEX button must be programmed to use this feature. Refer to FLEX Button Programming.

The MUTE button provides privacy during speak-erphone or handset operation by disabling the microphone.
• Press the MUTE button while off-hook on speakerphone or handset to activate. (MUTE button LED lights steady)
• Press the MUTE button again to deactivate.

OFF-HOOK PREFERENCE

* Refer to FLEX Button Programming. Also refer to Prime FLEX Button Programming.

If your phone has been programmed for Off-Hook Preference, you will access an outside line, or a feature by going off-hook or pressing the ON/OFF button.

While Off-Hook Preference is enabled, you may access Internal intercom dial tone by:
• Pressing your pre-programmed* ICM button. LED lights steady,
   or
   Dial your own three-digit intercom number. (Do not lift handset or press ON/OFF button before dialing intercom number).
• Intercom dial tone will be heard.
• You may now dial an internal station or Feature Access code.

OFF-HOOK VOICE OVER (OHVO)

This feature allows users, off-hook on a call (CO or Intercom), to receive a voice announcement through the handset receiver without interrupting the existing call. The overridden party may then respond to the calling party using CAMP-ON procedures to talk to the calling party or may 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.

Placing an Off-Hook Voice Over (OHVO) call:
• When an OHVO station calls a busy OHVO station, and busy tone is received, the calling OHVO station can dial the OHVO code [628] on the dial pad,
  or
  Press the pre-programmed* OHVO button to initiate an OHVO announcement. The HOLD button LED will flash at the called OHVO station.

The OHVO receiving station will receive a one beep warning tone, the called OHVO station must be in the "H" mode, and then the calling OHVO party may begin the voice announcement to the called OHVO party.

Responding to an Off-Hook Voice Over (OHVO):

After receiving an OHVO announcement, three options are available to respond to the calling party:
• **Option1:** The OHVO receiving station may respond to the calling station by using the MUTE button. The OHVO receiving station can then speak to the station that initiated the OHVO. The called station can still hear their existing call. This applies to CO calls only. OHVO calls to station on intercom calls maintain the present operation.
• **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 terminals, and the calling station must be a digital display terminal.) The OHVO receiving station may press a pre-programmed Message button to respond to the voice over announcement without being released from the current call, (i.e., by pressing a flex button pre-programmed for the message "IN MEETING"), the calling station will receive this message on the calling station's 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.

* Refer to FLEX Button Programming.

ONE-TOUCH RECORDING

Use of this feature when the One-Touch 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.

RECORDING SETUP
MMM DD YY   00:00:00

                  RECORDING
MMM DD YY   00:00:00

* A FLEX button must be programmed to use this feature. Refer to FLEX Button Programming.

This 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 users mailbox. This is done by creating a conference bridge between the caller, station, and VM port.

While on an internal/external call:
- Station user press the pre-programmed* VM RECORD button. The LED will flutter red @240 ipm during the setup and the following message (at left) is displayed:
- Once the system has connected to the station, the user's mailbox, the flexible button LED will light solid green and the LCD will display:

When the user is finished recording, the pre-programmed* VM RECORD button is pressed. The LED is extinguished and the normal LCD call information is returned to the display.

OUTSIDE CALLS

ANSWERING A RECALL

✳ LINE 12

When an outside line has remained on hold for an extended period of time, you will be reminded with a recalling ring. (If Preferred Line Answer is enabled, skip next step.)
- Press outside line, Loop or Pool button flashing at very fast rate.
- Lift handset or press ON/OFF to converse.

ANSWERING AN OUTSIDE CALL

✳ LINE 6

- Lift handset or press ON/OFF button.
- 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 button.)

PLACING AN OUTSIDE CALL

✳ LINE 1

Station user may also dial the individual Trunk Group Access code to access an outside line.

To access an outside line for dialing out:
- Press outside line button or pool button. ON/OFF button LED will light and dial tone will be heard.
- Dial desired party.
- When called party answers, lift handset to converse or use speakerphone.
  - If LCR is enabled, dial [9], then the phone number.

