

## Xen Alpha<sup>™</sup>

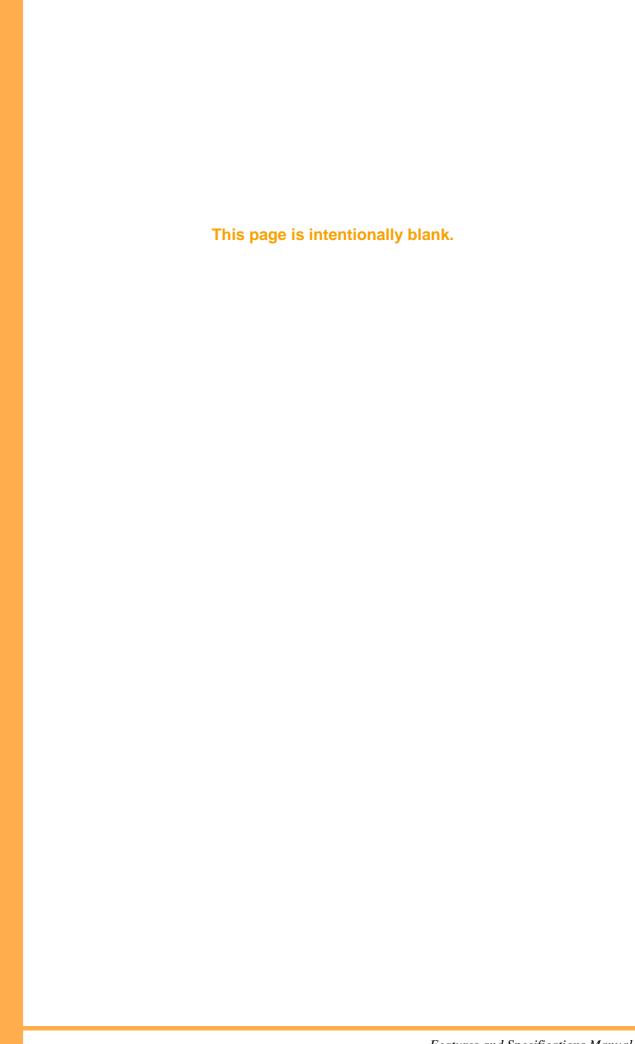


# FEATURES AND SPECIFICATIONS MANUAL

**NEC Australia Pty Ltd** 

A6-506000-642-02 Release 1.0

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Xen Alpha Release 1.0

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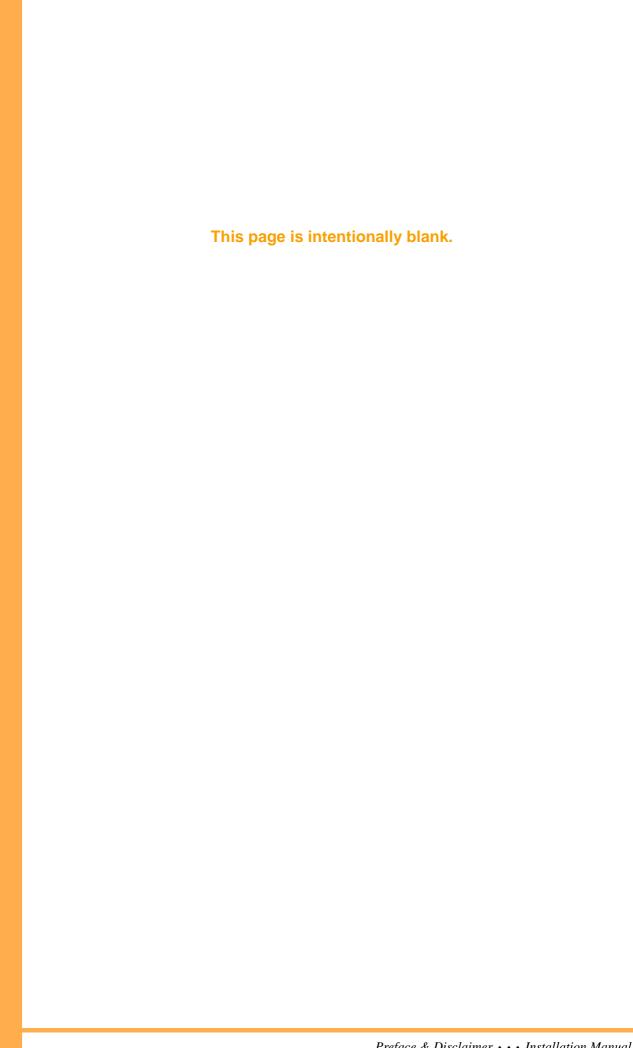
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**Integrated Communication Products Group** 



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# Xen System Features Introduction

Xen Alpha Release 1.0

INTRODUCTION

This section describes each feature and its operation. Features are listed alphabetically by feature name.

DIFFERENCES IN TELEPHONE TYPES

In this chapter the operations are written showing the keys on the DTU-Type telephones. Unless otherwise noted, the same key is also used on the DTU-Type or ETW-Type telephones. Table A1-1: DTU-Type, DTB-Type and ETW-Type Telephone Keys shows the keys on the different telephones. In some cases, keys on the different types of telephones may perform the same function but are labelled differently. For example, the key used for speed dialling is labelled on the DTB-Type telephones and on the DTU-Type telephones.

Table A1-1: DTU-Type, DTB-Type and ETW-Type Telephone Keys

DTB-Type Keys	DTU-Type Keys	ETW-Type Keys
А	Α	Α
В	В	В
С	С	С
D	D	D
E	E	E
F	F	F
G	G	G
Н	Н	Н
I	I	I
J	0	K
K	J	J

Table A1-1: DTU-Type, DTB-Type and ETW-Type Telephone Keys

DTB-Type Keys	DTU-Type Keys	ETW-Type Keys		
L	L	L		
M	U	Т		
N	Р	Q		
0	Т	N		
Р	R	0		
Q	S	M		
R	0	R		
S	Q	Р		
Т	Q			
U	N	S		
V	W	W		
▲ or ▼	M	UV		

## All Call Page

Xen Alpha Release 1.0

#### FEATURE DESCRIPTION

All Call Page allows simultaneous paging (internal and external) of all idle Multiline telephones. The page is heard over the built-in speaker on the telephone and/or over external paging speakers.

Paging allows persons, away from their desk but within hearing distance of the telephone or external speakers to respond to a page. The user can answer the page by dialling a specified number.

## STATION APPLICATION

Multiline telephones can initiate, receive and answer a page. Single Line telephones can not receive a page, but can answer or initiate a paging call.

## OPERATION PROCEDURE

#### Paging:

- 1. Go off-hook.
- 2. Dial GG.
- 3. Page.
- 4. Go on-hook.

#### Answering a page:

- Go off-hook.
- 2. Dial  $G\ D$  and answer the call.

#### RELATED PROGRAMMING

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Y)es or (N)o
002-2	External Speaker Connection	N
002-3	External Paging Tone Assignment	Ν
002-4	Internal All Call Page Receive	Ν
001-0	General Purpose Relay Assignment	N
217	Internal Paging Tone Assignment	N

- ☑ All Call Paging is directed only to telephones when "No External Speaker" is specified in system programming.
- ☑ A busy condition is generated if an All Call Page (internal or external) has been originated at another telephone.
- ☑ If an external paging call is made while a ringing tone is being sent over the external speaker, ringing is temporarily suspended and the external paging call is performed. Ringing resumes after the page is completed.
- ☑ All Call Paging is supported for single line telephones. Single line telephones can be used to answer an All Call Page.
- ☑ A tone burst is generated as an alert tone to indicate the page.

## Ancillary Device Connection

Xen Alpha Release 1.0

#### FEATURE DESCRIPTION

This feature allows ancillary (peripheral) devices such as tape recorders, headsets, single line telephones, to be connected to the system.

#### STATION APPLICATION

The feature is only available when using the DTU-Type Multiline telephones.

## OPERATION PROCEDURE

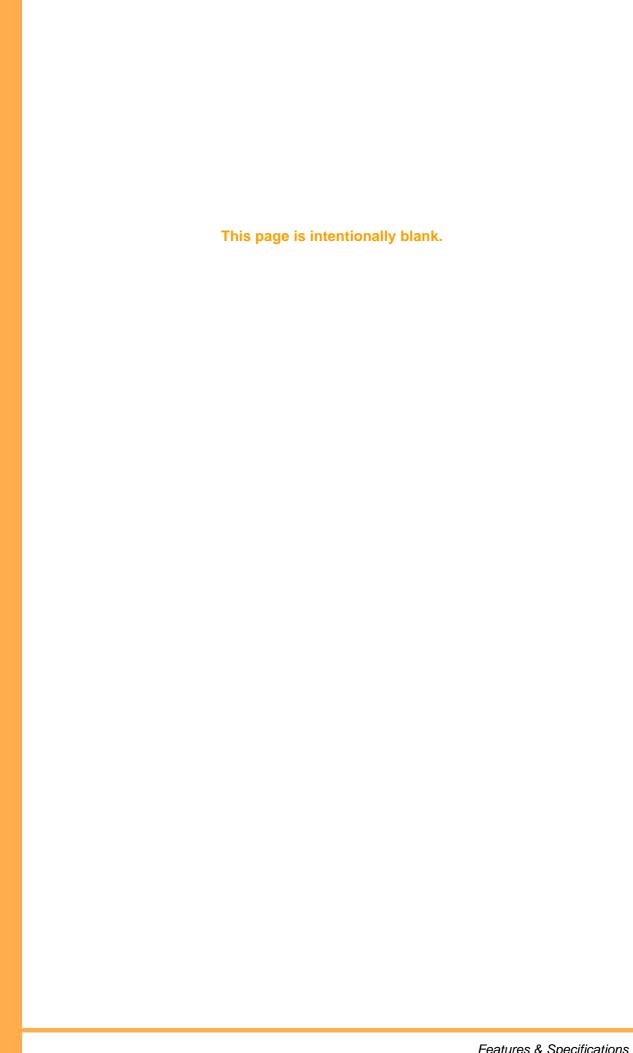
Refer to the operation for the device that is being connected.

### SERVICE CONDITIONS

☑ When using ancillary equipment, the following units can be installed to provide connection to the system.

Unit	Description
ACA-UA Unit	AC Adapter – an AC adapter for use with the APR-A Unit, CTA-UA Unit, or HFU-UA Unit.
ADA-UA Unit	Ancillary Device Adapter – provides connection for cassette recorders.
APR-UA Unit	Analogue Port Ringer – provides connection for a single line telephone or modem.
CTA-UA Unit	Computer Telephony Adapter (or TAPI – Microsoft Telephony Application Programming Interface) – provides connection for a PC.
HFU-UA Unit	Handsfree Unit – provides connection for headsets allowing handsfree operation .

- ☑ Headset and handsfree units cannot be used simultaneously.
- ☑ The APR-UA Unit can only be connected to DTMF (touchtone) telephones.



## Answer Hold

Xen Alpha Release 1.0

#### FEATURE DESCRIPTION

Answer Hold allows the Multiline telephone user to answer an external call by pressing the answer key (R). If the user is on a call, that call is placed on hold when the new call is answered.

## STATION APPLICATION

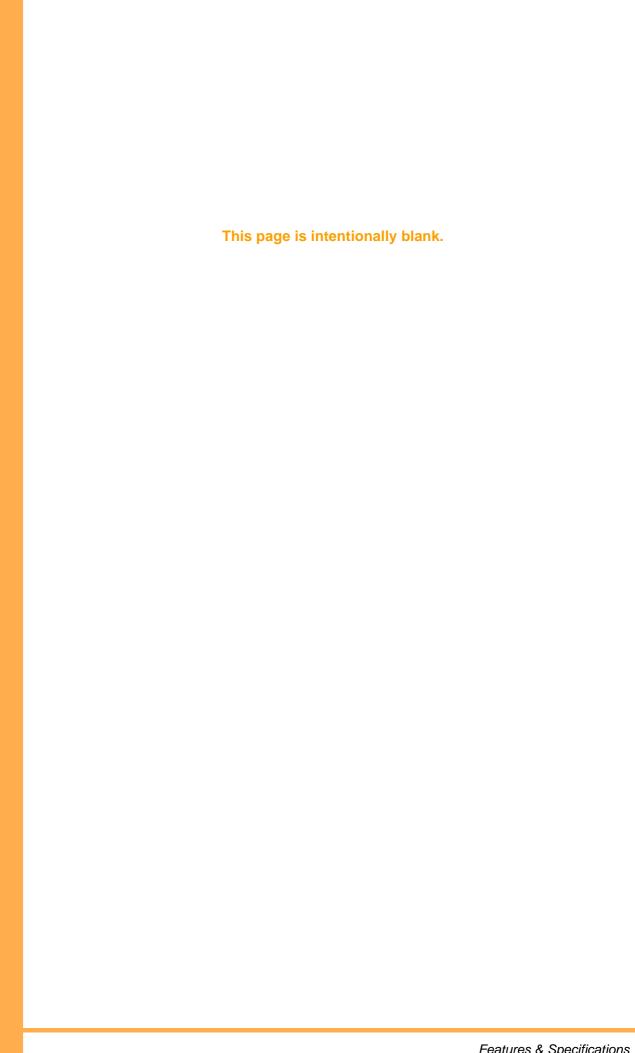
This feature is available for all Multiline telephones.

#### OPERATION PROCEDURE

#### Answering a call when a call is in progress:

1. Press R to answer the call. If already engaged on a call, the existing call is placed on hold.

- oxdots On DTU-Type telephones, the Answer Key (oxdots) LED flashes when there is an external line ringing. The Answer Key (oxdots) on the DTB-Type telephones does not have an LED.
- If using the Answer Key ( $\mathbb{R}$ ) to answer an internal or external call, and the existing call is an internal call, doorphone call, or paging call; the existing call is disconnected.
- ☑ The Answer Key ( ) on DTU-Type telephones does not flash when an internal call is received.
- ☐ The Answer Key (☐) on DTU-Type telephones does not flash when an external call is received at another Multiline telephone.
- ☑ The Answer Key ( ) on DTU-Type telephones does not flash during a ringing transfer call.
- ☑ This feature is not available during Automatic Redialling or conference calling.
- ☑ Incoming trunk calls are answered on a first-in-first-out basis when using the Answer Kev.



## Answer Key

Xen Alpha Release 1.0

FEATURE DESCRIPTION

Users answer trunk calls by simply pressing one key; the Answer Key ( $\mathsf{R}$  ).

STATION APPLICATION

This feature is available for all Multiline telephones.

OPERATION PROCEDURE

#### Answering a call:

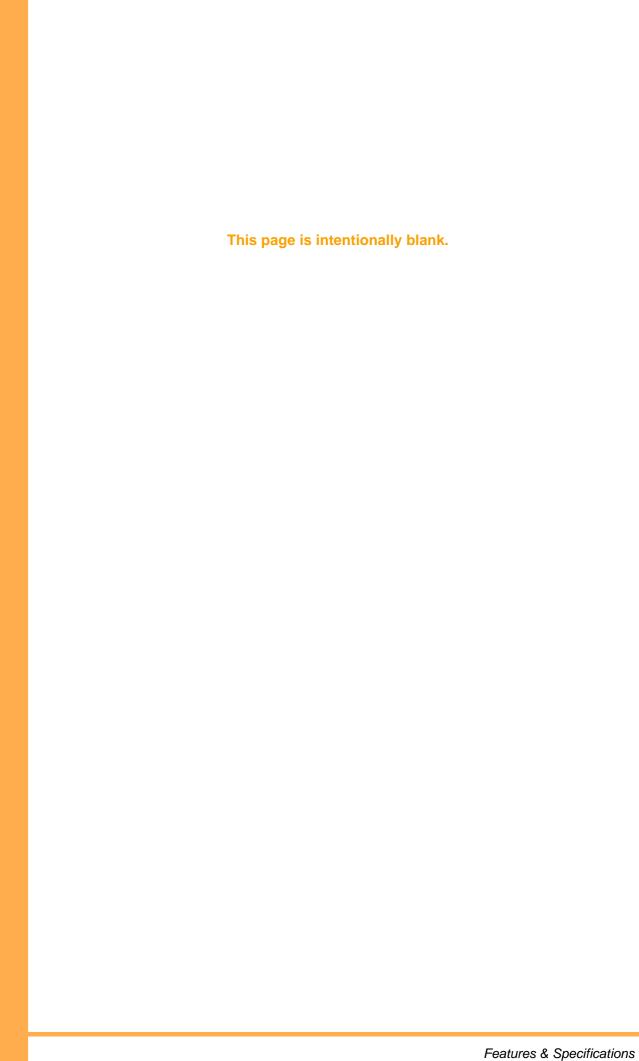
1. Press R and N or lift the handset.

#### RELATED PROGRAMMING

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Y)es or (N)o
301 → 306	Day Ringing for Trunk Lines 1 $ ightarrow$ 6	N
311 → 316	Night Ringing for Trunk Lines $1 \rightarrow 6$	N

- If more than one call rings into the system, the system processes the calls in the order they are received. As a result, when the user presses R, calls are answered in the order they are received (first-in-first-out).
- $\square$  Incoming external calls to other tenant groups cannot be answered by pressing  $\mathbb R$  (ring tone is not provided for these calls).
- On DTU-Type telephones, the Answer Key ( ) LED flashes. When an incoming external call is received, the red LED flickers at a higher speed to differentiate from other types of calls. The Answer Key ( ) on the DTB-Type telephones does not have an LED.
- An DTU-Type telephone must be programmed to provide an audible ring tone for incoming calls before the LED will flash.
- ☑ ICM, DID, DIT and CO Ring Transferred calls will not flash the Answer Key LED and the Answer Key cannot be used to answer these types of calls.



## **Attendant Positions**

Xen Alpha Release 1.0

#### FEATUR DESCRIPTION

This feature allows the first two Multiline telephones to be assigned as Attendant Positions. These telephones can be used as "programming telephones" and can perform certain attendant feature operations.

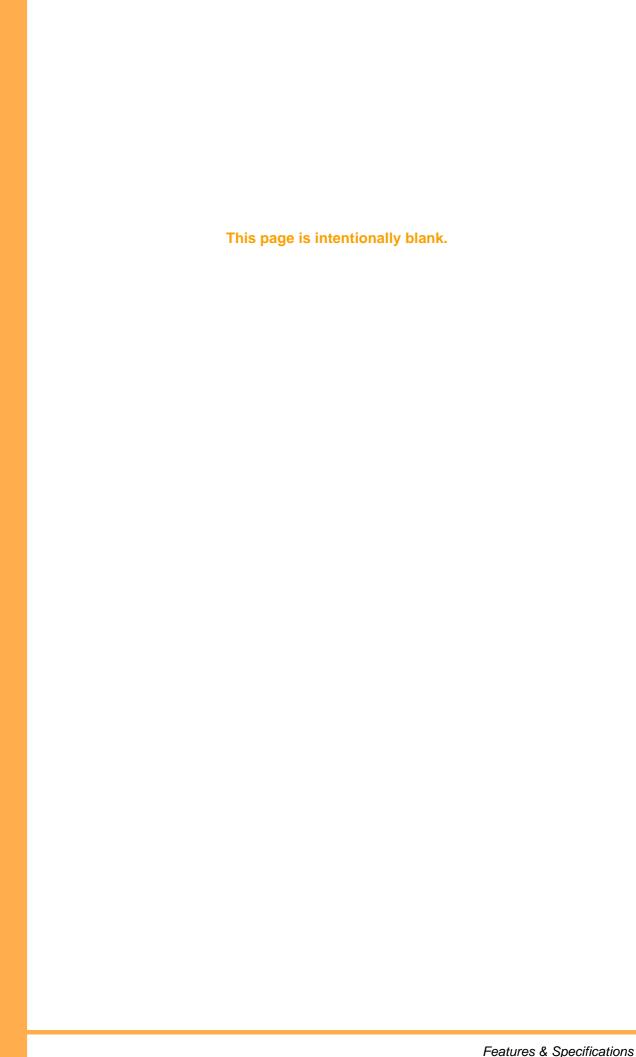
## STATION APPLICATION

This feature is available for the DTU-Type and Xen System Multiline telephones.

## OPERATION PROCEDURE

Listed below are the operations that can be performed using a telephone assigned as an attendant position. The access code necessary to perform the operation is also provided.

Op	peration	Access Code
•	stem Reset for Call Forward – All Calls, Call rward – Busy/No Answer, and Do Not Disturb	OFHO
Sy	stem Reset for Callback Request	OHHO
Sy	stem Reset Timed Alarm	OEHO
Sy	stem One-Touch Dialling	N/A
SN	IDR/PC Switching	OIFO
SN	IDR Test Printing	OIKO
Ва	ttery Low Indication Erase	OGEO
Sy	stem Speed Dialling	N/A
Als	so refer to the specific attendant related feature	s listed below:
	Automatic Callback, Page 13	
	Callback Request, Page 37	
	Call Forward – All Calls, Page 41	
	One-Touch/Feature Access Keys – User Prog	rammable, Page 171
	Speed Dial – System, Page 215	
	Timed Alarm, Page 229	
Ø	Only Ports 1 and 2 (normally extensions 1	0 and 11) are used as Attendant Positions.



## Automatic Callback

Xen Alpha Release 1.0

#### FEATURE DESCRIPTION

When calling a busy telephone and hearing a busy tone, users can set an Automatic Callback. When both telephones are idle, the system signals the person who originated the callback. When the callback originator answers, the system then signals the other telephone user of the call.

#### STATION APPLICATION

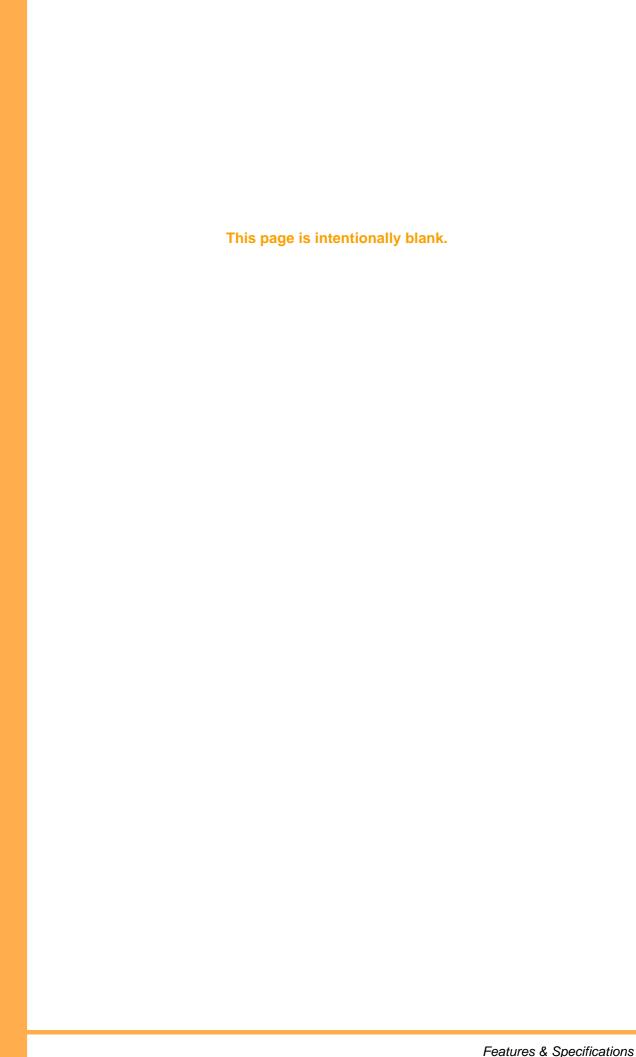
This feature is available for all telephones and Single Line telephones.

#### OPERATION PROCEDURE

#### Setting Automatic Callback when an internal party is called and busy tone is heard:

- 1. Go off-hook.
- 2. Dial the extension number. Busy tone is heard.
- 3. Dial J.
- 4. After hearing the set tone, hang up.

- ☑ If an Automatic Callback is not answered within 30 seconds, the callback is released.
- ☑ Automatic Callback can be set for any tenant group.
- ☑ Automatic Callback can be set using a single line telephone.
- ☑ An individual user can set a maximum of two callbacks from their telephone at one time.
- ☑ Only one Automatic Callback be set to a specific telephone; duplicate attempts are ignored.
- ☑ An Automatic Callback can only be answered at the telephone where it is set; other user's cannot pickup the call from their telephones.
- ☑ An Automatic Callback cannot be cancelled by the user once it is set.
- ☑ When a telephone is in Do Not Disturb mode, Automatic Callback cannot be set.



A-7

## Automatic Day/Night Mode Switching

Xen Alpha Release 1.0

#### FEATURE DESCRIPTION

This feature allows the user to program the system to automatically switch from day to night mode at a preset time.

Refer to Night Mode, Page 165 for a description of manual day/night mode switching.

OPERATION PROCEDURE

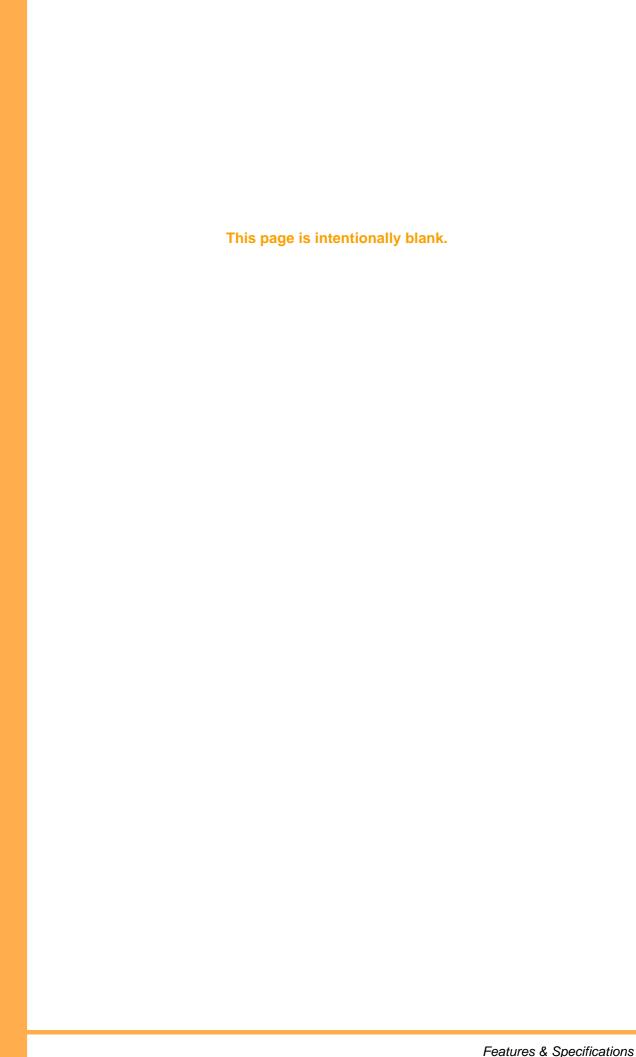
Not applicable.

#### RELATED PROGRAMMING

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Y)es or (N)o
014	Night Mode Start Time (Assignment 1)	Υ
015	Night Mode End Time (Assignment 1)	Υ
016	Night Mode Start Time (Assignment 2)	Υ
017	Night Mode End Time (Assignment 2)	Υ
018-1 → 018-7	Night Mode Monday → Sunday	Υ

- ✓ When the system is switched into night mode, night mode is applied system-wide and the night mode features are enabled.
- After powering on or resetting the time, the system checks the current system program settings and switches to day/night mode depending on the time of day detected.



## Automatic Hold

Xen Alpha Release 1.0

#### FEATURE DESCRIPTION

This feature allows a user to press a DSS key (Direct Station Selection) to page an internal caller while an external call is in progress. Once the DSS key is pressed, the external caller is automatically placed on non-exclusive hold.

## STATION APPLICATION

This feature is available for all Multiline telephones.

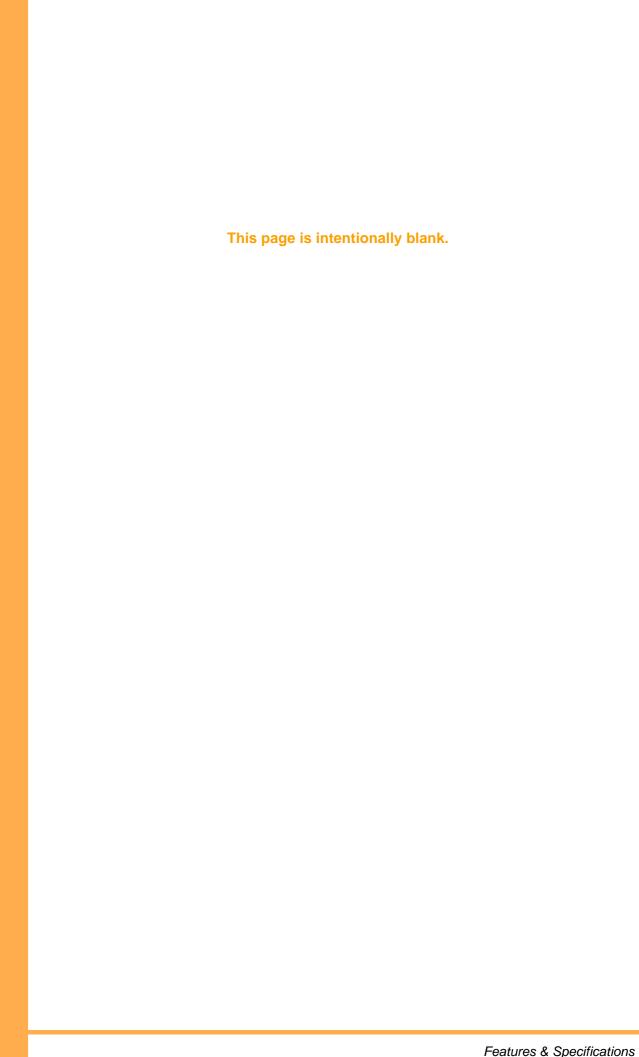
### OPERATION PROCEDURE

#### Placing a call on Automatic Hold:

- 1. While engaged on an external call, press the DSS key for the internal party. The external caller is automatically placed on hold and the internal call is made.
- 2. Talk with the called party or page the called party.
- 3. If you want to return to the holding party, press the appropriate line key.

## SERVICE CONDITIONS

☑ After the preset hold recall timer expires, a hold recall is generated.



## Automatic Pause - Behind PBX

Xen Alpha Release 1.0

#### **FEATURE DESCRIPTION**

When a user places an external call using speed dial, redial, or saved dial through a PBX line, the system automatically inserts a pause into the dialled number.

#### **OPERATION PROCEDURE**

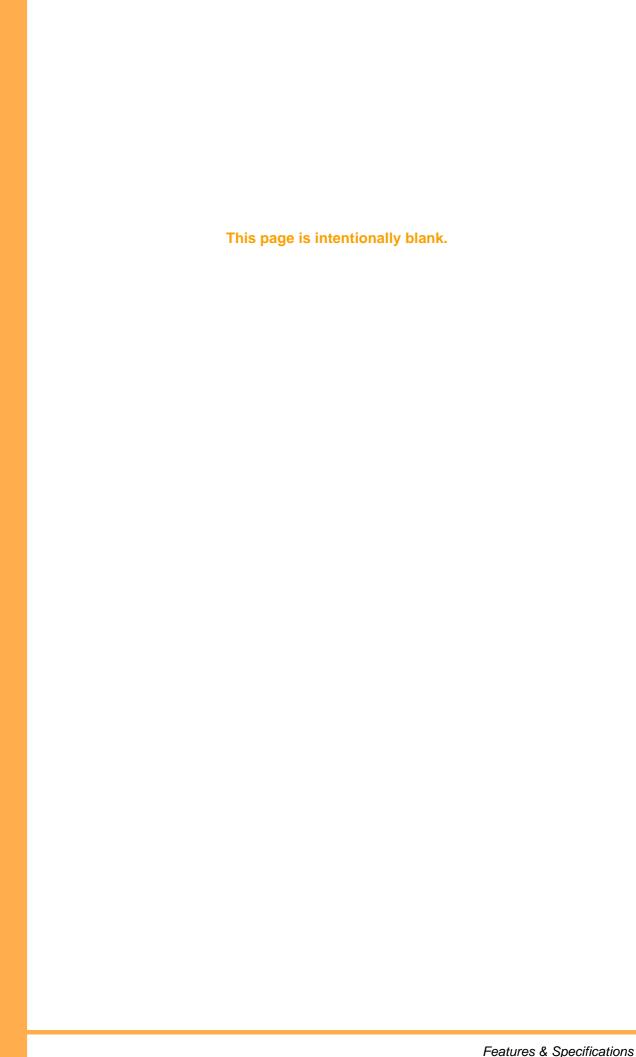
Not applicable.

#### RELATED **PROGRAMMING**

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Y)es or (N)o
010	Outgoing Call Access Code for PBX	N

- The pause time is three seconds (fixed).
- The initial value used by the system to indicate a pause is "0 -" (the system dials 0 and  $\sqrt{\phantom{a}}$ inserts a pause).
- A maximum of six digits (three dialled digits and three pauses) can be programmed for  $\sqrt{\phantom{a}}$ the PBX originating code. However, only one pause can be inserted between digits (i.e., two pauses cannot be dialled consecutively).



## A-10 Automatic Redial

Xen Alpha Release 1.0

#### FEATURE DESCRIPTION

Automatic Redial simplifies repeated dialling to a busy telephone or when there is no answer. When set, redialling is automatically repeated at preassigned intervals. The intervals are assigned in system programming.

### STATION APPLICATION

This feature is available for all Multiline telephones.

## **OPERATION PROCEDURE**

#### **Setting Automatic Redial:**

- 1. After receiving a busy tone or when there is no answer, press  $\,N\,$  .
- 2. Press O.
- 3. Press S.
- 4. The call is redialled automatically. The number of redial attempts is assigned in system programming. (Default = 3)
- 5. When the called party answers, either lift the handset or press N and begin talking. Note: If the call is not answered, it is disconnected.

#### **Cancelling Automatic Redial:**

- 1. Press N or lift the handset, then restore the handset.
  - OR -
- 2. Automatic redial is automatically cancelled when the specified number of redial attempts has been exceeded.

### RELATED PROGRAMMING

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Y)es or (N)o
005	Automatic Redial Timer	N

#### SERVICE **CONDITIONS**

- If an external call is made using a PBX line, the call elapsed timer displays but does not have any affect on the Automatic Redial condition.
- $\overline{\mathbf{Q}}$ When using an ISDN external line, a busy tone is not detected and the line is placed into wait mode until release notification is received. Automatic Redial continues until the programmed number of retries is exceeded.
- If the user cancels Automatic Redial during wait mode, the external line is released and the telephone returns to the idle condition (if the handset is in the cradle and the speaker is off). If the handset is off of the cradle or the speaker is on, internal dialtone is received.
- After the number of redials has exceeded the programmed number of redial attempts, the external line is released and Automatic Redialling ends.
- $\square$ The following operations are allowed during Automatic Redialling. A description of the operation and the method for initiating the operation are provided below.

O + AMicrophone On/Off O + B Handset Mute On/Off Automatic Redial Enable

Cancel Automatic Redial Lift Handset (off-hook)

Speaker On Handset in Cradle (on-hook)

Cancel Automatic Redial or Releases **External Line** 

Ν

- $\overline{\mathbf{V}}$ If a call is answered at the telephone where Automatic Redial was initiated, redialling is cancelled.
- When Automatic Redial is set, the line key LED on the telephone where Automatic Redial is initiated lights green. The line key LED on all other telephones lights red.
- If Automatic Redial is set while the handset is outside the cradle and the handset remains  $\square$ outside the cradle during redialling, the user must press N to cancel Automatic Redial. If N is not pressed, Automatic Redial restarts when the user hangs up.
- When outgoing calls are restricted on a line, Automatic Redialling is not allowed. When a Automatic Redial is attempted using that line, an error tone is generated.
- When a telephone is being used for Automatic Redialling, that telephone cannot be used  $\sqrt{\phantom{a}}$ to place an external call on hold.
- $\sqrt{}$ Barge-in is not allowed while a telephone is being used for Automatic Redialling.
- The user must manually cancel Automatic Redial; the system cannot automatically cancel  $\square$ the operation. The handset must be lifted off-hook to disable Automatic Redial after an outside call is answered.
- $\square$ Automatic Redial can only be set during a call attempt.

## A-11 Automatic Release

Xen Alpha Release 1.0

#### **FEATURE DESCRIPTION**

This feature signals the system to release the line when an external caller abandons the call.

#### STATION **APPLICATION**

This feature is available for all Multiline telephones and single line telephones.

#### **OPERATION PROCEDURE**

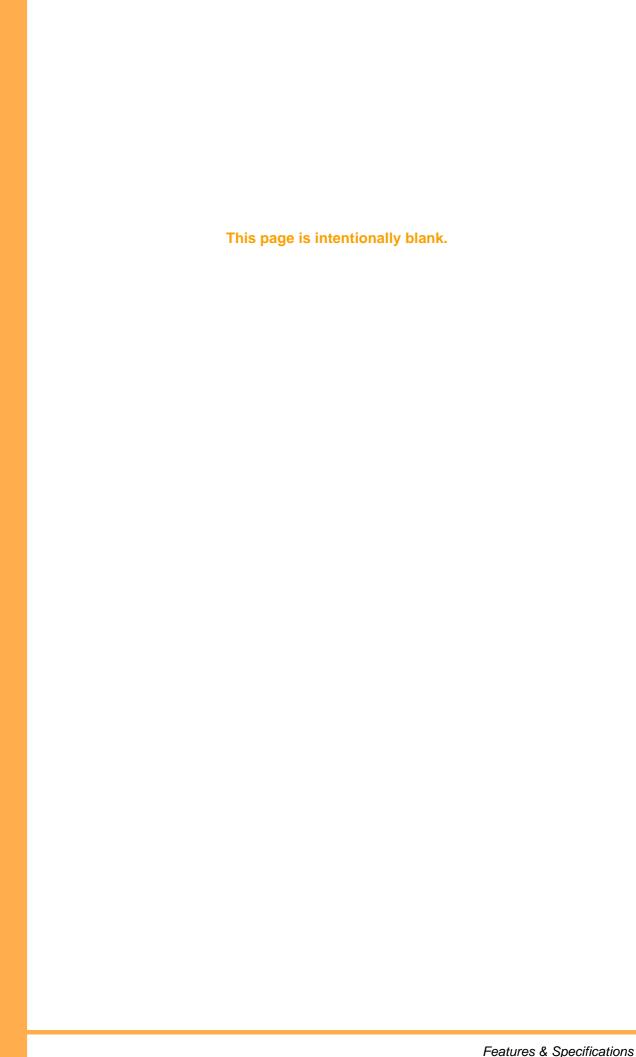
Not applicable.

#### **RELATED PROGRAMMING**

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Y)es or (N)o
112	Line Reversal Detection	Υ

- If a disconnect signal is received, the external line is automatically disconnected.  $\overline{\mathbf{A}}$
- $\overline{\mathbf{Q}}$ If a telephone is disconnected while accessing an external line, the associated line key LED goes off.
- Automatic Release functions during holding (exclusive/non-exclusive) and conference calling.
- When the user is engaged on a single-party call and the external party hangs up, the  $\square$ user receives a busy tone.
- $\overline{\mathbf{Q}}$ Analogue trunks provide this feature when the outside exchange generates a "Line Reversal on Calling Party Idle" signal, to indicate that the distant aprty has terminated the call.
- $\overline{\mathbf{Q}}$ ISDN trunks are automatically released (standard function) when the distant party terminates the call.
- Analogue trunks involved in a Call Forward External operation will be automatically  $\sqrt{\phantom{a}}$ released upon the detection of Busy Tone from either party's line.



**B-1** 

## Background Music – External Speakers

Xen Alpha Release 1.0

#### FEATURE DESCRIPTION

When connecting with a Background Music (BGM) source, background music is provided over external speakers.

**OPERATION PROCEDURE** 

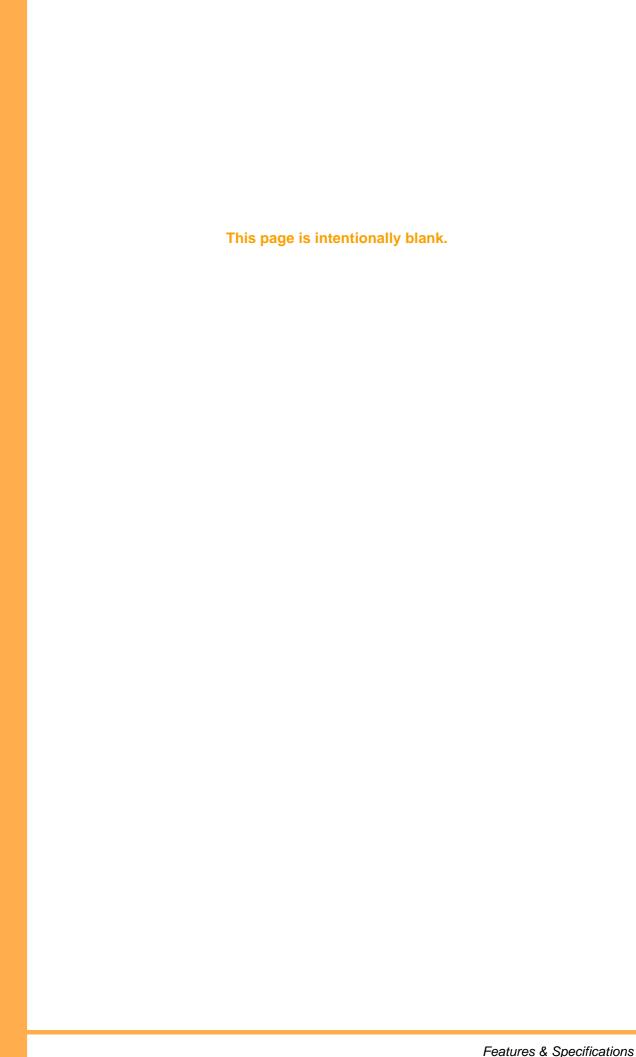
Not applicable.

## RELATED PROGRAMMING

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Y)es or (N)o
002-2	External Speaker Connection	Y
002-6	Background Music Source	Υ
011	Background Music Destination	Υ

- ✓ Music is not heard over external speakers unless backgound music speaker connection is specified in system programming.
- ☑ If paging, external ringing, and background music occur at the same time, the system prioritizes the order they are processed as follows:
  - 1. External Speaker Paging
  - 2. External Ringing
  - 3. Background Music
- ☑ The background music source can be either the internal hold tone or an externally provided source.
- ☑ When connecting external music or speaker equipment, the equipment must be connected via a Line Isolation Unit with a Telecommunications Compliance label.



**B-2** 

## Background Music – Multiline Telephone Speakers

Xen Alpha Release 1.0

FEATURE DESCRIPTION

When connected to a background music (BGM) source, Multiline telephone users can listen to music over the Multiline telephone speakers, while the telephone is idle.

This feature is available for all Multiline telephones.

OPERATION PROCEDURE

#### Setting background music when the telephone is idle:

- 1. Press O.
- 2. Dial | C (background music access code).
- 3. Press O. Music is heard over the Multiline telephone speakers.

#### **Cancelling background music:**

- 1. Press O.
- 2. Dial | C (background music access code).
- 3. Press O. Music is stopped over the Multiline telephone speakers.

RELATED PROGRAMMING

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Y)es or (N)o
002-6	Background Music Source	Υ
011	Background Music Destination	Υ

- Background music toggles between the set and cancel settings each time the background music access code is dialed (O I C O).
- Background music volume is controlled by using up (▲) and down (▼) volume controls  $\overline{\mathbf{Q}}$ on the telephone.
- $\overline{\mathbf{Q}}$ The set/cancel setting is preserved in the backup memory of the telephone.
- If background music has not been specified in system programming, "ERROR" is  $\overline{\mathsf{V}}$ displayed in the telephone LCD when attempting to set background music using the set/ cancel access code.
- $\overline{\mathbf{V}}$ Background music is heard only when the telephone is in the idle condition. Background music is temporarily suspended when the telephone is *not* idle.
- $\overline{\mathbf{Q}}$ The background music source can be either the internal hold tone or an extremely provided source.
- The background music source is used for both BGM over External Speakers and BGM  $\overline{\mathbf{Q}}$ over Multiline telephones.
- When connecting external music equipment, the equipment must be connected via a Line Isolation Unit with a Telecommunications Compliance label.

