In **Edit ▸ Preferences ▸ General**, set the following:
- **Default Magnification** = Fit Width
- **Display Splash Screen at Startup** = Disabled (box not checked)
- **Display Open Dialog Box at Startup** = Disabled (box not checked)

For easiest reading on-screen, select **View ▸ Fit Width** (or **Ctrl K**). This option is automatically enabled if you set the **Default Magnification** in General Preferences as described above.

To return to the opening screen at any time, press **Home**.
To scroll up or down on a page, press **PageDown** or **PageUp**.
To navigate between pages, press → or ←.

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● To return to the opening screen, press the HOME key.
### 02.00.00 Compatibility

Software version 02.00.00 contains many enhancements and is not backward compatible with prior software versions.

When you upgrade to 02.00.00 from a prior software version, you must use **9999: System Initialization** to reinitialize your system. Following reinitialization, you must reprogram the system with the site specific options.

After you install and program your 02.00.00 system, you can use **9906: Backup** to save your site data and **9907: Restore** to upload (restore) the data. **You must reset** the system after using **9907: Restore** to restore your system’s data base.

Keep the following PC Card data base compatibility guidelines in mind when backing up and restoring site data:
- All u slot software version 02.00.00 data bases in systems using CPU P/N 80025A are compatible (regardless of whether they are installed in a 4 or 8 slot cabinet).
- U slot software version 02.00.00 data bases in systems using CPU P/N 80025 are not compatible with data bases using CPU P/N 80025A.
- Fixed slot data bases are not compatible with any u slot data bases.

Programs **9906: Backup** and **9907: Restore** provide 8 data base storage addresses (00-07), not 12 as in previous software versions.

Software version 02.00.00 does not support 2-OPX Modules.
This manual has been developed by Nitsuko America. It is intended for the use of its customers and service personnel, and should be read in its entirety before attempting to install or program the system. Any comments or suggestions for improving this manual would be appreciated. Forward your remarks to:

Nitsuko America, Telecom Division  
4 Forest Parkway Shelton, CT 06484  
Attention: Manager, Technical Publications  
http://www.nitsuko.com

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Chapter 1 Features

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Introduction

Before Reading This Section
This section provides detailed information on the system’s features. If you don’t know what the various features are, review the Table of Contents for this section and the manual’s Index. After reviewing, turn back to this section for the specifics.

Using This Section
The features in this section are in alphabetical order, like a dictionary. This section subdivides each feature definition into headings as follows:

Description
Read Description to get an overview of the feature. Along with the feature’s description are the Conditions and Default Setting. Conditions provides the feature’s operational limits (if any). Default Setting outlines how the feature works with the default (factory installed) Programming List. When initially installed, the system uses the default setting. For specific default settings on each program, refer to the chart at the end of this manual.
Introduction

In each feature description there are two icons which provide additional essential information about the feature:

This is Feature Benefit icon. Read this text to find out how the feature can help co-worker’s become more productive and streamline company-wide communications.

This is the Software History icon. Since Nitsuko America is constantly enhancing your system, all options may not be available in all software levels. Read this text to find out the specifics.

- Software version 01.nn.nn is fixed slot software.
- Software version 02.nn.nn is universal slot software.

To check your system’s software version:
1. Do not lift the handset, do not press SPK, and do not press ICM.
2. Dial 8.
   
   Your system’s software version displays.

Programming Guide

The Programming Guide is an easy-to-use chart that guides you step-by-step through programming the feature. If you’re not sure how to set up a feature, start first with the Programming Guide.

Programming List

Programming List explains the system Programming List that lets you customize the feature. Some features require Programming List; others don’t. If you decide to customize a feature, use Section 2 to enter the change into the system.

Other Related Features

Read this part to learn how the feature interacts with other features.

Feature Operation

This part provides you with instructions on how to use each feature. These instructions are also provided in the DS2000 Feature Handbook (P/N 80000MFH**). Also see the DS2000 Multibutton Telephone Quick Reference Guide (P/N 80000MBG**).
System Configuration

The total number of components you can install and connect to your system depends on power supply capacity and the System Load Factor. Use the table below and the following steps to calculate the System Load Factor.

<table>
<thead>
<tr>
<th>Notes for 4-Slot Cabinets with Fixed Slot Software</th>
</tr>
</thead>
<tbody>
<tr>
<td>• If your 4-slot cabinet uses fixed slot software, you can plug DSTU PCBs only into slots CN1 and CN2.</td>
</tr>
<tr>
<td>• You can plug an ASTU PCB only into slot CN2 (in place of the second DSTU PCB).</td>
</tr>
<tr>
<td>• Install ATRU PCBs only into slots CN3 and CN4.</td>
</tr>
<tr>
<td>• System Load Factor in fixed slot systems is only an issue if you have DSS Consoles and 2-OPX Modules installed. Note that you cannot install more than 4 DSS Consoles, regardless of System Load Factor.</td>
</tr>
<tr>
<td>• The Release Notes that came with your system indicate if it uses fixed slot software.</td>
</tr>
<tr>
<td>• Check your system’s Hardware Manual for more installation details.</td>
</tr>
<tr>
<td>• Maximum configuration for 4-slot cabinets with fixed slot software is 16 trunks and 32 extensions.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Notes for 4-Slot and 8-Slot Cabinets with Universal Slot Software</th>
</tr>
</thead>
<tbody>
<tr>
<td>• A 4-slot cabinet with universal slot software cannot have more than 2 16DSTU PCBs installed under any circumstances.</td>
</tr>
<tr>
<td>• A 4-slot cabinet with universal slot software cannot connect more than 40 extensions, regardless of System Load Factor.</td>
</tr>
<tr>
<td>• A 4-slot cabinet with universal slot software cannot connect more than 24 trunks, regardless of System Load Factor.</td>
</tr>
<tr>
<td>• An 8-slot cabinet with universal slot software cannot connect more than 96 extensions, regardless of System Load Factor.</td>
</tr>
<tr>
<td>• An 8-slot cabinet with universal slot software cannot connect more than 48 trunks, regardless of System Load Factor.</td>
</tr>
<tr>
<td>• In an 8-slot cabinet, the total of all extensions and trunks installed cannot exceed 104, regardless of System Load Factor.</td>
</tr>
<tr>
<td>• In an 8-slot cabinet, you must install a 16DSTU PCB in slot CN1.</td>
</tr>
<tr>
<td>• In an 8-slot cabinet, you can only install A series PCBs:</td>
</tr>
<tr>
<td>- CPU PCB P/N 80025A</td>
</tr>
<tr>
<td>- Power Supply P/N 80005A</td>
</tr>
<tr>
<td>- 16DSTU Digital Station PCB P/N 80021A</td>
</tr>
<tr>
<td>- 8 ASTU 8 Port Analog Station PCB P/N 80041A</td>
</tr>
<tr>
<td>- 4ASTU 4 Port Analog Station PCB P/N 80040A</td>
</tr>
<tr>
<td>- 8ATRU 8 Port Analog Trunk PCB P/N 80011A</td>
</tr>
<tr>
<td>- 4ATRU 4 Port Analog Trunk PCB P/N 80010A</td>
</tr>
</tbody>
</table>
Introduction

To check your system configuration:

1. Indicate the quantity for each item installed in the Qty column.
2. For each item, multiply the Qty times the Load Factor and enter the value in the Total Load column.
3. Add all the values in the Total Load column and enter the value in row 1.
4. Determine the System Load Factor capacity of the power supplies installed in your system and enter the total in row 2.
   
   A 4-Slot Cabinet can have only 1 power supply. An 8-Slot Cabinet can have up to 3 power supplies. You cannot have more than two 16DSTU PCBs per power supply, regardless of System Load Factor calculations.

5. Compare the entry in row 2 to your entry in row 1. **Row 1 must always be equal to or less than the entry in row 2.**

Do not operate your system if the System Load Factor total (row 1) exceeds the allowable value (row 2).

### System Load Factor Calculations

<table>
<thead>
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<th>Item</th>
<th>Load Factor</th>
<th>Qty</th>
<th>Total Load</th>
</tr>
</thead>
<tbody>
<tr>
<td>16DSTU PCB</td>
<td>16</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4ASTU PCB</td>
<td>8</td>
<td></td>
<td></td>
</tr>
<tr>
<td>8ASTU PCB</td>
<td>12</td>
<td></td>
<td></td>
</tr>
<tr>
<td>110-Button DSS Console</td>
<td>2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>24-Button DSS Console</td>
<td>1</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Total DSS Consoles installed cannot exceed 4.

2-OPX Module 3

1. Total load for this configuration:

2. If you have one power supply installed, enter 48. If you have two power supplies installed, enter 80. If you have three power supplies installed, enter 112. (2 16DSTU PCBs maximum per power supply)

Note: An 8-Slot Cabinet can have up to 3 power supplies. You **cannot** have more than two 16DSTU PCBs per power supply, regardless of System Load Factor calculations.
Examples of Typical 4-Slot Cabinet Maximum Configurations

The following configurations do not apply to fixed slot software. Refer to the Release Notes that came with your system to find out if you have fixed slot software.

- **16 x 32** (16 trunks and 32 digital extensions)
  Recommended for sites with no Voice Mail and high trunk usage.

- **24 x 16** (24 trunks and 16 digital extensions)
  Recommended for sites with no Voice Mail and very high trunk usage.

- **8 x 16 x 16** (8 trunks, 16 digital extensions and 16 analog extensions)
  Recommended for sites with Voice Mail, normal trunk usage and high analog extension usage.

- **16 x 16 x 8** (16 trunks, 16 digital extensions and 8 analog extensions)
  Recommended for sites with Voice Mail, high trunk usage and high analog extension usage.

- **8 x 32 x 8** (8 trunks, 32 digital extensions and eight analog extensions)
  Recommended for sites with Voice Mail, normal to low trunk usage and low analog extension usage.

Examples of Typical 8-Slot Cabinet Maximum Configurations

- **32 x 64** (32 trunks and 64 digital extensions)
  Recommended for sites with no Voice Mail and high trunk usage. This configuration requires 2 power supplies.

- **48 x 32** (48 trunks and 32 digital extensions)
  Recommended for sites with no Voice Mail and very high trunk usage. This configuration requires 1 power supply.