PLACING AN OUTSIDE LINE ON HOLD

HOLD

– If your system is programmed for Exclusive Hold Preference, press HOLD button once for Exclusive Hold and twice for System Hold.
– If your system is programmed for System Hold Preference, press HOLD button once for System Hold and twice for Exclusive Hold.

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 1-2

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

* Refer to FLEX Button Programming.

If you have been given the ability to make page announcements.
• Lift the handset or press ON/OFF button.
• Dial the two or three-digit paging code,
  or
  Press the pre-programmed* PAGING button.
• Speak in a normal tone of voice to deliver message.
• Stations receiving a page Announcement can press the Volume Bar to change the Paging Volume. The following message (at left) will be shown on the LCD phone:
• Replace the handset to terminate the page announcement.

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

PERSONAL PARK

When dialing the personal park location and that location is already occupied, the initiating station will receive the previously parked call and the second call is parked.

While connected to an outside line:
• Press the TRANS button. The caller is put on Exclusive Hold.
• Dial the Personal Park code [438],
  or
  Press the pre-programmed* PERSONAL PARK button.
• Dial tone will be heard.

To retrieve a parked call:
  From the station that parked the call:
• Dial the Personal Park Code, [438],
  or
  Press the pre-programmed* PERSONAL PARK button.

* Refer to FLEX Button Programming.

• A talk path is established between the two parties.

PERSONALIZED MESSAGES

CUSTOM MESSAGES

The system administrator (Sta 100) programs the ten custom messages at the first attendant station. These messages can be used in the same manner as Personalized messages.

* Refer to FLEX Button Programming.

A station wishing to select a custom message:
- Dial the Message Access code [633] on the dial pad.
  or
  Press the pre-programmed* MSG ACCESS button.
- Dial the two-digit code for the desired message (21-30) to be displayed on your phone when called. Confirmation will be heard and DND button LED will be flashing.
- Replace handset or press ON/OFF button.

To cancel the message:
- Dial the Message Access code [633]+[00] on the dial pad.
- Replace handset or press ON/OFF button.

DATE AND TIME ENTRY MESSAGES

Station users can activate certain messages that will allow the user to enter a specific time or a date of return. These messages will 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:
- Dial the Message Access code [633] on the dial pad.
- Dial the two-digit code for the message which will appear.

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

- Enter the date/time by using the buttons on the dial pad according to chart at lower left:
- Press the HOLD button to enter the message. Confirmation tone is heard and DND button LED is flashing.

To cancel the message:
- Dial the Message Access code [633]+[00] on the dial pad. DND button LED is extinguished.
- Replace handset or press ON/OFF button.

Keypad layout:

1	A-21 B-22 C-23	D-31 E-32 F-33
G-41 H-42 I-43	J-51 K-52 L-53	M-61 N-62 O-63
P-71 R-72 S-73 Q-74	T-81 U-82 V-83	W-91 X-92 Y-93 Z-94
✱	OPER 0	#

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	

PERSONALIZED MESSAGES (Cont'd)

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

* Refer to FLEX Button Programming.

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

To select one of the ten available messages:
- Dial the Message Access code [633] on the dial pad,
  or
  Press the pre-programmed* MSG ACCESS button.
- Dial the two-digit code for the message which will appear. Refer to chart at left. Confirmation tone will be heard and DND button LED will be flashing.
- Replace the handset. (Activating DND or Call Forwarding cancels selected message.)

PROGRAMMING PERSONALIZED MESSAGE CODE ON A FLEX KEY

✳ FLEX

* A FLEX button must be programmed to use this feature. Refer to FLEX Button Programming.

You can program code 633 on a flexible key to speed access of pre-selected messages.
- Press SPEED button twice.
- Press the desired flex button. LED flashes.
- Dial [633]+[#]. Confirmation tone is heard.
- User can now press that flex button and dial the two-digit personalized message number:
  - 00 – 10 = Personalized Messages,
  - 21 – 30 = Custom message number,
- Confirmation tone is heard.