**B-3** 

# Barge-In (Interrupting an External Call)

Xen Alpha Release 1.0

FEATURE DESCRIPTION

This feature allows one Multiline telephone user to interrupt another user's conversation. Barge-In can be programmed with or without an audible alert.

STATION APPLICATION

This feature is available for all Multiline telephones.

OPERATION PROCEDURE

#### Interrupting a conversation using an outside line key:

- 1. Press N or lift the handset.
- 2. When you hear dialtone, press O.
- 3. Press P.
- 4. Press V (line key) to be interrupted. Barge-In is enabled.

RELATED PROGRAMMING

Function Number	Function Name	Required (Y)es or (N)o
002-5	Barge-In Notification Tone	N
203	Trunk line Barge-IN	Υ

- ☑ Barge-in is enabled and disabled in system programming (default is disabled).
- When barge-in is in progress and the user (where barge-in occurs) places their existing call on hold, the caller who initiated the barge-in is also placed on hold. When the call is picked up again (taken off of hold), the barge-in caller is also able to resume listening to the conversation.
- ☑ Barge-in also works for telephones programmed to only receive calls (i.e., those telephones restricted from dialling out).
- ☑ Barge-in is not allowed during the following conditions:
  - · when Automatic Redial is in progress.
  - · when dialling is in progress.
  - before an internal user answers a call or before the user initiates an outgoing external call.
  - all conditions other than an external call in progress (i.e., hold, conference call, etc.).
  - the called telephone is a member of a different tenant group.
- A single line telephone cannot be used to initiate a barge-in. However, single line telephone conversations can be interrupted.
- ☑ A telephone cannot be used to initiate a barge-in if it is part of a conference.
- A barge-in cannot be completed if the telephone that is the target of the barge-in is part of a conference.
- ☑ If all of the conference circuits in the system are in use, no barge-in is allowed. Barge-in requires the use of a conference circuit.
- ☑ An alert tone is sent to all parties when a Barge-In is originated.

## Battery Backup – System Memory

Xen Alpha Release 1.0

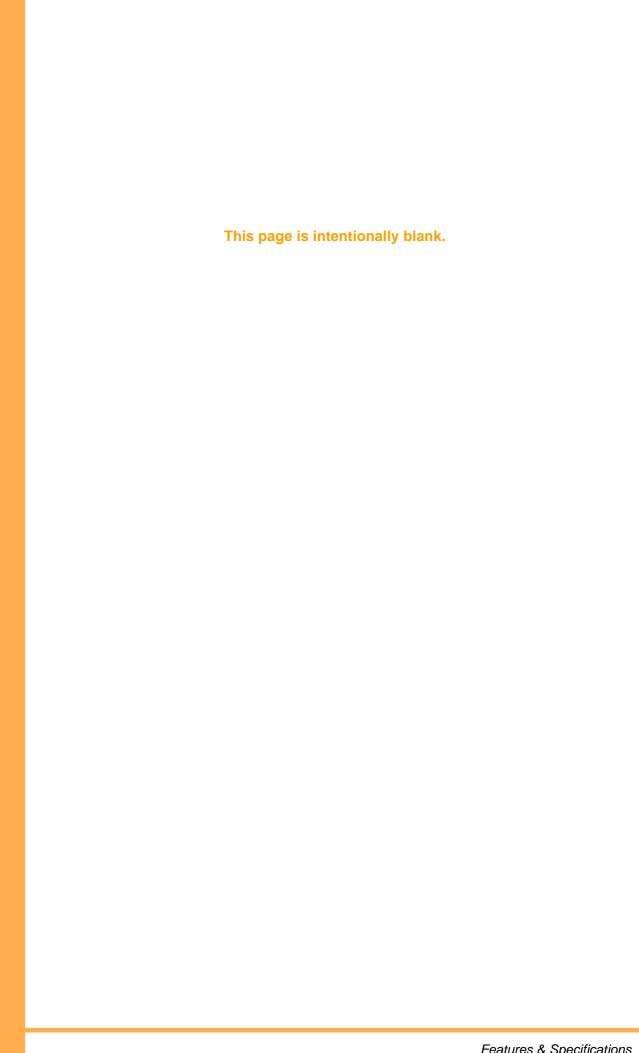
### FEATURE DESCRIPTION

A battery is provided on the central processing unit (CPU) in the KSU. This battery retains system memory if the power fails. When fully charged, a new lithium battery maintains backup power for a minimum two years. This allows the system to return to normal operation once power is restored.

### OPERATION PROCEDURE

#### Not applicable.

- ☑ Programming and status condition is retained for the following:
  - · Background Music
  - Call Forward All Calls
  - Call Forward Busy/No Answer
  - Clock/Calendar
  - Do Not Disturb
  - Incoming Ring Mode for Single Line Telephones (when connected via the ADA-UA unit)
  - LCD Contrast (DTU-Type telephones only)
  - · Microphone Status
  - · Night Mode
  - Redial
  - Room Monitor
  - Speed Dial Entries (Telephone/System)
  - System Data
  - · Timed Alarms
  - Volume
- ☑ Status condition *is not* retained for the following:
  - Automatic Callback
  - Trunk Queuing
  - Off-hook
  - · Automatic Redial
  - Trunk Queing
  - Callback Request
- ☑ A low battery LCD indication will appear on Multiline terminal Ports 1 and 2 when the litium battery is low.
- ☑ Memory switch SW1 should be set to CLEAR when data is not required to be saved for storage purposes. This will prolong the life of the lithium battery.



## Battery Backup – System Power

Xen Alpha Release 1.0

#### **FEATURE DESCRIPTION**

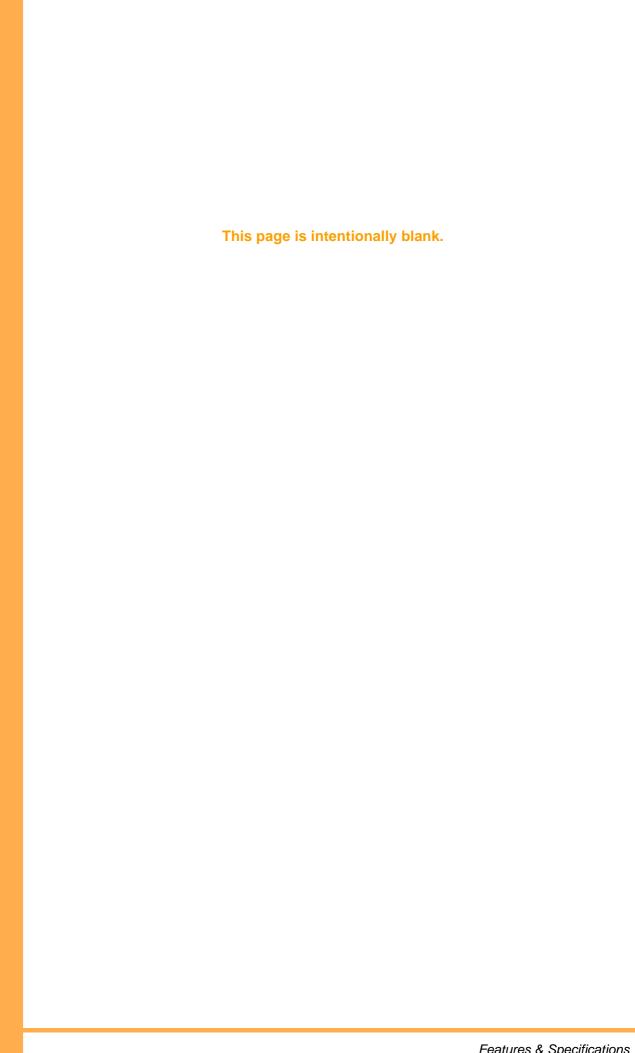
The built-in backup batteries provide complete system operation for approximately 30 minutes. This allows the entire telephone system (key system and telephones) to remain operational during a power outage.

Externally connected batteries of a larger capacity (max 6.5 Ah) may be installed to obtain longer backup durations (min 4 hours @ 6.5 Ah).

### **OPERATION PROCEDURE**

#### Not applicable.

- The backup batteries are charged from the Xen System's power supply.
- Any external equipment requiring their own mains power supply will not be supported by  $\overline{\mathbf{V}}$ the backup batteries int he vent of a mains power failure. This includes equipment connected to adapters installed in a Multiline terminal.
- Actual backup time provided by the backup batteries will vary depending on system configuration, number of extensions, the amount of operation by users during the power failure, etc.
- Batteries must be installed in paris. Refer to the Xen Alpha Installation Manual for battery  $\overline{\mathbf{Q}}$ specifications.



## Busy Lamp Field – Multiline Telephones

Xen Alpha Release 1.0

FEATURE DESCRIPTION

The Busy Lamp Field (BLF) is an LED on the Multiline telephone which is used to indicate the telephone status (idle, in-use, do-not-disturb mode, etc.).

STATION APPLICATION

This feature is available for all Multiline telephones.

OPERATION PROCEDURE

Not applicable.

SERVICE CONDITIONS

☑ Busy Lamp Field indication is provided for the following conditions:

Busy Lamp Field	Condition
Slow Red Flash	Do Not Disturb Set
	Telephone in programming mode
	Feature Key assignment in progress
	Scrolling in progress
Fast Red Flash	Call Forward – All Calls Set
	Call Forward – Busy/No Answer Set
Solid Red	Telephone is busy
Off	Telephone is idle

☑ If a line key is not assigned as a trunk line, it can be assigned as a Busy Lamp Field. These lines must be assigned as "Not Connected" in System Programming.



## Callback Request

Xen Alpha Release 1.0

### FEATURE DESCRIPTION

This feature is used to leave notification at the called party's telephone that you have called.

This feature is available for all Multiline telephones (sending and answering Callback request) and single line telephones (sending Callback request only).

### STATION APPLICATION

The single line telephone must be set for Dual Tone Multifrequency mode (touch tone) for this feature to be used.

### OPERATION PROCEDURE

#### Setting a Callback request.

1. When calling and receiving a busy tone, press K.

Note: When Callback request is set, the O flashes on the calling party's telephone and the telephone display (for those telephones equipped with an LCD) at the called party's telephone indicates the calling party's extension number.

#### Returning a Callback request:

- 1. Lift the handset or press N.
- 2. Press L.

#### **Cancelling a Callback request from a Multiline telephone:**

1. If the called party does not respond to the Callback, call again.

#### Cancelling a Callback request from an attendant position:

- Press O.
- 2. Dial H H .
- Press O.

**Note:** When this procedure is performed, do not disturb and all Call Forward settings are also cleared.

When cancelling Callback request from an attendant position, all Callback requests are cleared system-wide.

- A telephone user can set Callback requests to more than one telephone. Callback requests can be sent to other telephone users regardless of the tenant group to which they belong.
- A telephone that is not equipped with an LCD answers a Callback in the same way users of telephones equipped with an LCD.
- A maximum of three Callback requests can be set to an individual telephone.  $\overline{\mathbf{Q}}$
- Single line telephone users can set Callback requests. Single line telephone users  $\checkmark$ cannot receive Callback requests.
- $\checkmark$ A Callback request can be set to a telephone that has do not disturb set.
- $\overline{\mathbf{Q}}$ If a power outage occurs, all Callback requests are canceled.

## **C-2**

## Call Elapsed Timer

Xen Alpha Release 1.0

### FEATURE DESCRIPTION

This timer appears in the LCD (liquid crystal display) on the Multiline telephone. The timer keeps track of the amount to time that has elapsed since the call was answered. When the user hangs up, the timer disappears from the LCD.

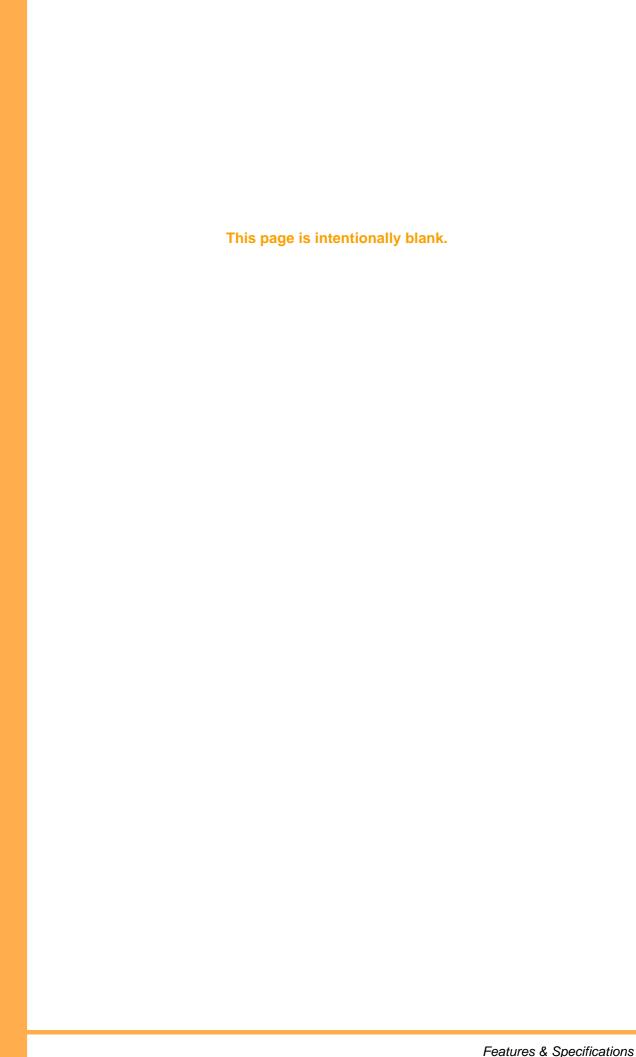
### STATION APPLICATION

This feature is available for all Multiline telephones.

### OPERATION PROCEDURE

#### Not applicable.

- The call elapsed timer disappears from the LCD when a call is placed on hold (exclusive and non-exclusive). While the call is on hold, the timer continues counting and is redisplayed when the call is removed from hold, when the call is transferred and answered, or when the call is transferred and recalls to the telephone that originated the transfer.
- The elapsed call time is maintained separately for each external line. When more than one external line is placed on hold, the timer is redisplayed for each call as it is removed from hold.
- ☑ During an add-on conference, which includes at least one external line, the elapsed call time of the last external line that is seized is displayed in the LCD.
- The call elapsed timer is not displayed while a call transfer or tone override is received or when dialling is performed during a call using an external line. The call elapsed timer redisplays five seconds after the last digit is dialled.
- ☑ During an add-on conference that contains one external line and two internal lines, the elapsed conference time is displayed on the LCD of all the Multiline telephones involved in the conference.
- ☐ The maximum time that can be indicated is 59 minutes and 59 seconds. After 59 minutes and 59 seconds is reached, the timer resets to 00 minutes and 00 seconds.
- ☐ The call timer begins counting 10 seconds after seizing an analogue trunk and dialling the first digit.
- Where Line Reversal on Answer is available on an analogue trunk and that trunk is enabled in function number 112, the call timer will begin counting the moment the outside party answers the call.
- ☑ The call timer will begin counting immediately the outside party answers the call when using an ISDN trunk.



### Call Forward – All Calls

Xen Alpha Release 1.0

### FEATURE DESCRIPTION

This feature is used to forward calls received at one telephone to another telephone. This feature can also be set or cancelled from the telephone where the calls will be forwarded. Forwarding can be cancelled for the entire system using a telephone assigned as an attendant position.

This feature only applies to internal calls (DID, DIT, ICM and CO Ring Transferred).

#### STATION APPLICATION

All stations.

### OPERATION PROCEDURE

### **Setting Call Forward:**

- 1. Press O.
- 2. Dial F F (access code).
- 3. Dial the extension number or telephone number where calls will be forwarded.
- 4. Press O.

### **Cancelling an individual Call Forward setting:**

- 1. Press O.
- 2. Dial K K.
- 3. Dial K K.
- 4. Press O

#### Cancelling Call Forward system-wide from an attendant (normally extension 10 or 11):

- 1. Press O.
- 2. Dial H.
- 3. Press O.

### **Cancelling Call Forward settings and DND at a station:**

- 1. Press O.
- 2. Dial F D.
- 3. Press O.

- All internal and transferred calls to the telephone follow the forwarding settings assigned to that telephone.
- $\overline{\mathbf{Q}}$ Any telephone in the system can be the Call Forward destination for any number of other telephones.
- Call Forward All Calls can be directed to any other telephone in the system even if the telephone is the member of a different tenant group.
- $\overline{\mathbf{A}}$ Any telephone in the system can be set to forward all calls to a voice mail port.
- Call Forward All Calls settings can be individually reset for each telephone by clearing  $\square$ the setting using OI
- $\overline{\mathbf{V}}$ If two internal callers attempt to call one another and they have each other as their Call Forward – All Calls destination, a busy tone is generated.
- The Call Forward All Calls setting takes precedence over the Call Forward Busy/No Answer setting when both are enabled.
- When Call Forward All Calls is assigned to a One-Touch Key and that key is equipped with an LED, the LED lights red when the Call Forward feature is enabled.
- $\mathbf{\Lambda}$ If a telephone is programmed for Direct Inward Termination (DIT), allowing calls to bypass the attendant and ring directly at a designated extension, Call Forwarding follows assigned to that telephone.
- On DTB-Type telephones, "Call FWD" is displayed in the telephone LCD when the Call Forward - All Calls is enabled.
- Only one Call Forward can be set to the same telephone at one time. The first Call Forward must be canceled before setting another Call Forward. If multiple Call Forward destinations are entered, only the last destination is valid; all other entries are canceled.
- Only the telephone that is used to originate Call Forward All Calls can cancel the Call Forward – All Calls setting.
- A maximum of two Call Forward destinations can be "chained." For example, telephone A is set to forward calls to telephone B and telephone B is set to forward calls to telephone C. Telephone C attempts to forward to D. Telephone C will be the final forward destination for both telephones; forwarding to D is not allowed.
- Call Forward All Calls can be set to an internal and external destination simultaneously. In such a case, DID, DIT and CO Ring Transferred calls will forward to the external destination and ICM calls will forward tot he internal destination.
- A ring assigned trunk call will not follow a Call Forward setting. Only ICM, DID, DIT and CO Ring Transferred calls will follow a Call Forward setting.

**C-4** 

## Call Forward – Busy/No Answer

Xen Alpha Release 1.0

FEATURE DESCRIPTION

This feature is used to forward calls received at one Multiline telephone to another telephone or to an Attendant Position. This feature can also be set or canceled from the telephone where the calls will be forwarded. This feature only applies to internal calls (DID, DIT, ICM, Co Ring Transferred).

STATION APPLICATION

All stations.

OPERATION PROCEDURE

#### **Setting Call Forwarding:**

- 1. Press O.
- 2. Dial F.G.
- 3. Dial the extension number of the telephone where calls will be forwarded.
- 4. Press O.

### **Cancelling an individual Call Forward setting:**

- 1. Press O.
- 2. Dial F G.
- 3. Dial K K.
- 4. Press O.

#### Cancelling Call Forward system-wide from an attendant (extension 10 or 11):

- 1. Press O.
- 2. Dial F H.
- Press O.

#### **Cancelling Call Forward settings and DND at a station:**

- 1. Press O.
- 2. Dial F D.
- 3. Press O.

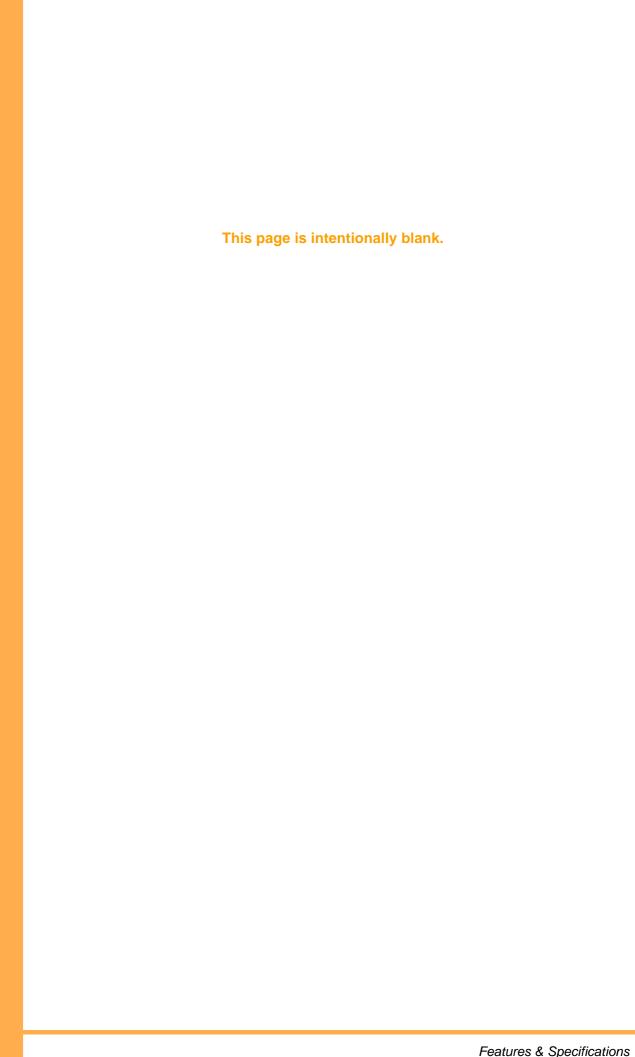
#### RELATED **PROGRAMMING**

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Y)es or (N)o
008	Call Forward – Busy/No Answer Duration	N

- After receiving internal dialtone, a single line telephone can set Busy/No Answer by dialling an access code (  $\stackrel{\smile}{\mathsf{F}}$   $\stackrel{\smile}{\mathsf{G}}$  ) and the destination extension number.
- All internal calls, Direct Inward Termination (DIT) calls, and ringing transfer calls directed  $\overline{\mathbf{A}}$ to the target extension are forward to the Call Forward destination.
- A telephone can be the destination of multiple Busy/No Answer settings (i.e., more than one telephone in the system can have the same telephone as the Call Forward destination).
- An attendant (extension 10 or 11) can be used to reset the Call Forward Busy/No Answer setting system-wide. When resetting Do Not Disturb (DND) calls, Call Forward - All Calls, Call Forward - Busy/No Answer, all calls are reset system-wide.
- Call Forward Busy/No Answer settings can be individually reset for each Multiline telephone by clearing the setting using O I
- Call Forward Busy/No Answer calls can be directed to telephones that are members of a different tenant group.
- $\overline{\mathbf{Q}}$ If two internal callers attempt to call one another and they have each other as their Call Forward – Busy/No Answer destination, and one of the parties is busy, the call is placed into call waiting status.
- Call Forward All Calls takes precedence over Call Forward Busy/No Answer when  $\overline{\mathsf{V}}$ both features are enabled.
- Call Forward Busy/No Answer can be set to an internal and an external destination  $\sqrt{\phantom{a}}$ simultaneously. In such a case, DID, DIT and CO Ring Transferred calls will forward to the external destination and ICM calls will forward to the internal destination.
- A ring assigned trunk call will not follow a Call Forward setting. Only ICM, DID, DIT and CO Ring Transferred calls will follow a Call Forward setting.
- Programming Call Forward Busy No/Answer to operate on a one-touch key simplifies enabling the feature. By pressing the one-touch key while the telephone is in idle mode enables the feature. The LED associated with the LED lights red when the feature is enabled.
- The one-touch key toggles to turn the busy no/answer feature on and off. When enabled the LED lights red and when disabled the LED is not lighted.

- Multiple one-touch keys can be assigned with different Call Forward destinations. When a one-touch key is pressed to enable the feature, any previous call destination setting is canceled. For example, if the user presses a one-touch key where extension 14 is the Call Forward destination and extension 12 is the previous setting, then the setting for extension 12 is canceled. The associated LED for the one-touch key used to set extension 12 as the destination goes off and the associated LED for the one-touch key used to set extension 14 as the destination lights red.
- ☑ If a one-touch key is assigned to a non-existent extension number and the key is pressed, the busy/no-answer settings are preserved but none of the LEDs change. An error is displayed in the telephone LCD.
- ☑ Call forward Busy/No Answer setting do not follow chained forwarding.
- ☑ Only the extension used to set/reset the Call Forward Busy/No Answer setting can be used to change that setting.
- ☑ Voice announced calls will not follow the Call Forward Busy/No Answer settings.



Xen Alpha Release 1.0

### FEATURE DESCRIPTION

The Call Forward External (CFE) feature allows all incoming DID, DIT, AA and CO Ring Transferred calls to be automatically forwarded to an external destination. CFE is an extension of existing Call Forward All and Busy/No Answer functions, where entry of a trunk access code rather than an extension number triggers CFE setting.

### STATION APPLICATION

All stations.

### OPERATING PROCEDURES

#### To set CFE:

- 1. To off-hook and receive ICM dial tone.
- 2. Dial the desired Call Forward Access Code:

CF-AII 66 CF-B/NA 67

- 3. Dial the Trunk Access code.
- 4. Dial the destination telephone number.
- 5. Go on-hook.

#### To cancel CFE:

- 1. Go off-hook and receive ICM dial tone.
- 2. Dial the desired Call Forward Access Code:

CF-AII 66 CF-B/NA 67

- 3. Dial K K .
- Go on-hook.

- ☑ Call Forward External can be allowed/denied on a per station basis(P229).
- ☐ Call Forward External can be allowed/denied on a per trunk basis (P150).
- ☑ CFE will operate for DID, DIT and CO Ring Transferred calls. Incoming trunk calls not received as a DID call must be changed to DIT before CFE will operate.
- ☑ Line Reversal must be enabled for all trunks being used for CFE (P112), including ISDN trunks.
- Using '0' as a trunk access code will cause CFE to choose a free trunk from those specified in P150. The highest available trunk number will be selected. A specific trunk 'X' may be selected using access code 63X, where  $X=1 \rightarrow 6$ .
- ☑ The trunk seized by CFE to establish the outgoing call must be an ISDN trunk or an analogue COI trunk with *Line Reversal on Answer* assigned by the service provider.
- A One-Touch key or DSS key can be programmed with the CFE feature. The LED associated with this key will remain lit solid red until CFE is cancelled. If multiple CFE keys are programmed with different destinations, only the key used to set the current CFE setting will be lit.
- An ERROR will result in the following cases when a station attempts to set CFE. These conditions will also be checked before a CFE operation takes place, and the CFE will not take place if any condition below is met:
  - · CFE is not allowed for that station
  - · CFE is not allowed for the specified trunk
  - · the trunk access code entered is not a valid code
  - a TRF card is not installed and the specified trunk or trunk group does not include an ISDN trunk
  - a TRF card is not installed and there are no ISDN trunks installed in the system
  - the analogue trunk or trunk group specified does not include a trunk assigned with Busy Tone Detection or Line Reversal Detection
  - · the station is restricted from making outgoing calls
  - the specified trunk is restricted from outgoing calls
  - the destination number entered is restricted from that station
- ✓ In addition to the conditions noted in the previous point, the Call Forward external will not proceed if;
  - a trunk cannot be seized by the CFE facility because it is busy
  - · the telephone number for the outgoing call is busy
  - · an analogue COOI trunk is involved and the TRF channel is busy
- ☑ If for whatever reason the CFE operation fails, the extension receiving the call will instead ring as though the CFE were not set. The CFE operation will not be attempted again.
- When CFE is set on MLT, "EXT FWD SET" will be continuously displayed on its LCD and a special internal dial tone produced when that station goes off-hook.
- When CFE is set on an SLT, a special internal dial tone is produced when that station goes off-hook. There is no visual indication of this setting.
- ☑ The internal dial tone produced when CFE is set shall be the "Service Set Tone", a 800Hz continuous tone.
- ☐ The KTS only answers the incoming call when the diversion is successfully connected to the external party using the CFE feature.

- ☑ The line on which the incoming call arrives is released when the line used for the outgoing call is released.
- ☑ Call Forward and Call Forward External can both be set at a station. When both are set, DID, DIT and CO Ring Transferred calls will follow CFE, and ICM calls will follow the CF Internal setting.
- When cancelling a Call Forward setting, dialling the code will first cancel a CFE setting. If Call Forward is also set, repeat the Call Forward code if desired.
- A maximum of three CFE calls can be established in the system at one time, with the following calls:
  - COI1 to COI2
  - ISDN to ISDN
  - ISDN to ISDN (??)
- ☑ An SMDR report will be produced for the outgoing call of a Call Forward External operation.
- The TRF-B13 ETU will detect busy tone sent from an analogue trunk party to a CFE call. This will cause the CFE call to be disconnected and all trunks of the CFE released.
- ☑ The CFE feature takes precedence over any other Call Forward setting.
- ☑ During the CFE process, the incoming caller will continue to hear ring tone and the trunk on the KTS will continue to receive ring until the diversion has been successfully completed. However during this time no ring indication shall be provided to the KTS extension, other than a flashing red Line Key for the incoming call and a solid red Line Key for the outgoing call. The Line Key of the incoming call shall change to solid red once the CFE has been successful.
- A call connected externally using the CFE feature cannot be entered into by any party (e.g. using Barge-In). Both the incoming and outgoing Line Key LEDs will remain solid red on all stations until the trunk has been disconnected and both lines are released by the KTS.
- An Automatic Disconnect Timer specifies the maximum time a CFE call will remain in place before being forcibly disconnected. A tone of 800 Hz for 2 seconds will be heard by both parties 30 seconds before the trunks are released by the system.
- ✓ Installation of the TRF-B13 ETU (Trunk Transfer card) will be required if analogue COI trunks are involved in the CFE process, either as an incoming or outgoing trunk. If only ISDN trunks are involved in the CFE process, the TRF card is not required. If a TRF card is not installed, an incoming call on an analogue trunk will not follow the CFE setting, and an analogue trunk will not be selected as the outgoing trunk.



## Caller Identification

Xen Alpha Release 1.0

### FEATURE APPLICATION

The Caller Identification (Caller ID) feature allows the user to see the calling party's name and phone number in their telephone display.

A CID-B13 Unit is required to provide caller identification on analogue trunks. Three CID units are required to provide caller identification for all six of these trunks.

Caller ID is available as standard on BRI ISDN trunks.

### STATION APPLICATION

This feature is available for display Multiline telephones.

### OPERATION PROCEDURE

#### Not applicable.

### SERVICE CONDITIONS

- ☑ Caller ID uses information sent from the central office and displays the information (name and/or number) in the telephone LCD. If Caller ID information is not provided, the system displays the number assigned in system programming to the trunk line.
- The Caller ID information sent from the exchange usually includes the caller's telephone number only, no associated name. For a name to be displayed, the caller's number and name must be programmed into a System Speed Dial entry. When a call is received the number sent is checked against those programmed into System Speed Dial locations and if there is a match, the associated name will also be displayed.
- When displayed, the caller's number is shown on the top row of the display and the their name on the second row of the display. Both the name and number are proceeded by the trunk line number where the call rings into.

Display Example:

01/92621111 NEC Australia

- If the call is an internal call, Caller ID information is not provided from the central office, the system searches the system speed dialling entries and if the number and associated name is stored in system data, that information is displayed in the telephone LCD.
- ☑ There is no system limitation to the number of telephones that can display Caller ID information.
- When multiple external calls ring into the system, Caller ID information is stored for each of the incoming calls. Caller ID information is displayed in the order that the calls are detected (i.e., the first incoming trunk call is detected and the information is displayed until the call is answered; as additional calls are answered, the stored Caller ID information is displayed until answered).



## Caller ID Scrolling

Xen Alpha Release 1.0

### FEATURE DESCRIPTION

When caller identification information is provided, the user can browse through the list of the last 20 numbers by pressing P and R. The user can dial the displayed Caller ID number by pressing N or by lifting the handset.

### STATION APPLICATION

This feature is available for all Multiline telephones equipped with a display.

### OPERATION PROCEDURE

#### **Confirming Caller ID information:**

- 1. While the telephone is idle, press P.
- 2. Press R to display the most recent Caller ID information. The date and time that the call was received and the caller's number are displayed.
- 3. To scroll through the list of Caller ID information, continue to press  $\, {\sf R} \,$  .

Note: When the end of the list is reached, the first Caller ID is displayed when R is pressed.

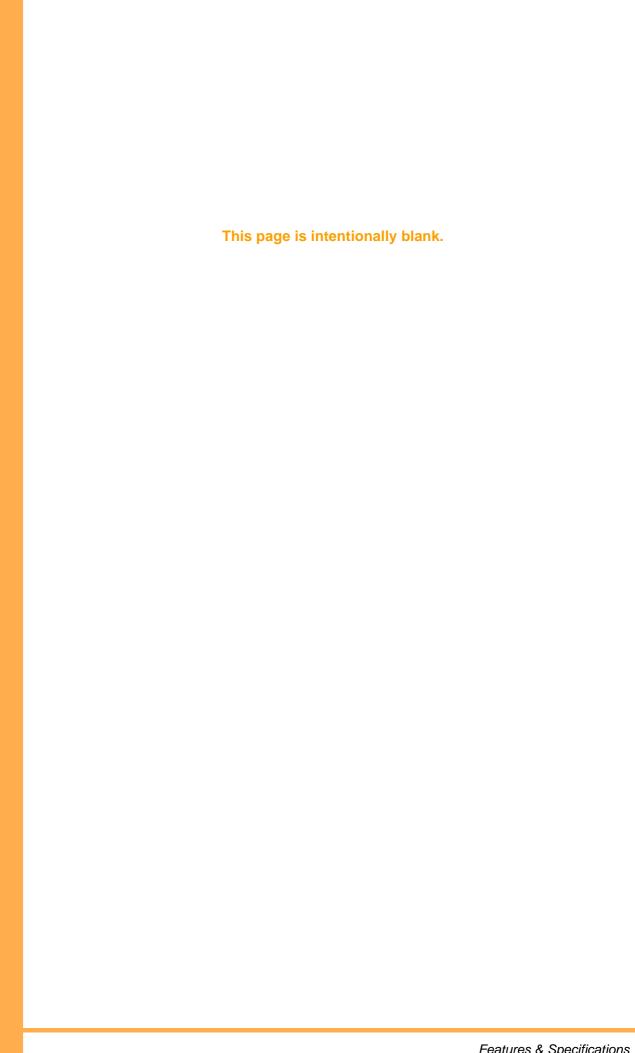
### Placing a call using the displayed Caller ID information:

1. While the Caller ID information is displayed, press V (external line key), lift the handset , or press N .

### SERVICE CONDITIONS

#### General

- oxdot If no Caller ID information exists, the telephone remains idle when  ${\sf P}$  and  ${\sf R}$  are pressed.
- extstyle ext
- When the call is received, both the name and number are displayed (if provided). When scrolling only the number is displayed.



## Call Pickup Group

Xen Alpha Release 1.0

### FEATURE DESCRIPTION

This feature allows any user to pickup a call that is intended for another user.

A call pickup group allows telephones in the system to be grouped together so users can pick up incoming calls in that group by dialling a preassigned two digit number. Groups are defined using tenant assignment.

#### STATION APPLICATION

The feature is available for all Multiline telephones and single line telephones.

### OPERATION PROCEDURE

#### Answering a call:

User B performs this procedure to answer a call that is received at user A's telephone.

- 1. Go off-hook.
- 2. Dial the access code. Default access codes are:

F J = Pick up CO/PBX calls ringing in a different tenant group

F A = Pick up ICM/DID/DIT calls ringing in the same tenant group

3. Speak with the calling party.

### RELATED PROGRAMMING

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Y)es or (N)o
401	Trunk Line Assignment for Tenant 1	N
402	Trunk Line Assignment for Tenant 2	N
403	Telephone-to-Tenant Assignment	N

- When there is more than one type of call that rings into the system, the system picks up calls in the following order:
  - Internal Voice/Tone/Call Waiting
  - · Ringing Transfer
  - · Incoming External Calls to another Tenant
- ☑ If there is more than one call ringing into the system, calls are picked up beginning with the lowest numbered extension (i.e., if extension 10 and 11 ring at the same time, extension 10 is picked up first).
- ☑ If there are no calls and a users attempts to pick up a call using one of the call pick up access codes, "BUSY" is displayed in the telephone LCD.
- When more than one Direct Inward Termination (DIT) call rings at a telephone, they are picked up in the order in which the system first detects the calls.
- ☑ External calls picked up by a user in another tenant group can be taken off of hold by the user who placed them on hold.
- ✓ Incoming internal calls call on be picked up by a user in the same tenant group.
- ☑ Only ringing transferred calls can be picked up by users who are members of another tenant group. Once the call is picked up it can be placed on hold and removed from hold as necessary.

### Call Restriction

Xen Alpha Release 1.0

### FEATURE DESCRIPTION

This feature allows outgoing calls to be restricted. Dialling is restricted based on the first eight digits that are dialled. The restricted numbers are entered and stored into tables accessed by system programming. When a user dials a restricted number, an error tone is sent and "ERROR" appears in the LCD of the Multiline telephone.

This feature allows companies to save on long distance charges by restricting number that can be dialled. Restriction can be placed on individual telephones within the system.

Trunk can also be restricted from all outgoing calls on a trunk by trunk basis, via system programming.

#### STATION APPLICATION

This feature is available for all Multiline telephones and single line telephones.

### OPERATION PROCEDURE

#### Dialling a restricted number from an external line:

- 1. Lift the handset or press N.
- 2. Dial the number. The system checks for restricted or authorised numbers. If the number matches a number recorded in one of the restriction tables, the system returns an error tone.

### RELATED PROGRAMMING

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Y)es or (N)o
020 → 021	Restricted Dialling – Tables 1 & 2	Y
022 → 023	authorised Dialling – Tables 1 & 2	Υ
219	Restricted Calling for External Calls	Υ
220	Restricted Dialling Table Selection	Y
221	Authorised Dialling Table Selection	Υ
223	Automatic Outgoing Calling	Υ
351 → 356	Outgoing Call Restriction for Trunks 1 $\rightarrow$ 6.	

- ☑ There are four tables that contain numbers that the system accesses for call restriction: two tables containing restricted numbers (numbers that cannot be dialled) and two tables containing numbers that are authorised (numbers that can be dialled). Each telephone can be assigned to access any of the tables or individual telephones can be assigned to access all four tables.
- ☑ Each entry in the authorised and restricted tables is a maximum of eight digits. Each table can have a maximum of eight entries.
- ☑ Individual telephones can be programmed to override the entries in the authorised/ restricted tables using speed dialling.
- ☑ If the same number is entered in the authorised table and the restricted table, the entry in the restricted table takes precedence.
- ☑ At system default, no restrictions are imposed for calling.

# C-10 Call Restriction Override using System Speed Dial

Xen Alpha Release 1.0

#### **FEATURE DESCRIPTION**

This feature allows telephones, which have been be restricted from making outgoing calls, to make calls using the preassigned system speed dial numbers.

#### STATION **APPLICATION**

This feature is available for all Multiline and Single Line telephones.

#### **OPERATION PROCEDURE**

#### Using call restriction override by dialling a system speed dial number:

- Press V (line key programmed to access an outside line).
- Press T or O
- Dial the desired speed dial memory location.

#### **RELATED PROGRAMMING**

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Y)es or (N)o
222	Authorised Dialling for External Speed Dial Calls	Y
001-2	Speed Dial Mode	N

### **SERVICE CONDITIONS**

80/20 Speed Dial Mode:  $\square$ 

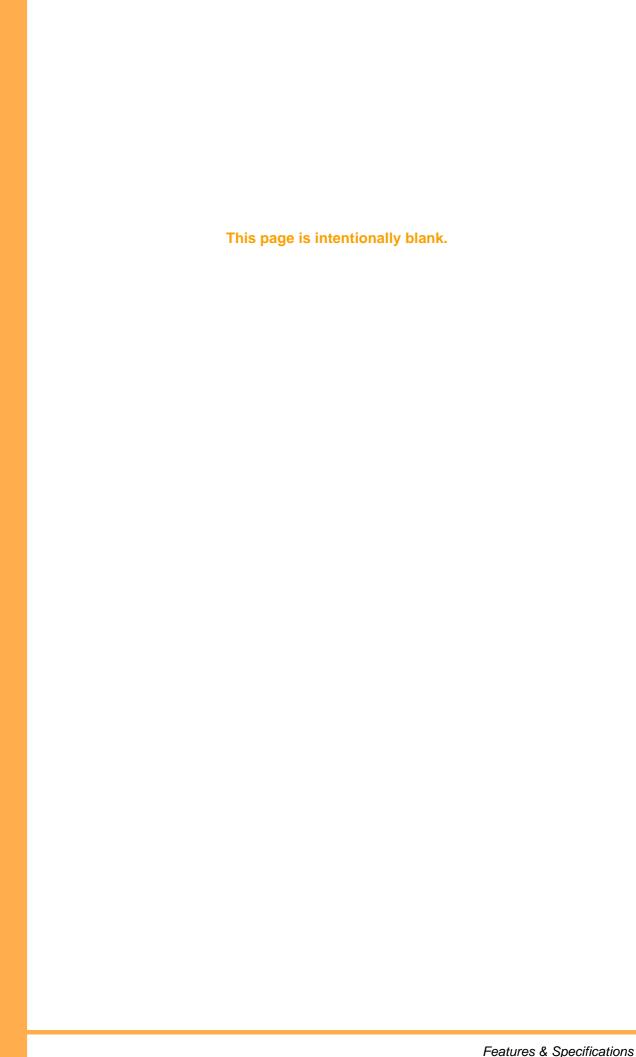
> 00-20 - Always follows Toll Restriction

21-35 - Always bypasses Toll Restriction

- Follows Toll Restriction if P222 = Deny, bypasses Toll Restriction if 60-99 P222 = Allow

200/0 Speed Dial Mode:

000-200 - Follows Toll Restriction if P222 = Deny, bypasses Toll Restriction if P222 = Allow



Xen Alpha Release 1.0

### FEATURE DESCRIPTION

This feature allows any user to transfer an external call to any other system user. The user receiving the call simply goes off-hook to answer the call. The call can be transferred using two methods:

- A user transfers the call and hangs up. The caller receiving the transferred call hears ringing and answers the call.
- A user transfers a call and waits for the called user to answer. Once the call is verbally announced, the caller who transferred the call hangs up.

### STATION APPLICATION

This feature is available for all Multiline and Single Line telephones.

### OPERATION PROCEDURE

#### Transferring a call:

- 1. Press M. The call is put on hold.
- 2. Call the party's extension where the call will be transferred.
- 3. Press U or hang up.

#### Transferring a call with a call in progress:

- 1. Press U . The call is put on hold.
- 2. When you hear the dialtone, dial the party's extension number where the call will be transferred.
- 3. When the called party answers, press U or hang up.
  - OR -

When the called party answers, voice announce the transfer and hang up.

- OR -

If the called extension is busy or there is no answer, press the line key where the external call is holding or press to return to the holding internal call.

#### Transferring a call from a single line telephone with a call in progress:

- 1. Hookflash.
- 2. When you hear dialtone, dial the extension number where the call will be transferred.
- 3. Hang up.
  - OR -

If the called extension is busy or the call is denied, retrieve the call by pressing hookflash.

### RELATED PROGRAMMING

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Y)es or (N)o
001-4	Ringing Transfer	N
001-5	Automatic Transfer	N
001-9	Single Line Telephone Hookflash Assignment	N

- ☑ Outgoing trunk line calls can be transferred.
- ☑ Calls can be transferred to extensions that are members of a different tenant.
- ☑ If the transferred call is not answered at the destination extension within 30 seconds, the call recalls to the transferring extension. An alarm tone is generated at the transferring extension and the telephone's display shows the destination extension number.
- ☑ Calls can be transferred to a telephone even when the telephone is busy or is in Do Not Disturb mode.
- A 3-party conference can be established while an outside call is in progress by pressing and dialling the number. When the party answers, press P.
- ☑ When a call is transferred, the outside line key LED flashes green on the destination telephone and flashes red on all other telephones in the tenant group.
- ☑ Transferred calls follow the Call Forwarding that is on the destination telephone (if enabled).
- ☑ A single line telephone cannot be used to transfer a call if Function 001-9 (Single Line Telephone Hookflash Assignment) is set to "Hookflash".