- **16 x 32 x 32** (16 trunks, 32 digital extensions and 32 analog extensions)
  Recommended for sites with Voice Mail, normal trunk usage and high analog extension usage. This configuration requires 2 power supplies.

- **32 x 32 x 16** (32 trunks, 32 digital extensions and 16 analog extensions)
  Recommended for sites with Voice Mail, high trunk usage and high analog extension usage. This configuration requires 2 power supplies.

- **16 x 64 x 16** (16 trunks, 64 digital extensions and 16 analog extensions)
  Recommended for sites with Voice Mail, normal to low trunk usage and low analog extension usage. This configuration requires 3 power supplies.

4 Slot Cabinet U Slot Default Configuration

**Important:**

1. Always observe the System Load Factor when configuring your system.
2. You must install a 16DSTU PCB into slot CN1.

In a 4-slot cabinet, you can install either A series PCBs or non-A series PCBs. If you install non-A series PCBs, you must install the RFI Suppressor Assemblies as shown in your Hardware Manual. If you install A series PCBs, you do not need to install the RFI Suppressor Assemblies or the station and trunk cables. The available PCBs are:

- CPU PCB P/N 80025\(\text{A}\) and 80025
- Power Supply P/N 80005\(\text{A}\) and P/N 80005
- 16DSTU Digital Station PCB P/N 80021\(\text{A}\) and 80021
- 8 ASTU 8 Port Analog Station PCB P/N 80041\(\text{A}\) and 80041
- 4ASTU 4 Port Analog Station PCB P/N 80040\(\text{A}\) and 80040
- 8A TRU 8 Port Analog Trunk PCB P/N 80011\(\text{A}\) and 80011
- 4A TRU 4 Port Analog Trunk PCB P/N 80010\(\text{A}\) and 80010
If your 4-slot cabinet is using CPU PCB P/N 80025, your system capacity will be as follows:

- Slots 1-4
- 24 trunks (maximum)
- 40 extensions (maximum)
- 48 ports (maximum)
- 2 16DSTU PCBs (maximum)

Following is the default PCB configuration for this unique 4-slot cabinet system software:

<table>
<thead>
<tr>
<th>Slot</th>
<th>PCB</th>
<th>Extensions</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>16DSTU</td>
<td>300-315</td>
</tr>
<tr>
<td>2</td>
<td>16DSTU</td>
<td>316-331</td>
</tr>
<tr>
<td>3</td>
<td>8 ATRU</td>
<td>401-408</td>
</tr>
<tr>
<td>4</td>
<td>8 ATRU</td>
<td>409-416</td>
</tr>
</tbody>
</table>

If this configuration does not meet the site requirements, turn to Program 9902 - Slot Assignment (page 536) for information on how to change your PCB assignments. To swap the positions of PCBs, turn to Program 9802 - Swap Command Utility (U Slot) (page 533).

If your 4-slot cabinet is using CPU PCB P/N 80025A, your system will automatically load the 8-slot version of system software during startup (see 8 Slot Cabinet U Slot Default Configuration on page 7).
8 Slot Cabinet U Slot Default Configuration

Important:
1. Always observe the System Load Factor when configuring your system.
2. You must install a 16DSTU PCB into slot CN1.

Following is the default PCB configuration for your 8-slot cabinet. Note that you must always install a 16DSTU PCB in slot 1. This assignment is not programmable. The default configuration supports 24 trunks and 64 extensions (24 x 80). Your system will automatically load the system software for your 8-slot cabinet during system startup. You do not need to install the RFI Suppressor Assemblies on your extension and trunk cabling.

In an 8-slot cabinet, you can only install A series PCBs:
- CPU PCB P/N 80025A
- Power Supply P/N 80005A
- 16DSTU Digital Station PCB P/N 80021A
- 8 ASTU 8 Port Analog Station PCB P/N 80041A
- 4ASTU 4 Port Analog Station PCB P/N 80040A
- 8ATRU 8 Port Analog Trunk PCB P/N 80011A
- 4ATRU 4 Port Analog Trunk PCB P/N 80010A

<table>
<thead>
<tr>
<th>Slot</th>
<th>PCB</th>
<th>Extensions</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>16DSTU</td>
<td>300-315</td>
</tr>
<tr>
<td>2</td>
<td>16DSTU</td>
<td>316-331</td>
</tr>
<tr>
<td>3</td>
<td>16DSTU</td>
<td>332-347</td>
</tr>
<tr>
<td>4</td>
<td>16DSTU</td>
<td>348-363</td>
</tr>
<tr>
<td>5</td>
<td>16DSTU</td>
<td>364-379</td>
</tr>
<tr>
<td>6</td>
<td>8 ATRU</td>
<td>401-408</td>
</tr>
<tr>
<td>7</td>
<td>8 ATRU</td>
<td>409-416</td>
</tr>
<tr>
<td>8</td>
<td>8 ATRU</td>
<td>417-424</td>
</tr>
</tbody>
</table>

Modifying the 8 Slot Configuration

If you need to modify your system’s configuration, turn to Program 9902 - Slot Assignment (page 536). To swap the positions of PCBs, turn to Program 9802 - Swap Command Utility (U Slot) (page 533). You should also review the installation in your Hardware Manual before proceeding.
Chapter 1: Features

Default Feature Setup

Fixed Slot Software (01.nn.nn)
- All trunks are loop start DTMF.  
  *Use Program 1001 - Trunk Circuit Type* (page 474) to change this assignment.
- All extensions are 22-Button Display models.  
  *Use Program 1801 - Extension Circuit Type* (page 507) to change this assignment.
- Trunks 1-8 ring on line keys 1-8.  
  *Use Program 1805 - Ring Assignments* (page 524) to customize ringing.
- Extension users cannot press ICM and dial 9 for an outside line. Trunk Group Routing, Line Dial-Up, and Direct Trunk Access are disabled.  
  See *Central Office Calls, Placing* (page 83) for more.
- The last active Programmable Function Key on extension 300 is the Operator Call Key.  
  See *Attendant Call Queuing* (page 33) for more.

U Slot Software (02.nn.nn)
- All trunks are loop start DTMF.  
  *Use Program 1001 - Trunk Circuit Type* (page 474) to change this assignment.
- All extensions are 22-Button Display models.  
  *Use Program 1801 - Extension Circuit Type* (page 507) to change this assignment.
- Trunks 1-24 ring on line keys 1-24.  
  *Use User Programmable Features* (page 391) code #RAL or *Program 1805 - Ring Assignments* (page 524) to customize ringing.
- Extension users can press ICM and dial 9 for an outside line. Line Dial-Up and Direct Trunk Access are disabled.  
  See *Central Office Calls, Placing* (page 83) for more.
Initial System Startup

Initial Startup Programming

Step 1: Check the system defaults.
- If you have a 4 slot U Slot system, refer to 4 Slot Cabinet U Slot Default Configuration on page 5.
- If you have an 8 slot U Slot system, refer to 8 Slot Cabinet U Slot Default Configuration on page 7.
- To check the feature defaults, refer to Default Feature Setup on page 8.

Step 2: Does the current u slot PCB configuration meet the site requirements?
- If yes
- Skip to the next step.
- If no
- Review Program 9902 - Slot Assignment on page 536 and Program 9802 - Swap Command Utility (U Slot) on page 533.

Step 3: Enter the programming mode.
- From any display telephone:
  Press ICM + *#*# + Password + HOLD.
- The default system passwords are:
  Installer (level 3) = 372000
  System Administrator 2 (level 2) = 9999
  System Administrator 3 (level 1) = 0000

Step 4: Assign the correct circuit type to your installed trunks.
- In Program 1001 - Trunk Circuit Type (page 474), enter the correct circuit type for each installed trunk:
  00 = Uninstalled
  51 = Loop start DTMF
  52 = Loop start DP
Step 5: Assign the correct circuit type to your installed extensions.

- In *Program 1801 - Extension Circuit Type* (page 507), enter the correct circuit type for each installed extension:
  - 00 = Uninstalled
  - 01 = 22-Button Standard
  - 02 = 22-Button Display
  - 06 = 34-Button Display
  - 09 = 34-Button Super Display
  - 15 = Analog station
  - 21 = 2OPX

  *All keysets default to type 02 (22-Button Display). If you don’t change the circuit type for 34-Button and 34-Button Super Display telephones, the bottom two rows of Programmable Function Keys will be unassigned (i.e., not functioning).*

Step 6: By default, each extension has full access to each trunk. Do you want to change this assignment?

- For each extension in *Program 1803 - Extension Line Access Assignments* (page 519), assign the access options for each trunk. The options are:
  - 0 = No access
  - 1 = Incoming only
  - 2 = Outgoing only
  - 3 = Full access
- Use *Program 9801 - Copy Command* (page 531), to simplify your programming.
- In *Program 1803 - Extension Line Access Assignments* (page 519), make no changes from the default assignments.

Step 7: By default, each extension rings for every incoming trunk call. Do you want to change this assignment?

- For each extension in *Program 1805 - Ring Assignments* (page 524), assign ringing for each trunk. The options are:
  - 1 = Lamp only (day and night)
  - 2 = Ringing day and night
  - 3 = Night Ring only, lamp during the day
  - 4 = Delay ring day and night
- Use *Program 9801 - Copy Command* (page 531), to simplify your programming.
- The system attendant (extension 300) can put these trunks in the night mode by pressing their preassigned Night Key (key 11).
Initial System Startup

Initial Startup Programming  (Page 3 of 3)

- For each extension in Program 1805 - Ring Assignments (page 524), make no changes from the default assignments.

Step 8: Does your system have Voice Mail?

- Turn to Voice Mail on page 396 and review the required Voice Mail programming.
- Go to the next step.

Step 9: Do you want to change the default system passwords?

- In Program 9905 - Password (page 543), change the passwords from their default settings.
- In Program 9905 - Password (page 543), do not change the passwords from their default settings.

Step 10: Do you want to return the system to its factory installed (default) programming?