Refer to Personalized, Custom Messages for a list of codes.

SCROLLABLE CANNED MESSAGES

✳ FLEX

XXXXXXXXXXXXXXXXXXXXXXXXX
NEXT=# PREV=✳ SAVE=HOLD

CLEAR MESSAGES
ON VACATION
RETURN AM
RETURN PM
RETURN TOMORROW
RETURN NEXT WEEK
ON TRIP
IN MEETING
AT HOME
ON BREAK
AT LUNCH

* Refer to FLEX Button Programming.

- Dial [633]+[#] on the dial pad,
  or
  Press the pre-programmed* MSG ACCESS button. Clear Messages is always first.
- Press the [#] to scroll through the messages.
  or
  Press the [✳] to scroll backward through the list. The scroll is a "rolodex" type of scroll. The scroll will forward through the messages in order shown to the left.
- When the desired message is shown on the LCD display, pressing the HOLD button will activate that message on your station. Confirmation tone will be heard and the DND button LED will flash.

PROGRAMMING PBX/CENTREX CODES ONTO A FLEX BUTTON

System Speed Dial programming can only be performed at the Attendant Station.

For easy one-button access to Centrex or PBX features, perform the following steps:

• Program the Centrex or PBX code into a Station or System Speed Dial bin, including hook-flash (Flash key), [✳], and [#] commands. (Refer to Station or System Speed Dial programming)

• Program that speed bin onto a FLEX button. (Refer to FLEX Button Programming.)

REPEAT REDIAL

✳   **FLEX**

```
┌─────────────────────────────────┐
│   ENTER RPT REDIAL TIMER:       │
│     XXX            006-999      │
└─────────────────────────────────┘
```

* A FLEX Button MUST be programmed to use this feature. Refer to FLEX Button Programming.

A keyset station user places a CO call and receives a busy or no answer:

• Press the pre-programmed* REDIAL button. The LCD will prompt the user for a timer value.

• Enter a three-digit timer value (006-999 seconds) for the redial timer. Default value is 1 (60). Confirmation tone will be heard and the station user goes on-hook. The flexible button LED will light steady.

When the timer expires, the station is signaled via a CO line queue indication. Once the line queue is answered, the LCD will indicate an outgoing CO line display.

• Press the REDIAL button,
   or
   Press the ON/OFF button,
   or
   Lift the handset. The line is seized and the number is dialed.

To cancel the operation:

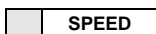• Press the pre-programmed* REDIAL button. Confirmation tone is heard and the Redial function is canceled.

SPEAKERPHONE
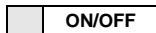
ON/OFF

• Press station key of desired party,
   or
   Press available outside line button and dial number.

• Speakerphone is activated.

• Press ON/OFF button to end call.

SPEED DIALING (SPEED)

DIALING A SPEED NUMBER

```
┌──────────────┐
│  SPEED       │
└──────────────┘
```

If no outside line has been specified in programming, one will be chosen automatically or you can choose one now.
- Press the SPEED button.
- Dial the speed bin location,
  or
  Press programmed speed bin button.
  - 00 to 19 = Station Speed numbers
  - 20 to 99 = System Speed numbers.
- When called party answers, pick up handset or use speakerphone.

LAST NUMBER REDIAL

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

SAVE NUMBER REDIAL

```
┌──────────────┐
│  SPEED       │
└──────────────┘
```
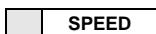
If you wish to save the last number you dialed for use later:
- After placing an outside call, keep handset off-hook.
- Press the SPEED button twice.