# C-12 Call Waiting Indication

Xen Alpha Release 1.0

### FEATURE DESCRIPTION

The system provides a visible indication to the called party that they have an incoming call. This indication allows the user to put the existing call on hold and answer the incoming call, terminate the existing call and answer the incoming call, or ignore the incoming call.

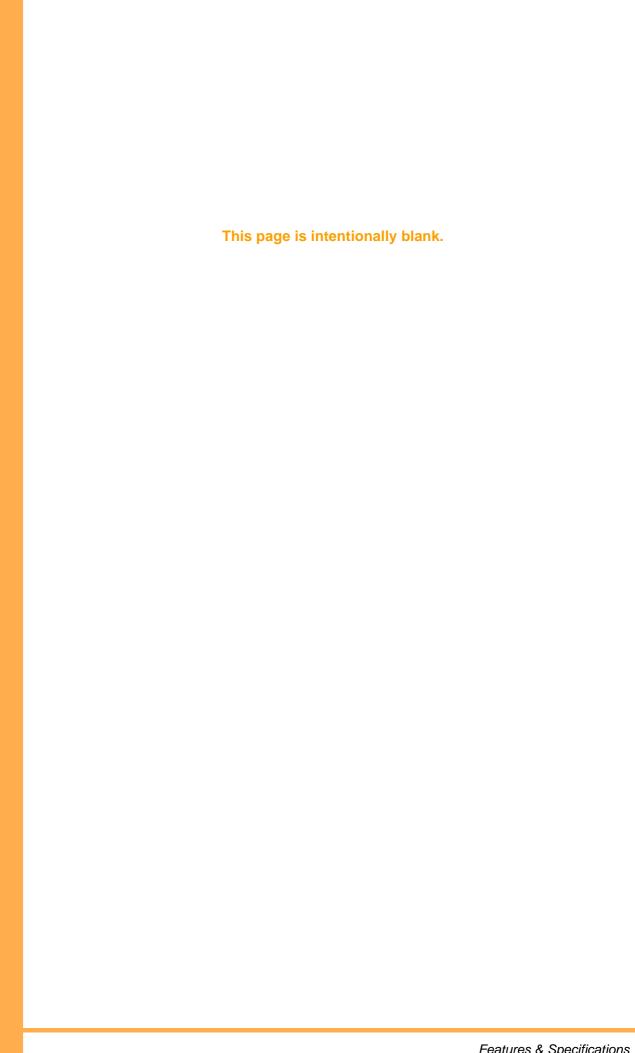
### STATION APPLICATION

This feature is available for all Multiline and Single Line telephones.

### OPERATION PROCEDURE

#### Not applicable.

- When an internal call is received, the extension number/name of the user who is calling is displayed in the telephone LCD.
- ☑ When an external call is received, the external line where the call is received flashes red.
- An incoming intoner/DID/DIT/CO Ring Transferred call will cause the large 360° LED of the Multiline telephone to flash red.
- An incoming trunk call will cause the large 360° LED of a DTU-Type Multiline telephone to flash green and a DTB-Type Multiline telephone to flash red.



# C-13 Character Registration

Xen Alpha Release 1.0

#### **FEATURE DESCRIPTION**

The feature allows users to assign names to system and individual speed dial numbers and to numbers assigned to one-touch keys. The telephone number and the associated name are displayed in the telephone LCD when the number is dialled.

#### **STATION APPLICATION**

This feature is available for all Multiline telephones.

**OPERATION PROCEDURE** 

#### **Entering alphanumeric characters:**

1	Press	

- Press T (Q for DTU-Type telephones).
- Either dial the speed dial memory location number ( J J  $\rightarrow$  I I or J J J→ A I I ) or press the appropriate programmed speed dial key.
- Press U to enable alphanumeric character entry.
- Enter the name associated with the stored number by using the dial pad keys. (Refer to Table C-2: Dial Pad Keys Used When Entering Names.)
- Press O to store the name and associated telephone number into memory.

#### Verifying alphanumeric characters:

For a specific memory location:

- Press P.
- Press T (Q for DTU-Type telephones).
- Enter the speed dial memory location number ( J J  $\rightarrow$  I I or J J J  $\rightarrow$  A I

Note: Telephone numbers and alphanumeric characters are displayed for 10 seconds.

For a specific one-touch/feature access key:

- Press O. 1.
- Press the one-touch/feature-access key.

Note: Telephone numbers and alphanumeric characters are displayed for 10 seconds.

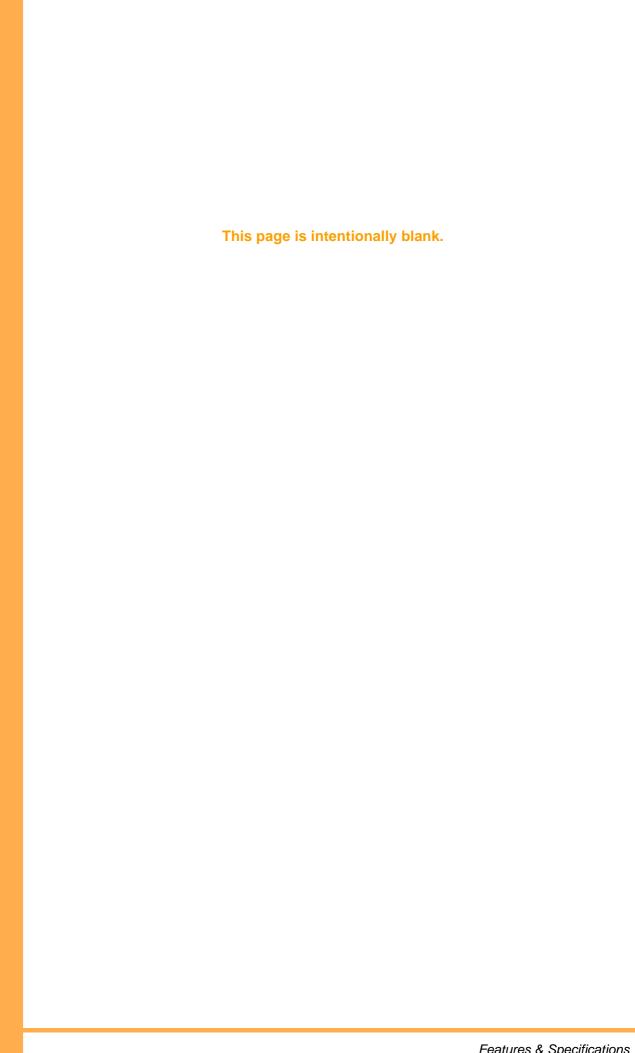
#### Deleting a name and/or telephone number:

- 1. Press O.
- 2. Press T (Q for DTU-Type telephones).
- 3. Press the speed dial memory location number ( J J I or J J J  $\rightarrow$  A I I ).
- 4. Press Oto delete only the telephone number. Press U and Oto delete the name *and* number.

Table C-2: Dial Pad Keys Used When Entering Names

Key	Usage	
К	Shifts the cursor one character to the left and deletes the character.	
L	Creates a blank character to the right of the cursor.	
Р	Toggles between uppercase and lowercase letters.	
Α	1	
В	A B C, a b c, or 2	
С	D E F, d e f, or 3	
D	G H I, g h i, or 4	
E	J K L, j k l, or 5	
F	M N O, m n o, or 6	
G	PQRS,pqrs, or7	
Н	TUV, tuv, or 9	
I	W X Y Z, w x y z, or 9	
J	& @ or 0	
U	U Toggles between alphabetic and numeric entry.	
(O)	'-:	

- ☑ If consecutive speed dialling is used, alphanumeric data in redial memory is changed.
- ☑ The input character mode is indicated in the second line of the telephone LCD. When only numeric characters can be entered, "NUMERIC" is displayed in the LCD. When alphanumeric characters can be entered, "ALPHA" is displayed in the LCD.
- When a call is originated using speed dialling (whether dialling is done manually or using a one-touch key assigned a speed dial number) and the speed dial number has alphanumeric data associated with it, old alphameric data is cleared.
- ☑ Alphanumeric characters can be assigned to a speed dial memory location number or a one-touch key.
- Alphanumeric data associated with system speed dialling can only be entered, modified or erased using an attendant Multiline telephone (normally extension 10 or 11) or using PC programming.
- ☑ A maximum of 16 characters can be assigned to a speed dial number.



Xen Alpha Release 1.0

### FEATURE DESCRIPTION

On Multiline telephones equipped with an LCD (liquid crystal display), the time (hour and minutes) and the date (day, day of week and year) are displayed.

### STATION APPLICATION

This feature is available on all Multiline telephones equipped with a display.

### OPERATION PROCEDURE

#### Setting the clock/calendar:

		<i>(</i> )
1.	Press	O.

- 2. Dial L
- 3. Press the appropriate dial pad keys to enter the time.

Note: Use K to move the cursor to the left and L to move the cursor to the right.

- 4. Place the cursor under a.m. or p.m. and press Q(S) ) to select.
- 5. Press M to switch between the date and time displays.
- 6. Press Q (**S** for the Elite telephones) to change the day of the week.
- 7. Dial L and move the cursor to the date.
- 8. Using the dialpad, enter the date.
- 9. Move the cursor to the desired month and press Q(S) ) to select the month.
- 10. Dial L and move the cursor to the year.
- 11. Using the dialpad, enter the year.
- 12. Press O to save the changes and exit.

### RELATED PROGRAMMING

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Y)es or (N)o
002-7	Time Format for Telephone Display	N

- ☐ Date and time can be changed using any Multiline telephone in the system.
- ☑ By default, the clock is set to January 1, 1999 (Friday), 12:00 a.m.
- ☑ Leap years are automatically set when the date (year) is specified.
- ☑ The time format (12 hour or 24 hour) is set using Function "002-7 Time Format for Telephone Display".
- ☐ Daylight savings time is not switched automatically, this must be done manually.
- $\square$  If "99" is entered, the date is 1999. If set  $00 \rightarrow 98$  is entered, the date is  $2000 \rightarrow 2098$ .

# C-15 Confirmation Dial

Xen Alpha Release 1.0

### FEATURE DESCRIPTION

This feature allows users to dial a telephone number which is displayed for confirmation during speed dialling, one-touch dialling, and scrolling caller identification numbers.

### STATION APPLICATION

This feature is available for all Multiline telephones.

### OPERATION PROCEDURE

#### Confirmation dialling using a speed dial memory location number:

- 1. Press P.
- 2. Press T (Q for DTU-Type telephones).
- 3. Dial the speed dial memory location number to display the stored telephone number.
- 4. Press V (the appropriate outside line key) while the telephone number is displayed. The system automatically dials the displayed number.

#### Confirmation dialling using a one-touch key:

- 1. Press O.
- 2. Press V (one-touch key) you want to confirm.
- 3. Press V (the appropriate outside line key) while the telephone number is displayed. The system automatically dials the displayed number.

- ☑ Confirmation dialling is available for the following conditions:
  - Speed Dialling (system, extension and nested speed dialling)
  - · One-Touch Dialling
  - Caller ID Scrolling
- ☑ Simple searches are possible when speed dial numbers are displayed by using # or \*. For example, if 19 is displayed and # is pressed, the display scrolls to 20.
  - # = scrolls to the next stored speed dial number
  - \* = scrolls to the previous stored speed dial number
- ☑ If an empty speed dial memory location is detected during a simple search, "Empty" is displayed in the telephone LCD.

- When performing simple searches and the last speed dial memory location number is reached, the system scrolls to the first speed dial memory location number. For example, if 199 is displayed (system is set for 200 memory locations) and the user presses #, the system "rolls over" to 000. If 000 is displayed and \* is pressed, the system "rolls back" to 199.
- When calling preference is set to CO/PBX line preference using Function "209 - $\checkmark$ Outgoing Call Priority Mode", confirmation dialling is accomplished by lifting the handset.
- Call restriction applies during confirmation dialling.

Xen Alpha Release 1.0

#### **FEATURE DESCRIPTION**

This feature allows conference calling. A maximum of three parties (various combinations of internal and external callers) are allowed in each conference. Conference calling increases efficiency by allowing multiple parties to enter into a conversation. Music is provided to callers while they are on hold waiting to enter the conference.

The possible conference combinations are:

- One internal party and two external parties.
- Two internal parties and one external party.
- Three internal parties.

### **STATION APPLICATION**

This feature is available for all Multiline and Single Line telephones.

#### **OPERATION PROCEDURE**

#### Initiating a conference call with a call in progress:

- If adding an internal party, dial the party's extension number. If adding an external party, dial the party's telephone number.
- Press M. The party is put on hold. 2.
- If adding an internal party, dial the party's extension number. If adding an external party, 3. press the appropriate line key to access an outside line, then dial the party's telephone number.
- Press P to add the caller on hold to the conference.

#### Setting up a conference call using a single line telephone while a call is in progress:

- 1. Press hookswitch to place the first party on hold.
- 2. Dial the party's extension number.

Note: Only internal callers can be added to a conference when a single line telephone is used to initiate the conference call.

3. Press hookswitch again to add the holding party to the conference.

#### RELATED **PROGRAMMING**

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Y)es or (N)o
106	Automatic Release of Trunk Line	N

- Barge-In is not allowed for any outside line or telephone that is part of a conference.
- Only one internal party, who is a part of a conference, can put a conference on hold. The  $\overline{\mathbf{A}}$ telephone used to put the conference on hold cannot participate in another conference.
- When a conference consists of two outside lines and one internal line and the  $\overline{\mathbf{A}}$ conference is put on hold and one of the outside lines is selected, the conference is canceled. The other outside line is not dropped but is on exclusive hold.
- If Function 106 "Automatic Release of Trunk Line" is enabled in programming and the outside line is released, the remaining parties continue talking. If automatic release is not disabled, a busy tone is heard and the conference is terminated.
- When three internal parties are in conference and one of the parties exits the conference, the two remaining parties resume a 2-party call.
- The P LED lights red when a conference is in progress.  $\square$
- When both of the conference circuits are busy, both of the  $\,P\,$  LEDs light red.  $\sqrt{}$
- When a Multiline telephone is used to place a call on conference hold, the lines keys  $\sqrt{}$ associated with the conference hold flashes green (indicating exclusive hold) and the P LED flashes red. On other telephones in the system, the P LED is solid red.
- A 3-party internal conference can also be put on hold.
- When an external line is on hold, recall is provided for single line telephones (if the handset is placed in the cradle).
- A Single Line telephone user cannot add a trunk to their conference call, but can establish a conference between themselves and two other internal parties.

 $\sqrt{}$ During a conference call some of the keys on the telephone can be used and some cannot be used, these are listed below. Available Keys:  $\bigcirc$ Accesses available functions. OAToggles to turn the microphone on and off. OBToggles to set and reset handset mute. M Places a conference on hold. Ν Toggles to turn the speaker on and off or cancels a conference. Unavailable Keys: Outside line key that is part of a conference. One-touch keys programmed for a function.  $\mathsf{T}_{\mathsf{or}}\mathsf{Q}$ Q or SR



# C-17 Consecutive Speed Dial

Xen Alpha Release 1.0

#### **FEATURE DESCRIPTION**

Consecutive Speed Dial enables users to simplify complicated dialling sequences by allowing them to consecutively dial a combination of system speed dial or individual speed dial numbers and/or manually dialled numbers.

This feature is useful when verifying credit cards, accessing service providers, or any other application that requires dialling a series of numbers (i.e., authorization codes, customer numbers, etc.).

### **STATION APPLICATION**

This feature is available for all Multiline and Single line telephones.

#### **OPERATION PROCEDURE**

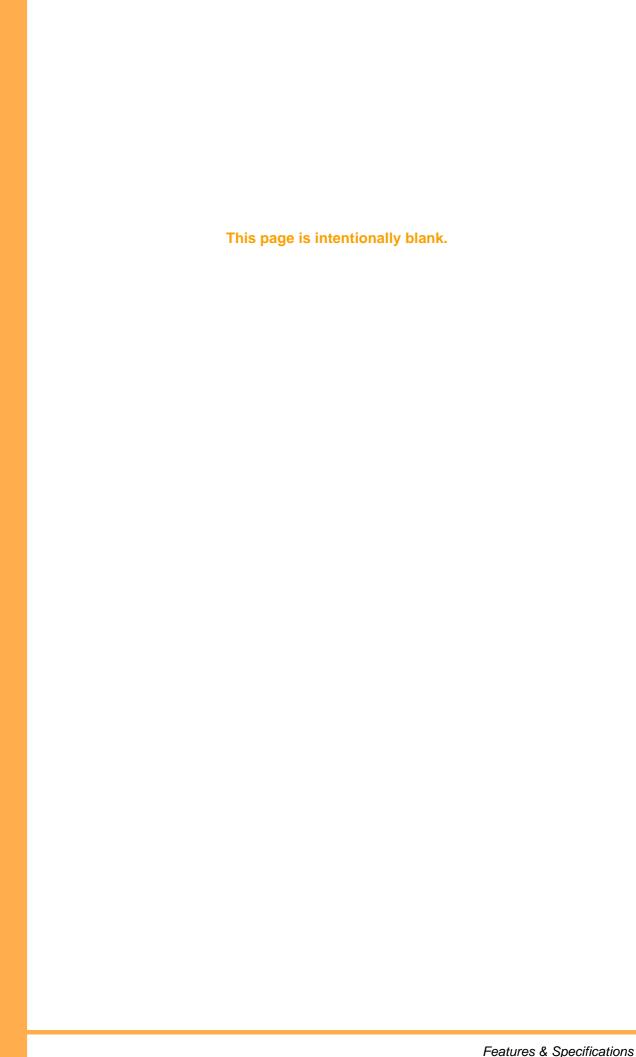
#### Consecutive dialling:

- Go off-hook by lifting the handset or pressing O.
- 2. When you hear dialtone, use any combination of manual dialling or speed dialling.

### Consecutive dialling using a single line telephone:

- 1. Go off-hook by lifting the handset.
- When you hear dialtone, enter the speed dial access code ( $H\ C$ ) and dial the speed 2. dial memory location number.
- 3. Manually dial the desired number.

- If a call is made using a speed dial number that has a "name" defined for it, the associated alphanumeric "name" is displayed.
- $\overline{\mathbf{Q}}$ Each speed dial number can have a maximum of 24 digits. Each pause, flash, # and \* counts as a digit.
- When using a single line telephone, only manual dialling of speed dial memory locations is allowed.
- If the system is a multifunction system, a dial access code (normally "0") is required when dialling an outside telephone number. If the dial access code is not part of the stored number, an error code is generated when dialling is attempted and the line key is released. This occurs only for the first speed dial call. An error tone is not generated for chain dialling once the call is originated.
- $\sqrt{\phantom{a}}$ If the system is a key function system, a dial access code (normally "0") is not required.



## **D-1**

## Delayed Ringing

Xen Alpha Release 1.0

### FEATURE DESCRIPTION

Delayed Ringing allows some telephones to ring immediately for incoming calls and other telephones to ring after a programmed delay.

### STATION APPLICATION

This feature is available for all Multiline telephones and single line telephones.

### OPERATION PROCEDURE

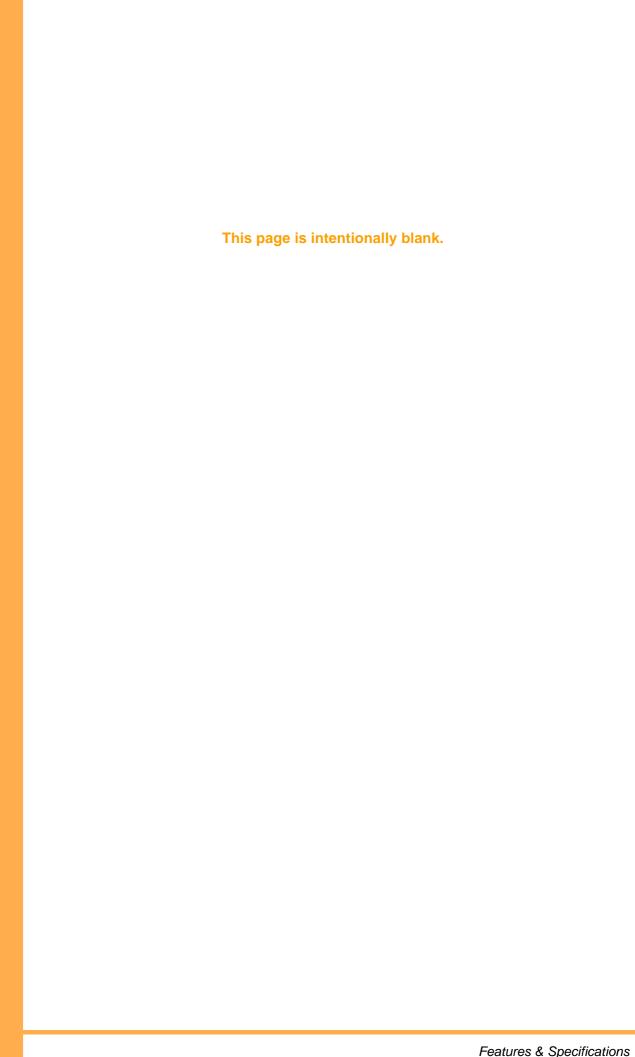
#### Assigned in system programming.

### RELATED PROGRAMMING

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Y)es or (N)o
124	External Ringing for Day Mode (Trunk Based)	N
125	External Ringing for Night Mode (Trunk Based)	N
301 → 306	Day Ringing for Trunk Lines 1 $\rightarrow$ 6	Y
311 → 316	Night Ringing for Trunk Lines 1 $\rightarrow$ 6	N
225	External Ringing for Day Mode (Station Based)	N
226	External Ringing for Night Mode (Station Based)	N

- ☑ Delayed ringing can be assigned different values for day and night modes.
- ✓ Multiline telephones that are not assigned to ring can still answer calls.
- ☑ The external line key flashes immediately when calls are received. This setting is independent of ringing and occurs whether ringing is enabled or disabled for the telephone.



### **Direct Inward Termination**

Xen Alpha Release 1.0

### FEATURE DESCRIPTION

This feature allows external lines to be programmed to ring directly at telephones, bypassing the attendant. A separate night ringing assignment is available. This feature is primarily used for voice mail.

### STATION APPLICATION

This feature is available for all Multiline telephones and single line telephones.

### OPERATION PROCEDURE

Not applicable.

### RELATED PROGRAMMING

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Y)es or (N)o
140 → 145	Direct Calling for Day Mode on Trunk Lines 1 $\rightarrow$ 6 (DIT Assignment)	Y
144 → 149	Direct Calling for Night Mode on Trunk Lines $1 \rightarrow 6$ (DIT Assignment)	Y
148	Direct Calling Answer Delay Time (DIT Assignment)	Y
149	Direct Calling Answer Delay for Night Mode (DIT Assignment)	Y
206	Extension Number Assignment	Υ

- ☑ DIT transfers or forwarded calls are handled as if they are internal incoming calls.
- When DIT is assigned, they system checks if call forwarding is enabled or disabled. After the DIT answer delay duration timer expires, the call is forwarded if call forwarding is enabled.
- The transferred extension number follows forwarding set for extension hunting.
- ☑ If an incoming call fails to be transferred, the system waits for an available internal line.



## Direct Paging Access

Xen Alpha Release 1.0

#### **FEATURE DESCRIPTION**

This feature allows a user to assign a key on the telephone to directly access the paging function.

#### **STATION APPLICATION**

This feature is available for all Multiline telephones.

#### **OPERATION PROCEDURE**

#### Assigning a key for paging:

- Press O, T (DTB-type telephones) or Q (DTU-type telephones).
- Press V (one-touch key where direct paging access assigned).
- Dial A G A, for Internal All Call Paging. Dial A G A, for Internal Zone A Paging.

  - Dial A G B, for Internal Zone B Paging.
  - Dial  $A \subseteq E$  , for External Paging.
  - Dial A G G, for All External/Internal Paging.
- If assigning a name that will be displayed in the telephone LCD when the one-touch key is pressed, press U and enter the alphanumeric characters using the dialpad. (Refer to Character Registration, Page 65 and Dial Pad Keys Used When Entering Names, Page 66.)
- 5. Press O.

#### Assigning a key for answering a page:

- Press O. T (DTB-type telephones) or Q (DTU-type telephones).
- Press V (one-touch key where direct paging access assigned).
- Dial A G D.
- If assigning a name that will be displayed in the telephone LCD when the one-touch key is pressed, press U and enter the alphanumeric characters using the dialpad. (Refer to Character Registration, Page 65 and Dial Pad Keys Used When Entering Names, Page 66.)
- Press O. 5.

#### To page using one-touch key:

- Press N or lift the handset.
- Press V (one-touch key assigned for paging).
- Make the paging announcement.

- Internal and/or external paging is accomplished by using the appropriate one-touch/ feature access key assigned as the paging key.
- The paging access codes include:  $\checkmark$ 
  - 70 Internal All Call Page
  - 71 Internal Page - Zone A
  - 72 Internal Page - Zone B
  - 74 Page Answer
  - 75 **External Page**
  - 77 Internal/External Page (provides both internal and external paging)
- The maximum number of digits that can be dialled for an internal line, assigned to a onetouch/feature access key, is 16 digits.
- When multiple paging calls are made in system, the system processes internal pages first and then processes the external pages.

### Direct Station Selection

Xen Alpha Release 1.0

### FEATURE DESCRIPTION

The Direct Station Selection (DSS) feature allows users to assign internal telephone numbers to one-touch/feature access keys allowing them to make calls by pressing one key.

### STATION APPLICATION

This feature is available for all Multiline telephones.

### OPERATION PROCEDURE

<b>Programmin</b>	g a one-touch key
-------------------	-------------------

1.	Press	$\bigcirc$	while the	telephone	is in t	he idle	condition.
٠.	1 1033	$\sim$	WITHC LITE	telepriorie	13 111 1	no idio	condition.

- 2. Press T (DTB-type telephones) or Q (DTU-type telephones).
- 3. Press V (one-touch/feature access key).
- 4. Dial A (internal access code).
- 5. Dial AB.
- 6. Press O.

#### Making a call using the one-touch key:

Press the programmed one-touch key on your telephone. If programmed, you may hear a tone, otherwise, announce the call when the party answers. (You can remain on the speakerphone or lift the handset when the call is answered.)

#### Verifying the information stored in a one-touch key:

- 1. Press O while the telephone is in the idle condition.
- 2. Press V (one-touch/feature access key).

### Deleting information stored on a one-touch key:

- 1. Press O while the telephone is in the idle condition.
- 2. Press  $\mathsf{T}$  (DTB-type telephones) or  $\mathsf{Q}$  (DTU-type telephones).
- 3. Press V (one-touch/feature access key).
- 4. Press O.

#### RELATED **PROGRAMMING**

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Y)es or (N)o
001-1	Internal Call Notification	N

- If a called telephone is busy, a call waiting tone is returned to the telephone that originated the call.
- A one-touch key that is programmed for DSS also serves as a busy lamp field (BLF).  $\overline{\mathbf{Q}}$ The BLF provides visual indication of the status of the telephone.
- $\overline{\mathbf{Q}}$ Most single line telephones are not equipped with one-touch/feature access keys (speed dial keys). However, it is possible to call a single line telephone using one-touch/feature access keys on a Multiline telephone.
- If an invalid extension number is assigned to a one-touch key, "ERROR" is displayed in  $\overline{\mathbf{Q}}$ the telephone LCD when the one-touch/feature access key is pressed.

## Distinctive Ringing

Xen Alpha Release 1.0

### FEATURE DESCRIPTION

This feature allows users to assign different ringing patterns to internal and external calls to easily identify the type of call they are receiving.

### STATION APPLICATION

This feature is available for all Multiline telephones.

### OPERATION PROCEDURE

Not applicable.

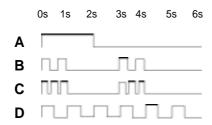
### RELATED PROGRAMMING

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Y)es or (N)o
119	Ring Tone Type	Y
361 → 366	Ringing Cycle for Trunk Lines 1 $\rightarrow$ 6	Y
231	DID Ring Pattern Selection	N
232	DID Ring Tone Selection	N

- When ringing is specified for individual speed dial numbers, the specifications assigned to speed dialling take precedence over the ring tone type programmed.
- ☑ Users can specify ring tone type for each external line or each Multiline telephone (DID Call) using system programming.
- When a number is stored in a speed dial memory location a distinctive, ring tone can be assigned to that number. If that number rings into the system and can be identified by Caller ID, then the distinctive ring tone that was stored for that speed dial number is used.

☑ A choice of four different ringing patterns are available.



☑ A choice of two ringing tones are available..

Low Tone = 520/660Hz High Tone = 1100/1400Hz

## **D-6** Door Lock Release

Xen Alpha Release 1.0

#### **FEATURE DESCRIPTION**

While the Multiline telephone user is talking with the doorphone user, the telephone user can unlock the door by entering a code assigned for door lock release.

For this feature to be available, the DPH-B13 ETU must be installed in the system.

#### STATION **APPLICATION**

This feature is available for all Multiline telephones.

#### **OPERATION PROCEDURE**

#### To unlock the door with a call in progress:

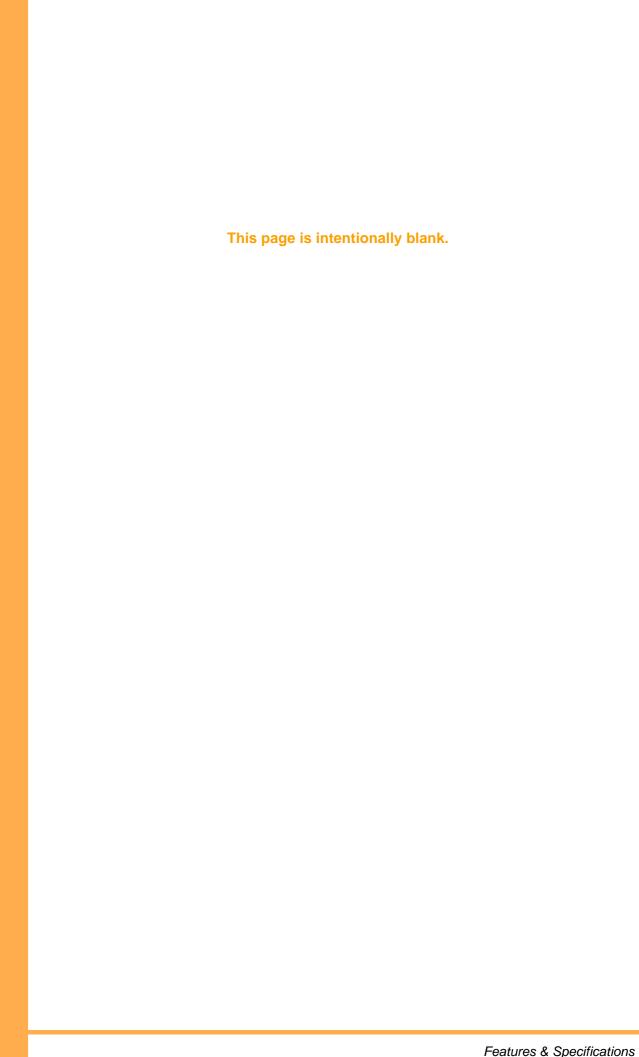
- Press O.
- Dial F.

#### **RELATED PROGRAMMING**

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Y)es or (N)o
210	Doorphone 1 Tone for Day Mode	Y
211	Doorphone 2 Tone for Day Mode	Y
213	Doorphone 1 Tone for Night Mode	Υ
214	Doorphone 2 Tone for Night Mode	Y
501	Doorphone Call Timer	N

- This feature is only enabled when a call is in progress using a doorphone.  $\sqrt{\phantom{a}}$
- $\overline{\mathbf{V}}$ The doorphone relay cannot be activated from a single line telephone.
- $\sqrt{\phantom{a}}$ Doorphone 1 operates with release relay 1 and doorphone 2 operates with release relay 2.
- The specified relay (doorphone 1 or 2) is held for five seconds during door lock release processing. The timer (five seconds) is restarted when the door lock release code is dialled while the door lock release relay is active.



## **D-7** Door/Monitor Telephone

Xen Alpha Release 1.0

#### **FEATURE DESCRIPTION**

Two doorphones can be installed in the system to provide 2-way communication with a location such as a front door area or to monitor a room. The DPH-B13 ETU must be installed in the key system to provide for this feature. When the doorphone unit is used as a doorphone, Multiline telephones are assigned to ring when the doorphone key is pressed. When the doorphone is used as a room monitor any telephone can be used to access the doorphone and monitor the area.

#### **STATION APPLICATION**

This feature is available for all Multiline telephones and Single Line telephones that are connected to a SLI-B13 card.

#### **OPERATION PROCEDURE**

#### Answering a doorphone call from a Multiline telephone that receives doorphone ringing tone:

- Lift the handset or press N.
- Talk with the calling party.

### Answering a doorphone call from a a Multiline telephone that does not receive doorphone ringing tone:

- Lift the handset or press N.
- Dial H. 2.
- Dial A (to access doorphone 1) or B (to access doorphone 2). 3.
- Talk with the calling party.

#### Monitoring an area:

- Lift the handset or press N.
- Dial H. 2.
- Dial A (to access doorphone 1) or B (to access doorphone 2). 3.
- Monitor the area.

#### RELATED **PROGRAMMING**

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Y)es or (N)o
210	Doorphone 1 Tone for Day Mode	Y
211	Doorphone 2 Tone for Day Mode	Y
213	Doorphone 1 Tone for Night Mode	Y
214	Doorphone 2 Tone for Night Mode	Y
501	Doorphone Call Timer	N

#### SERVICE **CONDITIONS**

- This feature requires the installation of the DPH-B13 ETU.  $\mathbf{\Lambda}$
- $\overline{\mathbf{A}}$ A maximum of two doorphones can be installed in the system.
- $\overline{\mathbf{Q}}$ Only one doorphone call is allowed at a time because the doorphone unit has only one communication path.
- When an incoming doorphone call is in progress, only monitoring for answering incoming external calls is allowed.
- There is 2-way communication between a doorphone and a telephone.  $\overline{\mathbf{A}}$
- $\overline{\mathbf{A}}$ A single line telephone that is placed in external line preference mode using Function "209 - Outgoing Call Priority Mode" and is assigned to ring on doorphone calls, can answer incoming calls originating from the doorphone by lifting the handset.
- Each Doorphone has its own distinctive chime.  $\sqrt{\phantom{a}}$

One high frequency chime Doorphone 1 Doorphone 2 Two low frequency chimes

- SLT adapter and APR does not provide ring on a doorphone call.  $\sqrt{}$
- Even though the SLT adapter does not ring, it can be used to answer a Doorphone call  $\overline{\mathbf{Q}}$ by using the same access code to originate a call.
- Multiline Terminals provide Off hook Doorphone chime when engaged on an outside call.
- Any Multiline Terminal or Single Line telephone connected to the CLI card, can be programmed to receive a ring when a doorphone is used. The terminals MLT/SLT can be assigned to ring on Doorphone 1 and/or Doorphone 2 in Day or Night Mode respecitively.

## **D-8** Do Not Disturb (DND)

Xen Alpha Release 1.0

#### **FEATURE DESCRIPTION**

This feature is used to temporarily eliminate all audible incoming call signals to the user's telephone. Visual indications to the telephone display and LEDs continue.

#### STATION **APPLICATION**

This feature is available for all Multiline telephones.

#### **OPERATION PROCEDURE**

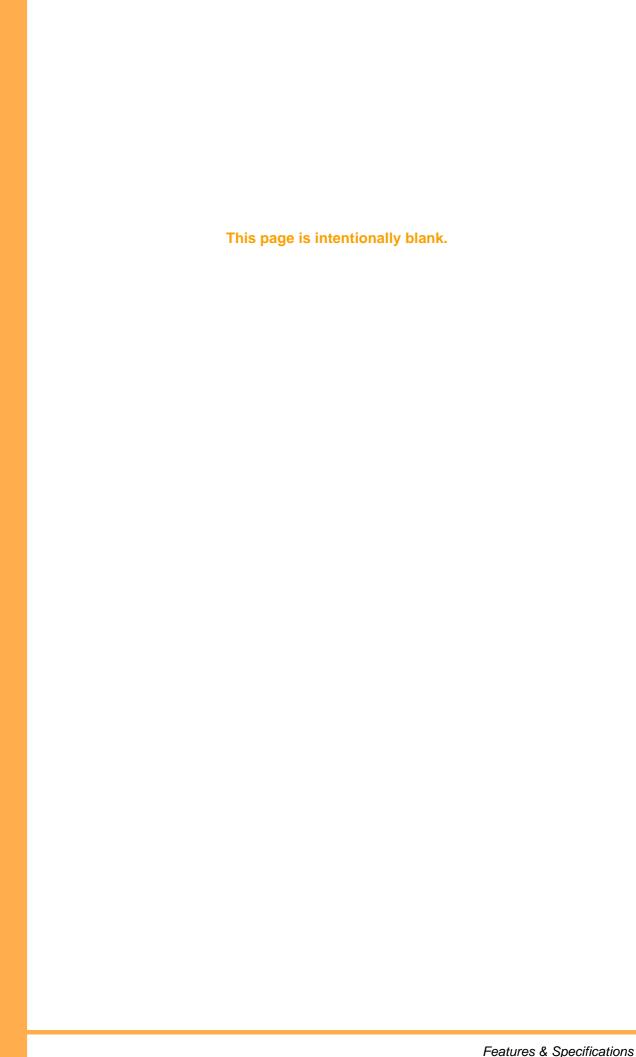
#### **Setting/cancelling Do Not Disturb:**

- While the telephone is idle, press O.
- Dial F E (access code). 2.
- Press O.

### Cancelling Do Not Disturb System Wide - Attendant Stations Only:

- While the telephone is idle, press O.
- Dial F D (access code). 2.
- Press O.

- Automatic Callback, Hold With Recall (Exclusive and Non-exclusive) and Timed Alarm features are enabled even in DND mode.
- Tone override cannot be sent to a telephone that is in DND mode.
- The O LED flashes red when the telephone is in DND mode. If the DND enable/disable access code (F E) is assigned to a one-touch key equipped with and LED, the onetouch key LED lights solid red to indicate DND mode.
- $\overline{\mathbf{V}}$ Any busy lamp field (BLF), associated with a telephone that is in DND mode, flashes red.
- $\overline{\mathbf{V}}$ If DND mode is being set at the same time an incoming call rings into the telephone, ringing for that call continues. Ringing for subsequent incoming calls is suppressed.
- $\sqrt{\phantom{a}}$ Background music is available during DND mode.
- Automatic callback cannot be set to a telephone that is in DND mode. However, a  $\overline{\mathbf{Q}}$ telephone in DND mode can set automatic callback to other telephones.
- Extensions 10 and 11 can reset DND mode system-wide.



## DP to DTMF Switching

Xen Alpha Release 1.0

### FEATURE DESCRIPTION

This feature allows a telephone to be switched from dial pulse (rotary) dialling to dual tone multifrequency dialling (touchtone). DTMF dialling is required for operations such as data transmission and communicating with a computer.

### STATION APPLICATION

This feature is available for all Multiline telephones. It is also available for single line telephones that are connected to a dial pulse line.

### OPERATION PROCEDURE

#### Switching from a dial pulse dialling to a dual tone multifrequency dialling:

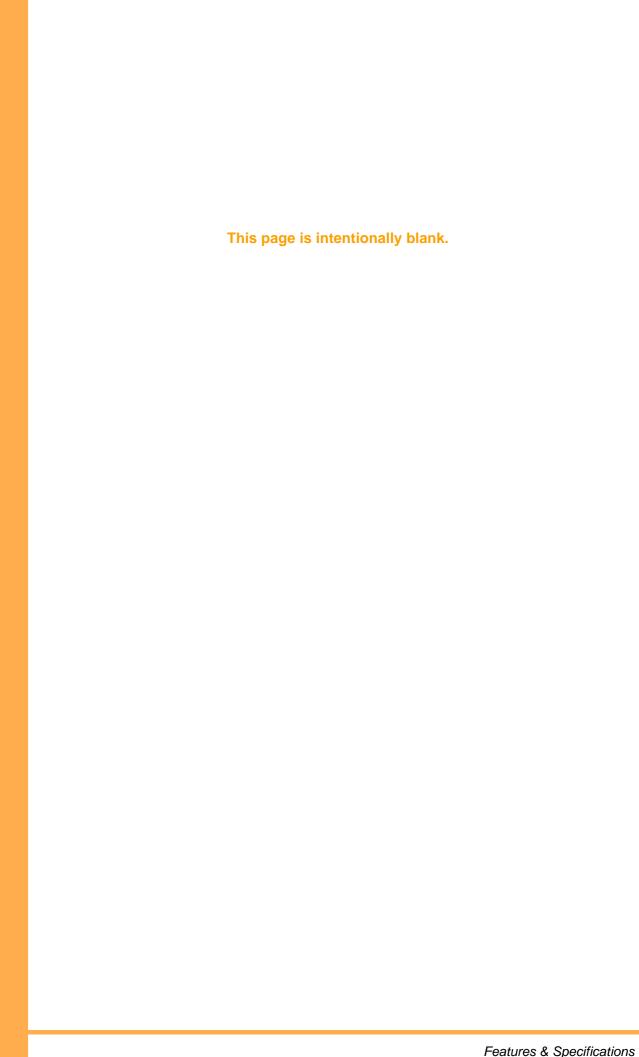
- 1. Press K L while a call is in progress.
- 2. Dial the desired number. The digits are transmitted using dual tone multifrequency signalling.

### RELATED PROGRAMMING

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Y)es or (N)o
109	Trunk Line Dialling Type	Υ
110	Touchtone Signal Duration and Pause Interval	N

- $\ \ \, \square$  If S is pressed while a call is in progress, DP dialling is not available.
- ☐ This feature is only supported for push button telephones.
- ☑ If any digit other than # is pressed after \*, the call does not switch to DTMF mode.
- ☑ An external line that has been switched to DTMF mode is returned to DP mode when the user hangs up.
- ☑ When DTMF mode is selected while an external call is in progress, subsequent dialling is transmitted in DTMF mode.
- ☑ DTMF switching operation can be assigned to a speed dial memory location. When assigning DTMF switching to a speed dial memory location, it may be necessary to add a pause to the dialling string. This pause allows the called party to respond and establish the call before DTMF digits are sent.
- After switching to DTMF mode, DP mode can be restored by pressing  $\bigcirc$  (DTB-type telephones) or  $\bigcirc$  (DTU-type telephones).



## **Extension Hunting**

Xen Alpha Release 1.0

### FEATURE DESCRIPTION

This feature allows internal calls to be distributed to other telephones when the called telephone is busy. Telephones can be grouped together into hunt groups. A primary hunt number (hunt group pilot number) is assigned to a hunt group. When calls are received and the called telephone is busy, the system automatically tries a second telephone, third telephone and so forth until an idle telephone is found.

### STATION APPLICATION

This feature is available for all Multiline telephones and single line telephones.

### OPERATION PROCEDURE

#### Calling an extension in a hunt group:

- 1. Lift the handset or press N (Internal dialtone must be heard.)
- 2. Dial the desired extension number.
- 3. Talk when the call is answered.

### RELATED PROGRAMMING

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Y)es or (N)o
019-1	Hunt Group Pilot Number 10	Y
019-2	Hunt Group Pilot Number 20	Y
019-3	Hunt Group Pilot Number 30	Y
019-4	Hunt Group Pilot Number 40	Y
019-5	Hunt Group Pilot Number 50	Y
206	Extension Number Assignment	Y

- Each of the five hunt groups are assigned a hunt group pilot number (10, 20, 30, 40, or 50). Telephones are grouped together and assigned to one of the hunt groups. The extension numbers in each hunt group must be assigned consecutive extension numbers. For example, extensions in hunt group 10 are assigned numbers  $10 \rightarrow 19$ .
- ☑ Hunt groups can be assigned independently of tenant groups.
- ☑ When a telephone in the hunt group is set for call forwarding, that telephone is skipped during extension hunting.

## Extension Name Assignment

Xen Alpha Release 1.0

### FEATURE DESCRIPTION

When this feature is used, the name or number of the internal caller or the paging originator is displayed on the called party (parties) telephone(s). The telephones must be equipped with an LCD for this feature to be used.