- In Program 9999 - System Initialization (page 547), reinstate the factory installed programming. This erases all your programming and returns the system to its initial default settings.
- In Program 9999 - System Initialization (page 547), do not reinstate the factory installed programming.
## Table 1: Dial Codes (by Number)

<table>
<thead>
<tr>
<th>For this feature</th>
<th>Dial this code</th>
<th>When you are</th>
<th>Also use Function Key</th>
</tr>
</thead>
<tbody>
<tr>
<td>Call Forwarding</td>
<td>*30</td>
<td>Canceling Call Forwarding at an extension</td>
<td></td>
</tr>
<tr>
<td></td>
<td>*32 + Extension or 0 (for operator)</td>
<td>Enabling Call Forwarding Busy/No Answer</td>
<td></td>
</tr>
<tr>
<td></td>
<td>*34 + Extension or 0 (for operator)</td>
<td>Enabling Call Forwarding All Calls</td>
<td></td>
</tr>
<tr>
<td></td>
<td>*36 + Extension or 0 (for operator)</td>
<td>Enabling Call Forwarding No Answer</td>
<td></td>
</tr>
<tr>
<td>Selectable Display</td>
<td>*38 + Message (600-615)</td>
<td>Enabling a Selectable Display Message</td>
<td></td>
</tr>
<tr>
<td>Messaging</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### Table 2: System Number Plan/Capacities (Page 1 of 2)

<table>
<thead>
<tr>
<th>System Options</th>
<th>4-Slot System</th>
<th>8-Slot System</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Classes of Service</td>
<td></td>
<td>1-15</td>
</tr>
<tr>
<td>• Conference</td>
<td>32 simultaneous users in Conference (total of all Conferences system-wide)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>8 simultaneous Conferences maximum</td>
<td></td>
</tr>
<tr>
<td></td>
<td>8 parties maximum in any one Conference</td>
<td></td>
</tr>
<tr>
<td>• Extension Hunting (ACD/UCD) Master Numbers</td>
<td></td>
<td>8</td>
</tr>
<tr>
<td>• Extension Hunting Groups</td>
<td></td>
<td>8 (1-8)</td>
</tr>
<tr>
<td>• Group Call Pickup Groups</td>
<td></td>
<td>8 (1-8, 0 = unassigned)</td>
</tr>
<tr>
<td>• Privacy Release Groups</td>
<td></td>
<td>16 (1-16, 0 = unassigned)</td>
</tr>
<tr>
<td>• Speed Dial, Personal</td>
<td>20 bins at each extension (701-720)</td>
<td></td>
</tr>
<tr>
<td>• Speed Dial, System</td>
<td>10 (20-29), 100 (200-299), 1000 (2000-2999)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>See Speed Dial (page 314) for additional information on Speed Dial capacities.</td>
<td></td>
</tr>
<tr>
<td>• Tenant Groups</td>
<td></td>
<td>1</td>
</tr>
<tr>
<td>• Timeslots</td>
<td></td>
<td>Non-blocking</td>
</tr>
<tr>
<td>• Toll Restriction Levels</td>
<td></td>
<td>7 (1-7, 0 = no restriction)</td>
</tr>
</tbody>
</table>

### Trunks

<table>
<thead>
<tr>
<th>Trunks</th>
<th>401-416 (fixed slot)</th>
<th>401-448</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Direct Trunk Access Codes</td>
<td>401-424 (u-slot)</td>
<td></td>
</tr>
<tr>
<td>• Line Dial Up Codes</td>
<td>#901-#916 (fixed slot)</td>
<td>#901-#948</td>
</tr>
<tr>
<td>• #901-#924 (u-slot)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Ring Groups</td>
<td>8 (1-8)</td>
<td></td>
</tr>
<tr>
<td>• Trunk Group Access Codes</td>
<td>90-98</td>
<td></td>
</tr>
<tr>
<td>• Trunk Groups</td>
<td>9 (0-8)</td>
<td></td>
</tr>
</tbody>
</table>
## Charts and Illustrations

**Table 2: System Number Plan/Capacities** (Page 2 of 2)

<table>
<thead>
<tr>
<th>Feature</th>
<th>4-Slot System</th>
<th>8-Slot System</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trunk Ports</td>
<td>16 (1-16) (fixed slot)</td>
<td>48 (1-48)</td>
</tr>
<tr>
<td></td>
<td>24 (1-24) (u-slot)</td>
<td></td>
</tr>
<tr>
<td>Extensions</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Attendant (Operator) Access Number</td>
<td>0 (single operator)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>01-04 (multiple operators)</td>
<td></td>
</tr>
<tr>
<td>Attendants</td>
<td></td>
<td>4</td>
</tr>
<tr>
<td>DSS Consoles</td>
<td></td>
<td>4</td>
</tr>
<tr>
<td>The System Load Factor may limit the total</td>
<td></td>
<td>The total number that you can install.</td>
</tr>
<tr>
<td>number that you can install.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Telephone Extension Numbers</td>
<td>32 (300-331) (fixed slot)</td>
<td>96 (300-395)</td>
</tr>
<tr>
<td></td>
<td>40 (300-339) (u-slot)</td>
<td></td>
</tr>
<tr>
<td>Telephone Port Numbers</td>
<td>32 (1-32) (fixed slot)</td>
<td>96 (1-96)</td>
</tr>
<tr>
<td></td>
<td>40 (1-40) (u-slot)</td>
<td></td>
</tr>
<tr>
<td>Total Number of Station Devices</td>
<td>32 (fixed slot) (may be limited by load</td>
<td>96 (may be limited by load factor)</td>
</tr>
<tr>
<td></td>
<td>factor)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>40 (u-slot) (may be limited by load factor)</td>
<td></td>
</tr>
<tr>
<td>Voice Mail and UCD Hunting Master Numbers</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>UCD Hunting group master numbers can be</td>
<td></td>
<td></td>
</tr>
<tr>
<td>100-299, 332-400, or 417-899. They cannot be</td>
<td></td>
<td></td>
</tr>
<tr>
<td>in the extension (300-395) or trunk (401-448)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>number range. By default, the systems uses</td>
<td></td>
<td></td>
</tr>
<tr>
<td>codes beginning with 0 for operator access</td>
<td></td>
<td></td>
</tr>
<tr>
<td>and 9 for trunk/trunk group access.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Voice Mail Ports</td>
<td>Limited by available analog ports.</td>
<td></td>
</tr>
<tr>
<td>Paging and Park</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Page Relays</td>
<td>One set on CPRU that close when External</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Page is active</td>
<td></td>
</tr>
<tr>
<td>Page Zones</td>
<td>7 zones (1-7) and All Call (0)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>All Call and zone 1 broadcast on the CPRU</td>
<td></td>
</tr>
<tr>
<td></td>
<td>External Page port</td>
<td></td>
</tr>
<tr>
<td>Park Orbits</td>
<td>10 (60-69)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Orbits 68 and 69 have extended (5 min.)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>timers</td>
<td></td>
</tr>
<tr>
<td>Passwords</td>
<td></td>
<td></td>
</tr>
<tr>
<td>System Administrator 1 (Level 1)</td>
<td>0000</td>
<td></td>
</tr>
<tr>
<td>System Administrator 2 (Level 2)</td>
<td>9999</td>
<td></td>
</tr>
<tr>
<td>Installer (Level 3)</td>
<td>372000</td>
<td></td>
</tr>
</tbody>
</table>
Figure 1: 22-Button Display Telephone (Fixed Slot)

For Attendants:
Key 11=Night Key
Key 12=Operator Call Key
Figure 2: 22-Button Display Telephone (U Slot)

For Attendants:
Key 11=Night Key
Key 12=Operator Call Key
Figure 3: 22-Button Standard Telephone (Fixed Slot)
Figure 4: 22-Button Standard Telephone (U Slot)

For Attendants:
Key 11=Night Key
Key 12=Operator Call Key
Figure 5: 34-Button Display Telephone (Fixed Slot)

These keys are undefined

For Attendants:
Key 11=Night Key
Key 24=Operator Call Key
Figure 6: 34-Button Display Telephone (U Slot)

For Attendants:
Key 11=Night Key
Key 24=Operator Call Key

These keys are undefined

DS2000 Software Manual

Chapter 1: Features
Figure 7: 34-Button Super Display Telephone (Fixed Slot)

These keys are undefined

For Attendants:
Key 11=Night Key
Key 24=Operator Call Key
Figure 8: 34-Button Super Display Telephone (U Slot)

For Attendants:
Key 11=Night Key
Key 24=Operator Call Key

These keys are undefined
Figure 9: 24-Button DSS Console
These keys are undefined

Figure 10: 110-Button DSS Console (Fixed Slot)
These keys are undefined

Figure 11: 110-Button DSS Console (U Slot)
Description

LCCPU 01.00.00
LCCPU 02.00.00

Available. See see Off-Premise Extensions / On-Premise SLT Extensions on page 257.
2500 Sets / Single Line Telephones

Description

Available. Refer to *Off-Premise Extensions / On-Premise SLT Extensions* on page 257 for more.
### Description

<table>
<thead>
<tr>
<th>LCCPU 01.00.00</th>
<th>LCCPU 02.00.00</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Not available.</td>
</tr>
</tbody>
</table>
Alphanumeric Display

Description

The Alphanumeric Display messages help the display telephone user process calls, identify callers and customize features.

LCCPU 01.00.00
LCCPU 02.00.00
Available.

The 22- and 34-Button Display Telephones have a two-line, 20-character per line alphanumeric display. The first line displays the date and time (while idle) and feature status messages. The second line displays the Soft Key definitions.

The 34-Button Super Display Telephone has an eight-line, 20-character per line alphanumeric display. The first line displays the data and time (while idle) and feature status messages, just like the 22- and 34-Button Display Telephones. Lines 2-8 are the comprehensive Super Display Telephone soft key definitions.

To learn more about the display telephones, see:
- 22-Button Display Telephone (Fixed Slot) on page 15
- 22-Button Display Telephone (U Slot) on page 16
- 34-Button Display Telephone (Fixed Slot) on page 19
- 34-Button Display Telephone (U Slot) on page 20
- 34-Button Super Display Telephone (Fixed Slot) on page 21
- 34-Button Super Display Telephone (U Slot) on page 22

To learn more about the Soft Keys, see Soft Keys on page 312.

Conditions
None

Default Setting
Enabled for all display telephones.