STORING SPEED NUMBERS

```
┌──────────────┐
│  SPEED       │
└──────────────┘
```

┌───┐
│ - TRANS Button = Pulse-to-Tone Switchover │
│   │
│ - HOLD Button = Pause   │
│   │
│ - FLASH Button = Flash   │
│   │
│ - TRANS Button = Display Security   │
│   (as 1st entry)   │
└───┘
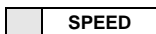
Station Speed numbers can be entered by keyset users. System Speed numbers must be entered by the first programmed attendant. If no attendant is specified, enter at Station 100.
- Press the SPEED button once.
- Press a desired outside line key,
  or
  Select an outside line automatically by pressing the SPEED button a second time.
- Dial the speed bin location.
  - 00 – 19 Station Speed numbers
  - 20 – 99 System Speed numbers
- Dial telephone number (including special codes at left).
- Press the SPEED button.
- Replace handset or press ON/OFF button to end speed dial programming.

To clear an existing speed bin:
- Press the SPEED button twice.
- Dial the speed bin location.
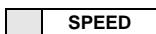- Press the SPEED button again. Confirmation tone will be heard.

TO DIAL A SAVED NUMBER

```
┌──────────────┐
│  SPEED       │
└──────────────┘
```

- Press the SPEED button.
- Press the asterisk [✳] key. Saved number is automatically dialed.

TEXT MESSAGING (Silent Response)

```
31 =    I WILL TAKE CALL
32 =    TAKE MESSAGE
33 =    TRANSFER TO SECRETARY
34 =    PUT CALL ON HOLD
35 =    CALL BACK
36 =    ONE MOMENT PLEASE
37 =    I WILL CALL BACK
38 =    WHO IS IT ?
39 =    IS IT LONG DISTANCE ?
40 =    IS IT PERSONAL ?
41 =    IS IT AN EMRGENGY ?
42 =    IS IT IMPORTANT ?
43 =    IS IT URGENT ?
44 =    SEND CALL TO VOICE MAIL
45 =    PARK CALL
46 =    OUT OF SERVICE
47 =    PUT CALL THROUGH
48 =    I AM BUSY
49 =    O.K.
50 =    NO
51 =    YES
```

This a 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 feature to alert a busy station user 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. The text messages appear on the calling party LCD Display.

While receiving a Camp-On, or OHVO call:
• The called party may press a flexible button programmed for message access [633=XX], then dial the desired two-digit message code.

   Example: [633] + [38] means that a telephone calling the station will receive the message "WHO IS IT ?".

The additional messages (with their codes) listed in the chart can also be sent as a text response.

The calling station must be a display telephone and the call station must be a keyset.

UNIFORM CALL DISTRIBUTION (UCD

AVAILABLE/UNAVAILABLE MODE

```
   UNAVAILABLE  UCD *125*
   MM/DD/YY          HH:MM  am
```

* Refer to FLEX Button Programming.

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

To go Available:
• Dial [566] on the dial pad,
  or
  Press the pre-programmed* AVAIL/UNAVAILABLE button. You may now receive calls.

To go Unavailable:
• Dial [566] on the dial pad,
  or
  Press the pre-programmed* AVAIL/UNAVAILABLE button. You are now blocked from receiving UCD calls.

UNIFORM CALL DISTRIBUTION   (Cont'd)

DISPLAY CALLS IN QUEUE FOR UCD GROUPS

```
UCD 55X 00 CALLS IN QUEUE
MM/DD/YY            HH:MM am
```

This feature cannot be used with a call in progress and the station will be considered busy for incoming calls.

* Refer to FLEX Button Programming.

From an idle display key telephone:
- Dial [567] on the dial pad, followed by the three-digit UCD Group number (55X),
  or
  Press the pre-programmed* QUEUE button. ON/OFF button LED lights steady
- Your display will tell you how many calls are in queue for that group.
- Dynamic update of display occurs as queue condition changes.
- Replace handset or press the ON/OFF button to terminate mode.

OVERFLOW STATION FORWARD

* Refer to FLEX Button Programming.