### STATION APPLICATION

This feature is available for all display Multiline telephones.

### OPERATION PROCEDURE

#### Entering a caller's name:

- 1. Press O.
- 2. Dial HD.
- 3. Dial the extension number for the party whose name will be entered.
- 4. Enter the name. Refer to *Character Registration, Page 65* and *Dial Pad Keys Used When Entering Names, Page 66* for instructions for entering alphanumeric characters.

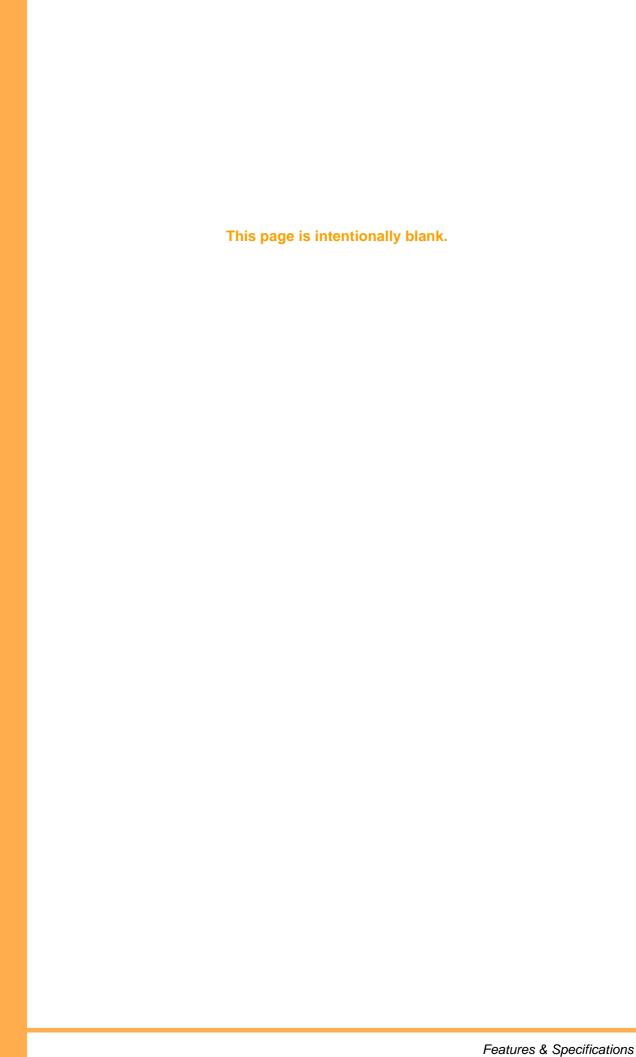
**Note:** A maximum of six alphanumeric characters can be entered for the name.

Press O to save the entry.

#### Deleting a caller's name:

- 1. Press O.
- 2. Dial HD.
- 3. Dial the extension number associated with the party's name that will be deleted.
- 4. Press O to delete the entry.

- The extension number and associated name are displayed during the telephone's idle condition.
- ☑ The extension name can be assigned using PC programming.



## External Paging (Meet-Me)

Xen Alpha Release 1.0

### FEATURE DESCRIPTION

This feature allows paging through a user-provided external speaker. The paged party answers by dialling a specified access code.

### STATION APPLICATION

This feature is available for all Multiline telephones and single line telephones.

### OPERATION PROCEDURE

#### Initiating a page:

- 1. Lift the handset.
- 2. Dial the access code for the desired zone or press a one-touch key that has been programmed with the access code. The external paging access codes are listed below.
  - 74 External/Internal Meet-Me (Answer Page
  - 75 External Paging
  - 77 All External/Internal Paging
- 3. Announce the page.

#### Answering a page:

- Press N or lift the handset.
- 2. Dial GD.
- 3. Answer the page.

### RELATED PROGRAMMING

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Y)es or (N)o
002-2	External Speaker Connection	Υ
002-3	External Paging Tone Assignment	Y
001-0	General Purpose Relay Assignment	N

- When external paging is originated, a tone burst is heard from the external speaker and from the telephone originating the page.
- A busy tone is also generated when a user attempts a page and external paging is in use.
- ☑ If background music is on or if an outside call is ringing in to the telephone, ringing or background music is suspended during a paging announcement. Ringing or background music is resumed after the page is completed.
- ☑ When a meet-me is in progress and someone dials the meet-me access code, the page is discontinued and an internal call is established.
- ☑ If the external speaker connection has not been programmed using Function "002-2 External Speaker Connection" and a page is attempted, a busy tone is generated.
- ☑ Only one external speaker can be connected to the system.

## External Ringer

Xen Alpha Release 1.0

### FEATURE DESCRIPTION

A user-provided external speaker or tone ringer can be programmed to ring when incoming calls are received. Ringing can be individually set for day mode and night mode.

## OPERATION PROCEDURE

#### Answering a call:

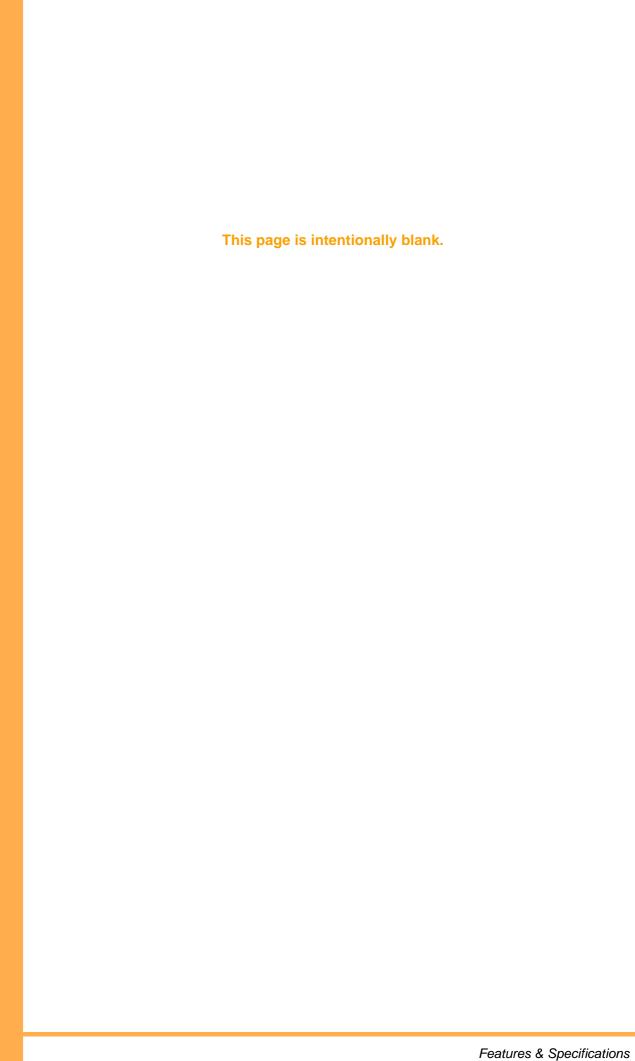
- 1. Lift the handset or press N.
- 2. Press the appropriate flashing line key.
- 3. Answer the call.

### RELATED PROGRAMMING

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Y)es or (N)o
002-2	External Speaker Connection	Y
124	External Ringing for Day Mode (Trunk Based)	Y
125	External Ringing for Night Mode (Trunk Based)	Y
001-0	General Purpose Relay Assignment	Y
225	External Ringing for Day Mode (Station Based)	Y
226	External Ringing for Night Mode (Station Based)	Υ

- ☑ Only one external speaker or external tone ringer can be connected to the system.
- ☑ This feature operates for incoming CO/PBX, DID, DIT and CO Ring Transferred calls.
- ☑ External ringing can be programmed to sound via either the external paging speaker or the external tone ringer.
- ☑ The relay used to signal the incoming ring provides a 'day' contact closure in the cadence of 1 sec ON, 2 sec OFF during the period of ringing.



Xen Alpha Release 1.0

#### **FEATURE DESCRIPTION**

If a system is connected to a PBX, it can be programmed to transfer the PBX call to the system using a flash signal. The duration of the flash signal is assigned in system programming.

#### **STATION APPLICATION**

This feature is available for all Multiline telephones.

#### **OPERATION PROCEDURE**

#### Transferring a PBX call:

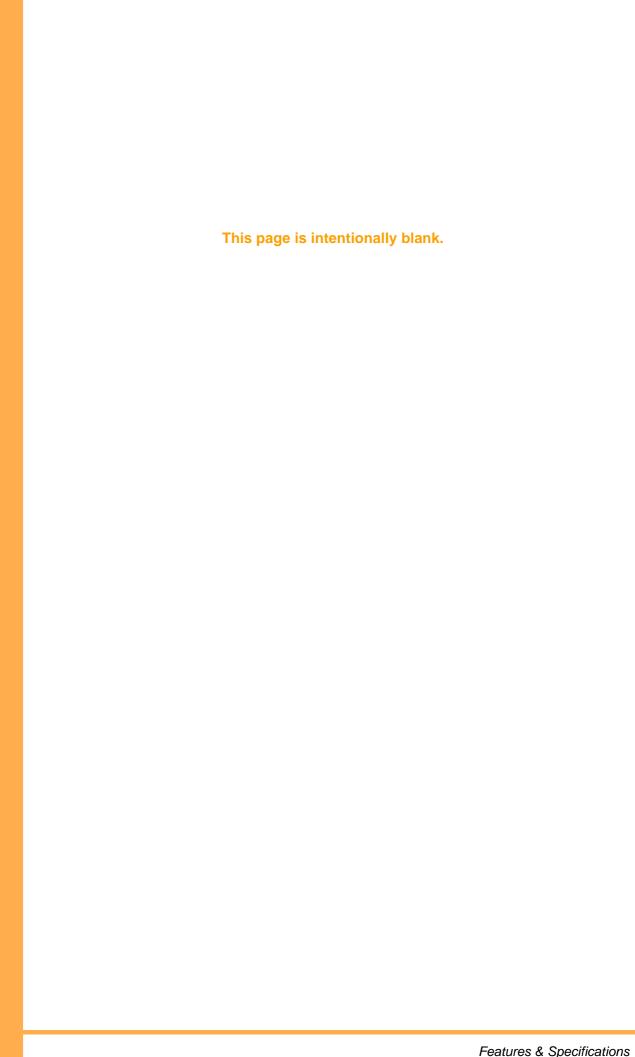
- Press Q (DTB-type telephones) or **S** (DTU-type telephones).
- Hang up, the call is transferred.

#### **RELATED PROGRAMMING**

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Y)es or (N)o
006	Hookflash Duration	Υ

- Pressing Q (DTB-type telephones) or S (DTU-type telephones) releases the line and then reseizes the line after the hookflash duration expires.
- If an external line is outgoing restricted (dialling external numbers is denied) and the user presses Q and then attempts to dial a restricted number, the external line is dropped and an error tone is generated.
- When Q is pressed, digits dialed before and after pressing Q are stored in separate redial memory locations. If Q is pressed while dialling, the redial memory location is cleared.



## F-2

## Flexible Line Key

Xen Alpha Release 1.0

### FEATURE DESCRIPTION

The line keys on the Multiline telephones are designed for flexibility of use. Line keys that are not used to access external lines can be assigned for:

- speed dialling
- one-touch/feature access key operation for seizing internal of external telephone lines
- dialling access codes that are used to set/cancel features such as microphone on/off and headset on/off

## STATION APPLICATION

This feature is available for all Multiline telephones.

OPERATION PROCEDURE

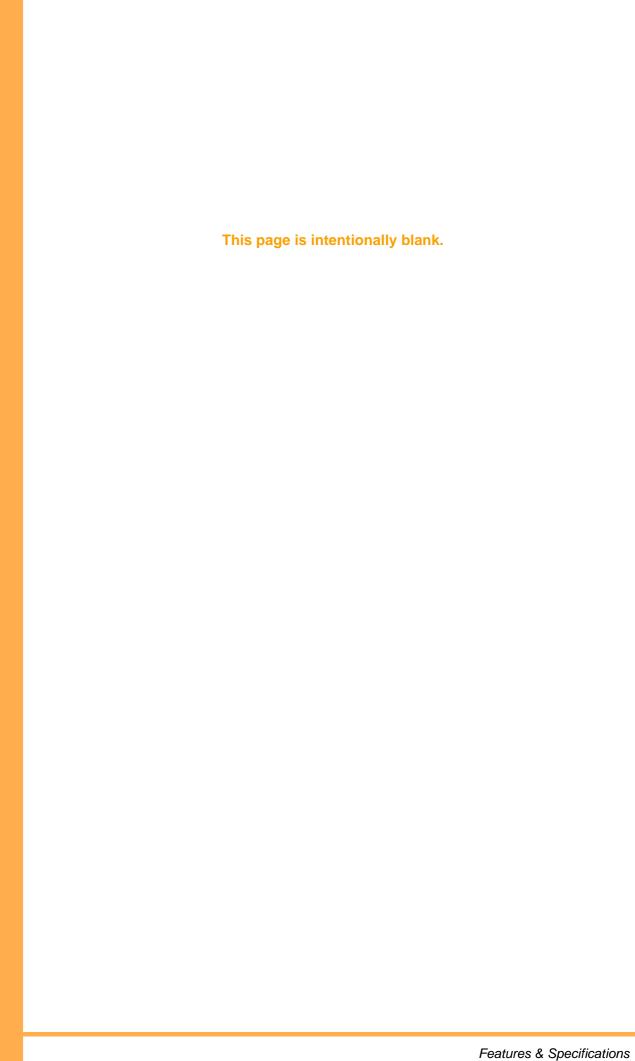
Not applicable.

### RELATED PROGRAMMING

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Y)es or (N)o
109	Trunk Line Dialling Type	N

## SERVICE CONDITIONS



## Flexible Numbering Plan

Xen Alpha Release 1.0

### FEATURE DESCRIPTION

This feature allows extension numbers to be changed to meet individual customer's needs. When the system is first turned on, the system automatically assigns default extension numbers. As necessary, these settings can be changed in system programming.

## STATION APPLICATION

This feature is available for all Multiline telephones and Single Line telephones.

## OPERATION PROCEDURE

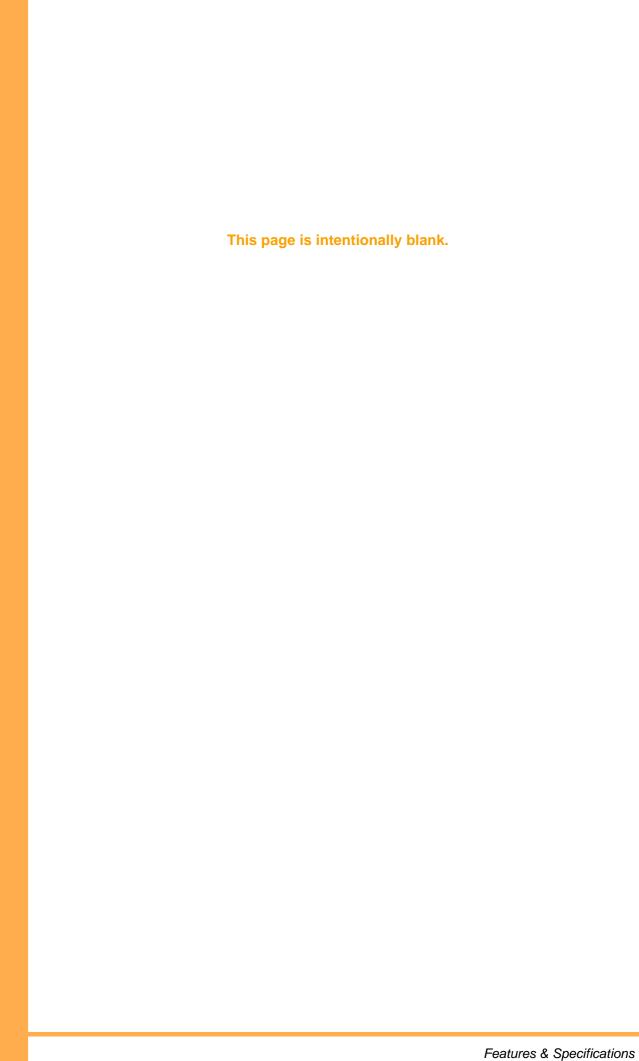
Not applicable.

## RELATED PROGRAMMING

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Y)es or (N)o
206	Extension Number Assignment	Y

- $\square$  The extension numbers range from 10  $\rightarrow$  59 creating the flexible numbering plan.
- ☑ The system cannot check for duplicate extension numbers. If the same extension number is assigned to more than one telephone, the telephone attached to the lowest numbered port (internal line) in the system rings.
- Changes to extension numbers may be necessary when forming Hunt Groups and when assigning Direct In-dial (DID) numbers to users.



## Flexible Ringing Assignment

Xen Alpha Release 1.0

### FEATURE DESCRIPTION

External calls can be programmed to ring at specified telephones or to an external speaker or tone ringer. Separate day and night ringing assignments can also be specified in programming.

## SATION APPLICATION

This feature is available for all Multiline telephones and Single Line telephones.

## OPERATION PROCEDURE

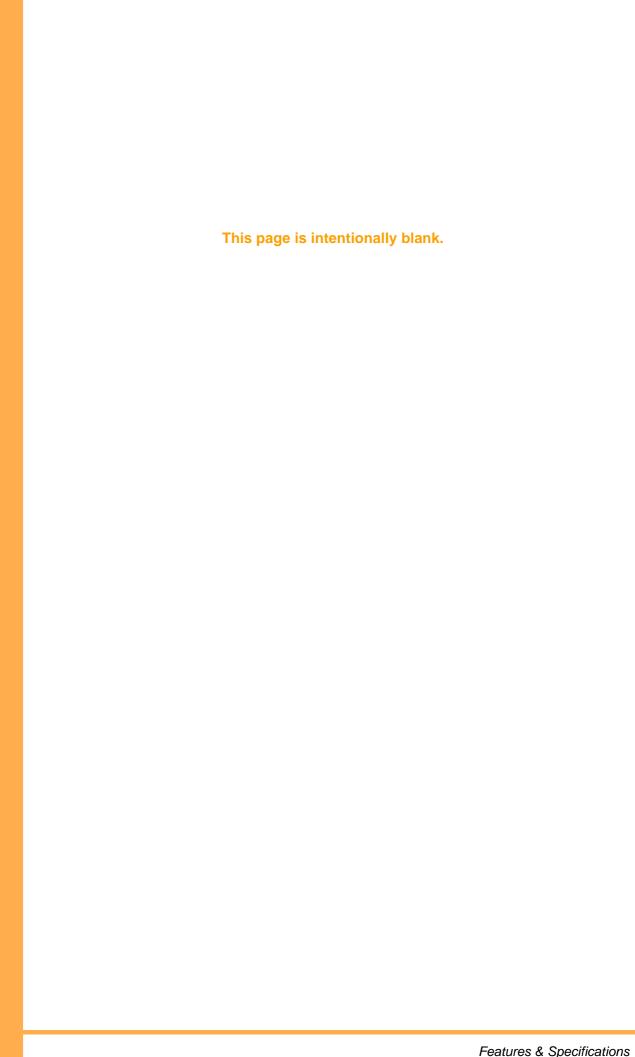
Not applicable.

## RELATED PROGRAMMING

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Y)es or (N)o
124	External Ringing for Day Mode (Trunk Based)	Y
125	External Ringing for Night Mode (Trunk Based)	Υ
225	External Ringing for Day Mode (Station Based)	N
226	External Ringing for Night Mode (Station Based)	N
301 → 306	Day Ringing for Trunk Lines 1 $ ightarrow$ 6	Y
311 → 316	Night Ringing for Trunk Lines 1 $ ightarrow$ 6	Y
401 → 402	Trunk Line Assignment for Tenants 1 $ ightarrow$ 2	N
403	Tenant-to-Telephone Assignment	N

- When "No Ring" is assigned to a telephone (using Functions  $301 \rightarrow 306$  Day Ringing for Trunk Lines  $1 \rightarrow 6$  and  $311 \rightarrow 316$  Night Ringing for Trunk Lines  $1 \rightarrow 6$ ), the audible tone is silent. However, the large LED flashes to indicate an incoming call.
- ☑ Trunk ringing can begin immediately the call is received or it can be delayed by a time.
- ☐ Trunks that are assigned to a different tenant, from the tenant the telephone is assigned to, do not provide audible or visual indication of an incoming call.
- Direct Inward Termination (DIT), Direct Inward Dialling (DID) and ringing transferred calls ring directly to the telephone where the call is transferred. As a result, these calls do not allow flexible ringing, but can ring only at a single extension.
- ☑ If a DIT call, DID call or ringing transferred call is received while a page is being announced, paging stops at the telephone where the call is received.



## Flexible Timeout

Xen Alpha Release 1.0

### FEATURE DESCRIPTION

Flexible Timeouts are the system defaults for a variety of times selections. These preset values allow the system to operate without any initial program changes. Many of these values can be changed in system programming to meet individual user specifications.

## OPERATION PROCEDURE

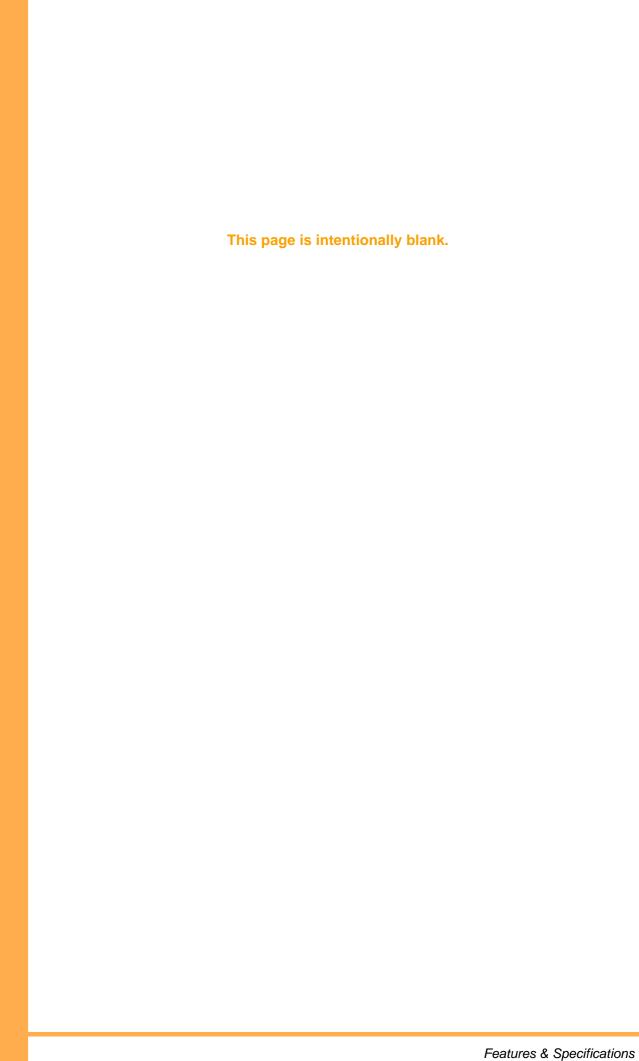
#### Not applicable.

The flexible timeout table provides a list of the timers that can be programmed in the system. The timer, the definition and the timer value are provided in the table. The default timing value is indicated by (D). Some of the timing values are fixed, this means they cannot be changed. If the timer is fixed and cannot be changed, that is noted in the Timer/Function column. If the timing values can be changed, the Function number where the value is programmed is listed in the Timer/Function column.

Timer/Function	Definition	Timing Value
Automatic Callback Time Selection Fixed	The length of time allowed for an automatic callback to occur before the callback request is automatically canceled.	30 sec
Automatic Redial Time Selection 005 – Automatic Redial Timer	Specifies the call time, wait time, and number of attempts for automatic redialling.	Call Waiting Number Time Time of Times  0 = 5 sec 5 sec 3  1 = 10 sec 30 sec 3 (D)  2 = 15 sec 60 sec 3  3 = 15 sec 90 sec 3
Bounce Protect Time Selection 502 – Single LIne Telephone Bounce Time	Specifies the length of time before a valid hookflash can be detected from a Single Line telephone or voice mail system.	0 = 0 ms (D) 2 = 600 ms 1 = 300 ms 3 = 900 ms
Call Forward – Busy/ No Answer Timer Selection 008 – Call Forward – Busy/No Answer Duration	The length of time before incoming calls are forwarded to another telephone when the original destination is either busy or there is no answer.	0 = 10 sec (D) 3 = 25 sec 1 = 15 sec 4 = 30 sec 2 = 20 sec 5 = 60 sec
CO Ring Transfer Recall Timer Selection Fixed	Specifies the interval from the time a telephone user forwards an incoming call until the time the destination telephone user does not respond. When there is no response, the timer expires and an alarm is generated at the forwarding user's telephone.	30 sec

Timer/Function	Definition	Timing Value	
CO/PBX DTMF Duration/Interdigit Time Assignment	Specifies the tone duration and interdigit time when DTMF signaling is used.	0 = Duration 100ms / Pause 70ms (D 1 = Duration 400ms / Pause 100ms	
110 – Touchtone Signal Duration and Pause Interval			
Disconnect Time Selection	The minimum time that must elapse before a disconnected line can be accessed again.	1 sec	
Fixed	3		
Doorphone Display Time Selection	Specifies the time during which "Doorphone 1" or "Doorphone 2" is to be displayed on the telephone LCD.	0 = 15 sec (D) 1 = 30 sec	
501 – Doorphone Call Timer	This timer applies to incoming calls to a doorphone.		
DP Dial Make Ratio Selection	Specifies the make ratio for dial pulse dialling.	39 ± 10%	
Fixed			
DP Interdigit Time Selection	Specifies the minimum length of the pause interval between digits dialed for dial pulse dialling.	1 = 10pps 2 = 20pps	
109 – Trunk Line Dialling Type	Tor dial parco dialing.		
DTMF Receiver Release Timer Selection	The interval during which a receiver circuit is connected to a DTMF-type Single Line telephone while waiting for digits to be dialed.	30 sec	
Fixed	ror digito to bo didiod.		
Elapsed Call and SMDR Start Timer Selection	The interval between the time dialling begins and the time that the call duration time displays in the telephone LCD.	10 sec	
Fixed	telephone LOD.		
Exclusive Hold Recall Timer Selection	Specifies the interval before an exclusive hold recall tone is generated. No hold alarm is generated if "No Limit" is selected.	0 = 1 min (D) 3 = 4 min 1 = 2 min 4 = No Limit 2 = 3 min	
004 – Exclusive Hold Warning Tone Timer	gonorated in 140 Limit 15 3010016d.		
Hold Recall Timer Selection 003 – Hold Warning Tone Timer	Specifies the interval before a recall tone is generated for a holding external (CO/PBX) call. No hold alarm tone is generated if "No Limit" is selected.	0 = 1 min (D) 3 = 4 min 1 = 2 min 4 = No Limit 2 = 3 min	

Timer/Function	Definition	Timir	ng Value
Hookflash End Time Selection 504 – Single Line Telephone Hookflash End Time	Specifies the maximum duration that a Single Line telephone has to receive dial tone. The times are added to the Hookflash Start Time. For example, if the Hookflash Start Time (HST) = 1 and the Hookflash End Time (HET) = 1, add 150 ms. and 100 ms. to determine the maximum duration.  (HST + HET = Max. Hookflash Duration)	0 = 0 ms 1 = 100 ms (D) 2 = 200 ms 3 = 400 ms 4 = 500 ms	5 = 700 ms 6 = 900 ms 7 = 1.1 sec 8 = 1.3 sec 9 = 1.5 sec
Hookflash Start Time Selection 503 – Single Line Telephone Hookflash Start Time	Specifies the minimum hookflash duration from a Single Line telephone.	0 = 100 ms (D) 1 = 150 ms 2 = 200 ms 3 = 300 ms 4 = 350 ms	5 = 450 ms 6 = 550 ms 7 = 650 ms 8 = 750 ms 9 = 850 ms
Hookflash Time Selection: (Multiline Telephone) 006 – Hookflash Duration	Specifies the break time (the break of the DC loop of a CO/PBX line) sent to the central office or PBX when the recall key is pressed.	0 = 60 ms 1 = 100 ms (D) 2 = 140 ms 3 = 200 ms 4 = 400 ms	5 = 600 ms 6 = 800 ms 7 = 1.0 sec 8 = 1.5 sec 9 = 2.0 sec
Incoming Outside Ringing Delay Time $301 \rightarrow 306 - Day$ Ringing for Trunk Lines $1 \rightarrow 6$ $311 \rightarrow 316 - Night$ Ringing for Trunk Lines $1 \rightarrow 6$	Specifies time delay that elapses before ringing sounds for external incoming calls.	0 = 0 sec (D) 1 = 10 sec 3 = 30 sec	4 = 60 sec 5 = No Ring
Pause Time Selection Fixed	Specifies the length of the pause inserted between the digits dialed on external (CO/PBX) lines.	3 sec	
Prepause Time Selection Fixed	Specifies the pause time inserted after dial access to an external (PBX trunk) line.	1 sec	
Time Display (12h/ 24h) Selection 002-7 – Time Format for Telephone Display	Specifies whether the clock on the telephone displays the time in 12 hour format (12:00 a.m. to 11:59 p.m.) or 24 hour format (0:00 to 23:59).	7 = 12 hour (D) -= 24 hour	
Trunk Queuing Recall Time Selection Fixed	Specifies the interval during which the telephone that is enabled for queuing is called. After the timer expires, the queue is automatically canceled.	10 sec	



## F-6 Full Handsfree Operation

Xen Alpha Release 1.0

#### **FEATURE DESCRIPTION**

Multiline telephones allows the user to make and answer calls without using the handset. Users can talk using the telephone's built-in microphone (the microphone must be turned on).

#### **STATION APPLICATION**

This feature is available for all Multiline telephones.

#### **OPERATION PROCEDURE**

#### Turning the microphone on:

- Press O.
- Dial A.

Note: This operation toggles the microphone on/off. The microphone LED is red if the microphone is on.

#### Making an internal call:

- Press N.
- When you hear dialtone, dial the 2-digit extension number, e.g. AA. 2.
- 3. When the party answers, begin speaking.

#### Answering an internal call:

When the call is received, ensure the microphone LED is on and begin talking.

#### Making an external call:

- Press V (line key assigned to seize an external line), or dial a trunk access code (e.g. 0).
- When you hear dialtone, dial the telephone number. 2.
- 3. When the party answers, begin speaking.

#### Answering an external call:

- Press R. 1.
- When the party answers, begin speaking using the built-in speaker.

#### **RELATED PROGRAMMING**

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Y)es or (N)o
216	Handsfree Assignment	Y

## H-1 Handset Microphone Control

Xen Alpha Release 1.0

#### **FEATURE DESCRIPTION**

When making a call, users can mute the transmission speech path. This allows the user to continue to hear the other party, but the other party cannot hear their conversation. Mute is reset (to off) when the call is terminated or it can be manually reset during a call.

#### **STATION APPLICATION**

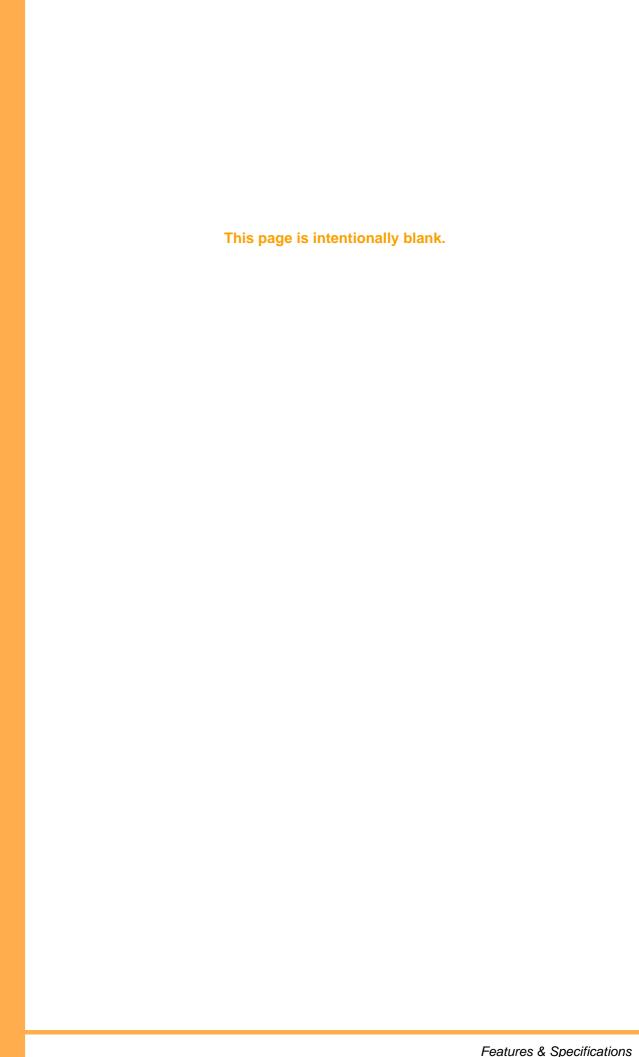
This feature is available for all Multiline telephones.

#### **OPERATION PROCEDURE**

#### Setting and resetting handset mute:

- Press O.
- Dial B (toggles between on/off).

- If handset microphone control is set while a call is in progress, it automatically resets  $\sqrt{\phantom{a}}$ when the user hangs up.
- Handset microphone control automatically resets when an internal or external call is placed on hold.
- $\overline{\mathbf{V}}$ This feature can be assigned to a one-touch/feature access key. (Refer to One-Touch/ Feature Access Keys – User Programmable, Page 171.)
- When the handset microphone control feature is set/reset, one of the following messages is displayed: Set = Mute On/Reset = Mute Off.



## H-2

## Handsfree Answerback

Xen Alpha Release 1.0

## FEATURE DESCRIPTION

This feature allows users of Multiline telephones to answer internal voice announced calls when the microphone is turned on.

## STATION APPLICATION

This feature is available for all Multiline telephones.

## OPERATION PROCEDURE

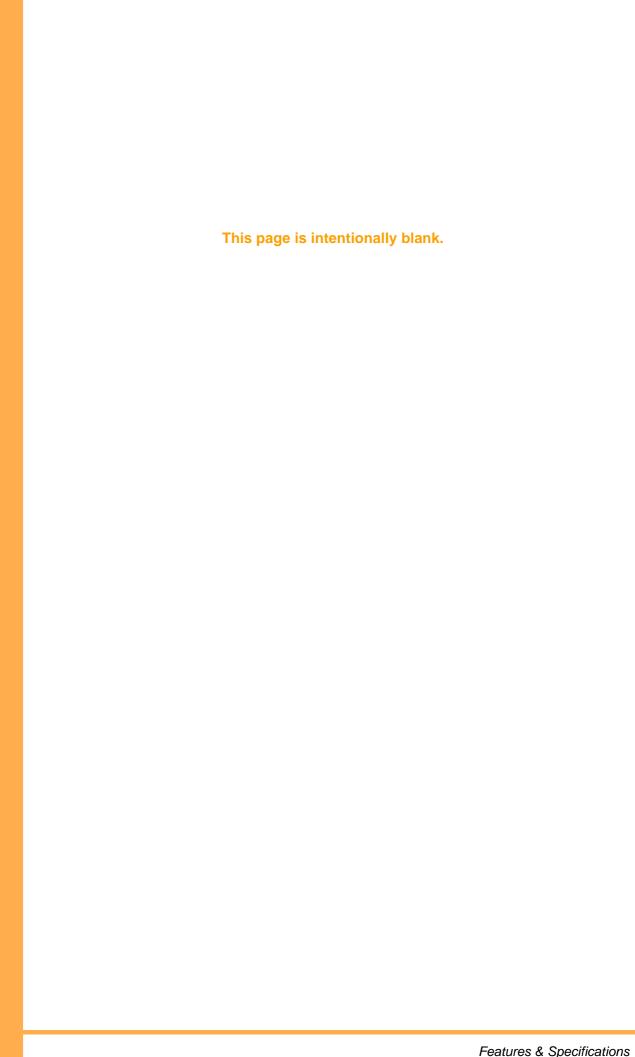
#### Turning the microphone on/off:

- 1. Press O.
- 2. Dial  ${\sf A}$  (access code). The microphone is activated/deactivated.

## RELATED PROGRAMMING

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Y)es or (N)o
216	Handsfree Assignment	Y



*H-3* 

# Handsfree Dialling and Monitoring

Xen Alpha Release 1.0

FEATURE DESCRIPTION

A telephone feature which allows the user to place external calls and listen to the progress of those calls without lifting the handset on the telephone.

STATION APPLICATION

This feature is available for all Multiline telephones.

OPERATION PROCEDURE

#### Placing an outside call:

- 1. Press the line key to access an outside line.
- 2. Dial the party's telephone number. When the called party answers you can either remain off-hook and talk through the telephone speaker or you can lift the handset.

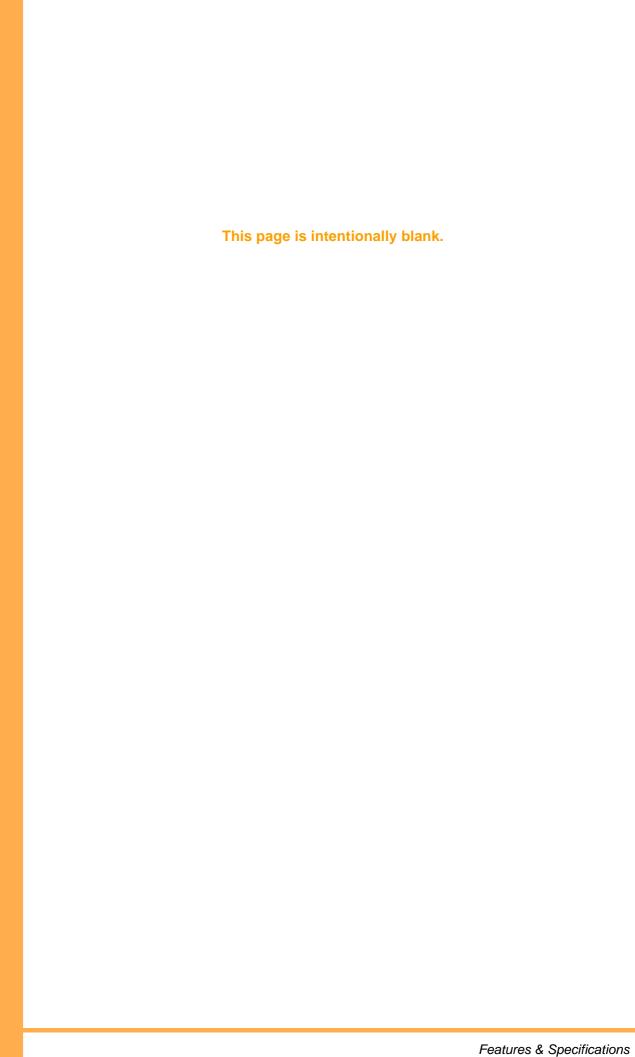
#### Placing an internal call:

- 1. Press N.
- 2. Dial the party's extension number. When the called party answers you can either remain off-hook and talk through the telephone speaker or you can lift the handset.

RELATED PROGRAMMING

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Y)es or (N)o
216	Handsfree Assignment	Υ



## Headset Connection

Xen Alpha Release 1.0

### FEATURE DESCRIPTION

A headset can be connected to a DTU-type Multiline telephone. A one-touch/feature access key must be assigned to toggle the headset on/off.

This feature is only available for DTU-type Multiline telephones.

## OPERATION PROCEDURE

#### Assigning headset operation to a one-touch/feature access key:

- 1. Press
- 2. Press Q
- 3. Press **O** (one-touch/feature access key programmed for headset enable/disable).

**Note:** This one-touch/feature access key toggles between the on-hoof/off-hook operations.

- 4. Dial BAK.
- 5. Press

#### Placing a call:

- 1. Press **O** (one-touch key programmed for headset enable/disable).
- 2. Dial the party's telephone number and begin talking when the party answers.

#### Terminating a call:

1. Press **O** (one-touch key programmed for headset enable/disable).

#### Switching to the handset:

- 1. Pick up the handset.
- 2. Press **O** (one-touch key programmed for headset enable/disable).

#### RELATED **PROGRAMMING**

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Y)es or (N)o
218	Headset Connection	Υ

#### **SERVICE CONDITIONS**

The headset enable/disable one-touch/feature access key must be used to switch from on-hook to off-hook.

## *H-5*

## Holdfree Transfer

Xen Alpha Release 1.0

### FEATURE DESCRIPTION

Holdfree Transfers allows users to answer a transferred call without using the hold key. The system can be programmed to answer the calls by pressing a line key.

## STATION APPLICATION

This feature is available for all Multiline telephones.

## OPERATION PROCEDURE

#### Transferring a call:

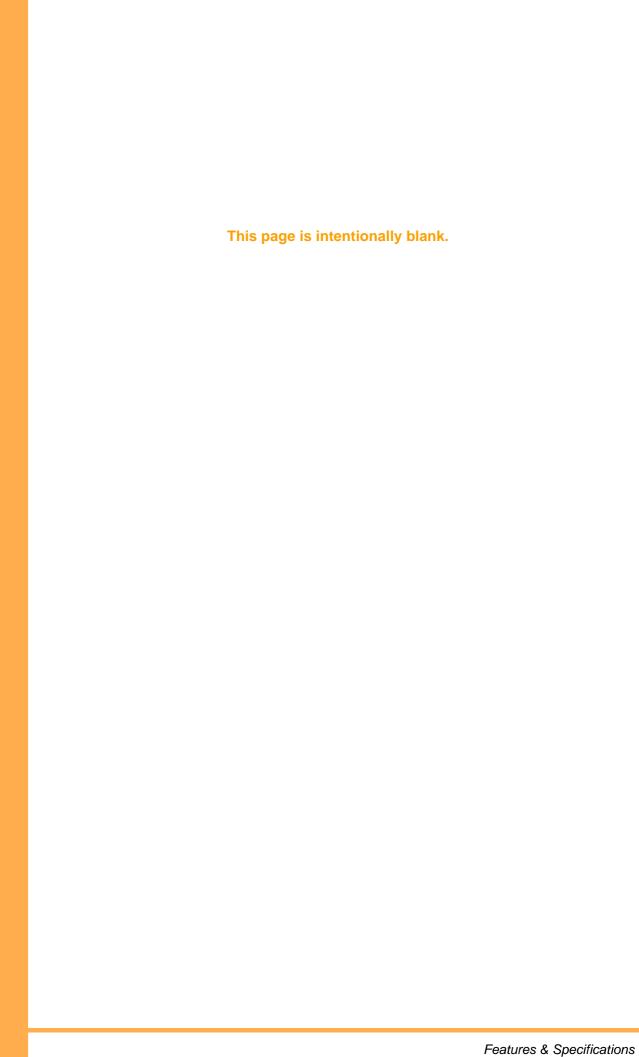
- 1. Lift the handset or press N on the telephone where the call is received.
- 2. Press V . This is line key on the telephone where the call is received.
- 3. The user at the telephone where the call was initially received hangs up.

### RELATED PROGRAMMING

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Y)es or (N)o
002-8	Private Call	Υ

- ☑ Holdfree transfer is enabled/disabled in system programming.
- ☑ Trunk queuing using a line key is disabled if holdfree transfer is enabled.
- When the user who receives the holdfree transfer presses V (external line key where the call is transferred) the extension number where call transferred from and trunk line number is displayed in the LCD of the user receiving the holdfree transfer (e.g., XX L \* − XX = Extension Number and \* = Trunk Line Number).
- ☑ If the following conditions occur, the user is not able to pick up the call during a holdfree transfer, a message is displayed in the LCD indicating the telephone is in use (e.g., XX In Use XX = Extension Number).
  - A telephone that is the transfer destination has picked up the external line and is waiting for the user who initially answered the call to hang up.
  - The external line is part of an add-on conference.



## H-6 Hold with Recall (Exclusive and Non-Exclusive)

Xen Alpha Release 1.0

#### **FEATURE DESCRIPTION**

When a call is on hold for longer than the preprogrammed interval, the call recalls to the originating telephone. There are two types of held calls. Exclusive Hold is a held call that can be picked up only on the telephone where it was placed on hold. Non-Exclusive Hold is a held call that can be picked up from any telephone in the system that has access to the line where the call is holding.