Programming Guide
None

Programming List
None

Other Related Features

Soft Keys (page 312)
The interactive Soft keys provide users with intuitive access to the telephone’s features.
Alphanumeric Display

Volume Controls (page 411)
While a feature is active, pressing VOL ▲ and VOL ▼ adjusts the volume of the active feature. While a 22-Button or 34-Button Display telephone is idle, pressing VOL ▲ and VOL ▼ adjusts the display contrast. Note that 34-Button Super Display Telephones do not provide contrast adjustments. A system reset or power down returns the user-set contrast setting to a median level.

Feature Operation
Refer to the individual features for feature operation.
Analog Communications Interface (ACI)

Description

LCCPU 01.00.00
LCCPU 02.00.00
Not available.
Alternate Attendant

Description

LCCPU 01.00.00
LCCPU 02.00.00
Not available.
Attendant Call Queuing

Description

Attendant Call Queuing helps minimize call congestion in systems that use the attendant as the overflow destination for unanswered calls.

An unlimited number of callers can queue for the attendant. The callers hear ringback while they wait for the attendant to answer — not busy tone. If you have the attendant as the overflow destination for Direct Inward Lines, for example, unanswered DILs will "stack up" at the attendant until they are answered.

Operator Call Key

The last programmable key on an attendant telephone is permanently assigned as an Operator Call Key. When the operator has Intercom calls waiting to be answered, the calls queue under this key. The key winks (on) when calls are queued.

The Operator Call Key is a permanent assignment for all extensions assigned as operators. You cannot change this assignment. Attendant Call Queuing is a permanent, non-programmable feature.

Conditions

None

Default Setting

At attendant (extension 300 by default), key 12 (on 22-button) or key 24 (on 34-button) is an Operator Call Key.

Programming Guide

None

Programming List

None

Other Related Features

Attendant Position (page 35)
Assign system attendants.

Off-Hook Signaling (page 255)
The Operator Call Key activates off-hook signaling.

Ringing Line Preference (page 302)
Ringing Line Preference will not answer a call ringing the Operator Call Key.

Voice Mail (page 396)
TRF transfers to the attendant from the Voice Mail Automated Attendant flash the Operator Call key and the Ring Indicator lamp. The call does not flash a line/loop key. (Note that Ringing Line Preference will not pick up a call ringing the attendant’s Call Queue key.)
Attendant Call Queuing

- UTRF transfers to the attendant from the Voice Mail Automated Attendant flash the trunk’s line/loop key and the Ring Indicator lamp.

Feature Operation

To answer a call flashing the Operator Call Key:

1. Press the flashing Operator Call Key.
   
   This places your outside call on Hold and answers the waiting call.
Description

The attendant is the system’s call processing focal point.

The attendant is the focal point for call processing within the system. The system can have up to four attendants. In addition to the features of a standard keyset, the attendant also has the following unique capabilities (refer to the respective feature for details):

- **Attendant Call Queuing** (page 33)
  Incoming Intercom calls from co-workers queue for the attendant. The callers never hear busy tone.

- **Barge In (Intrusion)** (page 48)
  The attendant can break into another extension user’s established call. This option is enabled in the attendant’s Class of Service (COS 1).

- **Direct Trunk Access** (page 129)
  Direct Trunk Access lets the attendant user dial a code to access an individual trunk. This option is enabled in the attendant’s Class of Service (COS 1).

- **Forced Trunk Disconnect** (page 167)
  In an emergency, the attendant can release (disconnect) another user’s active trunk call. This option is enabled in the attendant’s Class of Service (COS 1).

- **Night Service / Night Ring** (page 250)
  An attendant with a Night key can put the system in the night mode. This option is enabled in the attendant’s Class of Service (COS 1).

- **Removing Trunks and Extensions From Service** (page 293)
  The attendant can remove problem trunks from service — then return them to service once the problem is corrected. This option is enabled because the attendant has Direct Trunk Access enabled in their Class of Service (COS 1).

- **Trunk (Line) Queuing / Trunk Callback** (page 384)
  The attendant can Camp On (queue) for a busy trunk. This option is enabled in the attendant’s Class of Service (COS 1).

The attendant should use a 34-Button Display or 34-Button Super Display Telephone. In addition, most attendants should find a 24-Button or 110-Button Direct Station Selection (DSS) Console helpful when processing calls.

**Conditions**

Ringing Line Preference will not pick up a call ringing the attendant’s Call Queue key.

**Default Setting**

The system has one operator assigned to extension 300.
Step 1: Install a 34-Button Display or 34-Button Super Display telephone for the attendant.

- A 24-Button or 110-Button DSS Console will also help the attendant process calls more quickly.

Step 2: Should the system have more than one attendant?

If yes:
- In Program 0301 - Number of Operators (page 426), enter 2-4.
- In Program 0301 - Operator 1 Extension (page 426), Program 0301 - Operator 2 Extension (page 426), Program 0301 - Operator 3 Extension (page 426), and Program 0301 - Operator 4 Extension (page 426), assign the operator extensions.
- In Program 1802 - Extension’s Operator (page 515), assign an operator to each extension.

If No:
- In Program 0301 - Number of Operators (page 426), enter 1.
- In Program 0301 - Operator 1 Extension (page 426), assign the system operator’s extension (normally 300).
- In Program 1802 - Extension’s Operator (page 515), assign each extension to the operator (normally 300).

Step 3: While busy on a call, should the attendant be audibly notified of incoming calls?

If yes:
- Program 1802 - Off-Hook Signaling for CO Calls (page 514), at the attendant’s extension enter 1 for Call Waiting beeps, 2 for off-hook ringing.
- Program 1802 - Off-Hook Signaling for CO Calls (page 514), enter 0 for the attendant’s extension.

If No:

Step 4: Should the first digit an extension user dials to reach an operator be 0 (e.g., 0 for single operator systems, 01-04 for multiple operator systems)?

If yes:
- In Program 0501 - Digit 0 Options (page 447), be sure this option is left at its default setting (Function Type = 1 and Expected Digits = 2).
- In Program 0501 - Digit 0 Options (page 447), exchange the digit 0 settings with the new digit.
- Do not change the Expected Digits entry for the digit 0.
Attendant Position

Programming List

**Note:** Designating an extension as an operator in Program 0301 automatically assigns Class of Service 01 to that extension. If you change your operator setup and make an operator a “normal” extension, be sure to go back and manually reassign a new Class of Service (2-15) to that extension. Note that the attendant’s Class of Service options are fully customizable.

**Program 0301 - Number of Operators** (page 426)
Specify the number of operators in the system (1-4).

**Program 0301 - Operator 1 Extension** (page 426)
Assign the 1st operator’s extension number. Be sure you have entered the correct number in the Number of Operators option above.

**Program 0301 - Operator 2 Extension** (page 426)
Assign the 2nd operator’s extension number. Be sure you have entered the correct number in the Number of Operators option above.

**Program 0301 - Operator 3 Extension** (page 426)
Assign the 3rd operator’s extension number. Be sure you have entered the correct number in the Number of Operators option above.

**Program 0301 - Operator 4 Extension** (page 426)
Assign the 4th operator’s extension number. Be sure you have entered the correct number in the Number of Operators option above.

**Program 0501 - Digit 0 Options** (page 447)
Assign the digit(s) the system will use for operator access (normally 0 and 01-04). Do not change the Expected Digits entry for the digit 0.

**Program 1802 - Extension’s Operator** (page 515)
Assign the extension’s operator (300-395). This is the co-worker the extension user reaches when they dial 0.

**Program 1802 - Off-Hook Signaling for CO Calls** (page 514)
To have the system audibly alert the operator when trunk calls are waiting, assign an extension’s Off-Hook Signaling options for trunk calls (0 = no Off-Hook Signaling, 1 = Call Wait beeps over speaker, 2 = Off hook ringing).

Other Related Features

**Barge In (Intrusion)** (page 48)
Since the attendant is never busy, Intercom callers cannot Barge In on an attendant.

**Call Waiting / Camp-On** (page 66)
Since the attendant is never busy, Intercom callers cannot Camp On to an attendant.

**Callback** (page 69)
Since the attendant is never busy, Intercom callers cannot leave a Callback for an attendant.

**Class of Service** (page 93)
By default, the system assigns Class of Service 1 to the attendant. This provides the attendant with Alternate Attendant, Barge In, Call Forwarding Off Premise, Direct Trunk Access, Forced Trunk Disconnect, Night Service, and Trunk Queuing (Camp On) capability.

**Do Not Disturb** (page 137)
The attendant can have Do Not Disturb. In addition, pressing DND at the attendant activates the night mode for any trunks directly terminated to the attendant.

**Group Ring** (page 175)
System operators will not ring for Ring Group calls.

**Intercom** (page 214)
Designate each extension’s operator.

**Monitor / Silent Monitor** (page 242)
Since the attendant is never busy, Intercom callers cannot Monitor an attendant.
Attendant Position

Privacy (page 277)
Since the attendant is never busy for Intercom calls, the attendant always has Privacy enabled.

Removing Trunks and Extensions From Service (page 293)
Normally, the attendant should be able to remove extensions and trunks from service.

Voice Mail (page 396)
- TRF transfers to the attendant from the Voice Mail Automated Attendant flash the Operator Call key and the Ring Indicator lamp. The call does not flash a line/loop key. (Note that Ringing Line Preference will not pick up a call ringing the attendant’s Call Queue key.)
- UTRF transfers to the attendant from the Voice Mail Automated Attendant flash the trunk’s line/loop key and the Ring Indicator lamp.