An enhancement as been made to the UCD Overflow Station to allow UCD calls reaching the UCD Overflow Station to call forward to another station.
- Lift handset or press ON/OFF button.
- Press the pre-programmed* FWD button.
- Dial the desired code:
  - [7]= no answer calls
  - [8]= busy calls
  - [9]= busy/no answer calls
  For immediate forwarding, skip the preceding step.
- Dial the three-digit destination number where calls are to be forwarded.
  (Station, Voice Mail, ACD/UCD groups, Hunt group). Confirmation tone will be heard.
- Replace handset or press ON/OFF button.

UNIVERSAL DAY/NIGHT ANSWER

Each telephone utilizing Universal Night Answer must have a Loop button appearance if the ringing outside line does not appear at their phone.

When the system is in Day or Night mode and you hear outside line ringing at another station and wish to answer it:
- Dial [#5] on the dial pad. The connected outside line can be transferred or disconnected.

USER PROGRAMMING

PROGRAMMING FLEXIBLE BUTTONS
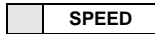
SPEED

- Press the SPEED button twice.
- Press button to be programmed. (It must be programmed in data base as a flexible button.)
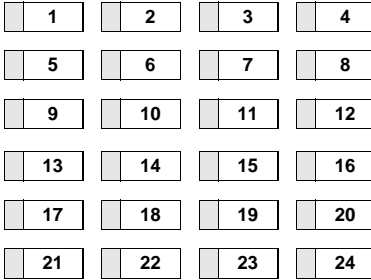- Dial the desired code. (Refer to chart below)

To erase a flexible button:
- Press the SPEED button twice.
- Press the flexible button to be erased.
- Press the FLASH button. Confirmation tone will be heard.
- Replace handset or press ON/OFF button.

100-171	TRIAD™ 1/2 Ext. Numbers		641	Release Button
100-351	TRIAD™ 3 Ext. Numbers		643	Repeat Redial
43+[C]	Call Park Location 1-7 (System)		644+[IDX]	Mailbox Button
438	Personal Park		645	Intercom Button(s)
44 [V]	VM Group Pilot Numbers 0-7		646+[XXX]	Call Coverage (Ringing Type)
45 [H]	Hunt Group Pilot Numbers 0-7		647+[XXX]	Call Coverage (Non-Ringing Type)
55 [U]	ACD* Group Pilot Numbers 0-9		649+[44V]	One-Touch lRecording
55 [U]	UCD Group Pilot Numbers 0-7		653	Caller ID Name/Number Toggle
56 [U]	ACD* Group Pilot Numbers 10-15		654+[0,1]	Answer Machine Emulation Mode
566	ACD*/UCD Available/Unavailable		680	Dial Speed Directory
567	ACD*/UCD Calls in Queue Display		688	One-Touch Recording
570+[YY]	ACD* Call Qualifier Code		695	Distinctive Ringing
571	ACD* Agent Logout		70	All Call Page (Internal & External)
572+5+[UU]	ACD* Agent Login		71	Internal Page Zone 1
573	ACD* Group Member Status Display		72	Internal Page Zone 2
574	ACD* Agent Help		73	Internal Page Zone 3
575+5+[UU]	ACD* Supervisor Logout		74	Internal Page Zone 4
576+5+[UU]	ACD* Supervisor Login		75	Internal All Call Page
577+5+[UU]	ACD* Supervisor Queue Status Display		76+[0]	External All Call Page (All Ext. Zones)
578	ACD* Overflow Avail/Unavail		76+[P]	External Page Zones (1-2)
579	ACD* Calls in Queue Display buttons		77	Meet-Me-Page Answer
601	Attendant Override		9	Least Cost Routing (LCR) Access
603	CO Line Off-Net Forward		#0	Group Call Pick Up
604	Night Service		#5	Universal Day/Night Answer
620	Camp-On		[SPEED]+[YY]	Speed Dial Access (00-19 Station) (20-99 System)
621	Line Queue		[SPEED]+[✱]	Save Number Redial
622	Call Back		[SPEED]+[#]	Last Number Redial
623	Message Wait			
624	Conference		————————————————————	
625	Executive Override/Monitor Barge-In		XXX = Station Extension Numbers	
626	LCR Queue Cancel		YY = Speed Dial Bin Numbers	
627	Account Code Enter		ZZ = Personalized Messages	
628	OHVO Enable		U = ACD* (0-15) or UCD (0-7) Group Number	
629	Mute Button		C = Call Park Location 0-7T	
631	Do Not Disturb		H = Hunt Group Number 0-7	
632	Background Music		V = Voice Mail Group Number 0-7	
633+[ZZ]	Personalized Messages		P = External Page Zone Number (1-2)	
633+[00]	Clear Personalized Messages		IDX = 001-255	
634	Headset Mode			
635	ICLID Display (unanswered calls)		* Features available with optional software.	
639	Incoming CO Call Transfer			