#### **STATION APPLICATION**

This feature is available for all Multiline telephones and Single Line telephones.

#### **OPERATION PROCEDURE**

#### **Putting a call on Exclusive or Non-Exclusive Hold:**

- If placing a call on Exclusive Hold, press M.
- If placing a call on Non-Exclusive Hold, press O then M.

#### Retrieving a call from exclusive or non-exclusive hold:

Press V (flashing line key).

#### Placing a Single Line telephone call on non-exclusive hold:

Momentarily press the hookswitch to place the call on hold.

#### Retrieving a Single Line telephone call from non-exclusive hold:

Momentarily press the hookswitch to retrieve the call from hold.

#### RELATED **PROGRAMMING**

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Y)es or (N)o
002-1	Music Source for Music on Hold	N
003	Hold Warning Tone Timer	Y
004	Exclusive Hold Warning Tone Timer	Y
012	Music on Hold Melody	N

- After an external line (exclusive or non-exclusive) is placed on hold, a recall tone is generated to the telephone that placed the call after a preprogrammed interval has expired.
- $\mathbf{\Lambda}$ The non-exclusive hold recall start timer and exclusive hold recall start timer can be set independently or each other.
- $\overline{\mathbf{Q}}$ When a hold recall tone is sent to a Multiline telephone and a call is holding, the trunk number associated with the line key is displayed in the telephone LCD.
- Telephones that are part of the same tenant group can pick up calls on hold.
- $\square$ The LED of the line key that is placed on hold flashes green indicating the I-Hold condition. The line key LEDs on other telephones flash red indicating the call is on hold.
- If a telephone is busy, a recall cannot be answered.  $\overline{\mathbf{Q}}$
- If the telephone is not idle when the hold recall timer expires, the hold recall tone is  $\overline{\mathbf{Q}}$ suppressed until the telephone becomes idle.
- $\mathbf{\Lambda}$ After a call is placed on hold, the telephone can seize another external outside line to make a call or can answer other incoming calls.
- $\square$ Only the telephone used to place a call on exclusive hold can pick up that call.
- $\square$ Outside line key LEDs of telephones that are members of another tenant do not flash when a call is placed on hold.
- $\overline{\mathbf{Q}}$ When a call is placed on hold Non-Exclusive, privacy is released.
- When a Single Line telephone is used to place a call on hold (by pressing the Flash Key),  $\square$ the handset should remain off of the cradle. If the handset is placed back on the cradle, a recall tone is immediately generated.
- The hold recall timer is specified in system programming using Function "003 Hold Warning Tone Timer" (default - 1 minute). If "No Limit" is specified for the hold recall timer, a hold recall tone is not generated.

## H-7 Howler Tone Service

Xen Alpha Release 1.0

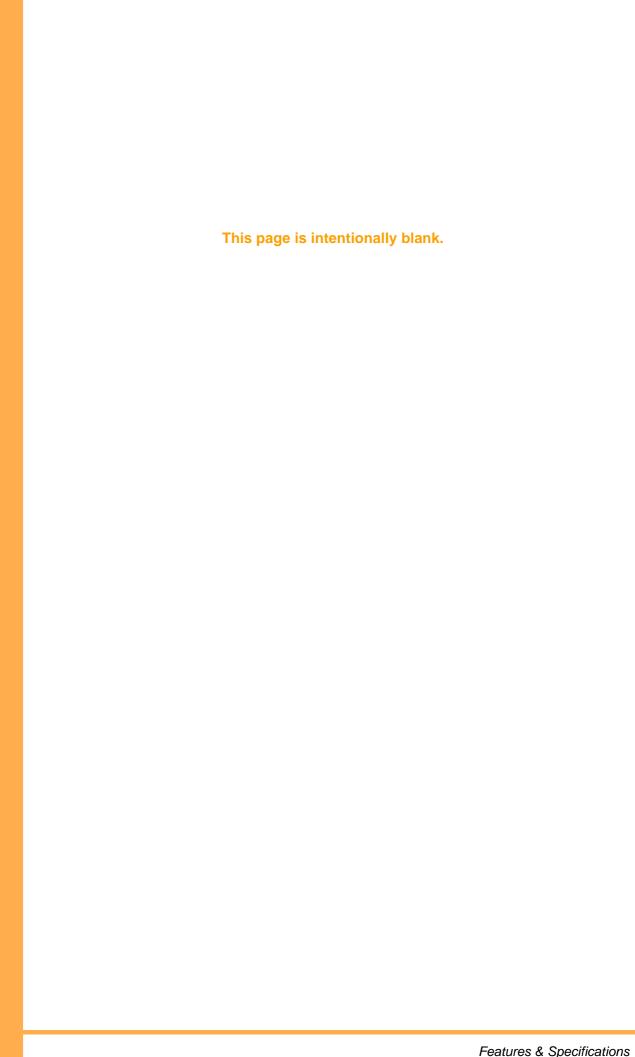
**FEATURE DESCRIPTION**  Howler tone is provided if a telephone remains off-hook after a call has been completed or if the user goes off-hook and fails to dial before the preprogrammed time interval expires.

**STATION APPLICATION**  This feature is available for all Multiline telephones and Single Line telephones.

**OPERATION PROCEDURE** 

Not applicable.

**SERVICE CONDITIONS**  Dialtone is sent for 15 seconds before a busy tone is heard. After an additional 20 seconds, a howler tone is heard signaling an off-hook condition.



## **I-1**

## Icon Display

Xen Alpha Release 1.0

FEATURE DESCRIPTION

Some icons are displayed in the LCD of the telephone to indicate certain conditions. For example, a clock is displayed to indicate an alarm has been set.

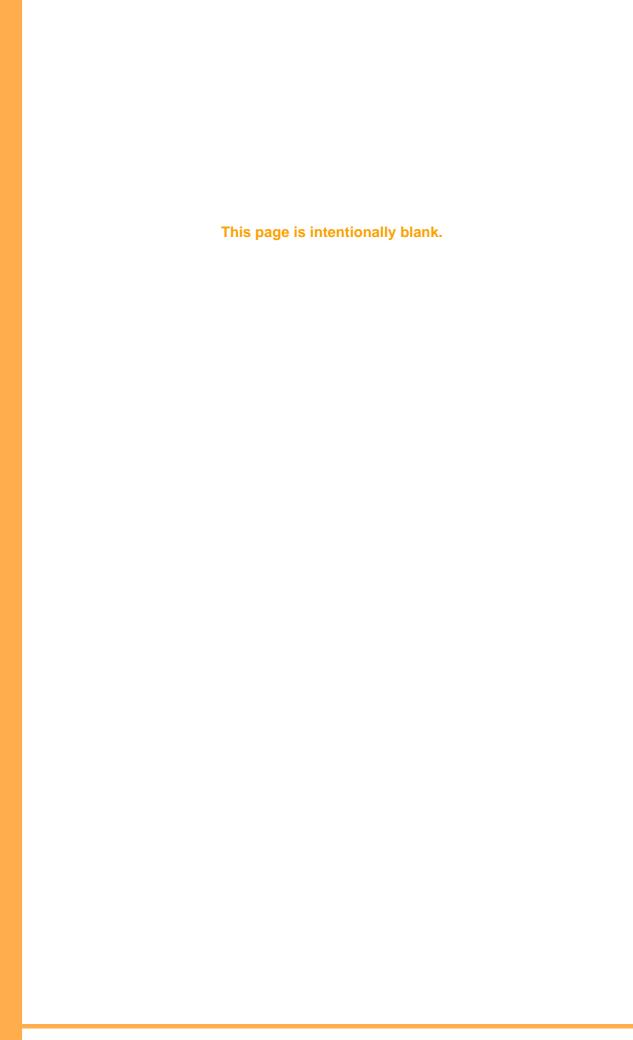
STATION APPLICATION

This feature is available only for DTB-type telephones.

OPERATION PROCEDURE

Not applicable.

- ☑ The operations that are available for icon display include:
  - Night Mode
  - Call Forward All Calls
  - Clock/Calendar Display (Month)
  - · Timed Alarm set



## I-Hold Indication

Xen Alpha Release 1.0

### FEATURE DESCRIPTION

This feature provides easy identification of calls that a user has placed on hold. The system provides two colors to identify the holding calls. On the Multiline telephone where a call originates, the line key LED flashes green. One the other telephones in the system, the line key LED flashes red.

## STATION APPLICATION

This feature is available for all Multiline telephones.

### OPERATION PROCEDURE

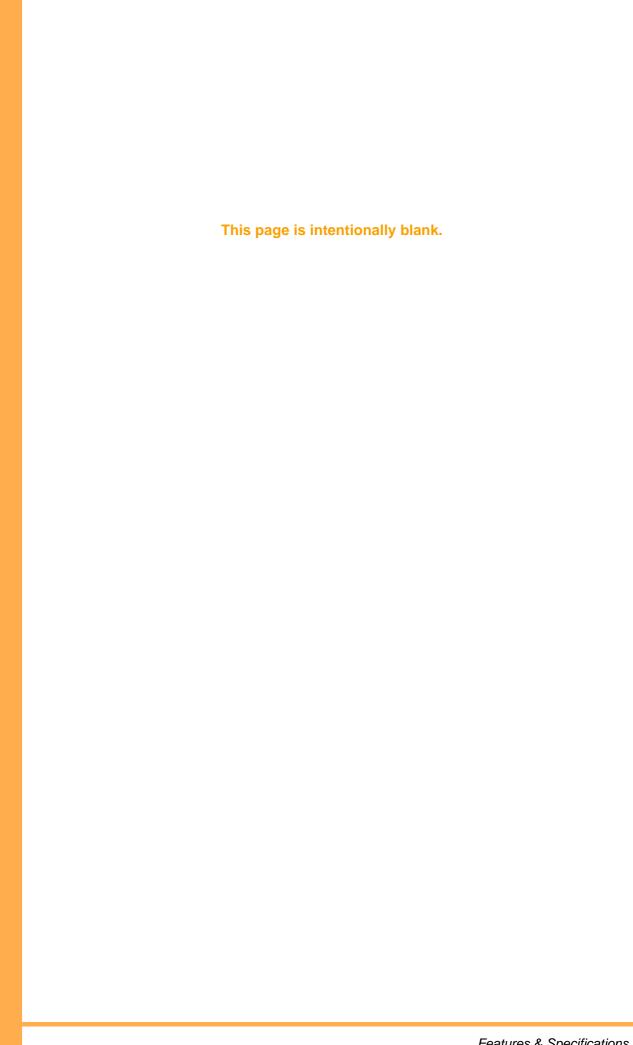
Not applicable.

### RELATED PROGRAMMING

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Y)es or (N)o
003	Hold Warning Tone Timer	N
004	Exclusive Hold Warning Tone Timer	N
101 → 106	Telephone Number Display for Trunk Lines $1  o 6$	N
401 → 402	Trunk Line Assignment for Tenants $1 \rightarrow 2$	N
403	Tenant to Telephone Assignment	N

- ☑ The external line LED on telephones that are not members or the tenant will not flash to indicate I-Hold.
- ☑ The external line key LED on the transferring telephone remains lighted when a call is transferred to a telephone that is not a member of the transferring telephone's tenant.
- ☑ If an external call is transferred to a telephone that is in a different tenant group and that telephone picks up the call and places the call on hold, the line key LED on the telephone that originated the transfer goes off (i.e., the originating telephone no longer has call appearance for that call).
- When a call is placed on exclusive hold, the LED indication for other telephone is solid red (indicating the telephone busy).



## Incoming Call Identification

Xen Alpha Release 1.0

### FEATURE DESCRIPTION

This features provides identification of incoming calls.. If the call is from an internal or external user, the call is identified by showing the caller's name and extension/external line number in the telephone display.

STATION APPLICATION

This feature is available for all Multiline telephones that are equipped with an LCD.

OPERATION PROCEDURE

#### Entering an internal extension name:

- 1. Press O.
- 2. Dial HD.
- 3. Dial the extension number.
- 4. Enter the name to be associated with the extension. (Refer to *Character Registration, Page 65* for instructions for entering names.)
- 5. Press O.

#### Deleting an internal extension name:

- 1. Press O.
- 2. Dial HD.
- 3. Dial the extension number.
- 4. Press O.

#### Entering an external line name:

- 1. Press O.
- 2. Dial HE.
- 3. Dial the external line number.
- 4. Enter the name to be associated with the telephone number. (Refer to *Character Registration, Page 65* for instructions for entering names.)
- 5. Press O.

#### **Deleting an external line name:**

- 1. Press O.
- 2. Dial HE.
- 3. Dial the external line number.
- 4. Press O.

### RELATED PROGRAMMING

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Y)es or (N)o
101 → 106	Telephone Number Display for Trunk Lines $1 \rightarrow 6$	N
206	Extension Number Assignment	N
401 → 402	Trunk Line Assignment for Tenants $1 \rightarrow 2$	N

### SERVICE CONDITIONS

- ☐ The name can be displayed on the telephone LCD during the idle condition.
- ☑ The telephone display shows incoming call identification information as follows:

#### 10 **←** [11] Bob

In this example, extension 10 is calling extension 11.

- ☑ Before a telephone name can be displayed it must be programmed into the system by the user. The name can be a maximum of six alphanumeric characters.
- ☑ The name display takes precedence over the transferred call indication during a transferred call. The name disappears from the display when the transferred call is answered.
- ☑ The name display for an automatic transferred call takes precedence over the transferred call indication when the transferred call is completed. The call time is reached five seconds after the call is answered and the name disappears.
- ☑ During a conference call, only the extension number is displayed even if the name has been programmed into the system.
- A maximum of three extension numbers can be displayed during a conference add-on. If an extension is placed on hold during an conference add-on, the holding party's display changes from [XX] to <XX> on the LCD of the held party (XX = Extension Number).

## Internal Recall

Xen Alpha Release 1.0

## FEATURE DESCRIPTION

When hearing a busy tone or error tone, users can capture dialtone for internal calls by pressing a specified key on Multiline telephones or by pressing hookswitch on Single Line telephones.

## STATION APPLICATION

This feature is available for all Multiline telephones and Single Line telephones.

## OPERATION PROCEDURE

### **Capturing dialtone:**

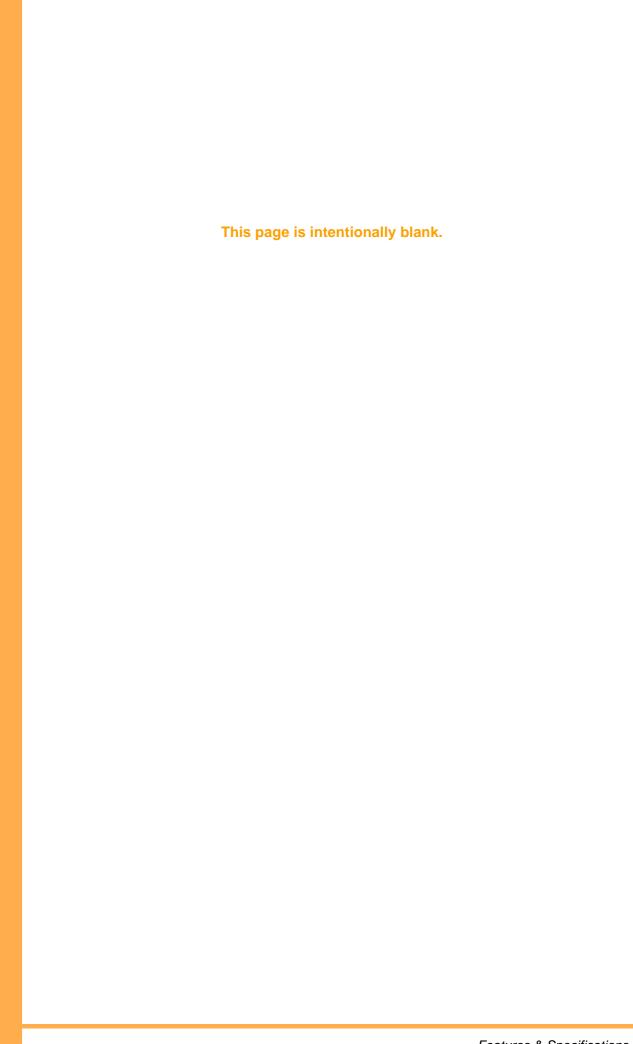
After hearing a busy or error tone, press Q (DTB-type), **S** (DTU-type), or hookswitch (Single Line telephone). Internal dialtone is provided.

## RELATED PROGRAMMING

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Y)es or (N)o
001-9	Single Line Telephone Hookflash Assignment	N

- ✓ Internal recall is enabled in the following situations:
  - System is waiting for the second digit of an access code to be dialed.
  - Busy signal is received when placing an external call.
- If a Single Line telephone has been programmed to seize an external line when going off-hook, the user must perform a hookflash to access internal dialtone.



# Internal Voice/Tone Signaling

Xen Alpha Release 1.0

## FEATURE DESCRIPTION

In system programming, internal calls can be assigned to signal an incoming call by either ringing or voice announcement. The caller can override the system setting for individual calls by dialling A (access code).

## STATION APPLICATION

This feature is available for all Multiline telephones.

### OPERATION PROCEDURE

### Making a call when the system is programmed for voice/tone signaling:

- 1. Lift the handset.
- 2. When you hear internal dialtone, dial the desired extension number.
- 3. When you hear the tone, voice announce the call or dial A to provide ringing.
- 4. The called party can reply handsfree if the call is voice announced. If the call provides ringing, the called party answers by lifting the handset or by pressing  $\,N\,$ .

### Making a call when the system is programmed for tone/voice signaling:

- 1. Lift the handset.
- 2. When you hear internal dialtone, dial the desired extension number.
- 3. The called party's telephone rings. If you wish to voice announce the call, dial  $\,A\,$  .
- 4. The called party can reply handsfree if the call is voice announced. If the call provides ringing, the called party answers by lifting the handset or by pressing N.

## RELATED PROGRAMMING

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Y)es or (N)o
001-1	Internal Call Notification	Y

- oxdot Users can toggle between voice/tone by dialling  $oldsymbol{\mathsf{A}}$  while a call is in progress.
- ☑ A Single Line telephone can be used to make voice announcements to Multiline telephone users.
- $\square$  A one-touch key can be programmed to switch between voice and tone. A one-touch key can be programmed to dial the desired extension number and the access code ( $\triangle$ ).
- ☑ Voice or tone signaling is assigned system-wide using system programming.
- ☑ Voice announcement is the system default setting.
- ☑ The telephone microphone must be activated for handsfree answer when telephone receives a voice announced call.
- ☑ Users cannot voice announce to Single Line telephones.
- Switching between voice announcement and tone signaling is disabled when calling a Single Line telephone.
- $\ oxdot$  Tone override is disabled during an incoming voice call.
- ☑ The call can only be switched between voice/tone using the Multiline telephone originating the call.

# Internal Zone Paging

Xen Alpha Release 1.0

## FEATURE DESCRIPTION

Paging is the ability for a key telephone system to broadcast a voice message to a number of Terminals connected to it. In addition to "All Call Page" and "All Internal Page", the system can be split into two zones; Zone A and zone B and members within a zone can be paged without the other. Terminals can be assigned to zone A and/or zone B or not assigned to any zone.

## STATION APPLICATION

All stations can initiate an internal page. Only MLT stations are able to receive an internal page.

## OPERATION PROCEDURE

#### To originate an internal zone page from any station:

- Go off-hook and receive ICM dial tone.
- 2. Dial the desired Access Code:-

All Internal 70

Zone A 71

Zone B 72

All Int/Ext 77

- 3. Announce the page.
- Go on-hook.

#### To answer an internal zone page (Meet-Me):

- 1. Go off-hook and receive ICM dial tone.
- 2. Dial Access Code 74.
- 3. Speak with the originating station.
- 4. Go on-hook.

## RELATED PROGRAMMING

Function Number	Function Name	Required (Y)es or (N)o
227	Telephone to Paging Zone A	N
228	Telephone to Paging Zone B	N
002-3	System settings (2) – Internal All Call Page Receive	N
217	Internal Paging Tone	N

### SERVICE **CONDITIONS**

#### Internal Zone Paging

- There are two zones, A and B. The terminals in these zones are assigned by programming. A terminal can be in zone A and/or zone B, or not in any zone (can be reached by all internal page).
- $\overline{\mathbf{Q}}$ A page can be simultaneously made to zone A and B.
- A busy condition occurs if:  $\overline{\mathbf{V}}$ 
  - a page to that zone has already been originated by another station
  - an All Call Page has already been originated by another station
  - there are no idle stations in the zone

### Internal Paging, General

- This section applies also to all types of internal paging.  $\mathbf{\Lambda}$
- $\square$ Internal paging must be originated from internal dial tone
- $\square$ The access codes can be stored under an unused line key for One-Touch operation.
- $\sqrt{\phantom{a}}$ Terminals can be barred from receiving an All Call Page in program.
- Terminals receiving a page can answer the page by entering Code 74 after going off- $\square$ hook and receiving ICM dial tone.
- $\sqrt{\phantom{a}}$ MLT users will not receive an internal page when already engaged on a call. They will however, receive the page in progress when they become idle.
- An incoming trunk call will ring at a reduced volume while an internal page is in progress on a DTU-Type telephone. Other MLT telephones will receive visual indication of the incoming call, but will not receive an audible tone.
- $\checkmark$ An internal page will not be heard by any MLT who is receiving a DID, DIT or ICM call.
- $\overline{\mathbf{V}}$ Single Line Telephone users cannot receive an internal page, but can originate an internal page or answer an internal page user Meet-Me.
- $\sqrt{}$ An internal page automatically times out after 90 seconds.
- $\overline{\mathbf{V}}$ A busy condition is generated upon entering an All Call Page access code if:-
  - an All Call Page has already been originated by another station
  - · there are no idle stations
- All call Paging from a 2W or SLT is supported.  $\overline{\mathbf{A}}$
- A tone burst is generated as a warning tone whenever a page is initiated (by default).  $\overline{\mathbf{A}}$ This tone can be disabled in system programming.

## ISDN Basic Rate Interface

Xen Alpha Release 1.0

## FEATURE DESCRIPTION

Xen Alpha accepts two ISDN Basic Rate Interfaces in place of 4 analogue trunks. ISDN connections allow the system to have features such as DID, Malicious Call Trace and Calling line Identification.

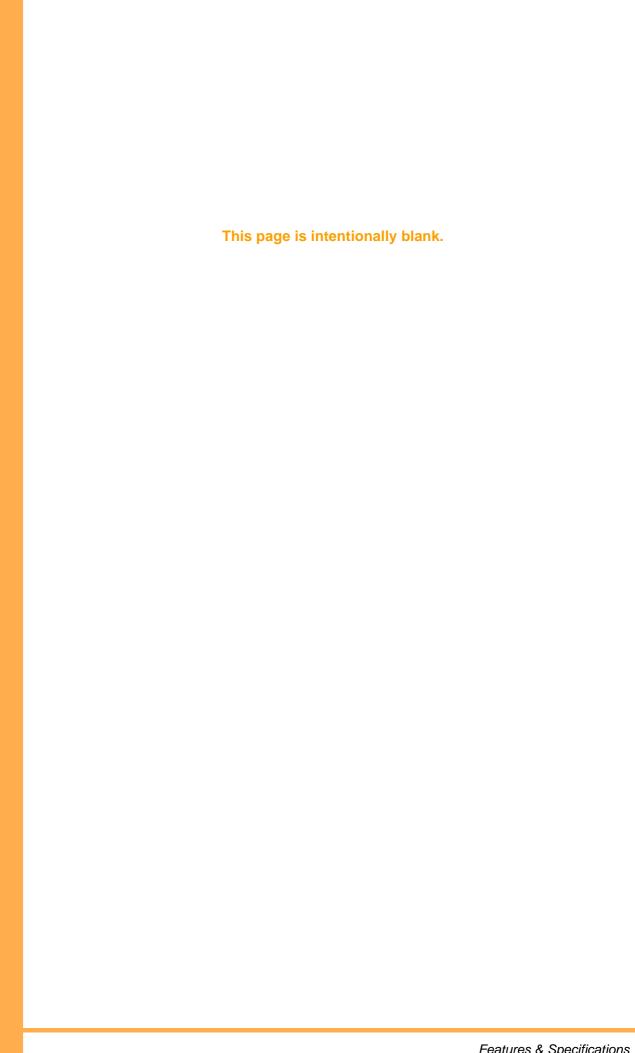
## STATION APPLICATION

All stations.

## OPERATION PROCEDURES

### Not applicable.

- ☑ DID and Malicious Call Traces are network provided and have to be subscribed from the service provider before use.
- ☑ Two Basic Rate Interfaces give 4 trunks.
- Calls arriving on BRI ISDN lines can be handled as trunk calls or indial calls, depending upon system programming. When a service number is assigned to a trunk port, that trunk will ring when a call is made to that number. Alternately, when a service number is assigned as a station indial number, a call to that number will be treated as an indial call and will ring directly at the station.
- ☑ The system supports Point to Multi-point connections only.



## ISDN Malicious Call Trace

Xen Alpha Release 1.0

### FEATURE DESCRIPTION

Malicious Call Trace in the Australian ISDN is a subscribed service on top of the ISDN basic service. This allows the user to trace a malicious call during a call. The information from the trace is printed in the exchange and the customer then contacts the Police for further action. The Police then obtain the information from the Network Service provider. Unlisted and listed numbers can be traced. This trace is on a call by call basis and controlled by the user.

## STATION APPLICATION

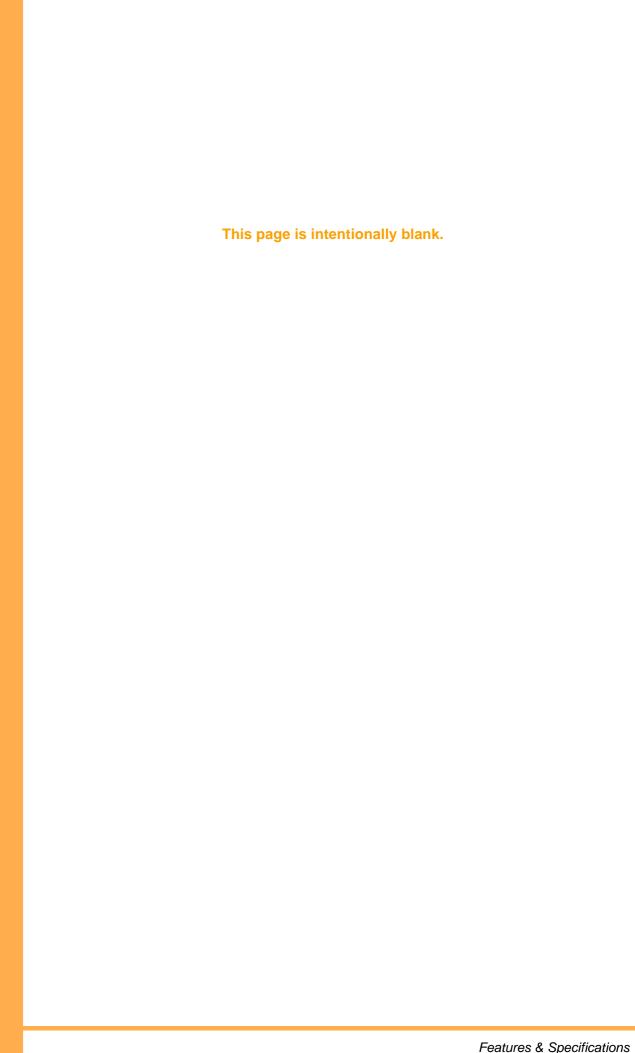
All stations.

## OPERATION PROCEDURES

#### **During conversation on a Malicious ISDN trunk call:**

- 1. Press Access Code FNC-91, message on LCD indicating if successful or not.
- 2. Contact Police about the call and when the call occurred.

- ☑ This feature only works on the ISDN interface and must be subscribed to from the Network service provider. The MCT feature must be enabled in the KTS as well.
- ☑ Calling from the KTS cannot activate this service.
- ☑ Malicious call trace is not possible if performed after the caller terminates the call.
- ☑ Malicious call trace can trace unlisted/unpresented numbers.
- ☑ Only the Police can access the information for a Malicious Call via the service provider.



## I-Use Indication

Xen Alpha Release 1.0

### FEATURE DESCRIPTION

This feature provides indications about the line that is in use by illuminating the green LED associated with the line key. Busy lines are illuminated in red, this allows the user to quickly identify those lines that are in use.

## STATION APPLICATION

This feature is available for all Multiline telephones.

## OPERATION PROCEDURE

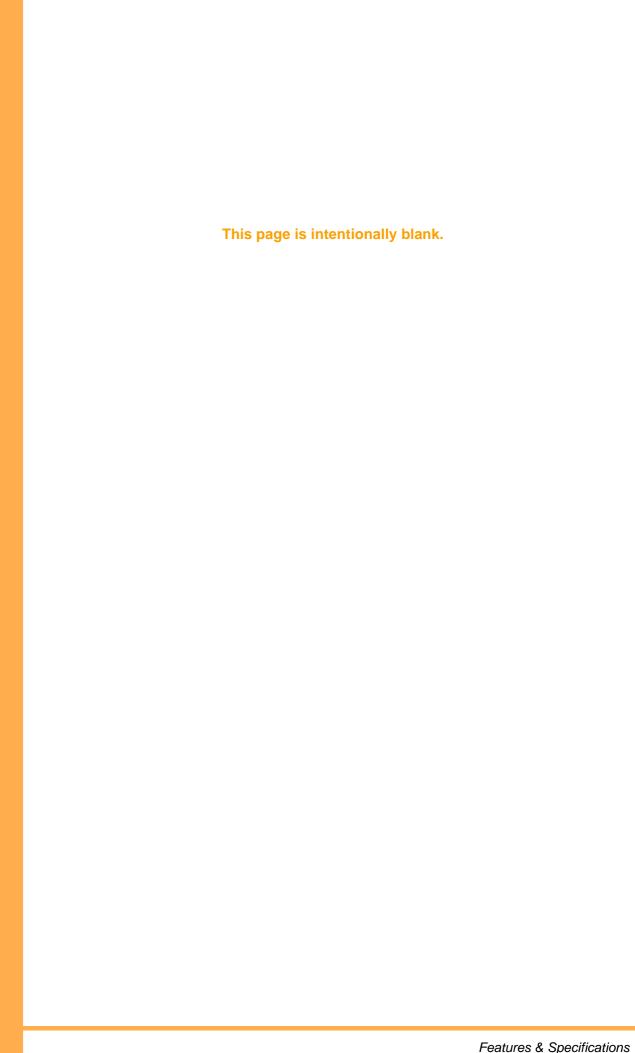
Not applicable.

## RELATED PROGRAMMING

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Y)es or (N)o
206	Extension Number Assignment	N
209	Outgoing Call Priority Mode	N
301 → 306	Day Ringing for Trunk Lines $1 \rightarrow 6$	N
311 → 316	Night Ringing for Trunk Lines 1 $\rightarrow$ 6	N
401 → 402	Trunk to Tenant Assignment Tenants $1 \rightarrow 2$	N

- ☑ If an external call is transferred to an extension that is a member of another tenant group, LED indication is provided. For all other types of calls, no LED indication is provided to extensions that are members of a different tenant group.
- ☑ A solid green LED indicates the I-Use condition on the telephone with a call in progress. Other telephones in the system display a red LED to indicate the line is in use.
- ☑ I-Hold condition is indicated by a flashing green LED.



**K-1** 

# Key Function/Multifunction Registration

Xen Alpha Release 1.0

FEATURE DESCRIPTION

The system can be registered as a Key Function (KF) or a Multifunction (MF) telephone system using system programming.

STATION APPLICATION

The feature applies to all Multiline telephones and Single Line Telephones.

OPERATION PROCEDURE

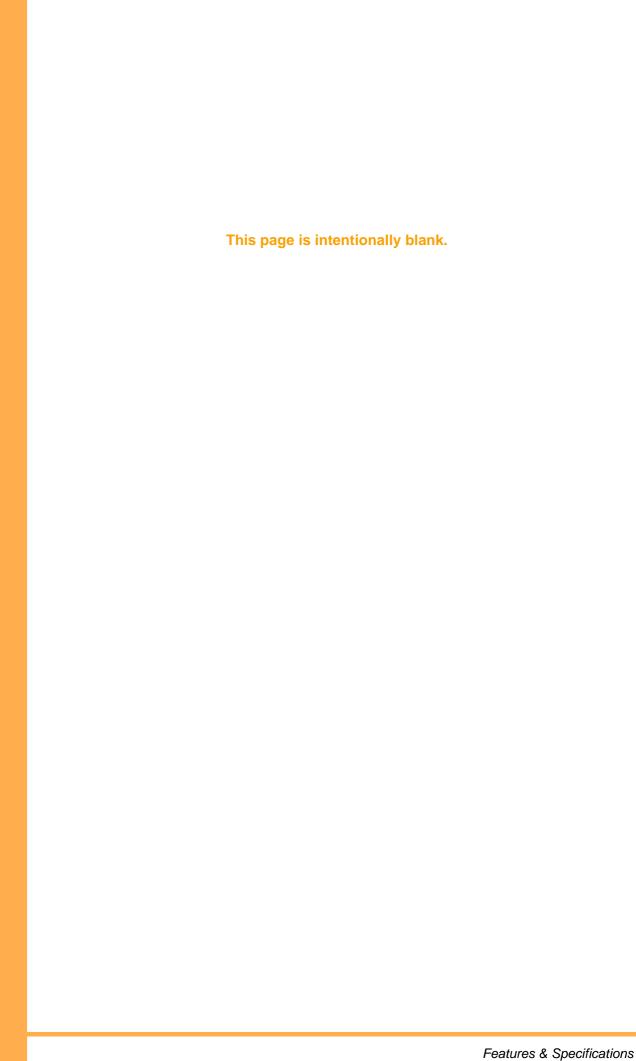
Not applicable.

## RELATED PROGRAMMING

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Y)es or (N)o
009	Outgoing Call Line Selection	N
209	Outgoing Call Priority Mode	N
331 → 336	Automatic Line Selection for Trunk Lines 1 $\rightarrow$ 6	N

- When a system is set to KF, the external line key must be pressed to access the external line. External calls cannot be made from internal dialtone using a trunk access code (J). Calls can be made from internal dialtone if a specified trunk access code is dialed first (F C + X) (X = Trunk Number 1  $\rightarrow$  4).
- oxdots When the system is set to multifunction, external lines can be accessed from internal dialtone by dialling the trunk access code (J).
- ☑ When the system is set to KF, the following external calls are prohibited:
  - Prime Line with Automatic Trunk Selection
  - Speed Dial with Automatic Trunk Selection
  - Last Number Redial with Automatic Trunk Selection
- ☑ Key function or multifunction selection is made in system programming using Function "009 Outgoing Call Line Selection".
- $\square$  In KF mode, single line telephones can be used for internal calls and can access external lines using the trunk access code (J).



# M-1 Manual Line Seizure

Xen Alpha Release 1.0

### **FEATURE DESCRIPTION**

An outside line can be accessed by pressing a line key.

### **STATION APPLICATION**

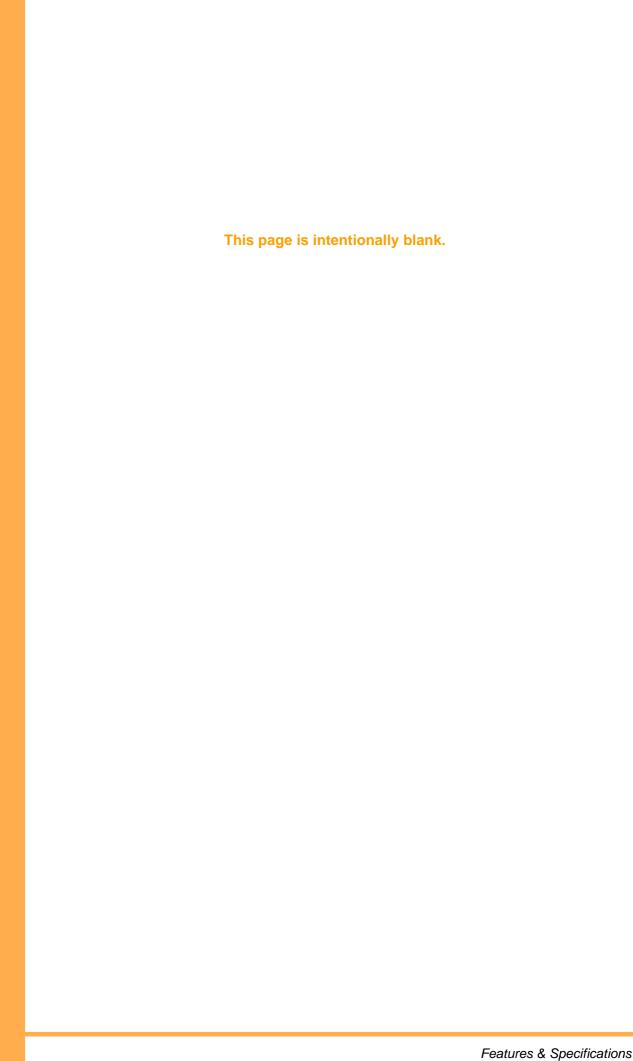
This feature is available for all Multiline telephones.

### **OPERATION PROCEDURE**

### Manually accessing an outside line:

- Press V (external line key). The N LED lights and dialtone is heard.
- Remain on the speakerphone or lift the handset. 2.

- An error is displayed in the telephone LCD when the user presses a line key that cannot seize an external line (e.g., the external line is a member of another tenant).
- The line key LED on the telephone that seizes the line lights green, all other telephone  $\sqrt{\phantom{a}}$ LEDs light red.
- When manual line seizure is attempted by more than one telephone user simultaneously, the line key LED on the first telephone to select the external line lights green. The other telephones receive the message "IN USE" in the telephone LCD.



## M-2 Manual Pause

Xen Alpha Release 1.0

### **FEATURE DESCRIPTION**

This feature allows users to insert a pause while dialling a telephone number. The pause can also be programmed on a one-touch/feature access key or can be inserted by dialling an access code.

**STATION APPLICATION**  This feature it available for all Multiline telephones.

**OPERATION PROCEDURE** 

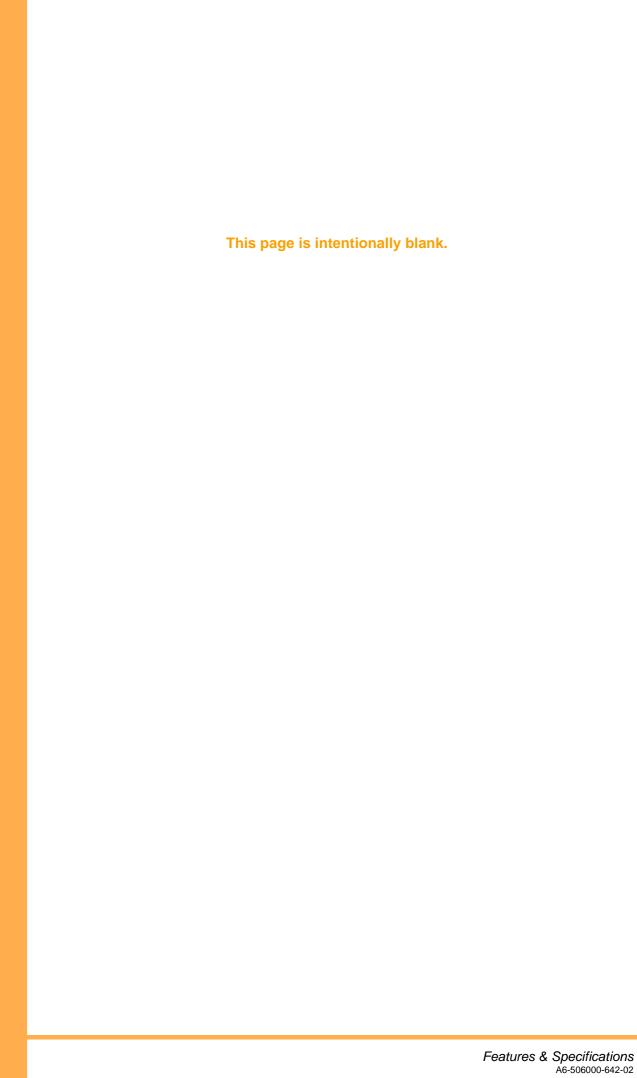
### Inserting a pause:

- Lift the handset or press  $\,N\,$  .
- Press O. 2.
- Dial D. The pause is inserted.

### Assigning a one-touch key to manually insert a pause:

- 1. Press O.
- Press T (O for DTU-type telephones).
- Press V (line key to be programmed as the one-touch/feature access key).
- 4. Press L D.
- Press O.

- Call restriction is not checked for a pause.
- $\sqrt{\phantom{a}}$ Manual pauses are stored in the last number redial memory location and can be stored in speed dial memory locations.



# M-3 Microphone Control

Xen Alpha Release 1.0

### **FEATURE DESCRIPTION**

The microphone can be turned on and off and the on/off status is indicated on the Multiline telephone. A one-touch key can be programmed for microphone control or an access code can be dialed to mute the microphone for privacy during incoming voice announced calls and during calls that use the built-in speaker phone.

### **STATION APPLICATION**

This feature is available for all Multiline telephones.

### **OPERATION PROCEDURE**

### Using a one-touch key to turn the microphone on/off:

Press the one-touch key programmed to control the microphone. The microphone toggles on and off.

### Using an access code to turn the microphone on/off:

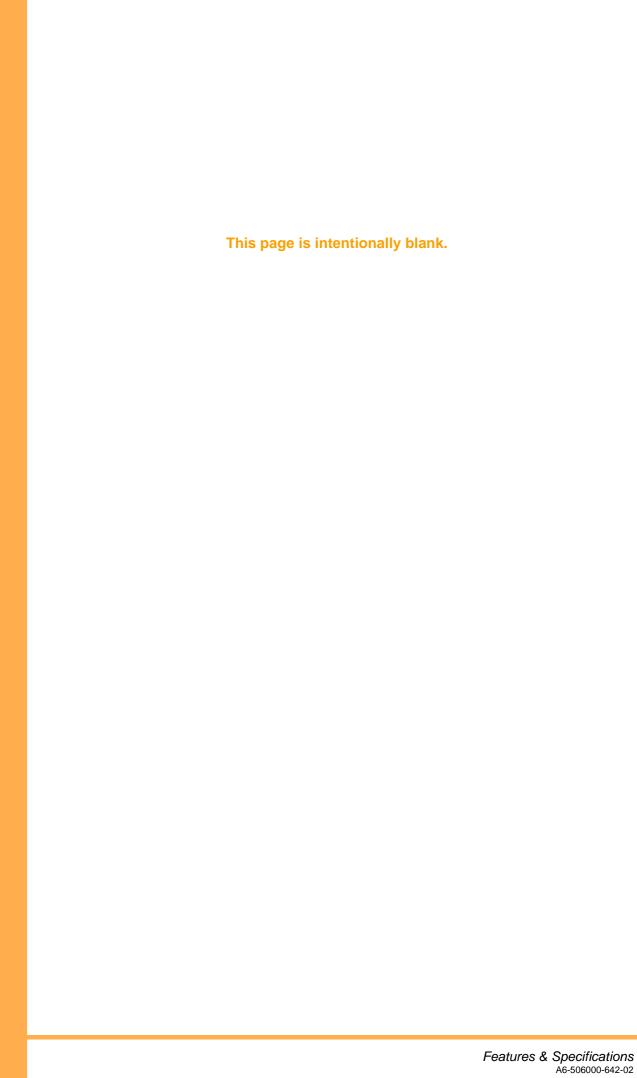
1. Press  $\bigcirc A$  . The microphone toggles on and off.

### **RELATED PROGRAMMING**

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Y)es or (N)o
216	Handsfree Assignment	N

- When the system is initially powered up, all microphones are turned on. If the system loses power or is turned off and then on, the microphones retain the on/off status that was set before the power loss.
- When calling another telephone within the system, the user's voice is heard through the speaker at the called telephone.
- When the microphone is on, the MIC LED lights red. When the microphone is off, the  $\square$ MIC LED is off.
- A telephone that is disabled for handsfree speakerphone operation can still use the  $\overline{\mathbf{Q}}$ speakerphone for internal voice announcements.
- If the handsfree option is not turned on when N is pressed, the speakerphone operation will not function.