Feature Operation

To call the attendant:

1. Press ICM.
   - Dial tone.
   - ICM and SPK on.

2. Dial 0.
   - Two beeps.
   - ICM and SPK on.

   This calls the attendant assigned to your extension. If your system has multiple attendants, you can reach them by dialing 01-04.
Automatic Call Distribution (ACD)

Description

LCCPU 01.00.00
LCCPU 02.00.00

Not available. Also see Extension Hunting on page 147.
## Automatic Fault Reporting

### Description

<table>
<thead>
<tr>
<th></th>
<th></th>
<th>Not available.</th>
</tr>
</thead>
<tbody>
<tr>
<td>LCCPU 01.00.00</td>
<td>LCCPU 02.00.00</td>
<td></td>
</tr>
</tbody>
</table>
Automatic Handsfree

**Description**

Automatic Handsfree allows a keyset user to place or answer a call Handsfree by just pressing a key — without lifting the handset or pressing **SPK** first. If enabled, the system provides Automatic Handsfree for:

- Call Coverage Keys
- Central Office Calls (line and loop calls)
- Group Call Pickup keys
- Hotline Keys
- Intercom (**ICM** key)
- Last Number Redial (**LND** key)
- Paging keys
- Park keys
- Personal Speed Dial bin keys
- Personal and System Speed Dial keys

The system always provides Automatic Handsfree for:
- Dial Number Preview
- Directory Dialing

**Conditions**

None

**Default Setting**

Enabled
**Automatic Handsfree**

**Programming Guide**

**Step-by-step guide for setting up Automatic Handsfree**

**Step 1: Should an extension be able to use Automatic Handsfree?**

- **If yes**
  - In *Program 0201 - Automatic Handsfree* (page 424), enter Y to enable Automatic Handsfree system-wide.
  - In *Program 1802 - Automatic Handsfree* (page 514), enter Y to enable Automatic Handsfree for the extension.

- **If no**
  - In *Program 1802 - Automatic Handsfree* (page 514), enter N to enable Automatic Handsfree for the extension.

**Step 2: Do you want to disable Automatic Handsfree for all extensions system-wide?**

- **If yes**
  - In *Program 0201 - Automatic Handsfree* (page 424), enter Y to enable Automatic Handsfree for all extensions system-wide.
  - In *Program 0201 - Automatic Handsfree* (page 424), enter N to disable Automatic Handsfree for all extensions system-wide.

**Programming List**

- **Program 0201 - Automatic Handsfree** (page 424)
  Enter Y to enable Automatic Handsfree system-wide.

- **Program 1802 - Automatic Handsfree** (page 514)
  Enter Y to enable Automatic Handsfree.
Other Related Features

Central Office Calls, Placing (page 83)
With Automatic Handsfree, an extension user can press a line key to place a trunk call without first lifting the handset or pressing SPK. Users without Automatic Handsfree can preselect a line key before lifting the handset or pressing SPK.

Handsfree and Handsfree Answerback (page 182)
Process calls using the speaker and microphone in the telephone (instead of the handset).

Headset Compatibility (page 186)
While in the headset mode, Automatic Handsfree simplifies answering trunk calls.

Line Keys (page 225)
Automatic Handsfree allows the keyset user to answer a call ringing a line key without lifting the handset; they just press the line key instead.

Loop Keys (page 229)
Automatic Handsfree allows the keyset user to answer a call ringing a loop key without lifting the handset; they just press the loop key instead.

Feature Operation

If enabled, Automatic Handsfree operation is automatic when you press the key.
Automatic Ring Down

Description

LCCPU 01.00.00
LCCPU 02.00.00

Available. See Ringdown Extension on page 300.
Automatic Route Selection

Description

LCCPU 01.00.00  LCCPU 02.00.00  Not available.
### Description

Broadcast music through the telephone speaker for a more pleasing work environment.

Background Music (BGM) sends music from a customer-provided music source to speakers in key-
sets. If an extension user activates it, BGM plays whenever the extension is idle. Incoming calls and
Paging announcements temporarily override (turn off) Background Music.

Background Music requires a customer-provided music source. You connect the Background Music
music source to pins 3 and 6 in the CPU’s 8-pin mod jack. Using the DS2000 installation cable,
these pins punch down as 3 and 4. The music source you use for Background Music must be com-
patible with the following specifications:

<table>
<thead>
<tr>
<th>Table 3: Music Source Specifications</th>
</tr>
</thead>
<tbody>
<tr>
<td>Input Impedance</td>
</tr>
<tr>
<td>Relative Input Level</td>
</tr>
</tbody>
</table>

**Note:**

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Composers, Authors and Publishers (ASCAP) or other similar organizations, if radio, television
broadcasts or music other than material not in the public domain are transmitted through the Back-
ground Music feature of telecommunications systems. Nitsuko America hereby disclaims any lia-
bility arising out of the failure to obtain such a license.

**Conditions**

None

**Default Setting**

Enabled system-wide and at each extension.

### Programming Guide

**Step-by-step guide for setting up Background Music**

**Step 1: Should Background Music be enabled system-wide?**

- **If yes**
  - In Program 0201 - Background Music (page 425), enter Y to enable Background Music system-
    wide.
  - Connect the music source to the CPRU music terminals.
Background Music

Step-by-step guide for setting up Background Music

If no

• In Program 0201 - Background Music (page 425), enter N to disable Background Music system-wide.

Step 2: Once enabled system-wide, should individual extension have Background Music?

If yes

• In Program 1802 - BGM (page 515), enter Y to enable Background Music for the extension.

If no

• In Program 1802 - BGM (page 515), enter N to disable Background Music for the extension.

Programming List

Program 0201 - Background Music (page 425)
   Enter Y for this option to enable Background Music system-wide.

Program 1802 - BGM (page 515)
   Enter Y to enable Background Music at the extension.

Other Related Features

Do Not Disturb (page 137)
   DND does not affect the operation of Background Music.

Headset Compatibility (page 186)
   Background Music plays in the headset when the extension is in the headset mode.

Music on Hold (page 245)
   Background Music and Music on Hold share the same music source.

Off-Premise Extensions / On-Premise SLT Extensions (page 257)
   Background Music is not available to On- and Off-Premise extensions.

Feature Operation

To turn Background Music on and off:
1. Do not lift handset or press SPK.
2. Press HOLD.
Barge In (Intrusion)

**Description**

In an emergency, use Barge In to get through to a co-worker right away.

Barge In permits an extension user to break into another extension user’s established call. This sets up a three-way conversation between the intruding extension and the two parties on the initial call. The user can Barge In on an Intercom call or a trunk call.

![CAUTION](!! CAUTION !!)

Unauthorized intrusion on calls using this feature may be interpreted as an invasion of privacy.

**Conditions**

Barge-In uses a system Conference circuit. See *Conference* on page 99 for more.

**Default Setting**

Disabled

---

**Programming Guide**

**Step-by-step guide for setting up Barge In**

**Step 1: Should an extension be able to Barge In on a co-worker’s call?**

**If yes**

- In *Program 0101 - Barge-In (Intrusion)* (page 420), enter Y to enable Barge In in the extension’s Class of Service.
- In *Program 0101 - Privacy* (page 421), enter N to disable Privacy in the extension’s Class of Service.
- In *Program 1801 - Extension Class of Service Assignment* (page 508), assign Class of Service to extensions.

**If no**

- In *Program 0101 - Barge-In (Intrusion)* (page 420), enter N to disable Barge In in the extension’s Class of Service.
- In *Program 1801 - Extension Class of Service Assignment* (page 508), assign Class of Service to extensions.
Barge In (Intrusion)

Programming List

Program 0101 - Barge-In (Intrusion) (page 420)
In an extension’s Class of Service, enter Y to allow the extension to Barge In on another extension.

Program 0101 - Privacy (page 421)
In an extension’s Class of Service, enter N to disable Privacy for the extension.

Program 1801 - Extension Class of Service Assignment (page 508)
Assign Class of Service to extensions.

Other Related Features

Attendant Position (page 35)
Since the attendant is never busy, Intercom callers cannot Barge In on an attendant.

Conference (page 99)
An extension user can Barge In on a Conference.

Forced Trunk Disconnect (page 167)
As an alternative to Barging In, disconnect the trunk instead.

Privacy (page 277)
Privacy blocks Barge In attempts.

Feature Operation

To Barge-In on a call:
1. Call busy extension.
   OR
   Press line key for busy trunk.
   OR
   Press ICM and dial 401 for busy trunk (i.e., using Direct Trunk Access).
   OR
   Press ICM and dial #901 for busy trunk (i.e., using Line Dial-up).
   OR
   Press ICM and dial Trunk Group access code (e.g., 9).
   N/A
   Busy tone.
   N/A

   N/A
   Two beeps.
   N/A

3. Join the conversation in progress.
Battery Backup

Description

The CPU PCB provides temporary backup of system memory and the time and date.

In the event of commercial AC power failure, the battery on the CPU PCB provides short-term backup of system memory and the system time and date (Real Time Clock). This battery will hold memory and time and date for up to 10-14 days. When commercial AC power is restored, the system restarts with all programming and the time and date intact.

Additional Battery Backup capability can be provided by a customer-supplied Uninterruptable Power Supply (UPS). The length of the time the UPS will power the system when power fails depends on the capacity of the UPS unit. Consult with the UPS manufacturer for the specifics. When sizing a UPS unit, keep in mind that a fully-loaded 4-slot cabinet requires 165 VA. Refer to the Hardware Manual for additional details.

Conditions

None

Default Setting

None

Programming List

None

Other Related Features

When commercial AC power fails, the CPU battery does not back up the status of the following:

- Call Forwarding
- Call Waiting / Camp On
- Do Not Disturb
- Message Waiting
- Microphone Mute
- Trunk Queuing

System Programming Backup and Restore (page 339)

You can use PC Card P/N 85880 or P/N 80050-V**.** (with system software preloaded) to back up and restore your site data.

Time and Date (page 364)

The battery on the CPU PCB backs up the CPU Real Time Clock for 10-14 days.

Feature Operation

If properly installed, Battery Backup is automatic during AC power failures and brownouts.
Call Coverage Keys

Description

Call Coverage keys allow an extension user to cover a co-worker’s calls from their own telephone.

A keyset can have Call Coverage Keys for a co-worker’s extensions, Ring Group master numbers and UCD group master numbers. The Call Coverage Key lights when the co-worker’s extension is busy, flashes slowly when the co-worker has an incoming call, and flashes fast when the co-worker is in Do Not Disturb. The Call Coverage Key can ring immediately when a call comes into the covered extension, ring after a delay or not ring at all. In addition, the keyset user can press the Call Coverage Key to intercept their co-worker’s incoming call. They can also go off hook and press the Call Coverage key to call the covered extension. An extension can have as many Call Coverage Keys as they have available Programmable keys on their telephone.