USER PROGRAMMING (Cont'd)

PRIME FLEX BUTTON PROGRAMMING

1	2	3	4
5	6	7	8
9	10	11	12
13	14	15	16
17	18	19	20
21	22	23	24

If your phone is programmed for off-hook prefer-ence* and have been given the ability to enable or change the Prime Flex button.
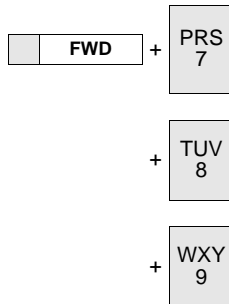• Dial [691] on the dial pad.
• Dial two-digit button number. (Refer to the dia-gram to the left)

To disable Off-Hook Preference:
• Dial [691] on the dial pad.
• Dial [00] on the dial pad.

Refer to Off-Hook Preference.

VOICE MAIL

CALL FORWARDING TO VOICE MAIL GROUPS

FWD + PRS 7

+ TUV 8

+ WXY 9

Intercom and Transferred CO callers may be rout-ed directly to your mail box by forwarding your phone to a voice mail group.
• Lift handset or press ON/OFF button.
• Press the pre-programmed* FWD button.
• Dial the desired code:
  - [7]=no answer calls
  - [8]=busy calls
  - [9]=busy/no answer calls.
  For immediate forwarding, skip the preceding step.
• Dial the three-digit Voice Mail group pilot num-ber (440–447) for the group (1–8) where calls are to be forwarded. Confirmation tone will be heard.
• Replace handset or press ON/OFF button.

Refer to FLEX Button Programming.

RETRIEVING VOICE MESSAGES

To enter the Voice Mail system to check for mail:
• Dial the Voice Mail group number,
  or
  Press the pre-programmed* VM GROUP but-ton or flashing Message Wait button.
• You will immediately be prompted to enter your password for your mail box.

Refer to FLEX Button Programming.

VOICE MAIL   (Cont'd)

VOICE MAIL TRANSFER WITH ID

While on a call and the distant end wishes to leave a Voice Message for a VM user:
- At the initiating station, press the TRANS button.
- Dial the Voice Mail Group number,
  or
  Press the pre-programmed* VM GROUP button.
- Dial the VMID (Mail Box location) of the desired party and go on-hook. The system will then make the connection to an available Voice Mail port and send the Leave Mail Prefix (if any) + the digits dialed as the VMID number + then the Leave Mail Suffix digits (if any). The system will then cut through the transferred caller.

* Refer to FLEX Button Programming.

VOLUME CONTROL BAR (DKT Only)

There is a volume control bar below the keypad to control the ringing, handset, and speakerphone volumes.
While on a Intercom call: (Speakerphone)
- Press the Volume Bar to change the volume. The following message is shown on the display phone:

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

While on an Intercom call: (Handset)
- Press the Volume Bar to change the volume. The following message is shown on the display phone:

```
HANDSET ICM     [#########]
 MMM DD YY        HH:MM am
```

While on a CO call: (Speakerphone)
- Press the Volume Bar to change the volume. The following message is shown on the display phone:

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

While on a CO call: (Handset)
- Press the Volume Bar to change the volume. The following message is shown on the display phone:

```
HANDSET CO      [#########]
 MMM DD YY        HH:MM am
```

While receiving an incoming tone ringing intercom or CO call.