# M-4 Music on Hold

Xen Alpha Release 1.0

### **FEATURE DESCRIPTION**

Music can be provided to caller's on hold using the system's internal music source or by connecting an external music source (user-provided) such as a radio, tape player, or compact disc.

### **STATION APPLICATION**

This feature is available for all Multiline telephones and Single Line telephones.

### **OPERATION PROCEDURE**

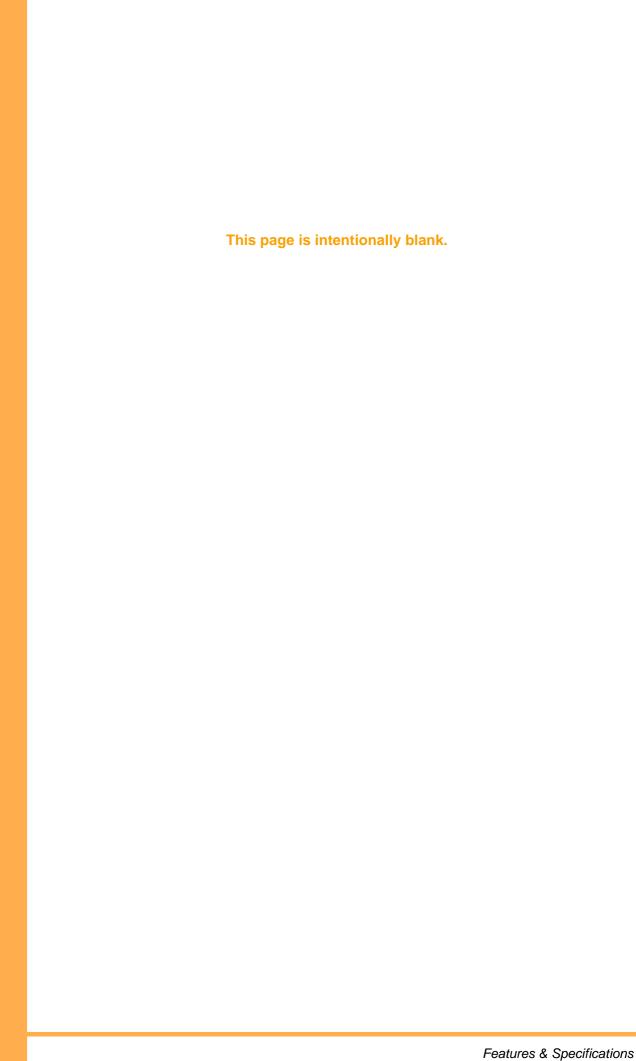
Not applicable.

### RELATED **PROGRAMMING**

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Y)es or (N)o
002-1	Music Source for Music on Hold	N
012	Music on Hold Melody	N

- The external music on hold and background music share the same input source on the KSU.
- $\sqrt{\phantom{a}}$ Music on hold can be generated in internal an external calls that are placed on hold.
- The music on hold source can be selected from the internal or external music on hold  $\square$ source, which is connected to external hold tone/background music on the KSU.
- When using external music on hold, the music source (e.g., tape deck, radio, CD) must be connected to the system. Music is not generated if the external music on hold is specified but the external music source has not been connected.
- The internal music on hold source provides a selection of two tones:
  - "Je Te Veus"
  - Minuet



# **V-1** Nesting Dial

Xen Alpha Release 1.0

### **FEATURE DESCRIPTION**

This feature allows speed dial buffer numbers (either system or individual) to be nested or chained into another buffer, allowing numbers to be dialled consecutively by simply pressing one button.

### **STATION APPLICATION**

This feature is available for all Multiline telephones and Single Line telephones. Note that the Single Line telephones cannot be used to program nesting dial, but they can use the nesting dial feature.

### **OPERATION PROCEDURE**

### **Programming nested dialling**

- Press O. 1.
- Press T. 2.
- 3. Dial the speed dial memory location number where the other speed dial memory location numbers will be stored (B J  $\rightarrow$  I I or J J  $\rightarrow$  A I
- Press R.
- Dial the speed dial memory location number(s) that will be nested or chain dialled (B 5. or J J  $\to$  A I I ). (Repeat steps 4 and 5 for each memory location number to be nested.)
- Press U and enter a name if desired. (Refer to Character Registration, Page 65 for instructions about entering names.)
- Press O. 7.

### **Using nested dialling:**

- Press T. 1.
- Dial the speed dial memory location number where the other memory location numbers that will be consecutively dialled are stored or J J J  $\rightarrow$  A

The system automatically dials the numbers that were stored in each of the memory locations.

C	onfirming the buffers stored in a nested dialling memory location:
1. 2.	Press P. Press T.
3.	Dial the speed dial buffer number where the other buffers numbers (B J $\rightarrow$ I I or J J J $\rightarrow$ A I I ) that will be consecutively dialled are stored.
	The system displays the buffers numbers that were stored in the nested dialling buffer.
4.	Press O to scroll to the next page if necessary.
_	
יט	eleting a nested speed dial memory location:
1.	Press O.
2.	Press S.
3.	Dial the speed dial buffer number where the other buffers numbers ( $B\ J\ \to\ I\ I\ $ or $J\ J\ J\ \to\ A\ I\ I\ $ ) that will be consecutively dialled are stored .
4.	Press O.
D	eleting a speed dial memory location and associated name:
1.	Press O.
2.	Press S.
3.	Dial the speed dial buffer number where the other buffers numbers ( $B \ J \ \to \ I \ I \ $ or $J \ J \ J \ \to A \ I \ I \ $ ) that will be consecutively dialled are stored.
4.	Press U.
5.	Press O.

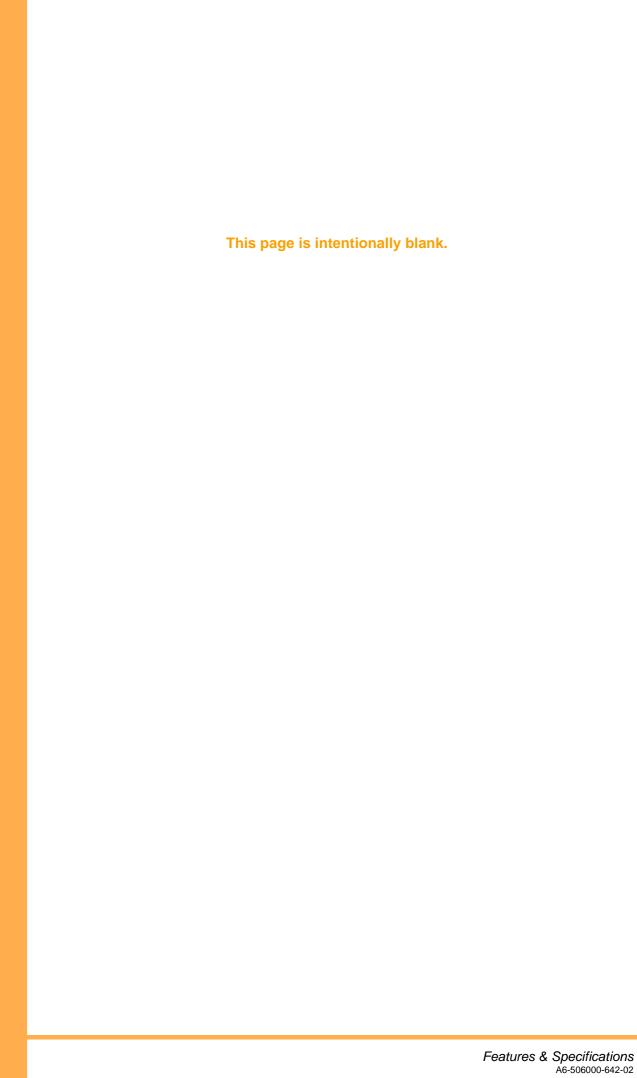
## RELATED PROGRAMMING

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Y)es or (N)o
001-2	Speed Dial Assignment	N

- A maximum of five speed dial memories can be nested. If a sixth speed dial memory location is attempted to be nested, "ERROR" is displayed in the telephone LCD.
- ☑ A speed dial memory cannot be nested into itself.
- ☑ A speed dial memory with nested numbers cannot be nested in another speed dial memory location.
- ☑ Station speed dial memory locations cannot be nested into system speed dial memory locations.
- ☑ If a call is originated using speed dialling and the memory location is empty, the following message is displayed in the telephone LCD: XX: Empty (XX = Memory Location Number).
- ☑ If a call is originated with a speed dial number that has more than three nested speed dial memory locations, only the first three memory locations are displayed in the telephone LCD.
- ☑ If a call is originated with a speed dial number that has a "name" associated with it, the "name " is displayed in the telephone LCD. The clock display is restored when the external party answers the call.
- A maximum of 24 digits can be programmed in a speed dial memory. A nesting dial is counted as three digits in the 80 system speed dial mode and four digits in the 200 system speed dial mode.
- ☑ Speed dialling can be used after manually dialling the number for Multiline telephones.

  This cannot be done for Single Line telephones.
- ✓ Nested speed dial numbers cannot be programmed from a Single Line telephone. However, speed dial calls can be made from a Single Line telephone.



Xen Alpha Release 1.0

## FEATURE DESCRIPTION

All telephones in the system can be placed into or out of night mode. This provides changes in the ringing assignment for central office and PBX lines and direct inward termination (DIT) assignments. This mode is set on a system-wide basis.

## STATION APPLICATION

This feature is available for all Multiline telephones.

Refer to *Automatic Day/Night Mode Switching, Page 15* for instructions for automatically switching between day/night modes.

## OPEATION PROCEDURE

### Manually setting night mode:

- 1. Press O while the telephone is in the idle condition.
- 2. Dial H.J.
- 3. Press O.

### Assigning a one-touch key to set night mode:

- 1. Press O while the telephone is in the idle condition.
- 2. Press T.
- 3. Press V (the one-touch key to be assigned for night mode).
- 4. Dial L H J .
- 5. Press U to enter an associated name. (Refer to *Character Registration, Page 65* for instructions about assigning a name.)
- 6. Press O.

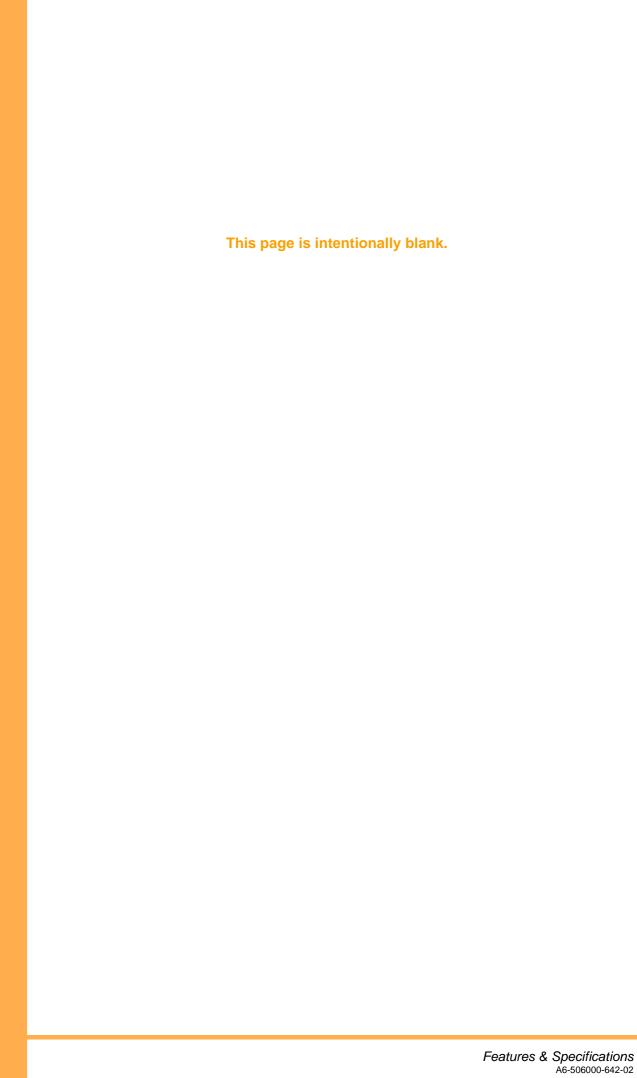
### RELATED PROGRAMMING

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Y)es or (N)o	
124	External Ringing for Day Mode (Trunk Based)	N	
125	External Ringing for Night Mode (Trunk Based)	N	
140 →145	Direct Calling for Day Mode on Trunk Lines 1 → 6 (DIT Assignment)	N	
146 →151	Direct Calling for Night Mode on Trunk Lines 1 $\rightarrow$ 6 (DIT Assignment)	N	
148	Direct Calling Answer Delay Time (DIT Answer Delay)	N	
149	Direct Calling Delay for Night Mode (DIT Answer Delay)	N	
210 → 211	Doorphones 1 $\rightarrow$ 2 Tone for Day Mode	N	
213 → 214	Doorphones 1 $\rightarrow$ 2 Tone for Night Mode	N	
301 → 306	Day Ringing for Trunk Lines 1 $\rightarrow$ 6	Y	
311 → 316	Night Ringing for Trunk Lines 1 $\rightarrow$ 6	Y	
225	External Ringing for Day Mode (Station Based)	N	
226	External Ringing for Night Mode (Station Based)	N	

- ☑ Ringing is not generated for incoming calls from another tenant group regardless of the settings.
- ☑ Multiline telephones without ringing remain silent. However, the external line key LED flashes red.
- ☑ Ringing can be assigned to each Multiline and Single Line telephone for both day mode and night mode.
- All telephones can be assigned to ring on incoming calls on all lines for both night mode and day mode.
- ☑ When the system switches to night mode, the telephone display switches to:
  - *Night* (DTB-type telephones)
  - I (DTU-type telephones displayed on the left side of the clock)
- ☑ Night mode toggles on and off when the manual switching operation is performed.

- ☑ Day/Night mode switching affects the following functions:
  - Incoming Call Identification (assigned using Functions "301 → 306 Day Ringing for Trunk Lines 1 → 6 and 311 → 316 – Night Ringing for Trunk Lines 1 → 6")
  - External Ring Control (assigned using Functions "124 External Ringing for Day Mode, 125 External Ringing for Night Mode, 225 External Ringing for Day Mode (Station Based) and 226 External Ringing for Night Mode (Station Based)")
  - Doorphone Ring Assignment (assigned using Functions "210  $\rightarrow$  211 Doorphones 1  $\rightarrow$  2 for Day Mode and 213  $\rightarrow$  214 Doorphones 1  $\rightarrow$  2 for Night Mode")
  - Direct Calling Assignment (DIT) (assigned using Functions "140 → 145 Direct Calling for Day Mode on Trunk Lines 1 → 6, and 146 → 151 - Direct Calling for Night Mode on Trunk Lines 1 → 6").
- When exiting Programming Mode, the Night Mode state of the system will be set according to Function Numbers 041 → 018, automatic night mode switching assignments. By default, these are assigned to 'continuous day mode' causing a manually set night mode to be cancelled.



# Off-Hook Ringing

Xen Alpha Release 1.0

### **FEATURE DESCRIPTION**

If a user is currently on a call and receives another external call, off-hook ringing is provided to the telephone's external speaker. Off-hook Ringing is at a lower volume than normal onhook ringing.

### **STATION APPLICATION**

This feature is available for all Multiline telephones.

### **OPERATION PROCEDURE**

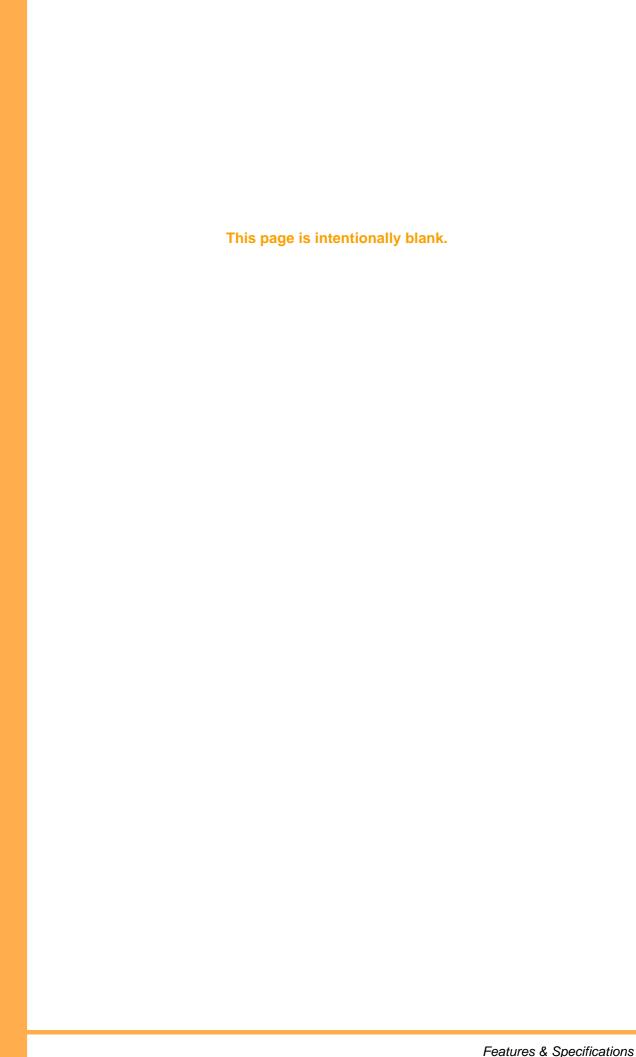
Not applicable.

### RELATED **PROGRAMMING**

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Y)es or (N)o
202	Off-Hook Ringing Tone	N

- $\overline{\mathbf{Q}}$ Off-hook ringing is only enabled for external lines that have incoming external ringing specified.
- Off-hook ringing volume can be adjusted.  $\sqrt{\phantom{a}}$
- $\overline{\mathbf{V}}$ A multiline telephone that is using the speakerphone or is set for do not disturb does not receive off-hook ringing tone.
- $\square$ A doorphone can generate off-hook ringing tone.
- $\square$ Off-hook ringing can be generated during a call where the headset is used (headset is only available for Xen System telephones).
- $\square$ On DTB-type and ETW-type Multiline telephones, off-hook ringing is not heard while the telephones are operating in handsfree mode.



# One-Touch/Feature Access Keys – User Programmable

Xen Alpha Release 1.0

FEATURE DESCRIPTION

Multiline telephone users can press a single key that has been programmed for functions such as speed dialling, extension numbers, access codes, etc. By using the one-touch key the user does not need to go off-hook, they simply press the programmed key and the system seizes a line and dials the number.

STATION APPLICATION

This feature is available for all Multiline telephones.

OPERATING PROCEDURE

### Programming a one-touch/feature access key:

- 1. Press O while the telephone is in the idle condition.
- 2. Press T (DTB-type telephones) or Q (DTU-type telephones).
- 3. Press V (one-touch/feature access key).

Note: This must be line key that not being used to seize an external line or has already been assigned as a one-touch/feature access key.

4. Enter the appropriate "dial operation code" (i.e., K, L, JA, or B). These dial operation codes indicate to the system which operation is being stored under the one-touch key. For example, if \* is entered then the system expects a CO/PBX number of 24 digits (maximum) to be entered. The following tables list each dial operation code, a description of the operation, the maximum number of digits that can be entered for the number being stored, and the valid number/special "codes" that can be stored for each number.

Dial Operation Code	Dial Operation Description	Maximum Digits	Valid Entry Keys
*	CO/PBX Telephone Number	24	$0 \rightarrow 9, *, #$ T or $Q = Pause$ $Q \text{ or } S = Hookflash$ $R = Nesting Dial$
#	Feature Access Number	16	0 → 9, <b>*</b> , <b>#</b>
0	Speed Dial Number	15	0 → 9, <b>*</b> , <b>#</b>
1	Extension Number	16	0 → 9, <b>*</b> , <b>#</b>
2	Feature Number	2	0 → 9, <b>*</b> , <b>#</b>

6.	Press U and enter the associated "name" (alphabetic characters). (Refer to Character Registration, Page 65 for instructions about entering alphanumeric characters.)
7.	Press O.
Us	ing the one-touch/feature access key for speed dialling:
1.	Press V (CO/PBX line key to seize an external line).
2.	Press $V$ (one-touch /feature access key where the speed dial number is stored).
3.	Remain on the speakerphone or lift the handset to talk when the called party answers.
	- OR -
1.	Press O.
2.	Press $V$ (one-touch/feature access key). The stored data is displayed in the telephone LCD.
3.	Press V (CO/PBX line key to seize an external line).
4.	Remain on the speakerphone or lift the handset to talk when the called party answers.
Co	onfirming data stored under a one-touch/feature access key:
1.	Press O.
1.	Press $V$ (one-touch/feature access where the data is stored). If data has been stored for the one-touch/feature access key it is displayed in the telephone LCD. If no data has been stored, "ERROR" is displayed in the telephone LCD.
De	eleting data stored under a one-touch/feature access key:
1.	Press O while the telephone is in the idle condition.
2.	Press T (DTB-type telephones) or Q (DTU-type telephones).
3.	Press V (one-touch/feature access key).
4.	Press O.
De	eleting the "name" associated with a one-touch/feature access key:
1.	Press O while the telephone is in the idle condition.
2.	Press T (DTB-type telephones) or Q (DTU-type telephones).
3.	Press V (one-touch/feature access key).
4.	Press $\boldsymbol{U}$ to delete the alphanumeric "name" associated with the one-touch/feature access key.
5.	Press O.

5. Enter the appropriate telephone number, speed dial memory location number,

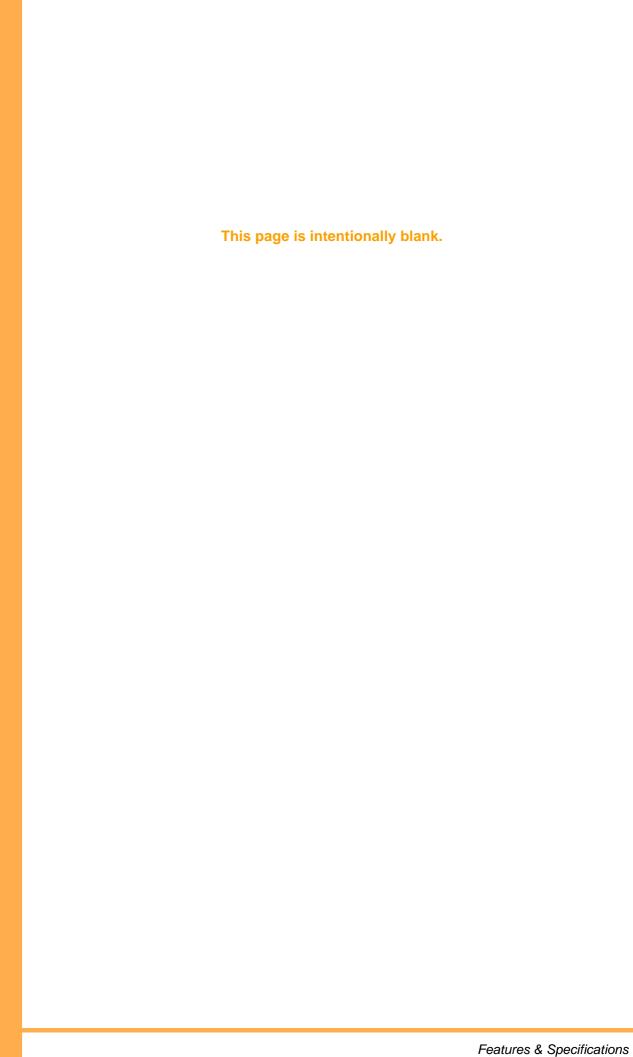
extension number, special dial number, or feature access code.

### RELATED PROGRAMMING

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Y)es or (N)o
001-2	Speed Dial Assignment	N
001-7	One-Touch Key Direct Access for Outgoing Calls	N
001-8	One-Touch Key Duplication Assignment	N
009	Outgoing Call Line Selection	N
107	Trunk Line Type	N
109	Trunk Line Dialling Type	N

- ☑ Any unused line keys can be assigned as one-touch/feature access keys.
- When deleting one-touch/feature access key information, the dialling information and the associated "name" (if assigned) must be deleted in separate operations.
- ☑ If CO and PBX lines are assigned, the call cannot be completed unless the PBX access code is stored under the one-touch/feature access key as part of the dialling string.
- ☑ If duplicate information is stored under more than one one-touch/feature access key, the information that was previously stored is erased and the current information is stored.
- ☑ If the number of speed dial memory locations is changed using "001-2 Speed Dial Assignment", all data that is stored under one-touch/feature access keys is deleted.



# **P-1**

# PC Programming

Xen Alpha Release 1.0

### FEATURE DESCRIPTION

Users can program the key system using a PC. A PC is connected to the key system using an RS-232C cable which allows the system parameters to be downloaded to the PC and then modified. Once modified, the system parameters are then uploaded to the key system.

	then modified. Once modified, the system parameters are then uploaded to the key system.
	An MIF-B13 ETU must be installed in the system for this feature to operate.
	The <i>minimum</i> requirements for the PC to run this program include:  100 MHz Pentium processor  16 MB RAM  10 MB hard disk space  640 x 480 monitor resolution  Window 95/98  Internet Explorer 4.1  Netscape Communicator 4.7  The recommended requirements for running PC Programming include:
	166 MHz Pentium processor
	☐ 64 MB RAM
	□ 10 MB hard disk space
	□ 1024 x 768 monitor resolution
	☐ Windows 95/98
OPERATING PROCEDURES	Refer to PC Programming, Page 175 for operational instructions.
	To Switch Between PC Programming and SMDR Output Mode for MIF ETU:
	1. Press O.
	2. Dial I F .
	3. Press O.
SERVICE CONDITIONS	The PC port is used for both SMDR print output and PC programming. The system must be in PC programming mode before connecting a PC to the system. This is accomplished by dialling O I F from either extension 10 or 11. (Note that this access code is used to toggle between the SMDR print output mode and PC programming mode.) The mode is displayed in the telephone LCD for five seconds allowing the user to verify that the desired mode has been properly set.

- When system data is uploaded from the PC to the KSU, the KSU is updated with the data from PC programming. During the upload process, data is temporarily stored in a "working" memory area if any of the telephones are in-use. Once the system is idle, the data is updated in system memory.
- ☑ The baud rate between the MIF-B13 ETU and the PC is fixed at 19,200 bps and the Start/Stop bit is set to 1.
- ☑ All user programmable assignments such as one-touch keys and speed dialling can also be assigned using PC programming.

# Power Failure Transfer

Xen Alpha Release 1.0

### FEATURE DESCRIPTION

Power Failure Transfer ensures that a customer has access to the telephone company's central office network during a power outage. When system power is lost and power supplied by the battery backup has expired, analogue trunks 1 and 2 (built into the mainboard) are automatically switched to the two analogue telephones connected to the FAX/PFT ports of the KSU.

### STATION APPLICATION

This feature is available for use with single line telephones connected to the FAX/PFT ports.

### OPERATING PROCEDURES

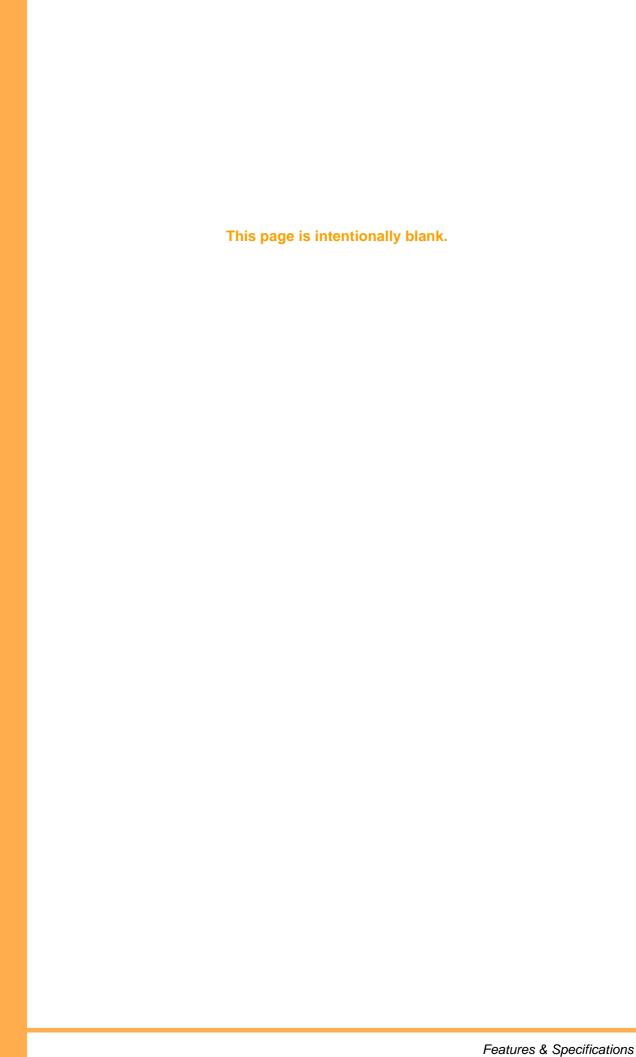
#### Not applicable.

### SERVICE CONDITIONS

- ☑ During a power outage, calls can be made from and received by the single line telephone connected to the FAX/PFT ports of the KSU.
- ☑ For the power fail telephones to operate, analogue PSTN lines must be connected to Trunk Ports 1 and/or 2, which are built-in to the mainboard.

$$\label{eq:fax/pft} \begin{split} \text{FAX/PFT 1} &\rightarrow \text{CO1} \\ \text{FAX/PFT 2} &\rightarrow \text{CO2} \end{split}$$

- ☑ The signalling method used by the telephone (DTMF or Decadic) must match that supported by the trunk it is to be connected to during a power fail condition.
- ☑ The FAX/PFT ports can be used during normal system operation to directly access
  Trunk Ports 1 and 2, for use by analogue devices such as fax machines, modems, etc.
  Connection in this way does not require a SLI(2)-B13 ETU or other analogue port
  adapter. Busy trunk status is provided to other telephones in the system when these
  devices are in use.



# **P-3**

# **Preset Dialling**

Xen Alpha Release 1.0

### FEATURE DESCRIPTION

This feature allows users to dial a telephone number before actually going off-hook. The number is displayed in the telephone LCD allowing the user to verify the number before actually going off-hook. The number is dialed once the user goes off-hook.

### STATION APPLICATION

This feature is available for all Multiline telephones.

### OPERATING PROCEDURES

#### Dialling:

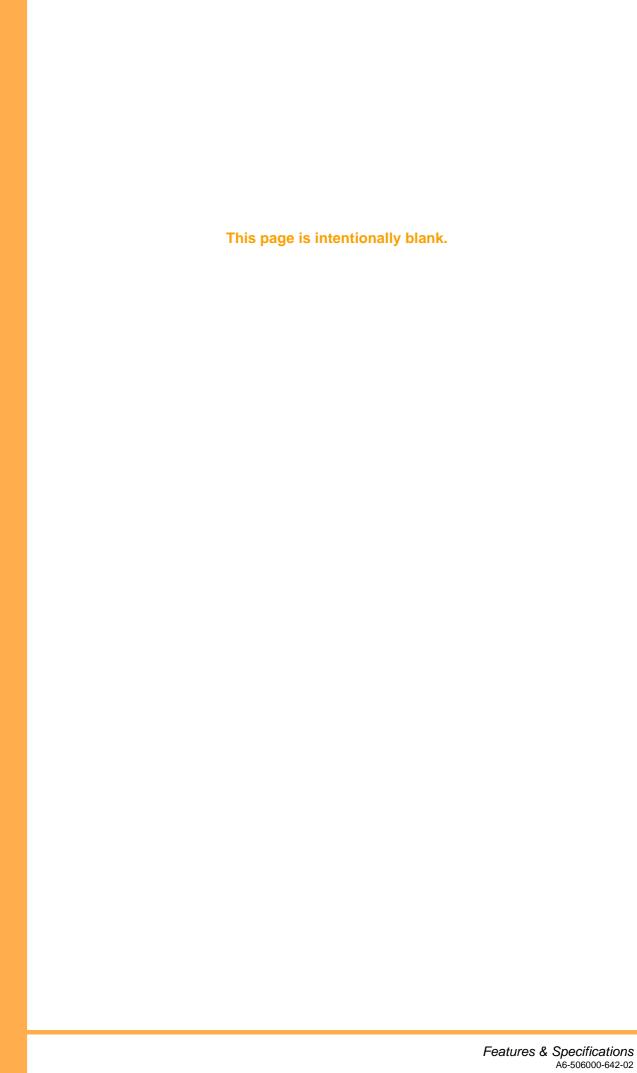
- 1. Before going off-hook, dial the telephone number.
- 2. Go off-hook by lifting the handset or pressing V (line key).

### RELATED PROGRAMMING

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Y)es or (N)o
209	Outgoing Call Priority Mode	N

- A maximum of 24 digits can be entered. If the user attempts to enter more than 24 digits, "ERROR" is displayed in the telephone LCD and preset dialling is canceled.
- ☑ If function "209 Outgoing Call Priority Mode" is set to Internal Line preference, preset dialling is only available when a CO line key is pressed; it is not available by lifting the handset.
- ☑ Call Restriction is performed *after* the external line is seized.
- After the digit display timer expires (10 seconds), preset dialling is canceled if the user does not press an available CO line key or lifts the handset.



# Prime Line Assignment

Xen Alpha Release 1.0

### FEATURE DESCRIPTION

Prime Line Assignment allows a user to go off-hook and make an external call from a trunk line without pressing a line key. The system is programmed to automatically select a specified trunk line when the user goes off-hook. Internal calls are made by pressing N which accesses internal dialtone.

#### STATION APPLICATION

This feature is available for all Multiline telephones and single line telephones.

### OPERATING PROCEDURES

#### Making an external call:

1. Lift the handset. The outside line is automatically seized.

#### Making an internal call:

- Press N to access internal dialtone.
- 2. Remain on the speakerphone or lift the handset and dial the desired extension number.

### RELATED PROGRAMMING

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Y)es or (N)o
209	Outgoing Call Priority Mode	N
331 → 336	Automatic Line Selection for Trunk Lines $1 \rightarrow 6$	N

- ☑ At default all telephones are set to seize the first available external line.
- ☑ If a telephone is assigned to seize an external line, preset dialling is performed after the user dials the number and then lifts the handset.

- If an external line is assigned for automatic answering (using Functions "341  $\rightarrow$  346 to Automatic Answering using Trunks 1  $\rightarrow$  6"), external ringing calls are answered when the handset is lifted. If the external line is a transferred call, that external line is answered when the handset is lifted.
- ☑ The external line is seized after the handset is lifted and the external line key is pressed.
- ☑ If the handset is lifted during trunk queuing, the queued external line is seized.
- ☑ A single line telephone that has been assigned to seize an external line accesses internal dialtone by pressing hookflash.

# **P-5**

# Privacy On All Calls

Xen Alpha Release 1.0

### FEATURE DESCRIPTION

The system provides complete privacy on all calls. No other telephone user can enter another's conversation unless that user permits them to enter the conversation by releasing privacy or by adding them to a conference. The Barge-In feature, if enabled, overrides privacy on all calls and allows the barge-in user to enter the conversation.

### STATION APPLICATION

This feature is available for all Multiline telephones and single line telephones.

### OPERATING PROCEDURES

#### Releasing privacy:

Press O G while engaged on a trunk call to release privacy.

#### Connecting to a call that has been released;

Lift the handset and press the line key of the call where privacy has been released.

### RELATED PROGRAMMING

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Y)es or (N)o
002-8	Private Call	Y

- Privacy release cannot occur while dialling. After the called party answers or any incoming call is answered, privacy can be released.
- Privacy release cannot occur if an add-on conference is in progress.  $\overline{\mathbf{A}}$
- Privacy release cannot be performed if all conference circuits are in use. When all  $\overline{\mathbf{Q}}$ conference circuits are busy, the P LED lights red.
- Only one telephone user can interrupt another's conversation using privacy release.  $\overline{\mathbf{A}}$
- A maximum of two external lines can have privacy released.  $\overline{\mathbf{Q}}$
- $\checkmark$ Privacy release can only occur for external lines within the same tenant group. If a call is transferred to another tenant group, privacy cannot be released.
- Privacy on all calls is the default setting when the system is initially installed.  $\overline{\mathbf{A}}$
- $\checkmark$ The Barge-In feature can be used to access a telephone line that does not have privacy released. If Barge-In is enabled in system programming, it overrides the privacy assignment. [Refer to Barge-In (Interrupting an External Call), Page 29.]
- Privacy on all calls a can be released by individual users by pressing O G while on  $\overline{\mathbf{V}}$ an external call. If OG are pressed again, privacy release is canceled.
- Privacy release is not available for single line telephones.  $\overline{\mathbf{A}}$
- $\overline{\mathbf{Q}}$ Privacy for all calls is restored after the external line that has released privacy hangs up or presses hookflash.
- LCD indication for privacy release is the same as the display for an add-on conference on an external line.
- The P LED flashes red on the telephone where privacy is released and lights solid red on the P LED on the telephone that picks up the line.
- A single line telephone can access an external line that has privacy released by dialling F C and the external line number.

# Programmable Pause for Speed

Xen Alpha Release 1.0

#### **FEATURE DESCRIPTION**

Users can insert a pause when programming speed dial numbers using this feature. The pause allows a short delay before accessing an external line.

#### STATION **APPLICATION**

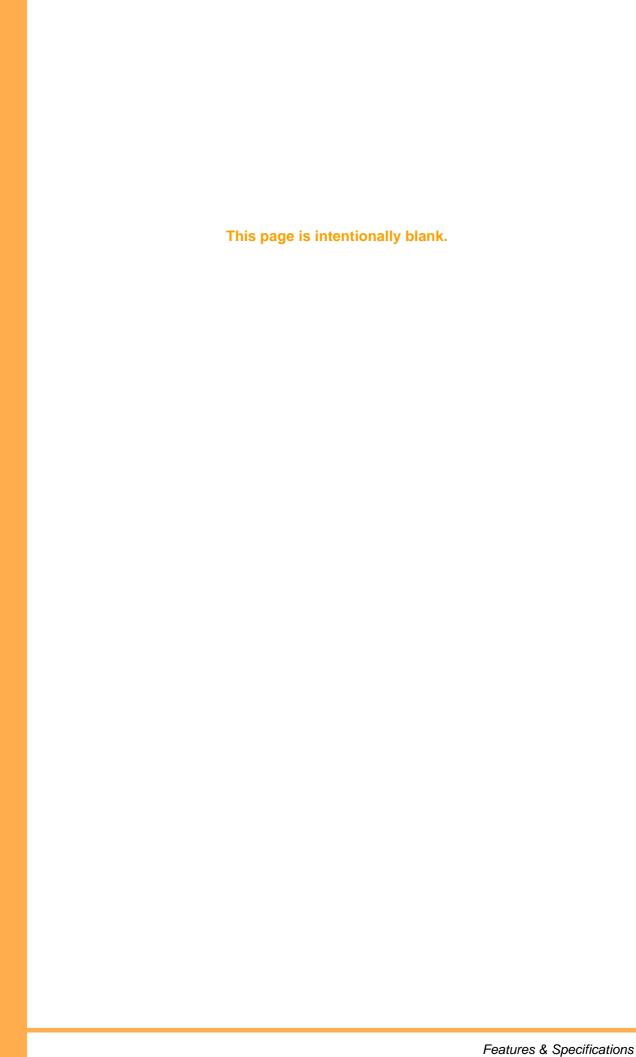
This feature is available for all Multiline telephones.

#### **OPERATING PROCEDURES**

#### Programming a pause:

While entering a speed dial number, press (DTB-type telephones) or Q (DTU-type telephones). A pause is inserted between digits.

- A pause can be programmed as the first digit of a dialling string.  $\overline{\mathbf{V}}$
- $\sqrt{\phantom{a}}$ Pauses cannot be inserted using a single line telephone.
- Pauses can be entered when speed dial number are assigned using PC programming.  $\square$
- $\sqrt{}$ A single line telephone can use speed dial numbers that include pauses.
- $\sqrt{\phantom{a}}$ Pauses can be inserted between digits. Consecutive pauses can also be inserted into a dialling string.
- A pause is counted as one digit (speed dial numbers are a maximum or 24 digits).  $\sqrt{}$
- $\square$ One pause is equivalent to three seconds (fixed).



**P-7** 

# Programming from Multiline Telephone

Xen Alpha Release 1.0

### FEATURE DESCRIPTION

The system can be programmed using a multiline telephone. It is necessary to use a telephone with an LCD to view the programmable options. Only ports 1 and 2 (normally assigned to extensions 10 and 11) are used for telephone programming.

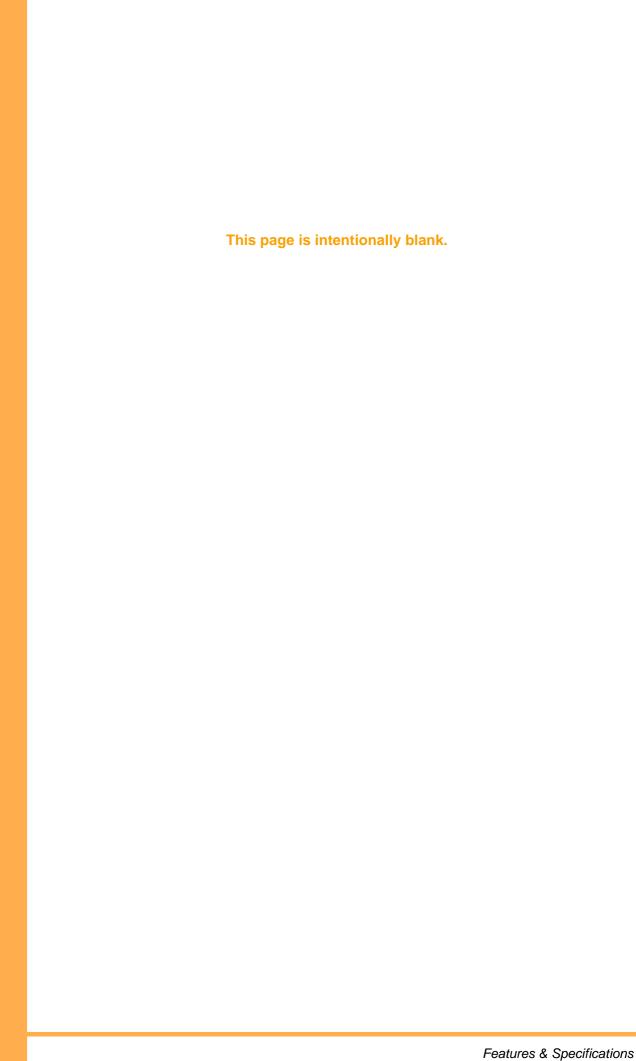
### STATION APPLICATION

This feature is applicable for all display Multiline telephones.

### OPERATING PROCEDURES

Refer to Telephone Programming, Page 1.

- ☑ Only one telephone can be in programming mode at a time.
- ☑ System data can be programmed while the system is operational.
- ☑ Background music and room monitoring are disabled when the system is being programmed.
- Upon exiting Programming Mode, Night Mode is set according to the programming of function numbers  $014 \rightarrow 018$ .



# Resident System Program

Xen Alpha Release 1.0

### FEATURE DESCRIPTION

When power is supplied to the system, the system scans the hardware configuration and assigns default values. This allows for plug-and-play operation of the system. Once operational, the system can be customized for individual customers.