<table>
<thead>
<tr>
<th>When the key is:</th>
<th>The covered extension is:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Off</td>
<td>Idle or not installed</td>
</tr>
<tr>
<td>On</td>
<td>Busy</td>
</tr>
<tr>
<td>Flashing slowly</td>
<td>Ringing</td>
</tr>
<tr>
<td>Flashing fast</td>
<td>In Do Not Disturb</td>
</tr>
</tbody>
</table>

Call Coverage Keys will intercept the following types of calls:

- Key Ring Calls
- Ringing Intercom calls

Conditions

None

Default Setting

No Call Coverage Keys assigned.
Call Coverage Keys

Programming Guide

Step-by-step guide for setting up Call Coverage Keys

Step 1: Should the Call Coverage key have Immediate Ring, No Ring or Delayed Ring?

- **Immediate Ring**
  - For keysets, in *Program 1701 - Call Coverage Immediate Ring* (page 494), enter code 06 + the covered extension, Ring Group master number or UCD Group master number to assign an Immediate Ring Call Coverage Key.
  - For DSS Consoles, in *Program 1704 - Call Coverage Immediate Ring* (page 503), enter code 06 + the covered extension, Ring Group master number or UCD Group master number to assign an Immediate Ring Call Coverage Key.

- **No Ring**
  - For keysets, in *Program 1701 - Call Coverage No Ring* (page 494), enter code 07 + the covered extension, Ring Group master number or UCD Group master number to assign a No Ring (lamp only) Call Coverage Key.
  - For DSS Consoles, in *Program 1704 - Call Coverage No Ring* (page 503), enter code 07 + the covered extension, Ring Group master number or UCD Group master number to assign a No Ring (lamp only) Call Coverage Key.

- **Delay Ring**
  - For keysets, in *Program 1701 - Call Coverage Delay Ring* (page 494), enter 08 + the covered extension, Ring Group master number or UCD Group master number to assign a Delay Ring Call Coverage Key.
  - For DSS Consoles, in *Program 1704 - Call Coverage Delay Ring* (page 503), enter 08 + the covered extension, Ring Group master number or UCD Group master number to assign a Delay Ring Call Coverage Key.
  - In *Program 0403 - Call Coverage Delay* (page 442), enter the interval after which a Delay Ring Call Coverage Key begins to ring.

Programming List

*Program 0403 - Call Coverage Delay* (page 442)
  For extensions with Delayed Ringing Call Coverage keys, set how long a call flashes the key at an extension before it starts to ring.
Call Coverage Keys

Program 1701 - Programmable Function Key Assignments (page 493)
Assign a programmable key on an extension as a Call Coverage Key (code 06 = immediate ring key, code 07 = no ring key, code 08 = delay ring key). The option is 300-395 (covered extension number).

Program 1704 - DSS Console Key Assignment (page 501)
Assign a programmable key on an extension as a Call Coverage Key (code 06 = immediate ring key, code 07 = no ring key, code 08 = delay ring key). The option is 300-395 (covered extension number).

Other Related Features

Direct Station Selection (DSS) Console (page 119)
DSS Consoles can have Call Coverage keys.

Door Box (page 139)
If you enter Door Chime type 0 (normal ring) above, you can set up Call Coverage keys for the Door Box Ring Group. This allows extensions that are not members of the Ring Group to answer Door Box calls. Extensions with Call Coverage keys to the Door Box Ring Group can also activate the relay.

Extension Hunting (page 147)
A keyset can have Call Coverage keys for UCD Group master numbers.

Group Ring (page 175)
A keyset can have Call Coverage keys for Ring Group master numbers.

Hotline (page 192)
Hotline keys provide many of the features available with Call Coverage keys.

Intercom (page 214)
A user can press a Call Coverage Key as an alternative to dialing Intercom numbers.

Key Ring (page 219)
Call Coverage will pick up Key Ring calls.

Transfer (page 376)
An extension user can Transfer a call to the covered extension by pressing the Call Coverage key.

Voice Over (page 408)
After calling a co-worker by pressing their Call Coverage key, and extension user can dial 9 to leave a Voice Over (if enabled in programming).
Call Coverage Keys

Feature Operation

<table>
<thead>
<tr>
<th>User Programmable Feature</th>
</tr>
</thead>
<tbody>
<tr>
<td>Feature</td>
</tr>
<tr>
<td>Call Coverage</td>
</tr>
<tr>
<td>Programmable Function Key Ringing</td>
</tr>
</tbody>
</table>

To answer a call ringing or flashing a Call Coverage Key:

1. Press flashing Call Coverage Key.

   ☞ (Optional) Ringing.

   ☐ Slowly flashing Call Coverage Key.

To place a call from an idle Call Coverage Key to the covered extension:

1. Press Call Coverage Key.

   ☞ Two beeps.

   ☐ Call Coverage Key lights green.

2. Speak with co-worker at the covered extension.
Call Forwarding

Description

Call Forwarding is a feature that allows an extension user to redirect their call to another extension. The types of Call Forwarding are:

- **Call Forwarding when Not Answered**
  Calls ringing the extension forward when not answered.

- **Call Forwarding when Busy or Not Answered**
  Calls ringing the extension forward when not answered, and all calls forward while the extension is busy.

- **Call Forwarding Immediate**
  All calls to the extension forward immediately.

Extension user’s can chain Call Forwards. For example, extension 301 can forward all calls immediately to 304, which in turn can forward all calls immediately to extension 302. Any co-worker calling 301 or 304 goes to 302 instead. If extension 302 is Call Forwarded to Voice Mail, callers to 301 or 304 go directly to 302’s mailbox.

Conditions

A system reset or power failure cancels Call Forwarding.

Default Setting

Enabled

Programming Guide

Step-by-step guide for setting up Call Forwarding

**Step 1: Should an extension be able to forward their calls to a co-worker?**

- **If yes**
  - In Program 0101 - Internal Call Forwarding (page 420), enter Y to enable Call Forwarding.
  - In Program 1801 - Extension Class of Service Assignment (page 508), assign Class of Service to extensions.

- **If no**
  - In Program 0101 - Internal Call Forwarding (page 420), enter N to disable Call Forwarding.
  - In Program 1801 - Extension Class of Service Assignment (page 508), assign Class of Service to extensions.
Step-by-step guide for setting up Call Forwarding

Step 2: When a user enables Ring No Answer forwarding, does an unanswered call ring the forwarding destination after the correct interval?

- If yes
  - In Program 0403 - Call Forward Ring No Answer (page 441), leave at the current setting.
- If no
  - In Program 0403 - Call Forward Ring No Answer (page 441), change the entry to meet the site’s requirements.
Call Forwarding Timers

The following diagrams show how the system implements various timers when handling forwarded calls.

**Transferred Trunk Call to Forwarded Extension**

Extension A transfers trunk to extension B, which is forwarded Busy/No Answer (type 2) to extension C.

The trunk rings extension B for the Transfer Recall time. See Transfer on page 376 for more.

In unanswered, the call then rings extension C (the forward destination) for the Call Forward Ring No Answer time.

If still unanswered, the call rings the extension that initially transferred the call (A) for the Call Forward Ring No Answer time.

If still unanswered, call diverts to Key Ring

**DIL (no overflow) to Forwarded Extension**

DIL (with no overflow) rings programmed destination, which is forwarded Busy/No Answer (type 2) to a co-worker.

DIL rings programmed DIL destination for the DIL No Answer time.

In unanswered, the call rings the extension to which it is call forwarded for the DIL No Answer time.

If still unanswered, call diverts to Key Ring
Call Forwarding

### DIL (with overflow) to Forwarded Extension

- **DIL (with overflow)** rings programmed destination, which is forwarded Busy/No Answer (type 2) to a co-worker.

  - **0401 - DIL No Answer**
    - DIL rings programmed DIL destination for the DIL No Answer time.
    - In unanswered, the call rings the extension to which it is forwarded for the DIL No Answer time.
    - If unanswered, the DIL rings the programmed overflow destination for the DIL No Answer time.
    - If still unanswered, call diverts to Key Ring

### Trunk Call on Hold at Forwarded Extension

- Extension forwarded to co-worker using Busy/No Answer (type 2) to a co-worker puts trunk call on Hold.

  - **0403 - Hold Recall**
    - If not picked up, trunk call recalls the extension that put it on Hold after the Hold Recall time.
    - The call then rings the extension that put it on Hold for the Trunk Revert time.
    - If still unanswered, call diverts to Key Ring

### Programming List

- **Program 0101 - Internal Call Forwarding** (page 420)
  - In an extension’s Class of Service, enter Y to enable internal Call Forwarding.

- **Program 0403 - Call Forward Ring No Answer** (page 441)
  - For Call Forwarding Ring No Answer, set how long a forwarded call rings an unanswered extension before routing to the forwarding destination.
Call Forwarding

Program 1801 - Extension Class of Service Assignment (page 508)
Assign Class of Service to extensions.

Other Related Features

Call Coverage Keys (page 51)
Call Forwarding will not reroute a call ringing a Call Coverage Key.

Direct Inward Line (page 109)
Call Forwarding will reroute Direct Inward Lines.

Do Not Disturb (page 137)
Call Forwarding considers an extension in DND as busy. In addition, an extension can have both DND and Call Forwarding enabled at the same time.

Extension Hunting (page 147)
If a member of a Circular or Terminal Hunting group forwards their calls, hunting will follow Call Forwarding. If a member of a UCD Hunting group forwards their calls, calls to the extension follow forwarding but calls to the UCD master number do not.

Extended Ringing (page 145)
With Extended Ringing enabled, RNA call forwarding rings an extension for the Number of Extended Rings before routing the forwarded destination.

Group Ring (page 175)
Call Forwarding will not reroute Group Ring calls.

Intercom (page 214)
Call Forwarding when Busy and Call Forwarding when Busy/Not Answered will not reroute voice-announced Intercom calls. It will reroute only ringing Intercom calls.

Key Ring (page 219)
Call Forwarding will not reroute Key Ring calls.

Line Keys (page 225)
Call Forwarding will not reroute calls ringing line keys.

Loop Keys (page 229)
Call Forwarding will not reroute a call ringing a loop key (unless the call is a DIL).