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


▼   **VOLUME**   ▲

DIRECTORY

1	2	3	4
5	6	7	8
9	10	11	12
13	14	15	16
17	18	19	20
21	22	23	24

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	

Station Numbering Plan

100-171	TRIAD™ 1/2 Ext. Numbers	680	Dial Speed Directory
100-351	TRIAD™ 3 Ext. Numbers	690	Name in Display Programming
43+[C]	Call Park Location 0-7 (System)	691+[BB]	Off-Hook Preference Programming
438	Personal Park		
44+[V]	Voice Mail Group Pilot Numbers 0-7	695	Distinctive Ringing
45+[H]	Hunt Group Pilot Numbers 0-7	70	All Call Page (Internal & External)
499	Modem via DISA Access or Transfer	71	Internal Page Zone 1
5#	Forward Override	72	Internal Page Zone 2
55+[U]	ACD* Group Pilot Numbers 0-9	73	Internal Page Zone 3
55+[U]	UCD Group Pilot Numbers 0-7	74	Internal Page Zone 4
56+[U]	ACD* Group Pilot Numbers 10-15	75	Internal All Call Page
566	ACD* or UCD Available/Unavailable	76+[0]	External All Call Page (All Zones)
567 55+[U]	ACD* or UCD Calls in Queue Display	76+[P]	External Page Zones (1-2)
570+[BB]	ACD* Call Qualifier	77	Meet-Me-Page Answer
571	ACD* Agent Logout	81	CO Line Group 1
572 55+[U]	ACD* Agent Login		(if LCR is enabled)
573	ACD* Group Member Status	82	CO Line Group 2
574	ACD* Agent Help	83	CO Line Group 3
575	ACD* Supervisor Logout	84	CO Line Group 4
576 55+[U]	ACD* Supervisor Login	85	CO Line Group 5
577 55+[U]	ACD* Supervisor Queue Status Display	86	CO Line Group 6
578	ACD* Overflow Sta Avail/Unavail	87	CO Line Group 7
6#+[XXX]	Tone Mode Ring Option	88	All CO Line Groups
6✲	Dial By Name		(CO Line Off-Net Forward)
623	Message Wait	9	LCR or CO Line Group 1
625	Executive Override/		(if LCR is disabled)
	ACD* Supervisor Monitor Barge-In	0	Attendant
626	LCR Queue Cancel	#0	Group Call Pick Up (Key & SLT)
628	OHVO Enable	#43+[C]	Call Park Pickup (Key and SLT)
631	Do Not Disturb	#5	Universal Day/Night Answer
632+[0,1,2]	Background Music	[SPEED]+[YY]	Speed Dial Access
633+[#]	Personalized Message on a Flex Button		(00-19 Station) (20-99 System)
633+[#]+[#,✲]	Scroll Canned Messages	[SPEED]+[✲]	Save Number Redial
633+[ZZ]	Personalized Messages	[SPEED]+[#]	Last Number Redial
633+[00]	Clear Personalized Messages		
634	Headset Mode	XXX = Intercom Station Numbers	
635	ICLID Display (unanswered calls)	YY = Speed Dial Bin numbers	
636+[XXX]	Station Relocate	ZZ = Personalized Messages	
639	Incoming CO Call Transfer	BB = Button Number	
[FWD]	All Call Forward	U = ACD* (0-15) or UCD (0-7) Group Number	
[FWD]+[7]	No Answer – Call Forward	C = Call Park Location 0-7	
[FWD]+[8]	Busy – Call Forward	H = Hunt Group Number 0-7	
[FWD]+[9]	Busy/No Answer – Call Forward	V = Voice Mail Group Number 0-7	
[FWD]+[✲]	Off-Net – Call Forward	P = External Page Zone Number (1-2)	
642	Follow-Me Forward		
643	Repeat Redial	* Features available with optional software.	
648+[#, ✲]	Keyset Mode		
662	Clear Call Forward, DND, Personalized Messages		