### OPERATING PROCEDURES

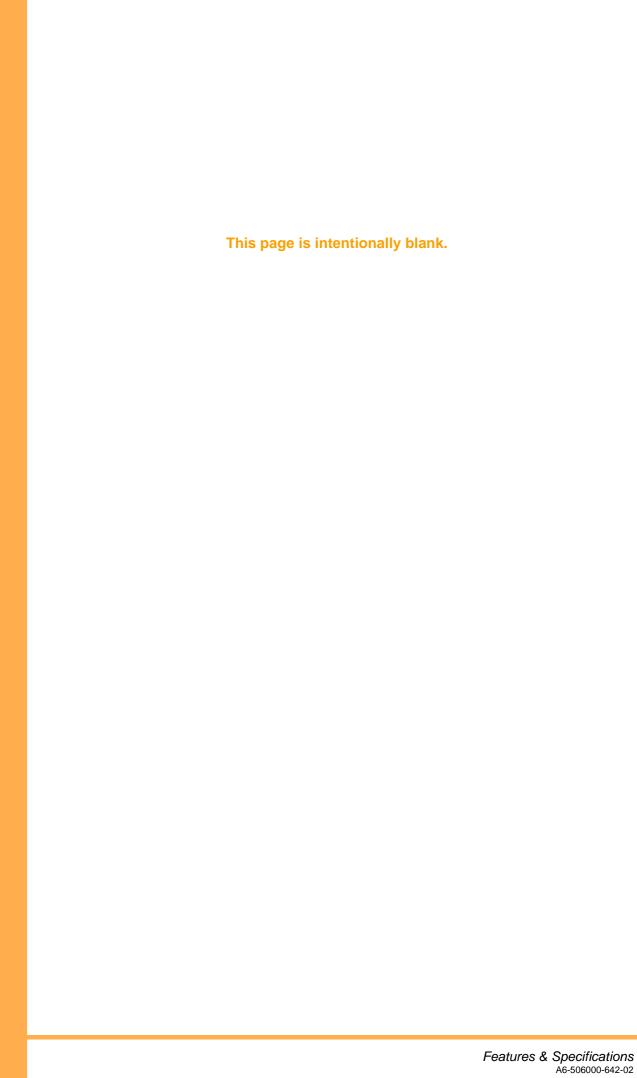
Not applicable.

### RELATTED PROGRAMMING

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Y)es or (N)o
109	Trunk Line Dialling Type	N

- At default, external line keys  $1 \rightarrow 4$  (depending on hardware configuration) are assigned DTMF (touchtone) signaling.
- ☑ At default, without expansion, Line Keys 1 and 2 are assigned as Trunk 1 and 2. Line Keys 3 to 6 are assigned as one-touch/feature access keys.
- ☑ At default, when one trunk card is installed, Line Keys 1 to 4 are assigned as Trunks 1 to 4 and Line Keys 5 and 6 are assigned as one-touch/feature access keys.
- At default, when two trunk cards are installed, Line Keys 1 to 6 are assigned as Trunks 1 to 6.



# Ringing Line Preference

Xen Alpha Release 1.0

### FEATURE DESCRIPTION

When using ringing line preference, the user can answer any ringing line on their multiline telephones by lifting the handset or pressing N (it is not necessary to press the line key first).

### STATION APPLICATION

This feature is available for all Multiline telephones and single line telephones.

### OPERATING PROCEDURES

#### Answering a call at the telephone where Ringing Line Preference is assigned

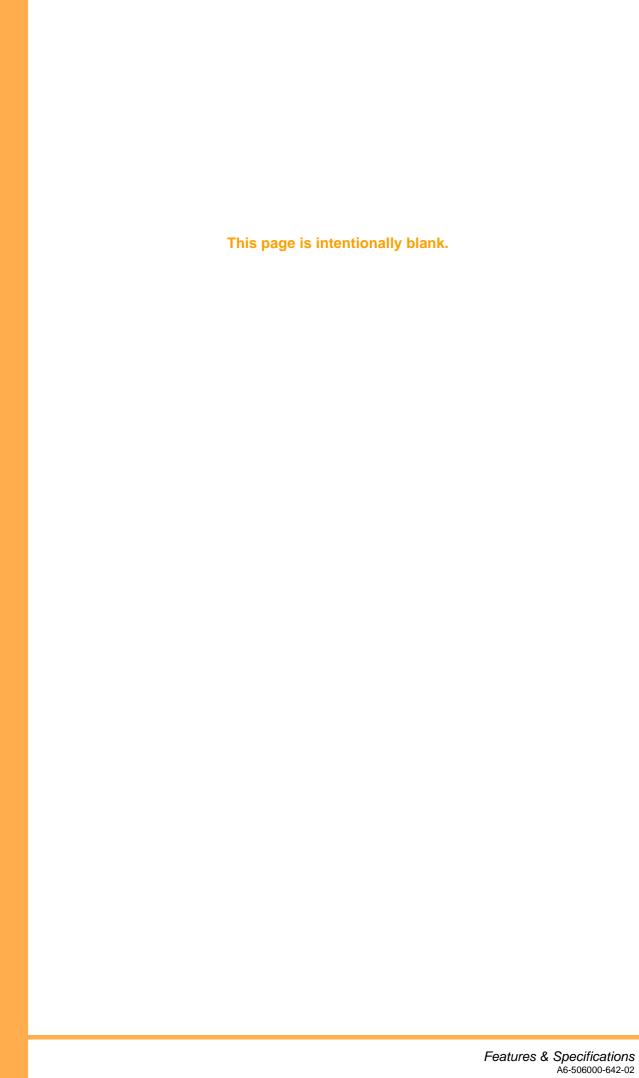
1. Lift the handset and talk with the calling party.

### RELATED PROGRAMMING

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Y)es or (N)o
301 → 306	Day Ringing for Trunk Lines $1 \rightarrow 6$	Y
341 → 346	Automatic Answering using Trunk Lines 1 $ ightarrow$ 6	Y

- Answering incoming calls requires the external line to audibly ring at the telephone (including single line telephones).
- $\square$  Answering incoming calls by going off-hook is assigned in programming using Functions "341  $\rightarrow$  346, Automatic Answering using Trunk Lines 1  $\rightarrow$  6".
- Ringing line preference calls are answered in the order they are received.
- ☑ When more than one call rings into the system, they are answered in the following order:
  - Internal Incoming Call
  - Ringing Transfer Call
  - Incoming External Call
- ☑ Ringing line preference takes precedence over prime line preference (when it is assigned).



# Room Monitor Telephone

Xen Alpha Release 1.0

### FEATURE DESCRIPTION

A telephone can be used to monitor a room (e.g., this could be used to monitor a baby's room or a children's play area).

### STATION APPLICATION

This feature is available for all Multiline telephones.

### OPERATING PROCEDURES

#### Setting a telephone to be monitored:

- 1. Press O.
- 2. Dial E F .
- 3. Press O.

**Note:** This is the telephone that is located in the room to be monitored. You must perform this procedure from that telephone. This procedure toggles the operation on and off.

#### Setting a telephone to monitor:

- 1. Press O.
- 2. Dial EG.
- 3. Press O.

**Note:** This is the telephone that is located in the room where you will be listening. You must perform this procedure from that telephone. This procedure toggles the operation on and off.

- ☑ If the monitored telephone is in use, the monitoring (listening) telephone cannot monitor the room area.
- ☑ If a user attempts to set a telephone as a monitored telephone (the telephone located in the area to be monitored) and it is already set as a monitoring telephone (listening telephone), "ERROR" is displayed in the telephone LCD.
- If a user attempts to set a telephone as a monitoring telephone (listening telephone) and it is already set as monitored telephone (the telephone located in the area to be monitored), "ERROR" is displayed in the telephone LCD.
- When a telephone is enabled as a monitored telephone (the telephone located in the area to be monitored), background music is no longer heard.

- Only one monitored telephone (the telephone located in the area to be monitored) can be designated at a time, however any number of multiline telephones can be set as monitoring (listening) telephones.
- While a telephone is being monitored (the telephone located in the area to be monitored), the microphone LED flashes red.
- $\checkmark$ When a telephone is enabled as the monitoring (listening) telephone, the speaker LED flashes red.

**S-1** 

# Seized Trunk Name/Number Display

Xen Alpha Release 1.0

FEATURE DESCRIPTION

The telephone number (assigned in system programming) for each trunk in the system is displayed when this feature is enabled. An alphanumberic name can also be assigned to each trunk by a Multiline telephone user. The telephone number/name appears in the telephone display when the trunk is seized.

STATION APPLICATION

This feature is available for all Multiline telephones equipped with a display.

OPERATING PROCEDURES

#### Automatically displaying the telephone number:

Press V (trunk line key) while the telephone is idle. The telephone line is seized and the telephone number and associated name (assigned in system programming) are displayed.

#### Manually displaying the telephone number with a call in progress:

- 1. Press O.
- 2. Dial C. The trunk line is seized and the telephone number and associated name (assigned in system programming) are displayed.

#### Assigning a name to a trunk line:

- 1. Press O.
- 2. Dial HE.
- 3. Enter the name. (Refer to Character Registration, Page 65.)

Note: The name is a maximum of 16 alphanumeric characters.

4. Press O.

#### **Deleting a name:**

- 1. Press O.
- 2. Dial HE.
- 3. Press O.

#### RELATED **PROGRAMMING**

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	
101 → 106	Telephone Number Display for Trunk Lines 1 $ ightarrow$ 6	Y

- Trunk information cannot be displayed during an add-on conference that includes an external line.
- $\overline{\mathbf{V}}$ The telephone number assigned to the external trunk line is displayed in the first line of the telephone LCD. The name associated with the external trunk line is displayed in the second line of the telephone LCD.
- If a name has not been assigned for the seized trunk line, the telephone number of external line number is displayed in the first line of the LCD.
- $\overline{\mathbf{Q}}$ A one-touch/feature access key that has been programmed to verify the external line number and name can only be used while a call is in progress.
- The seized trunk number displayed is shown during redialling. The number is displayed  $\overline{\mathbf{V}}$ for five seconds and then the elapsed call timer is restored to the LCD.
- A name can be programmed for each trunk line. The name is a maximum of 16 alphanumeric characters.

# Single Line Telephone Access

Xen Alpha Release 1.0

### FEATURE DESCRIPTION

Single line telephones can be connected to the system. These telephones can be used to make external calls, internal calls and paging calls.

### STATION APPLICATION

To provide this feature, an SLI(2)-B13 ETU and PBR-B13 ETU must be installed in the KSU.

### OPERATING PROCEDURES

#### Originating an internal call when the outgoing call priority mode is set to seize an internal line:

- 1. Lift the handset.
- 2. Dial the desired extension number.
- 3. Talk when the called party answers.

#### Originating an internal call when the outgoing call priority mode is set to seize an external line:

- 1. Lift the handset.
- 2. Press hookflash.
- 3. Dial the desired extension number.
- 4. Talk when the called party answers.

#### Originating an external call when the outgoing call priority mode is set to seize an external line:

- 1. Lift the handset.
- 2. Dial the desired telephone number.
- 3. Talk when the called party answers.

#### Originating an external call when the outgoing call priority mode is set to seize an internal line:

- 1. Lift the handset.
- 2. Dial the access code to access a trunk (default:  $\mathbf{0}$ ) or feature access code  $\mathbf{F}$   $\mathbf{C}$   $\mathbf{X}$ . (X = Trunk Number 1  $\rightarrow$  6)
- 3. Dial the desired telephone number.
- Talk when the called party answers.

#### **Answering calls:**

1. Lift the handset and talk with the calling party.

### RELATED PROGRAMMING

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Y)es or (N)o
001-9	Single Line Telephone Hookflash Assignment	N
206	Extension Number Assignment	N
207	Single Line Port Type	N
208	Single Line Dialling Type	N
209	Outgoing Call Priority Mode	N
502	Single Line Telephone Bounce Time	N
503	Single Line Telephone Hookflash Start Time	N
504	Single Line Telephone Hookflash End Time	N

- At default, all stations are programmed to access internal dial tone when the handset is lifted.
- ☑ Hookflash can be assigned as hold or as hookflash by assigning Function "001-9 Single Line Telephone Hookflash Assignment".
- ☑ Speed dialling, last number redial, call pickup, internal paging, trunk queuing, etc., are available when feature access codes are dialled (those not requiring use of the Feature Key). Feature access codes must be dialled from internal dialtone.
- ☑ Multiline telephone users can receive voice announced calls from single line telephone users.
- ☑ An SLI(2)-B13 ETU can support two extensions.
- ☑ If a PBR-B13 ETU is not installed in the system and a single line telephone goes off-hook, an error tone is generated.
- After the single line telephone user goes off-hook, the user has 30 seconds to begin dialling before the DTMF release timer expires. After the DTMF timer expires, a busy tone is generated.
- ☐ The DTMF release timer restarts each time the single line telephone is taken off-hook.

# Single Line Telephone Adapter

Xen Alpha Release 1.0

### FEATURE DESCRIPTION

The Single Line Telephone Adapter allows electronic telephone ports to support single line telephones. A single line telephone can be connected to the telephone port by using a single line adapter and single pair cabling.

### STATION APPLICATION

To provide this feature, a spare ESI port, an SLT-(1)-U13 ADP, and PBR-B13 ETU are required.

### OPERATING PROCEDURES

#### Originating an internal call:

- 1. Lift the handset.
- 2. Dial the desired extension number.
- 3. Talk when the called party answers.

#### Originating an external call:

- 1. Lift the handset.
- 2. Dial the access code to access a trunk (default: 0).
- 3. Dial the desired telephone number.
- 4. Talk when the called party answers.

#### **Answering calls:**

Lift the handset and talk with the calling party.

### RELATED PROGRAMMING

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Y)es or (N)o
001-9	Single Line Telephone Hookflash Assignment	N
207	Single Line Port Type	N
208	Single Line Dialling Type	N
209	Outgoing Call Priority Mode	N
503	Single Line Telephone Hookflash Start Timer	N
504	Single Line Telephone Hookflash End Timer	N

- ☑ A maximum of two single line telephone adapters can be installed in a system.
- ☑ The system automatically detects the connection of single line telephone adapters.
- ☑ The dialling type (DP or DTMF) can be individually assigned using Function "208 Single Line Dialling Type" for each adapter. DTMF is the default.
- A dial pulse telephone can be connected to a single line telephone adapter, however a PBR-B13 ETU is still required.

# Six/Sixteen Point Capacity

Xen Alpha Release 1.0

### FEATURE DESCRIPTION

Xen Alpha is a six external port and sixteen internal station system. The external ports are capable of connecting to Analogue and ISDN trunks. The internal station allows for connection of digital phones and Single Line telephones (SLT). It also handles a number of adapters and devices such as SLT adapters for digital station, Duplex handsfree units (via a DTU type Multiline terminal), Doorphones, external speakers etc...

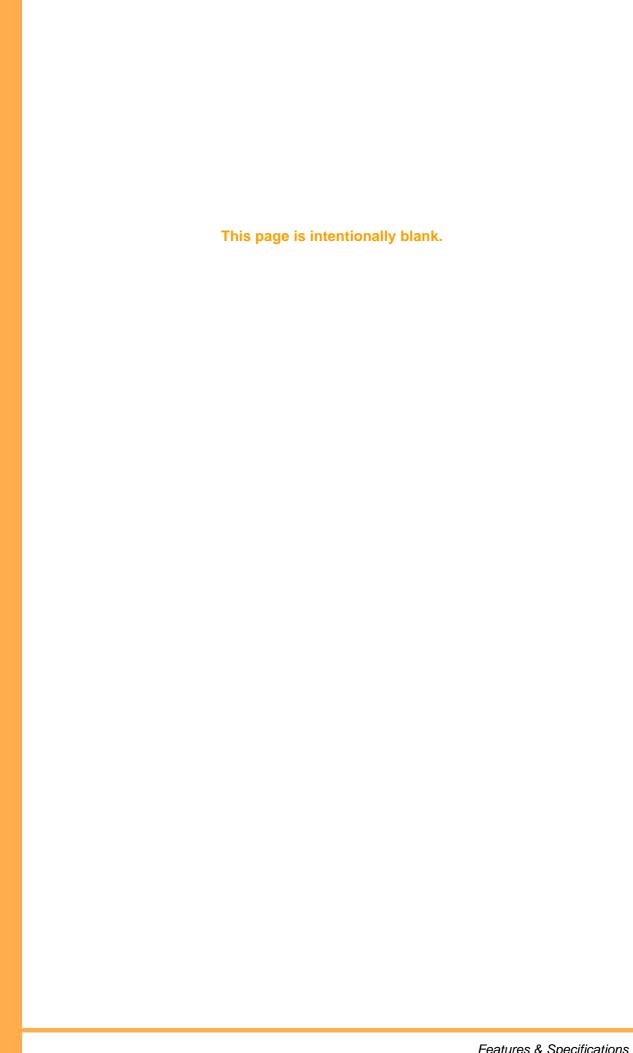
### STATION APPLICATION

All stations.

### OPERATION PROCEDURES

#### Not applicable.

- ✓ Internal stations: maximum of 16, 14 are digital ports and 2 are analogue ports.
- ☑ External ports: maximum of 6. All can be analogue trunks, or 4 can be replaced with two ISDN Basic Access Interfaces.
- ☑ Station Types:
  - Multiline Terminals, DTU, DTB and ETW types
  - Single Line Telephones via SLI adapter to digital port
  - Single Line Telephones via SLI card
  - Single Line Telephones using an APR adapter, via a DTU Multiline Terminal via a digital port
  - Doorphone and Doorlock Release circuits



# Softkeys

Xen Alpha Release 1.0

### FEATURE DESCRIPTION

The DTU-type Multiline telephones provide softkeys for speed dial operation. The speed dial directory can be searched using the softkeys. By simply entering either a number or a letter, a list of matching speed dial numbers is displayed. The system allows users to scroll the list and then dial the number.

### STATION APPLICATION

This feature is available for DTU-type Multiline telephones equipped with softkeys.

### OPERATING PROCEDURES

#### Searching the speed dial directory using a softkey:

User can search the speed dial memory locations by manually scrolling through the Speed Dial Directory.

- Press V (SYS or STA) to select System or Station speed dial list.
- 2. Press V (UP or DOWN) to view the list.
- 3. Press V (external line key) or lift the handset to dial displayed number.

#### Searching the speed dial directory alphabetically or numerically:

The search can be narrowed by entering the first letter of the name or first digit of the phone number. To search using a name, the user dials the first letter(s) of the name using the dialpad keys on the telephone. For example to search for **NEC**, the user dials  $\mathbf{F}$   $\mathbf{F}$   $\mathbf{J}$  (i.e., there are three letters associated with dialpad key 6 – M, N and O). Dialling  $\mathbf{F}$   $\mathbf{F}$  displays names starting with the letter the N. The  $\mathbf{J}$  key is used as an Enter key. Name(s) starting with N are displayed in the telephone LCD. Using  $\mathbf{V}$  (UP and DOWN softkeys), the user can scroll to the appropriate name and make a selection.

- 1. While the telephone is idle, press **V** (SYS or STA) to access system or station speed dial numbers.
- 2. If searching by name, press the dialpad key with the first letter of the name followed by an  $\bf J$  .

If searching by telephone number, press the first digit of the number.

Once the list is displayed, press V (UP or DOWN)

The following example shows how to search the directory for a name or number starting with A, B, C or 2:

Dial pad key 2 has the letters ABC. To search the name or number starting with:

A = B K

B = B B K

c=BBBK

2=BBBBK

Note: If the user dials five 2's (22222) the system scrolls back to A.

Table S4-2: Speed Dial Search Keys, below provides a list of dialpad keys used to search speed dial directories, the number of times the dialpad key must be pressed and the result.

Table S4-2: Speed Dial Search Keys

Dialpad Key	Press Once	Press Twice	Press Three Times	Press Four Times	Press Five Times
Α	1	N/A	N/A	N/A	N/A
В	А	В	С	2	Returns to A
С	D	E	F	3	Returns to D
D	G	Н	I	4	Returns to G
E	J	K	L	5	Returns to J
F	М	N	0	6	Returns to M
G	Р	Q	R	S	7
Н	Т	U	V	8	Returns to T
I	W	Х	Y	Z	9
0	0	N/A	N/A	N/A	N/A

#### Dialling the selected number once is has been located:

Lift the handset (if the system has been assigned for external line priority mode using Function "209 – Outgoing Call Priority Mode").

#### - OR -

Press an idle **VV** (if the system has been assigned for internal line priority mode using Function "209 – Outgoing Call Priority Mode").

### RELATED PROGRAMMING

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Y)es or (N)o
001-2	Speed Dial Assignment	N
209	Outgoing Call Priority Mode	N

### SERVICE CONDITIONS

- ☑ If two different keys are pressed while performing a search, the system only recognises the last key that was pressed before J was pressed. For example, if C B and J are pressed, the system only recognizes B and displays A.
- Scrolling speed dialling is only available on the DTU-type Multiline telephones that are equipped with softkeys and an LCD. The third line of the telephone LCD displays the following softkeys, which are used to access scrolling and navigate through the speed dial entries.
  - SYS Accesses system speed dialling numbers.
  - STA Accesses station speed dialling numbers.
  - **UP** Moves "up" to display the previous speed dial number for system or station speed dialling.
  - **DOWN** Moves "down" to display the next speed dial number for system or station speed dialling.
- ☑ When scrolling, the system uses the following criteria to display the information in the order listed below:
  - Spaces

Spaces entered at the beginning of a name are ignored during scrolling (e.g., ^^Jean is sorted as Jean, the spaces are ignored during sorting).

- Alphabetical Characters
   Uppercase and lowercase letters are disregarded for sorting purposes.
- Digits
- Special Characters

Alphabetic or numeric searches are not allowed using special characters, however they can be searched using the softkeys to scroll sequentially through the speed dial memory locations.

- ☑ Pressing V (SYS or STA) has no affect if speed dial numbers have not been stored in the system.
- ☑ If duplicate names are stored for different speed dial memory locations, the speed dial memory location with the lowest numbered location number is displayed.
- ☑ The system uses the following criteria when displaying both telephone numbers and the associated names.
  - When both the telephone number and associated name are stored, the name is displayed.
  - When only the telephone number is stored, only the telephone number is displayed.
  - When only the name is stored, the system ignores the entry and nothing is displayed.
- ☑ The length of the telephone numbers and associated names depends on how many system and personal (station) speed dial memory locations are assigned in system programming using Function "001-2 Speed Dial Assignment".
  - If the system is programmed for 80 system/20 personal (station) speed dial memory locations, the maximum alphanumeric characters is 13.
  - If the system is programmed for 200 system/0 personal (station) speed dial memory locations, the maximum alphanumeric characters is 12.
- $\square$  Scrolling mode is cancelled when one of the following keys is pressed:  $\square$ ,  $\square$ , or  $\square$ , or  $\square$  (DSS key).
- ☑ If no action is performed for more than 10 seconds while scrolling, scrolling mode is cancelled.
- ☑ During scrolling mode, calls can only be answered by pressing or or ○

# SPD (Redial) Key

Xen Alpha Release 1.0

### FEATURE DESCRIPTION

This feature allows users to press T (DTB-type Multiline telephones) or Q (DTU-type Multiline telephones), to access speed dial memory locations.

### STATION APPLICATION

This feature is available for all Multiline telephones.

#### Accessing speed dial memory locations:

- 1. Press T (DTB-type telephones) or Q (DTU-type telephones).
- 2. Enter the speed dial memory location number.

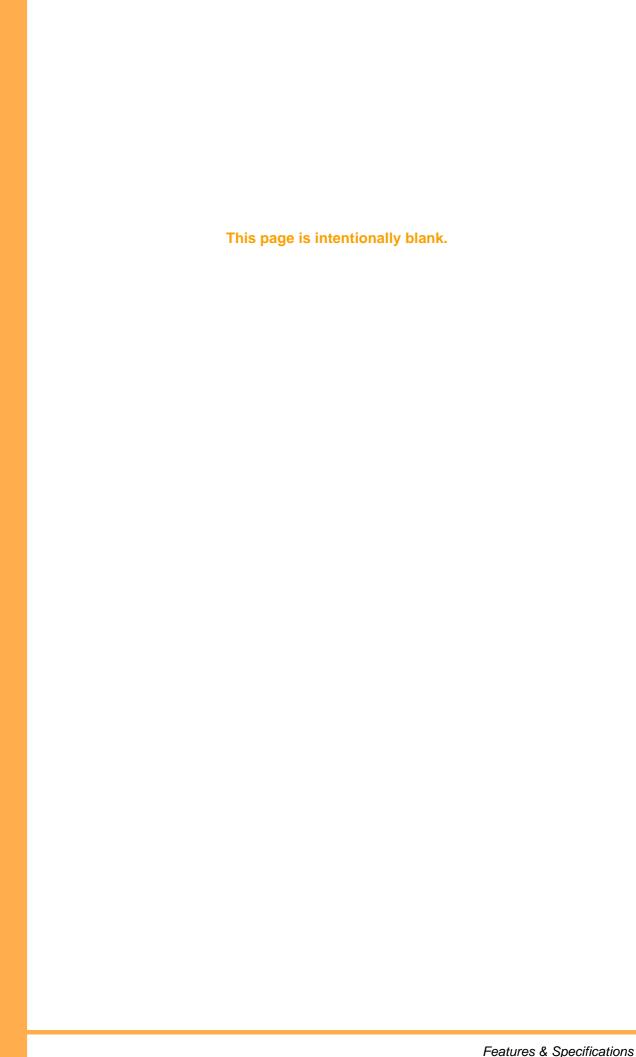
The number that has been programmed for the speed dial memory location number is displayed in the telephone LCD and is dialled.

### RELATED PROGRAMMING

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Y)es or (N)o
009	Outgoing Call Line Selection	N
109	Trunk Line Dialling Type	N
331 → 336	Automatic Answering using Trunk Lines 1 $ ightarrow$ 6	N

- ☑ When dialling using T or O, the system accesses the idle external lines by selecting the highest numbered external lines first (e.g., 6, 5, 4, 3, 2, 1). The line must be enabled in system programming using Function "109 Trunk Line Dialling Type".
- ☑ If an external line is not available "ERROR" is displayed in the telephone LCD and an error tone is heard.
- When placing a call using manual dialling, speed dialling or a combination of manual/speed dialling, the first 24 digits that are dialled are stored in last number redial memory.
- $\square$  The  $\square$  (DTB-type Multiline telephones) or  $\square$  (DTU-type Multiline telephones) keys can also be used for the following features/operations:
  - Placing pauses between numbers that are stored in speed dial memory locations.
  - · Assigning operations to one-touch/feature access keys.
  - · Setting the automatic redial feature.



# Specified CO/PBX Line Seizure

Xen Alpha Release 1.0

### FEATURE DESCRIPTION

This feature allows users to seize a specific trunk line by either dialling an access code and the trunk line number.

### STATION APPLICATION

This feature is available for all Multiline telephones and single line telephones.

### OPERATING PROCEDURES

#### Seizing a specific trunk line:

- 1. Lift the handset or press  $\, N \,$  .
- 2. Dial F C.
- 3. Dial the trunk line number  $(1 \rightarrow 6)$ .

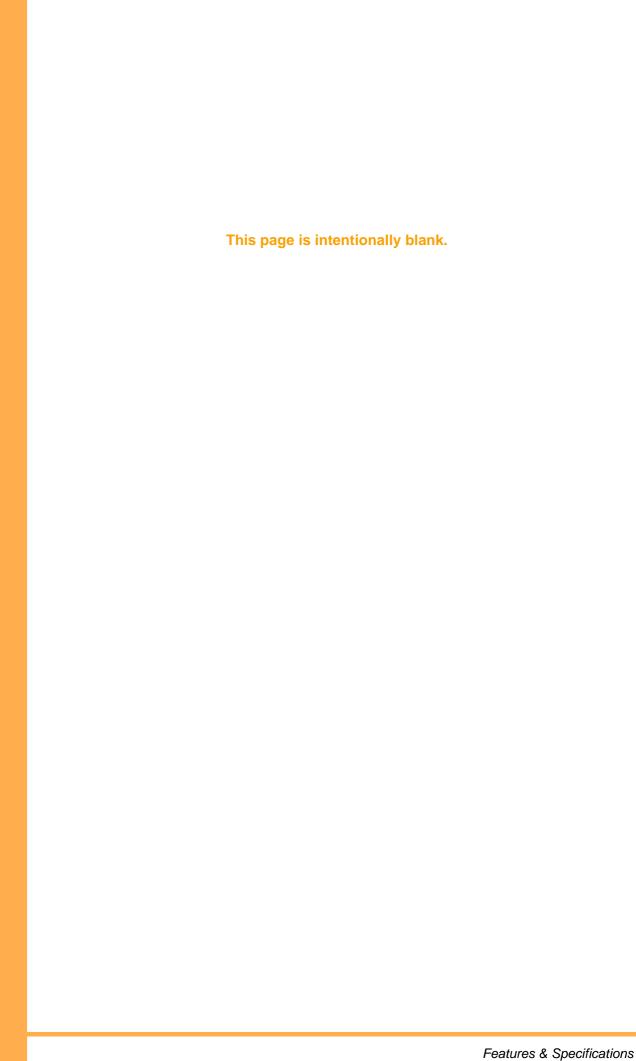
The trunk line is seized and the user hears dialtone.

### RELATED PROGRAMMING

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Y)es or (N)o
009	Outgoing Call Line Selection	N

- External lines that are assigned to a different tenant cannot be seized.
- ☐ This feature can be used to access an external line that is on hold. This can be done from any telephone including a single line telephone.



# Speed Dial - Station

Xen Alpha Release 1.0

## FEATURE DESCRIPTION

Each extension in the system can be allowed up to 20 personal speed dial numbers. For personal speed dial numbers to be available, the system must be set to 80 mode in system programming. Selecting 80 mode reserves 20 personal speed dial numbers for each telephone user.

## STATION APPLICATION

This feature is available for all Multiline and single line telephones. Single line telephones can be used to set up and originate speed dialling but it cannot be used to confirm speed dial numbers.

# OPERATING PROCEDURES

#### Programming a speed dial number using a Multiline telephone:

- 1. Press O.
- 2. Press T (DTB-type telephones) or Q (DTU-type telephones).
- 3. Dial the speed dial memory location number ( $J \ J \rightarrow A \ I$ ).
- 4. Enter the desired telephone number (maximum of 24 digits).

If a pause is needed, press either T or C if a hookflash is needed, press either C or C is needed, press either C or C to enter the brackets.

If entering an associated "name" (alphabetic characters), press  $\bigcup$ . (Refer to Character Registration, Page 65 for instructions about entering alphanumeric characters.)

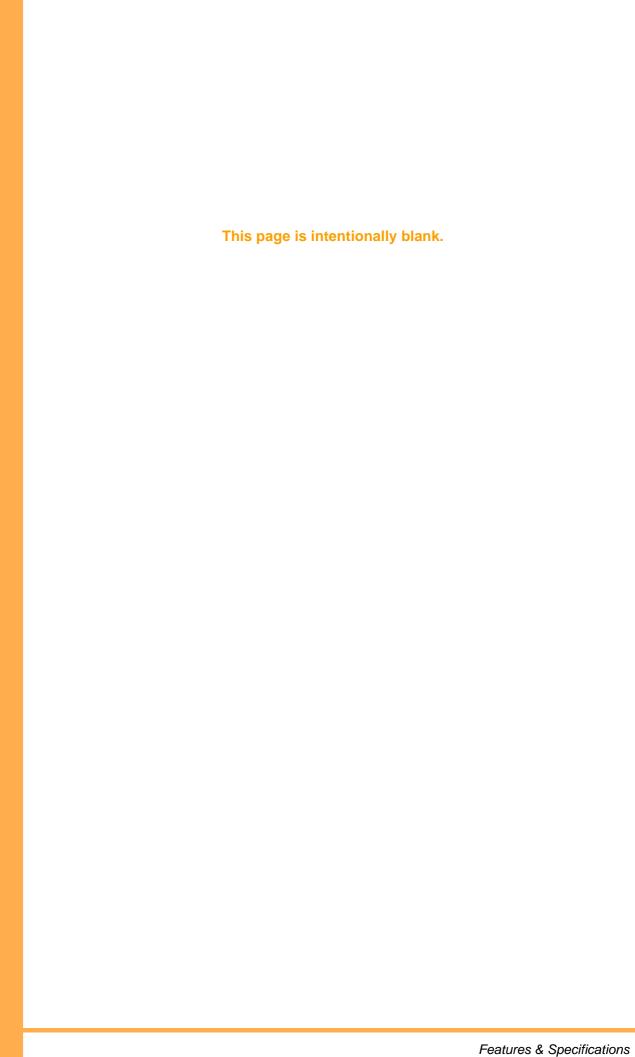
5. Press O.

#### Programming a speed dial number using a single line telephone:

- 1. Lift the handset.
- 2. Dial HE.
- 3. Dial the speed dial memory location number ( $J \ J \rightarrow A \ I$  ) where the telephone number is stored.
- 4. Enter the desired telephone number to be stored in the speed dial memory location.
- 5. Place the handset in the cradle.

elephone
elephone
elephone deleting
elephone
elephone

- Speed dial numbers are stored in redial memory. Speed dialling memory is stored in the system's backup battery.
- ☐ The maximum number of digits that can be stored in a speed dial memory location is 24. If the user attempts to dial more than 24 digits, "ERROR" is displayed in the telephone LCD for five seconds.
  - When a pause ( K ) or hookflash ( L ) is programmed as part of the speed dial number, it is counted as a digit.
- ☑ If a user attempts to initiate speed dialling from a speed dial memory location that has not been programmed, "XX: EMPTY or XXX: EMPTY is displayed in the telephone LCD. (XX or XXX = Speed Dial Memory Location Number).
- ☑ If a call is originated for a speed dial memory location that has both the telephone number and associated "name" programmed, the number and name are displayed in the telephone LCD. Once the called party answers, the telephone LCD displays the clock.
- ☑ If a call is originated on a CO line using a stored speed dial number for which no PBX access code is defined and the system supports both CO and PBX lines, the CO line is released and an error tone is generated.
- Entering a pause, hookflash or nesting numbers is only available if programming speed dial numbers on Multiline telephones (i.e., these are not available when programming speed dial numbers on single line telephones).
- A maximum of five system and station 'leave' speed dial memory location numbers can be programmed into one speed dial memory location.
- ☑ An external speed dial memory location number can be assigned to a one-touch/feature access key.
- System speed dial numbers can be nested under station 'leave' speed dial memory locations however, station speed dial numbers cannot be nested under system speed dial memory locations.
- ☑ Contents of the speed dial memory location can be verified and cleared.



# Speed Dial - System

Xen Alpha Release 1.0

# FEATURE DESCRIPTION

Speed dialling can be assigned on a system-wide basis. System speed dialling can be set to 200 numbers or 80 numbers. If 200 is selected, individual users are not allowed to assign personal speed dialling numbers on their telephones. If 80 is selected, then each telephone user can set up to 20 personal speed dial numbers and 80 speed dial numbers are reserved for system speed dialling.

# STATION APPLICATION

This feature is available for all Multiline and single line telephones. Single line telephones can be used to set up and originate speed dialling but cannot be used to confirm speed dial numbers. Programming, deleting and verifying speed dial numbers can only be performed using an attendant telephone (ports 1 and 2).

# OPERATING PROCEDURES

#### Programming a speed dial number from an attendant telephone:

1.	Press	U.

	_	_			$\overline{}$			
2.	Press	l (	(DTB-type tele	phones) or	$\bigcup$	(DTU-type	oe telep	hones)

3.	Dial the	speed	dial	buffer	number	where	the	number	will be	stored
	(BJ	$\rightarrow$		or 👡	JJ.	$J \rightarrow J$	А		).	

4. Dial the telephone number (maximum 24 digits).

If a pause	is needed, press either	l <u>o</u> r	$\bigcirc$	Af o	hookflash is needed, press to enter the brackets.	either
$\bigcirc$ or $\bigcirc$	. If nesting numbers, pre	ss R	or		to enter the brackets.	

- 5. If entering an associated ring pattern, press key, then dial the pattern number 1 to 4.
- 6. If entering an associated "name" (alphabetic characters), press U. (Refer to Character Registration, Page 65 for instructions about entering alphanumeric characters.)
- 7. Press O.

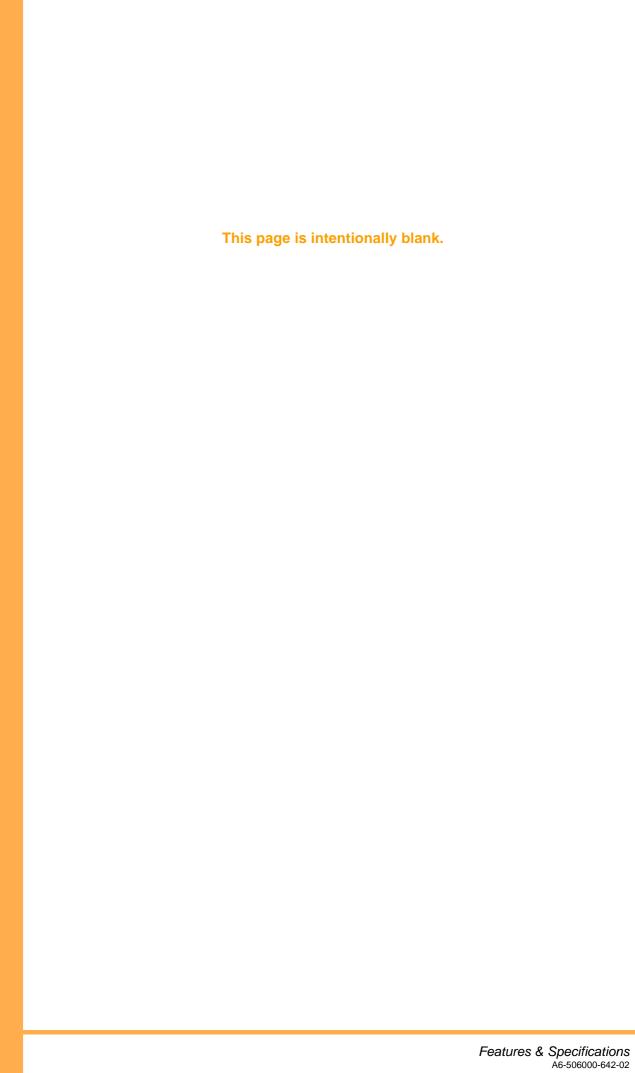
#### Placing a speed dial call in from a telephone in a key function (squared) system:

- 1. Press V (outside line key).
- 2. Lift the handset.
- 3. When dialtone is heard, press T (DTB-type telephones) or Q (DTU-type telephones).
- 4. Dial the appropriate speed dial buffer number (  $B J \rightarrow I I$  or  $J J J \rightarrow A I I$  ).

PI	acing a speed dial call from a telephone in a multifunction (non-squared or hybrid) system:
1.	Press $T$ (DTB-type telephones) or $Q$ (DTU-type telephones).
2.	When dialtone is heard, dial the appropriate speed dial buffer number ( $B$ J $\rightarrow$ I $$ or J $$ J $$ J $$ $\rightarrow$ A I $$ I $$ ).
PI	acing a speed dial call using a single line telephone:
1.	Lift the handset.
2.	When internal dialtone is heard, dial $HC$ .
3.	Dial the speed dial buffer number (B J $\rightarrow$ I I or J J J $\rightarrow$ A I I ).
De	eleting a speed dial number using an attendant telephone:
1.	Press O.
2.	Press $T$ (DTB-type telephones) or $Q$ (DTU-type telephones).
3.	Dial the speed dial memory location number where the telephone number is stored (B J $\rightarrow$ I I or J J J $\rightarrow$ A I I ).
	If deleting the associated "name" (alphabetic characters), press $U$ . If only deleting the speed dial number, proceed to the next step.
4.	Press O.
Co	onfirming a speed dial number using a Multiline telephone:
	D

- 1. Press P.
- Press T (DTB-type telephones) or Q (DTU-type telephones).
- Dial the speed dial memory location number where the telephone number is stored (B J  $\rightarrow$  I I or J J J  $\rightarrow$  A I I ).
- The number is displayed in the telephone LCD.

- Speed dial numbers are stored in redial memory. Speed dialling memory is stored in the system's backup battery.
- ☐ The maximum number of digits that can be stored in a speed dial memory location is 24. If the user attempts to dial more than 24 digits, "ERROR" is displayed in the telephone LCD for five seconds.
  - When a pause (K) or hookflash (L) is programmed as part of the speed dial number, it is counted as a digit.
- ☑ If a user attempts to initiate speed dialling from a speed dial memory location that has not been programmed, "XX: EMPTY or XXX: EMPTY is displayed in the telephone LCD. (XX or XXX = Speed Dial Memory Location Number).
- ☑ If a call is originated for a speed dial memory location that has both the telephone number and associated "name" programmed, the number and name are displayed in the telephone LCD. Once the called party answers, the telephone LCD displays the clock.
- ☑ If a call is originated on a CO line using a stored speed dial number for which no PBX access code is defined and the system supports both CO and PBX lines, the CO line is released and an error tone is generated.
- ☑ Entering a pause, hookflash or nesting numbers is only available if programming speed dial numbers on Multiline telephones (i.e., these are not available when programming speed dial numbers on single line telephones).
- A maximum of five system and station (personal) speed dial memory location numbers can be programmed into one speed dial memory location.
- ☑ An external speed dial memory location number can be assigned to a one-touch/feature access key.
- System speed dial numbers can be nested under station (personal) speed dial memory locations however, station speed dial numbers cannot be nested under system speed dial memory locations.
- ☑ Contents of the speed dial memory location can be verified and cleared.
- ☑ If a ring pattern (1 to 4) has been assigned to a system speed dial location, an incoming trunk call whose CLI matches the stored number will ring according to that pattern. This may be different from the usual ringing pattern assigned to that phone and different system speed dial locations can have different ring patterns assigned to them.



# S-10 Station Message Detail Recording (SMDR)

Xen Alpha Release 1.0

#### **FEATURE DESCRIPTION**

Station Message Detail Recording provides detailed calls records of system telephone usage. This feature is useful for controlling costs by identifying telephone users, trunk usages, and numbers dialled. SMDR supports the connection of call accounting equipment that audits local and long distance telephone bills.

An MIF-B13 ETU is required to support this feature.

#### **STATION APPLICATION**

This feature is available for all Multiline telephones and single line telephones.

#### **OPERATING PROCEDURES**

#### To Switch Between PC Programming and SMDR Output Mode for MIF ETU:

- 1. Press O.
- 2. Dial I F.
- 3. Press O.

#### RELATED **PROGRAMMING**

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Y)es or (N)o
002-9	Station Message Detail Recording	N
024	Print Format	N
025	Baud Rate to Printer	N
026	Stop Bit for Printer	N

### SERVICE CONDITIONS

- ☑ If a power failure occurs during a call, the call is terminated and the call record information is lost.
- ☑ If the SMDR feature is disabled in system programming (Function "002-9 Station Message Detail Recording"), printout or data storage is not performed.
- ☑ SMDR only generates information for outgoing and transferred outgoing calls.
- ☑ If a printer is not connected to the system or if the printer is not operating, the MIF-B10 ETU can store information for 200 calls. Once the memory is full, the oldest call record is erased and the new record is stored.
- When the memory on the MIF-B13 ETU becomes 80% full, the system generates an alert that is displayed on an attendant position telephone LCD. When the memory falls below 80% the alert clears from the telephone LCD.
- Using O I F, the user manually switches between PC programming mode and SMDR mode. If PC programming mode is selected, SMDR data is stored in memory on the MIF-B13 ETU. If SMDR mode is selected, SMDR data is sent to the printer connected to the MIF-B13 ETU.
  - If a PC is connected to the system instead of a printer and SMDR mode has been selected, SMDR data is output to the PC (i.e., no data is stored in memory on the MIF-B13 ETU).
- When the printer is connected, data stored in memory on the MIF-B13 ETU is printed out. New call records are printed as they are received.
- ✓ No record is generated if the caller hangs up before the elapsed call timer starts.
- ☑ The print format is:



OUT = Outgoing Call TRF = Transferred Call

☑ The EIA RS-232C port, used to interface with the external device, must conform to the following specifications:

Synchronization:	Start/Stop
Data Length:	8 bits
Parity Bits:	None
Stop Bits:	1
Start Bits:	1
Baud Rate:	1200, 2400, 4800 or 9600 bps
Cable:	RS-232C (D-sub, 9-pin) straight

# S-11 Step Call

Xen Alpha Release 1.0

## FEATURE DESCRIPTION

This feature allows a user, who calls a busy extension, to call the next extension number in the system by simply dialling a preassigned digit. This can be done without having to hang up between call attempts.

# STATION APPLICATION

This feature is available for all Multiline telephones and single line telephones.