Message Waiting (page 237)
*An extension user cannot leave a Message Waiting at an co-worker that has Call Forwarding Immediate (*34) enabled. Pressing MW automatically leaves a message at the forwarding destination instead.

Selectable Display Messaging (page 307)
Enabling or canceling Call Forwarding cancels an extension’s Selectable Display Messaging.

Transfer (page 376)
Call Forwarding will reroute transferred calls.

Feature Operation

To activate or cancel Call Forwarding:

1. Press ICM.
   - Dial tone.
   - ICM and SPK on.

2. Dial *3.
   - Dial tone stops.
   - ICM and SPK on.
Call Forwarding

3. Dial Call Forwarding type:
   0 = Cancel your extension’s Call Forwarding
   2 = Call Forwarding Busy/No Answer
   4 = Call Forwarding Immediate
   6 = Call Forwarding No Answer
   7 = Personal Answering Machine Emulation (see Voice Mail on page 396 for more).

4. Dial destination extension (or 0 for your operator).
   OR
   Dial Voice Mail master number.
   OR
   Press Voice Mail key.
   DIAL tone.
   ICM, DND and SPK on.

5. Press SPK to hang up.
   DIAL tone off.
   ICM and SPK off. DND on.
   Once you forward, only the user at the forwarding destination can place an intercom call to you.
   You can forward your phone to another destination without first canceling Call Forwarding. For example, you can dial *34 + 0 to immediately forward to the operator, then later on dial *34 + 700 to immediately forward to Voice Mail.
Call Forwarding, Off-Premise

Description

LCCPU 01.00.00
LCCPU 02.00.00

Not available.
Call Forwarding Cancel

Description

| LCCPU 01.00.00 | LCCPU 02.00.00 | Not available. |
Call Timer

Description

Call Timer helps users that must keep track of their time on the phone.

Call Timer lets a keyset user with a Call Timer key time their trunk calls on the telephone display. There are two types of Call Timer keys:

- **Manual Call Timer**
  The Manual Call Timer key works like a stopwatch. Pressing the key turns on the timer, while pressing the key a second time resets and turns off the timer. With a Manual Call Timer key, the timer will not start automatically. For example, if an extension user presses the Manual Call Timer key and calls three clients, the display will show the total elapsed time for all three calls. The user can also press the Manual Call Timer key to time events anytime while their phone is idle.

- **Automatic Call Timer**
  The Automatic Call Timer key will automatically start the Call Timer for each new trunk call, without the user having to press the key. The Automatic Call Timer can also work like a Manual Call Timer key: push to turn on, then push a second time to reset and turn off. There is no need to have a Manual and Automatic Call Timer key on the same phone.

**Conditions**
None

**Default Setting**
No Call Timer keys assigned.

Programming Guide

**Step-by-step guide for setting up Call Timer**

**Step 1: Should extension have a Manual Call Timer key?**

<table>
<thead>
<tr>
<th>If yes</th>
<th>If no</th>
</tr>
</thead>
<tbody>
<tr>
<td>• In Program 1701 - Call Timer Key (page 495), assign a Manual Call Timer key (code 16 + 1). Make sure you do not also have an Automatic Call Timer key assigned (code 16 + 2).</td>
<td></td>
</tr>
</tbody>
</table>
Step-by-step guide for setting up Call Timer

Step 2: Should extension have an Automatic Call Timer key?

- If yes
  - In Program 1701 - Call Timer Key (page 495), assign an Automatic Call Timer key (code 16 + 2). Make sure you do not also have a Manual Call Timer key assigned (code 16 + 1).

- If no
  - In Program 1701 - Call Timer Key (page 495), make sure the extension does not have an Automatic Call Timer key assigned (code 16 + 2).

Programming List

Program 1701 - Call Timer Key (page 495)
Assign a programmable key on an extension as a Call Timer key (code 16). The options are manual (1) and automatic (2).

Other Related Features

Caller ID (page 72)
The Auto Timer feature interacts with Caller ID on the first line of the telephone display.

Central Office Calls, Placing (page 83)
Call Timer shows the time a user has been on a trunk call.

Flash (page 162)
Flash restarts the Call Timer.

Hold (page 188)
A user’s Call Timer starts when they pick up a call from Hold. If they place the call on Hold and another user picks it up, the timer restarts for the new user.

Station Message Detail Recording (page 329)
The SMDR report also keeps track of the time on a call.
Feature Operation

To time your trunk call if you have an Automatic Call Timer key:

1. Place or answer trunk call.
2. The Call Timer starts automatically.
   - Conversation with caller.
   - Automatic Call Timer key on.
   - Timer in first line of display.
   
   You can press the Automatic Call Timer key once to turn the timer off. Press the key a second time to restart the timer.
   
   You can also press CHECK + the timer key to restart the timer.

To time your call if you have a Manual Call Timer key:

   You can also use your Manual Call timer key as a stop watch while your phone is idle.

1. Place or answer Intercom or trunk call.
   - Conversation with caller.
   - Manual Call Timer key on.
   - Timer in first line of display.
   
   You can press the Manual Call Timer key once to turn the timer off. Press the key a second time to restart the timer.
   
   You can also press CHECK + the timer key to restart the timer.
Call Waiting / Camp-On

Description

With Call Waiting, an extension user may call a busy extension and wait in line (Camp-On) without hanging up. When the user Camps-On, the system signals the busy extension with two beeps indicating the first waiting call. The beeps periodically repeat while the call waits. The call goes through when the extension becomes free.

If an extension has more than one caller waiting, they queue on a first-in/first-out basis (FIFO). The extension will not hear Camp-On beeps for additional waiting calls.

Conditions

- A system reset or power failure cancels all Camp-Ons system wide.
- While busy on a call, Camp-On tones occur only for the first incoming call and do not repeat.

Default Setting

Call Waiting tones enabled.

---

Programming Guide

Step-by-step guide for setting up Call Waiting / Camp-On

Step 1: Should extension be able to Camp On to a busy co-worker?

If yes

- In Program 0101 - Camp-On to Busy Extension (page 420), enter Y in each Class of Service that should allow users to Camp-On to a busy extension.
- In Program 0101 - Privacy (page 421), be sure Privacy is disabled at the destination extension (N).

If no

- In Program 0101 - Camp-On to Busy Extension (page 420), enter N in each Class of Service that should prevent users from Camping-on to a busy extension. Entering N automatically converts an extension’s Camp On to Callback.
Call Waiting / Camp-On

Step-by-step guide for setting up Call Waiting / Camp-On

Step 2: When an extension Camps-On to a co-worker, should the co-worker hear Camp-On tones?

If yes

• In Program 0201 - Call Waiting (Camp-On) Tone (page 424), enter Y to enable Camp-On tones system-wide.
• In Program 0403 - Call Waiting Tone Interval (page 442), set the interval between Camp-On tones.

If no

• In Program 0201 - Call Waiting (Camp-On) Tone (page 424), enter N to disable Camp-On tones system-wide.

---

Programming List

Program 0101 - Camp-On to Busy Extension (page 420)
In an extension’s Class of Service, enter Y to allow the extension to Camp-On to a busy co-worker. Enter N to prevent the extension from Camping-On to a busy co-worker. Entering N also automatically converts an extension’s Camp On to Callback.

Program 0101 - Privacy (page 421)
An extension with Privacy enabled (Y) will block Camp On / Call Waiting.

Program 0201 - Call Waiting (Camp-On) Tone (page 424)
Enter Y to enable Camp-On tones system-wide. Enter N to disable Camp-On Tones system-wide.

Program 0403 - Call Waiting Tone Interval (page 442)
Set the interval between Camp-On tones.

---

Other Related Features

Attendant Position (page 35)
An extension user cannot Camp-On to the attendant because the attendant’s extension is never busy.

Callback (page 69)
If an extension user Camps-On and then hangs up, the system converts the Camp-On to a Callback.

Caller ID (page 72)
An extension programmed to receive Camp On tones or Off-Hook Ringing from a waiting call will also receive Second Call Caller ID.

Direct Inward Line (page 109), DILs to a busy extension automatically send Camp-On tones.

Do Not Disturb (page 137)
An extension cannot Camp-On to a busy co-worker that is also in Do Not Disturb.

Key Ring (page 219)
A Key Ring call will not send Camp-On beeps to a busy extension that normally rings for that call.

Intercom (page 214)
A user can Camp-On after placing an Intercom call to a busy co-worker.
Call Waiting / Camp-On

Privacy (page 277)
Privacy blocks Camp-On / Call Waiting.

Split (Alternate) (page 324)
Camp-On lets an extension user know that a call is waiting to be answered. The user can Split between the waiting call and their current call.

Transfer (page 376)
An extension user may be able to Transfer a call to a busy extension.

Trunk (Line) Queuing / Trunk Callback (page 384)
Trunk Queuing lets an extension user Camp-On to a busy trunk.

Volume Controls (page 411)
The extension user cannot adjust the volume of incoming Camp On tone.

Feature Operation

To Camp-On to a busy extension:

1. Call busy extension.
   - 📞 Busy tone.
   - 🗣️ ICM and SPK on.
2. Dial 2; do not hang up.
   - 📞 Busy tone stops.
   - 🗣️ ICM and SPK on.
   *If you hang up, the system converts your Camp-On to a Callback.*
3. When your co-worker hangs up their initial call:
   - 📞 Ringback. Camp-On rings your co-worker’s phone also.
   - 🗣️ ICM and SPK on.
4. Speak to your co-worker when they answer their Camp-On ring.
Description

Callback

With Callback, a user does not have to repeatedly call a busy extension back, hoping to find it idle.

When an extension user calls a busy co-worker, they can leave a Callback request for a return call. The system services Callback requests as follows:

- Caller at extension A leaves a Callback at extension B.
  
  **Caller can place or answer additional calls in the mean time.**

- When extension B becomes idle, the system rings extension A. This is the Callback ring.

- Once caller A answers the Callback ring, the system rings (formerly busy) extension B.
  
  **If caller A doesn’t answer the Callback ring, the system cancels the Callback.**

- As soon as caller B answers, the system sets up an Intercom call between A and B.