# OPERATING PROCEDURES

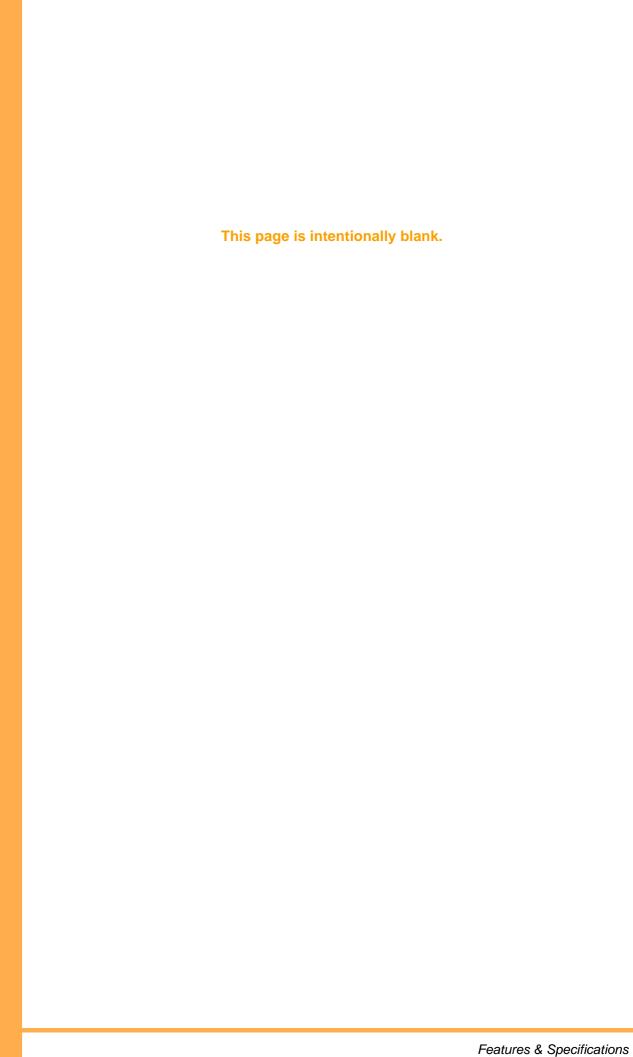
#### Using the Step Call feature when calling a busy extension:

- 1. Dial another extension number.
- 2. If that extension is also busy, continue this process until you reach an idle extension number.

# RELATED PROGRAMMING

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Y)es or (N)o
206	Extension Number Assignment	N



# S-12 Stored Hookflash

Xen Alpha Release 1.0

#### **FEATURE DESCRIPTION**

This feature allows a hookflash to be stored in a speed dial memory location. This allows Multiline telephone users to store the hookflash which is used to allow access to features such as transferring calls, conferencing, in a speed dial buffer, etc.

#### **STATION APPLICATION**

This feature is available for all Multiline telephones.

#### **OPERATING PROCEDURES**

Programmin	g a hookflash on	a one-touch/feature	access key	for speed o	dialling
i i ogi ammini	g a noomiaan on	a one toachhicataic	access hey	ioi opeca i	aidiiii igi

1	Press	

- Press T (DTB-type telephones) or Q (DTU-type telephones).
- Enter the speed dial memory location number.
- Press Q (DTB-type telephones) or S (DTU-type telephones). This enters a hookflash.
- Enter the telephone number to be stored in the speed dial memory location.
- Press () 6.

#### Programming a hookflash on a one-touch/feature access key for speed dialling when the external line is a PBX line:

- Press O. 1.
- Press T (DTB-type telephones) or Q (DTU-type telephones).
- 3. Press the one-touch/feature access key where the number will be stored.
- Press K. 4.
- Press Q (DTB-type telephones) or (DTU-type telephones). 5.
- Enter the telephone number to be stored in the speed dial memory location. 6.
- Press () 7.

Note: The external line must be assigned as a PBX line using Function "107 -Trunk Line Type".

# RELATED PROGRAMMING

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Y)es or (N)o
107	Trunk Line Type	N

- ☑ This feature is only available for Multiline telephones.
- ☑ A hookflash can be entered for system and station speed dial numbers.

# Telephone Volume Control

Xen Alpha Release 1.0

## FEATURE DESCRIPTION

This feature allows Multiline Telephone users to control the handset and the speaker/ringing volume by pressing the up and down volume buttons on the telephone. It also allows the user to change the contrast on the LCD of the DTU-type Multiline telephones.

# STATION APPLICATION

This feature is available for all Multiline telephones.

# OPERATING PROCEDURE

#### Changing the on-hook ringing volume:

- 1. Press N or lift the handset.
- 2. Dial HG.
- 3. Dial A.
- 4. Press  $\mathbf{W}$  ( $\blacktriangle$ = louder or  $\blacktriangledown$ = softer) to increase or decrease the volume ( $\mathbf{M}$ for DTU-type telephones,  $\land$  = louder or  $\lor$  = softer).

#### Changing the LCD contrast (DTU-type telephones only):

- 1. Press P
- 2. Dial HG.
- 3. Dial **B** .
- 4. Press M(▲ = darker  $\nabla$  = lighter) to increase or decrease the LCD contrast.
- 5. Go on-hook.
  - OR -

While the telephone is idle, press  $\mathbf{M}$  ( $\wedge$  = darker  $\vee$  = lighter) to increase or decrease the LCD contrast.

#### Changing the off-hook ringing volume:

- 1. Press N.
- 2. Dial HG.
- 3. Dial A.
- 4. Lift the handset.
- 5. Press **W** (**▲**= louder or **▼**= softer) to increase or decrease the volume (**M**for DTU-type telephones, ∧ = louder or ∨ = softer).

#### Changing the handset receiver volume:

- Press N or lift the handset.
- Press W (▲= louder or ▼= softer) to increase or decrease the volume (Mfor DTU-type telephones, ∧ = louder or ∨ = softer).

#### **Setting speaker volume:**

- 1. Press N.
- 2. Press W (▲= louder or ▼= softer) to increase or decrease the volume (Mfor DTU-type telephones, ∧ = louder or ∨ = softer).
- 3. Go on-hook.
  - OR -

While using the speakerphone, press W (+ = louder or , = softer) to increase or decrease the volume (Mfor DTU-type telephones,  $\wedge$  = louder or  $\vee$  = softer).

- ☑ The manual volume and contrast settings are preserved regardless of the original setting in system programming.
- When the user presses the volume key W ( $\blacktriangle$ = louder or  $\blacktriangledown$ = softer) on a DTB-type telephone while the telephone is in the idle condition, the volume of incoming calls is adjusted. When the user presses the volume key M( $\land$  = darker or  $\lor$  = lighter) on a DTU-type telephone while the telephone is in the idle condition, the LCD contrast is adjusted.

# Tenant Service

Xen Alpha Release 1.0

### FEATURE DESCRIPTION

This feature allows the outside lines to be subdivided in into two tenant groups or call pickup groups. This allows each tenant to have access to their own assigned outside line. Users cannot pick up calls coming into another tenant group.

# OPERATING PROCEDURES

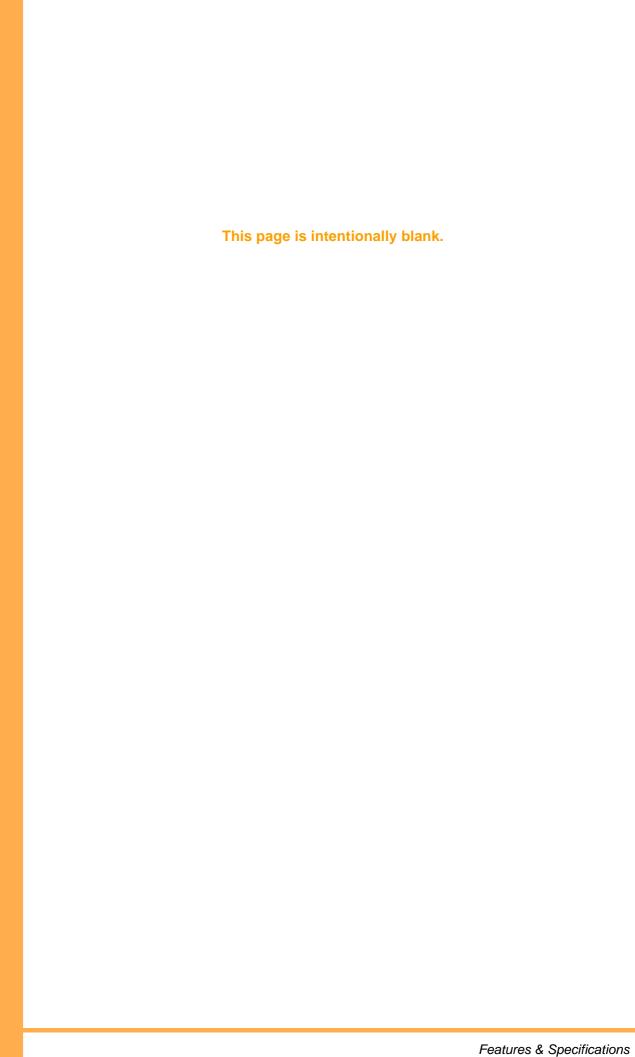
#### Not applicable.

# RELATED PROGRAMMING

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Y)es or (N)o
401	Trunk Line Assignment for Tenant 1	Y
402	Trunk Line Assignment for Tenant 2	Y
403	Tenant-to-Telephone Assignment	Υ

- ☑ Each external line and telephone is assigned to tenants 1 or 2 using system programming. At default, all external lines and telephones are assigned to tenant 1.
- ☑ Each external line can be assigned to more than one tenant (i.e., duplicate tenant allowed). However, telephones can only be a member of one tenant group (i.e., duplicate tenants are not allowed).
- ☑ CO/PBX LEDs associated with other tenants will not light when in use.
- ☐ The following features are available when users are members of different tenant groups:
  - All Call Page, Page 3
  - Automatic Callback, Page 13
  - Call Pickup Group, Page 55
  - Call Transfer, Page 61
  - Conference Add-On, Page 73
  - Internal Voice/Tone Signaling, Page 141
  - Step Call, Page 221
  - Tone Override, Page 231
- ☑ The following features are not available when users are members of different tenant groups:
  - Barge-In (Interrupting an External Call), Page 29
  - Holdfree Transfer, Page 127
  - Manual Line Seizure, Page 153
  - Privacy On All Calls, Page 183
  - Specified CO/PBX Line Seizure, Page 209
  - Trunk Queuing, Page 235



# Timed Alarm

Xen Alpha Release 1.0

## FEATURE DESCRIPTION

A timed alarm can be set to any Multiline telephone as a reminder of a scheduled time. The user can program the system to automatically send a reminder alarm to their telephone. Two timed alarms are available system-wide.

#### STATION APPLICATION

This feature is available for all Multiline telephones.

# OPERATING PROCEDURES

#### Setting a timed alarm:

- 1. Press O.
- 2. Dial E B (Alarm 1) or E E (Alarm 2).
- 3. Enter the time (hours and minutes) when you want the alarm to sound.
- 4. Press O.

#### Cancelling a timed alarm:

- 1. Press O.
- 2. Dial E A (Alarm 1) or E D (Alarm 2).
- 3. Press O.

#### Confirming a timed alarm:

- 1. Press O.
- 2. Dial E J (Alarm 1) or E C (Alarm 2).
- 3. Press O.

#### Cancelling a timed alarm: (attendant position only):

- 1. Press O.
- 2. Dial E H.
- 3. Press O.

- ☑ In the following cases, no alarm is sounded:
  - A handsfree call is in progress or room monitoring is in progress.
  - An internal voice announced call or tone signal call is being received.
  - · An incoming doorphone ringing call.
- Alarm 1 automatically resets (releases) when it sounds.
- ☑ Alarm 2 does not reset, it sounds each day at an preassigned time.
- ☑ If both alarms are set to the same time, only alarm 1 sounds. Alarm 2 will sound at the next preassigned time.
- A user can cancel an alarm that sounds at their telephone by pressing any of the keys on the telephone (except the volume key).
- ☑ Feature access codes and preset times can be assigned to a one-touch/feature access key. When a timed alarm sounds, the LED on the one-touch/feature access key (where the access code or time is assigned) lights red while the alarm sounds.
- $\square$  When an alarm sounds, "ALARM: X" is shown in the telephone display for 10 seconds. (X = 1 or 2)
- ☑ An alarm can sound when the user has a call in progress.
- $\square$  Preset times must be specified in military time (24 hour clock = 00:00  $\rightarrow$  23:59).
- ☑ Only attendant positions can be used to reset alarms system-wide.
- ☑ Both alarms can be reset system-wide.
- When a timed alarm is set on a DTB-type Multiline telephone, a clock icon is also shown in the telephone display. The icon disappears when Alarm 1 ends, however if Alarm 2 is set, the clock is continually displayed.

# Tone Override

Xen Alpha Release 1.0

## FEATURE DESCRIPTION

Tone Override is used by one user to signal another user, who is engaged on a call, that they have an incoming call. The called party can answer the incoming call by putting the existing call on hold.

This feature also allows the user to switch between a tone override call and an existing call. When the user answers the tone override call, the existing call is put on hold. By pressing  ${\sf R}$ , the user can switch between the two calls.

# STATION APPLICATION

This feature is available for all Multiline and Single Line telephones.

# OPERATING PROCEDURES

#### **Originating a Tone Override:**

- 1. After hearing a tone, dial K (set as default) to send the override tone.
- 2. After hearing a confirmation tone, wait for the called party to answer call

#### **Answering a Tone Override:**

After hearing the override tone, press M and talk with the calling party.

#### Answering the override call and switching between callers:

- 1. After hearing the override tone, press M to put the existing call on hold and to answer override call.
- 2. Talk with the override caller.
- 3. To switch between the two callers, press  $\, {\sf R} \,$  .

- ☐ This feature is not available if the telephone is in one of the following conditions:
  - The telephone is being used to assign one-touch/feature access keys, speed dial numbers, scrolling, etc.
  - · The telephone is being used to program the system.
  - · A Single Line telephone is called.
  - The called telephone is set to do not disturb.

- ☑ Tone override is only enabled when the called telephone is busy.
- $\square$  The user can answer the tone override by pressing  $\mathbb{N}$  (during an internal/external call or while engaged in an add-on conference).
- ☑ A Single Line telephone has 30 seconds to send a tone override before it is disabled.
- ☑ If the user is speaking on the speakerphone and a tone override is received, the speech path is temporarily disrupted and the party sending the tone override hears a call waiting tone.
- ☑ When tone override is released, the telephone display returns to the previous condition.
- ☑ A telephone cannot receive multiple tone overrides.
- ☑ If a user is engaged on an external call and hangs up while a tone override is being received, the call becomes an internal call.
- ☑ A tone override call can be made to users who are members of another tenant group.
- ☑ The tone override tone is generated each time the tone override operation is performed.

# Trunk Outgoing Restriction

Xen Alpha Release 1.0

## FEATURE DESCRIPTION

When telephones are assigned this feature, users are restricted from making some (or all) external calls (such as long distance calls). Users can continue to answer calls however or may be able to make internal calls only. What is restricted is determined by individual needs and is programmed in system programming.

## STATION APPLICATION

This feature is available for all Multiline telephones and Single Line telephones.

## OPERATING PROCEDURES

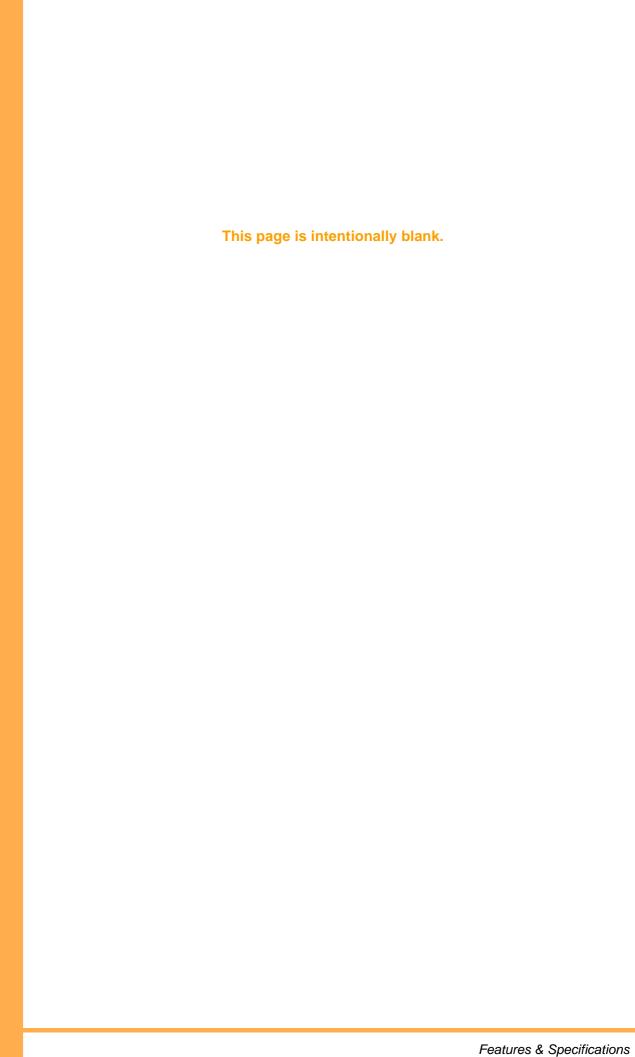
Depends on how this feature is programmed.

## RELATED PROGRAMMING

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Y)es or (N)o
351 → 356	Restricting Outgoing Calls for Trunk Lines $1 \rightarrow 6$	Υ

- A telephone that has outgoing restriction enabled cannot bypass the restriction by pressing (DTB-type Multiline telephones) or (DTU-type Multiline telephones) when a call is received. If the user attempts to make a call, the call is disconnected and "ERROR" is displayed in the telephone LCD.
- At system default, all external lines and all telephones are enabled for both incoming and outgoing calls.
- Outgoing restriction can be programmed for each external line and telephone using system programming.



# Trunk Queuing

Xen Alpha Release 1.0

## FEATURE DESCRIPTION

When all outside lines are busy, telephone users can queue onto the busy line. When the line becomes available the system rings the telephone user to notify them that the a line is available. The user can cancel the queue at any time.

# STATION APPLICATION

This feature is available for all Multiline telephones and Single Line telephones.

### OPERATING PROCEDURES

#### Setting trunk queuing when all external lines are busy:

- 1. Press the appropriate line key
  - OR -.

Lift the handset or press N .

- 2. Dial
- 3. When you hear the busy tone, dial F H. The telephone display indicates the queue is set.
- 4. When you hear the recall, lift the handset or press  $\,N\,$  .
- 5. Dial the desired telephone number.

#### **Cancelling trunk queuing:**

- 1. Lift the handset or press N.
- 2. Dial F I . The telephone display indicates the queue is canceled.

## RELATED PROGRAMMING

All programming functions associated with this feature are listed in the following table. Some functions must be programmed before the feature is operational and other functions are optional. The optional functions can affect how the feature operates.

Function Number	Function Name	Required (Y)es or (N)o
001-6	Trunk Line Direct Access	N
002-8	Private Call	N
209	Outgoing Call Priority Mode	N

- ☐ Trunk queuing is not allowed if the telephone is a member of a different tenant group.
- ☑ Trunk queuing is enabled for the following conditions:
  - When F C and the trunk number are dialed to seize a specific external line.
  - When dial access code J is dialed.
  - When the telephone is set for external line preference.
- ☑ If the telephone is not set to seize an external line, trunk queuing is disabled for that telephone and an error tone is heard when trunk queuing is attempted.
- ☐ The following messages are displayed when trunk queuing is enabled/disabled:
  - Enabled = TRUNK QUE SET
  - Disabled = TRUNK QUE CNCL
- ☑ If the telephone is equipped with an LCD, "LINE IDLE" is displayed to notify the user the line is now available.
- ☑ The system provides ring notification to the telephone that set trunk queuing for 10 seconds. After 10 seconds, ringing stops and trunk queuing is released.
- ☑ If trunk queuing is set to an external line and an incoming call is received on that line, trunk queuing notification is delayed until after that telephone is idle.
- ☑ If there is more than one telephone queued to the same external line, the recall is generated in the order in which the telephones set trunk queuing. If one of the queued telephones is busy when recall is attempted, the recall is directed to the next idle telephone. The busy telephone remains in the queue and will be recalled when the telephone becomes idle.

# Two-Color LEDs (Lamp)

Xen Alpha Release 1.0

## FEATURE DESCRIPTION

The system provides two-color (red and green) LEDs to provide various status indications of the telephone. Hold and call waiting are a couple of example of status indications.

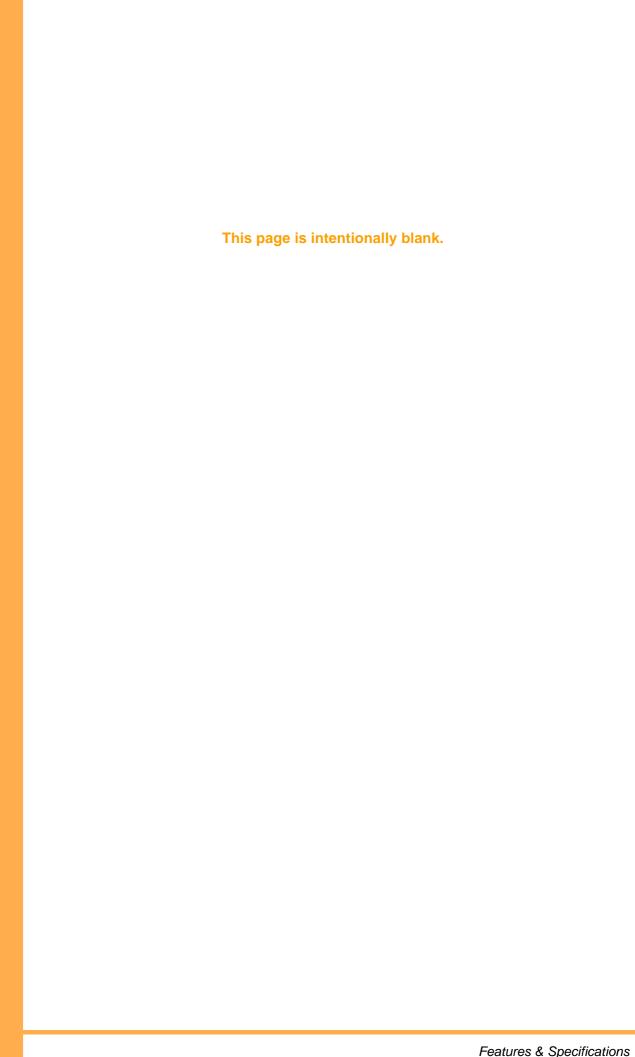
#### STATION APPLICATION

This feature is available for all Multiline telephones.

# OPERATING PROCEDURES

#### Not applicable.

- ☑ The line keys on all Multiline telephones can light both red and green.
- ☐ The LED lights green for the following feature and red for all other features:
  - · Call Transfer, Page 61
  - Hold with Recall (Exclusive and Non-Exclusive), Page 129
  - I-Hold Indication, Page 135
  - I-Use Indication, Page 149
- ☑ The large LED on the DTU-type Multiline telephone flashes Green for incoming trunk calls and Red for incoming ICM, DID, DIT and CO Ring Transferred calls. The large LED on the DTB-type Multiline telephone flashes Red for all incoming calls.



# **U-1**

# User Programming

Xen Alpha Release 1.0

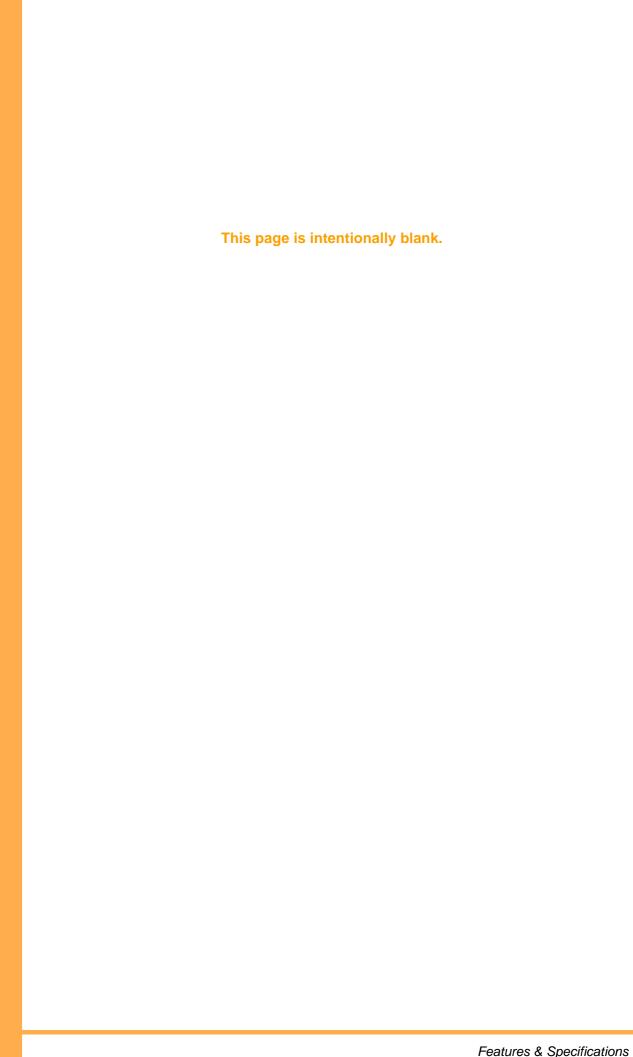
## FEATURE DESCRIPTION

Users are allowed to program the following features using their Multiline telephones and Single Line telephones.

- ☐ Ancillary Device Connection, Page 5
- ☐ Attendant Positions, Page 11
- ☐ Call Forward All Calls, Page 41
- ☐ Call Forward Busy/No Answer, Page 43
- ☐ Clock/Calendar Display, Page 69
- ☐ Character Registration, Page 65
- ☐ Distinctive Ringing, Page 87
- ☐ Extension Name Assignment, Page 99
- ☐ Incoming Call Identification, Page 137
- Nesting Dial, Page 161
- ☐ Off-Hook Ringing, Page 169
- One-Touch/Feature Access Keys User Programmable, Page 171
- ☐ Programmable Pause for Speed Dial, Page 185
- ☐ Speed Dial System, Page 215
- ☐ Stored Hookflash, Page 223
- ☐ Timed Alarm, Page 229

# SERVICE CONDITIONS

☑ Feature programming must be done while the system is idle.



# Appendix - A

Xen Alpha Release 1.0

FEATURE ACCESS
CODES &
SPECIAL
NUMBERS LIST

This section provides a list of the feature access code and the special numbers that are used when programming and operating the system. Feature Access Codes are codes that are entered to access certain features of the system. Before using feature access codes, the user must press O before and after entering the code. Special Internal Dials Numbers are numbers or codes that are entered to access certain functions of the system. Before entering these special numbers, the user must first press an external line and get internal dialtone. All of these codes are fixed in the system. This means that these codes cannot be changed by the user.

**Table A-1: Feature Access Codes List** 

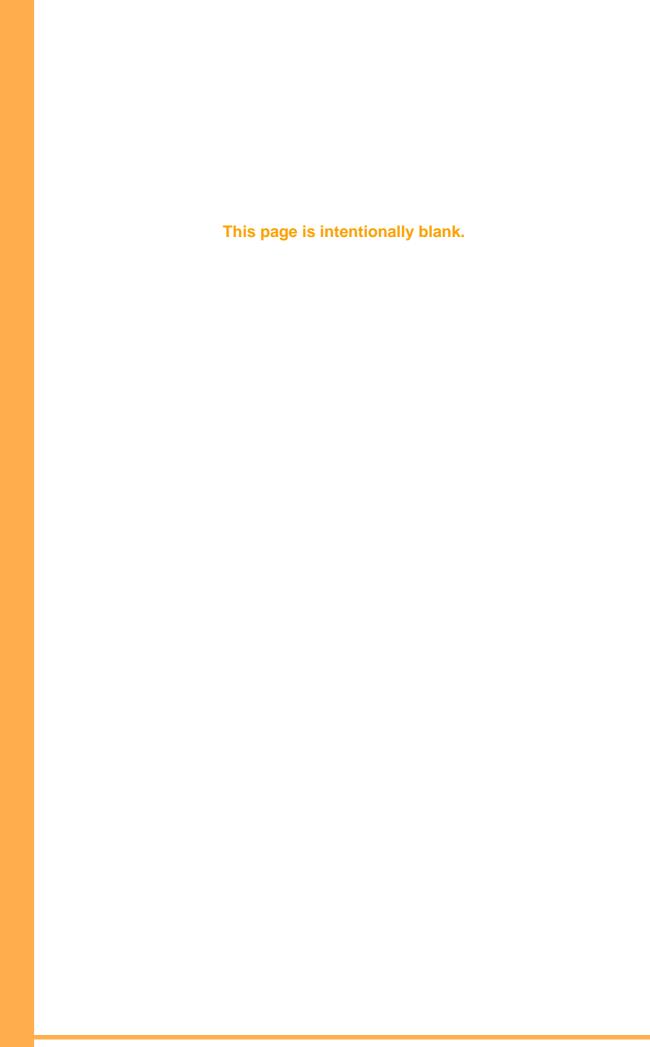
Access Code	Description
1	Handsfree Answer Set/Cancel
2	Handset Mute Set/Cancel
3	Seized Trunk Number Display Internal System Hold
4	Station Number Verify Manual Pause
6	Door Lock Release
6*	Internal Hunt
65	Internal Do Not Disturb Set/Cancel
66**	Call Forward – All Calls Cancel - SLT
66	Call Forward – All Calls Cancel – MLT
66XX	Call Forward – All Calls Set
67	Call Forward – Busy/No Answer Cancel
67**	Call Forward – Busy/No Answer Cancel – SLT
67XX	Call Forward – Busy/No Answer Set
68	Call Forward – All Calls Cancel Call Forward – Busy Cancel Call Forward – No Answer (All Telephones) Cancel Do Not Disturb Cancel  This feature is only available for telephones assigned to ports 1 and 2.
690	Incoming Ring Mode (All Modes for Incoming Calls)
691	Incoming Ring Mode (Telephone Mode)

**Table A-1: Feature Access Codes List** 

Access Code	Description	
692	Incoming Ring Mode (Common Mode)	
7	Privacy Release (Outside Line Calls)	
75	Low Battery LCD Indication Reset  This feature is only available for telephones assigned to ports 1 and 2.	
10	Headset Off-Hook/On-Hook Button	
50	Timed Alarm Verify (Alarm 1)	
51	Timed Alarm Cancel (Alarm 1)	
52	Timed Alarm Set/Cancel (Alarm 1)	
53	Timed Alarm Verify (Alarm 2)	
54	Timed Alarm Cancel (Alarm 2)	
55	Timed Alarm Set/Cancel (Alarm 2)	
56	Room Monitored Telephone Set/Cancel	
57	Room Monitoring Telephone Set/Cancel	
58	All Telephone Alarm Clear  This feature is only available for telephones assigned to ports 1 and 2.	
80	Night Mode Set/Cancel	
84XX	Extension Name Entry (Internal Calls)	
85X	Trunk Name Entry (External Call) $X = Outside \ Line \ (1 \Rightarrow 6)$	
88	Callback Indication Reset	
9#	Date/Time Set	
9 *	Test Printing (SMDR)  This feature is only available for telephones assigned to ports 1 and 2.	
91	Malicious Call Trace  Real Available during an incoming ISDN call only.	
93	Background Music Telephone Set/Cancel	
96	SMDR Printout Start/Stop Toggle (Stop = PC Programming Mode)  This feature is only available for telephones assigned to ports 1 and 2.	
99	Feature LED (Lamp) Reset	

Table A-2: Special Internal Dial Numbers List

Access Code	Description	
0	Auto Answer Assignment (Trunk Pickup)	
10 → 59	Internal Extension Number Range	
60	Call Pickup from a different Tenant Group	
61	Call Pickup Internal/External from the same Tenant Group	
63X	Specified CO/PBX Line Seizure	
65	Do Not Disturb Set/Cancel	
66	Call Forward – All Calls Cancel	
66XX	Call Forward – All Calls Set/Cancel	
6700	Call Forward – Busy/No Answer	
67XX	Call Forward – Busy/No Answer Set/Cancel	
68	Trunk Queuing	
69	Trunk Queuing Cancel	
70	Internal All Call Page	
74	Page Answer	
75	External Paging	
77	Internal/External All Call Page	
79	Call Pickup (ISDN lines)	
81	Doorphone 1 Monitor	
82	Doorphone 2 Monitor	
871	Ringer/Volume Adjustment	
872	Contrast Adjustment  This applies to DTU-Type telephones only.	



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#### **TONE PATTERNS**

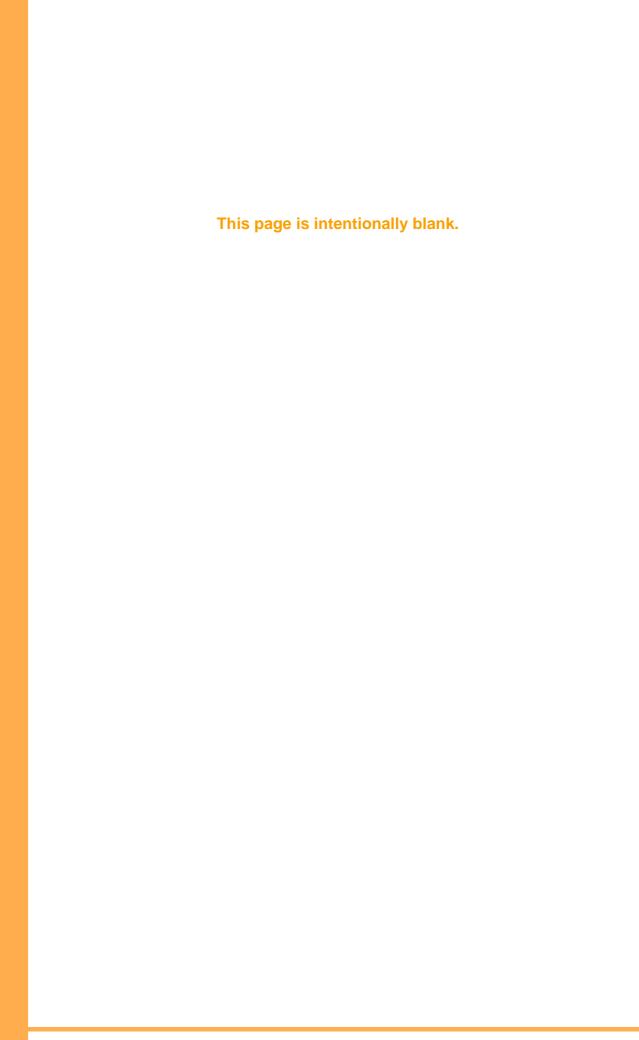
This chart provides the frequency and tone cycle patterns for the tones. Tones are used by the system to inform users of system functions such as dial tone, busy tone and ringback tone. Note that the tones and frequencies are listed for each type of telephone the Xen Alpha system supports. In the chart (I) beside the frequency indicates the Xen Alpha telephone and (E) indicates the DTU-Type telephones.

Table B-1: Tone Patterns

System Tone (Fixed)	Frequency (Hz) (Fixed)	Modulation	Cycle
Automatic Callback	500 Hz (I) 540 Hz (D)	N/A	0.5 sec.  OFF 0.5 sec.
Barge-In Tone	440 Hz	N/A	ON 1 sec. OFF
Busy Tone	480 Hz 620 Hz	N/A	0.5 sec. ON OFF 0.5 sec.
Call Waiting Tone	440 Hz	N/A	0.5 sec. ON OFF 0.5 sec.
CO/PBX Ring Tone A	High: 1024 Hz/1285 Hz (I) 1100 Hz/1400 Hz (E) Low: 480 Hz/606 Hz (I) 520 Hz/660 Hz (E)	16	ON 2 sec.  OFF 4 sec.
CO/PBX Ring Tone B	High: 1024 Hz/1285 Hz (I) 1100 Hz/1400 Hz (E) Low: 480 Hz/606 Hz (I) 520 Hz/660 Hz (E)	16	.375 sec. ON OFF .250 sec.
CO/PBX Ring Tone C	High: 1024 Hz/1285 Hz (I) 1100 Hz/1400 Hz (E) Low: 480 Hz/606 Hz (I) 520 Hz/660 Hz (E)	16	.250 sec. ON
CO/PBX Ring Tone D	High: 1024 Hz/1285 Hz (I) 1100 Hz/1400 Hz (E) Low: 480 Hz/606 Hz (I) 520 Hz/660 Hz (E)	16	0.5 sec. ON OFF 0.5 sec.

Systen (Fix	n Tone (ed)	Frequency (Hz) (Fixed)	Modulation	Cycle
Doorphone 1	Chime Tone	N/A	N/A	ON
	Busy Chime Tone	1400 Hz/1100 Hz (I & E)	N/A	ON OFF 1400 Hz 1100 Hz
Doorphone 2	Chime Tone	N/A	N/A	ON
	Busy Chime Tone	1024 Hz (I) 1100 Hz (E)	N/A	.250 sec. ON
Hold A	Alarm	1024 Hz (I) 1100 Hz (E)	N/A	OFF 0.5 sec.
Howle	r Tone	2400 Hz (I & E)	16 100% AM	ON .032 sec.  OFF .032 sec.
Incoming	Dial Tone	360 Hz/440 Hz (I & E)	N/A	ON Continuous OFF
Incoming Ri	ing Transfer	480 Hz/606 Hz (I) 520 Hz/660 Hz (E)	16	OFF 0.5 sec.
Internal R	Ring Tone	500 Hz (I) 540 Hz (E)	N/A	0.5 sec. OFF 0.5 sec.
Key <sup>-</sup>	Tone	1100 Hz (I & E)	N/A	.070 sec. ON OFF
Recall	I Tone	1024 Hz (I & E)	N/A	0.5 sec.  ON  OFF 0.5 sec.
Reorde	er Tone	480/620 Hz	N/A	.250 sec. ON OFF .250 sec.

System Tone (Fixed)	Frequency (Hz) (Fixed)	Modulation	Cycle
Ringback Tone for External Speaker CO/ PBX Ring Tone	440 Hz/480 Hz (I & E)	N/A	1 sec. ON OFF 2 sec.
Ringing Transfer Alarm	1024 Hz (I) 1100 Hz (E)	N/A	0.5 sec. ON OFF 0.5 sec.
Set Tone 1	800 Hz (I & E)	N/A	OFF
Set Tone 2	500 Hz (I) 540 (E)	N/A	0.5 sec. ON OFF
Timed Alarm	1024 Hz (I) 1100 Hz (E)	N/A	.250 sec. ON OFF .125 sec.
Tone Override	500 Hz (I) 540 HZ (E)	N/A	2 sec. ON OFF
Trunk Queuing	500 Hz (I) 540 HZ (E)	N/A	OFF 0.5 sec.



# Appendix - C

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#### GLOSSARY OF TERMS

This glossary is provided to help you understand terms and abbreviations used throughout this document.

Table C-1: Glossary of Terms

Term	Definition
Central Office (CO)	Telephone company facility where subscribers' lines are joined to switching equipment for connecting other subscribers to each other, locally and long distance. Also called CO, as in See-Oh. Sometimes the term central office is the same as the overseas term "public exchange." Sometimes, it means a wire center in which there might be several switching exchanges.
СО	Refer to Central Office
Dial Pulse (DP)	A means of signaling consisting of regular momentary interruptions of a direct or alternating current at the sending end in which the number of interruptions corresponds to the value of the digit or character. In short, the old style of rotary dialing. Dial the number "five" and you will hear five "clicks." See also DTMF.
Dual Tone Multifrequency (DTMF)	Dual Tone Multi-Frequency. A fancy term describing push button or Touchtone dialing. (Touchtone is a not registered trademark of AT&T, though until 1984 it was.) In DTMF, when you touch a button on a push button pad, it makes a tone, actually a combination of two tones, one high frequency and one low frequency. Thus the name Dual Tone Multi Frequency. In U.S. telephony, there are actually two types of "tone" signaling, one used on normal business or home push button/touchtone phones, and one used for signaling within the telephone network itself. See also Dial Pulse.
DP	Refer to Dial Pulse.
DTMF	Refer to Dual Tone Multifrequency.
Hybrid System	This term is used to describe a system which has attributes of both Key Telephone Systems and PBXs. The distinguishing feature is that a hybrid key system can use normal single line phones in addition to the normal electronic key phones. A single line phone behind a hybrid works very much like a single line phone behind a PBX. The second distinguishing feature of a hybrid is that it is "non-squared." This means that not every trunk appears as a button on every phone in the system. In a non-squared system, you can have more trunks than you have buttons on each telephone. Some telephones will have trunks that others do not have and vice versa. This allow you to have more trunks on your telephone system than you have buttons on your telephones. This means, for example, that four executives can each have private lines and access to four trunks on a six-button telephone.

Table C-1: Glossary of Terms

-	5.0 (4)
Term	Definition
ISDN	Integrated Services Digital Network. ISDN comes today in two basic flavors BRI, which is 144,000 bits per second and designed for the desktop, and PRI which is 1,544,000 bits per second and designed for telephone switches, computer telephony and voice processing systems. Neither ISDN BRI or ISDN PRI is a standard service, though there are several "standard" configurations. ISDN BRI is a wonderful service in your home or office because it can give you video conferencing, and ultrafaster data communications.
Key Function (KF)	Refer to Squared System
Key Service Unit (KSU)	The Key Service Unit is the main cabinet containing all the equipment, switching and electronics necessary to run a key telephone system.
KF	Refer to Squared System
KSU	Refer to Key Service Unit.
LCD	Refer to Liquid Crystal Display
Liquid Crystal Display (LCD)	Liquid Crystal Display. An alphanumeric display using liquid crystal sealed between two pieces of glass. The display is divided into hundreds or thousands of individual dots, which are charged or not charged, reflecting or not reflecting external light to form characters, letters and numbers. LCD displays have certain advantages. They use little electricity and react reasonably quickly.
MF	Refer to Hybrid System.
Multifunction System (MF)	Refer to Hybrid System.
PBR	Push Button Receiver. Instead of rotary dialing, buttons are pushed to generate the tones needed to place a phone call. Also called Touchtone or DTMF.
Rotary Dialing	Refer to Dial Pulse
PBX	Private Branch eXchange. A private (i.e. you, as against the phone company owns it), branch (meaning it is a small phone company central office), exchange (a central office was originally called a public exchange, or simply an exchange). In other words, a PBX is a small version of the phone company's larger central switching office. A PBX is also called a Private Automatic Branch Exchange, though that has now become an obsolete term. In the very old days, you called the operator to make an external call, except in Europe. Then later someone made a phone system that you simply dialed nine (or another digit in Europe it's often zero), got a second dial tone and dialed some more digits to dial out, locally or long distance. So, the early name of Private Branch Exchange (which needed an operator) became Private AUTOMATIC Branch Exchange (which didn't need an operator). Now, all PBXs are automatic. And now they're all called PBXs, except overseas where they still have PBXs that are not automatic
Squared System	A squared system is a system where each trunk line "appears" as the same button on each phone. The major advanced of the squared system is that you can go to any telephone anywhere in the system and punch any button for any trunk line and know it to be the same button for the same trunk line. This makes telephone operation less confusing. However, there is a limitation to this configuration, you can only have as many trunks on your key system as you have trunk buttons on your key telephones. (See also, Hybrid System.)

Table C-1: Glossary of Terms

Term	Definition
Switch	A mechanical, electrical or electronic device which opens or closes circuits, completes or breaks an electrical path, or selects paths or circuits.
Tenant Service	Some businesses acquire a telephone system too large for their needs so they sell parts of the service to smaller offices in their own building or in the surrounding community. There are two ways to make money on tenant service renting telephone equipment or reselling long distance lines. There's more money on re-selling long distance lines.
Touchtone Dialing	Refer to Dual Tone Multifrequency.
Trunk Line	A communication line between two switching systems. The term switching systems typically includes equipment in a central office (the telephone company) and PBXs. A tie trunk connects PBXs. Central office trunks connect a PBX to the switching system at the central office.