An extension user can leave a Callback at many extensions simultaneously. The system processes the Callbacks as the extensions become free. In addition, many extensions can leave a Callback at the same extension. The system processes these Callbacks on a first-in/first-out (FIFO) basis.

If an extension user leaves a Callback request and then fails to answer within four rings, the system cancels the Callback.

**Conditions**

A system reset or power failure cancels all Callbacks system-wide.

**Default Setting**

Callback enabled.

Programming Guide

Step-by-step guide for setting up Callback

Step 1: Should extension be able to leave a Callback for a busy co-worker?

- **If yes**
  
  - In *Program 0101 - Camp-On to Busy Extension* (page 420), enter Y in each Class of Service that should allow users to leave a Callback at a busy extension.

- **If no**
  
  - In *Program 0101 - Camp-On to Busy Extension* (page 420), enter N in each Class of Service that should prevent users from leaving a Callback at a busy extension.
Chapter 1: Features

DS2000 Software Manual

Callback

Step-by-step guide for setting up Callback

Step 2: When an extension leaves a Callback for a co-worker, should the co-worker hear Camp-On tones?

If yes

• In Program 0201 - Call Waiting (Camp-On) Tone (page 424), enter Y to enable Camp-On tones system-wide.

• In Program 0403 - Call Waiting Tone Interval (page 442), set the interval between Camp-On tones.

If no

• In Program 0201 - Call Waiting (Camp-On) Tone (page 424), enter N to disable Camp-On tones system-wide.

Programming List

Program 0101 - Camp-On to Busy Extension (page 420)
In an extension’s Class of Service, enter Y to allow the extension to leave a Callback for a busy co-worker. Enter N to prevent the extension from leaving a Callback for a busy co-worker.

Program 0201 - Call Waiting (Camp-On) Tone (page 424)
Enter Y to enable Camp-On tones system-wide. Enter N to disable Camp-On Tones system-wide.

Program 0403 - Call Waiting Tone Interval (page 442)
Set the interval between Camp-On tones.

Other Related Features

Attendant Position (page 35)
An extension user cannot leave a Callback for the attendant because the attendant’s extension is never busy.

Call Waiting / Camp-On (page 66)
If an extension user starts to leave a Callback request but doesn’t hang up, the system Camps-On instead.

Central Office Calls, Answering (page 77)
If a trunk is ringing an extension because of a prior Callback, and then receives a new trunk call, it will start ringing for the new call. The Callback request is then queued.

Do Not Disturb (page 137)
An extension cannot leave a Callback for a busy co-worker that is also in Do Not Disturb.

Trunk (Line) Queuing / Trunk Callback (page 384)
An extension user can queue for a busy trunk and then hang up to turn the queue into a trunk Callback.
Feature Operation

To place a Callback:

1. Call busy extension.
   - Busy tone.
   - ICM and SPK on.

2. Dial 2 and hang up.
   - Busy tone stops.
   - ICM and SPK off.
     *Stay on the line without hanging up if you want to Camp-On instead.*

3. When the busy co-worker becomes free:
   - Intercom ring.
   - ICM and SPK off.

4. Lift handset to answer.
   - Two beeps.
   - ICM on.

5. Speak to your co-worker when call goes through.
Caller ID

Description

LCCPU 02.00.00 Available.

Caller ID automatically displays the phone number and optional name for incoming trunk calls.

Caller ID allows a display keyset to show the first 10 digits of an incoming caller’s telephone number (called Directory Number or DN) and optional name. Caller ID supports the telco’s Called Number Identification (CNI) and Called Number Delivery (CND) service, when available. These services provide the Caller ID information (i.e., messages) between the first and second ring burst of an incoming call.

Caller ID provides the following features:

Single and Multiple Message Format Compatibility

There are two types of Caller ID message formats currently available: Single Data Message Format (SDMF) and Multiple Data Message Format (MDMF). With Single Message Data Format, the telco sends only the caller’s phone number (DN). The DN is up to 15 digits long. In Multiple Data Message Format, the telco sends the DN and the caller’s name. The DN for this format is also up to 15 digits long, and the name provided consists of up to 15 ASCII characters.

If no DN is received, no number or error message displays.

Caller ID on the SMDR Report

Caller ID data prints on the SMDR report. SDMF records print single line which shows just the incoming number. MDMF records print on two lines, with the first line showing the number and the second line showing the name. Unlike the telephone display, the SMDR report can show the entire 15 digits in the DN, if required.

Following is a same SMDR report showing Caller ID data. The first two lines of the report show a complete MDMF record with both the caller’s number and name. The last two lines of the report show two Caller ID error messages: Private Number and Out of Area. The “IN” in the type column indicates that the records shown are for incoming calls.

If no DN is received, no number or error message displays.

Station Message Detail Recording
03/10/2000 11:11A

<table>
<thead>
<tr>
<th>Station</th>
<th>Line</th>
<th>Number Dialed</th>
<th>Account</th>
<th>Start</th>
<th>Duration</th>
<th>Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>301</td>
<td>02</td>
<td>2139261000</td>
<td></td>
<td>11:11:39A</td>
<td>00:00:13</td>
<td>IN</td>
</tr>
<tr>
<td>301</td>
<td>02</td>
<td>ANDERSON ALLEN</td>
<td></td>
<td>11:11:39A</td>
<td>00:00:13</td>
<td>IN</td>
</tr>
<tr>
<td>301</td>
<td>02</td>
<td>Private Number</td>
<td></td>
<td>11:12:26A</td>
<td>00:00:12</td>
<td>IN</td>
</tr>
<tr>
<td>301</td>
<td>02</td>
<td>Out of Area Number</td>
<td></td>
<td>11:13:16A</td>
<td>00:00:12</td>
<td>IN</td>
</tr>
</tbody>
</table>

Caller ID Integration with Voice Mail

Caller ID fully integrates with NVM-Series Voice Mail systems. This enables Voice Mail features such as Make Call with Caller ID. Make Call allows the Voice Mail subscriber to return a call to someone who left them a message without knowing the calling party’s phone number.
Second Call Caller ID (Extension Level Call Waiting Caller ID)
While a display keyset user is busy on a call, the system can show the Caller ID information for a waiting call. If the busy extension is programmed to receive Camp On tones or Off-Hook Ringing from the waiting call, the system will send the Caller ID data to the busy telephone’s display. If the busy extension does not receive Camp On tones or Off-Hook Ringing, it will also not receive the waiting call’s Caller ID. (Note that Caller ID data from a Camp On is displayed only once, corresponding to the single Camp On beep.)

Third Party Caller ID Check
Third Party Caller ID Check allows an idle or busy keyset user to display the Caller ID data for another trunk. The trunk that the user checks can be ringing or busy.

Conditions
- Caller ID requires the installation of Caller ID Daughter Boards on your ATRU PCBs:
  - 4ATRU PCB P/N 80010A uses Caller ID Daughter Board P/N 92012.
  - 8ATRU PCB P/N 80011A uses Caller ID Daughter Board P/N 80013.
  - The 4ATRU and 8ATRU PCBs must use firmware 1.5 or higher.

Default Setting
If the telco provides Caller ID service, Caller ID operation is automatically enabled for all ATRU PCBs with Caller ID Daughter Boards installed.

Programming Guide

Step-by-step guide for setting up Caller ID

Step 1: Should the trunk provide Caller ID?

If yes
- Be sure Caller ID Daughter Board is installed on ATRU PCB.
- In Program 1001 - Caller ID (page 479), enter Y.
- In Program 1001 - Caller ID (page 479), enter Y.

If no

Step 2: Should the extension display Caller ID?

If yes
- In Program 0101 - CLID Display (page 423), enter Y.

If no
- In Program 0101 - CLID Display (page 423), enter N.
Caller ID

Step-by-step guide for setting up Caller ID

Step 3: Should the extension display 2nd Call Caller ID (Extension Level Call Waiting Caller ID)?

- In Program 0101 - 2nd CALL CLID (Extension Level Call Waiting Caller ID) (page 423), enter Y.
- In Program 1802 - Off-Hook Signaling for CO Calls (page 514), enter 1 for Camp On Tones or 2 for Off Hook Ringing. See the Programming List below for more.
- In Program 1701 - Call Timer Key (page 495), disable the Call Timer key (code 16). The Caller Timer will block the first line (caller’s name) of the 2nd Call Caller ID display.

- In Program 0101 - 2nd CALL CLID (Extension Level Call Waiting Caller ID) (page 423), enter N.

Step 4: Should the extension use 3rd Party Caller ID?

- In Program 0101 - 3rd Party Caller ID (page 423), enter Y.

- In Program 0101 - 3rd Party Caller ID (page 423), enter N.

Step 5: Should the system send Caller ID data to Voice Mail for a trunk?

- In Program 1001 - Voice Mail Caller ID (page 479), enter Y. You should enable Program 1001 - Caller ID (page 479), as well.

- In Program 1001 - Voice Mail Caller ID (page 479), enter N.

Programming List

Program 0101 - CLID Display (page 423)
This option enables (Y) or disables (N) Caller ID in an extension’s Class of Service. If enabled, Caller ID will occur for all extensions with this Class of Service provided Caller ID is enabled in other system programming. If disabled (N), Caller ID will never occur for extensions with this Class of Service.

Program 0101 - 2nd CALL CLID (Extension Level Call Waiting Caller ID) (page 423)
This option enables (Y) or disables (N) Second Call Caller ID in an extension’s Class of Service. If enabled, Second Call Caller ID will occur for all extensions with this Class of Service provided Second Call Caller ID is enabled in other system programming. If disabled (N), Second Call Caller ID will never occur for extensions with this Class of Service.
Program 0101 - 3rd Party Caller ID (page 423)
This option enables (Y) or disables (N) Third Party Call Caller ID Check in an extension's Class of Service. If enabled, Third Party Caller ID Check is available to all extensions with this Class of Service provided Caller ID is enabled in other system programming. If disabled (N), Third party Caller ID check is unavailable to extensions with this Class of Service.

Program 1001 - Caller ID (page 479)
This option enables (Y) or disables (N) Caller ID for each trunk. If enabled, Caller ID will occur if also enabled by the other Caller ID programmable options. If disabled (No), Caller ID will never occur.

Program 1001 - Voice Mail Caller ID (page 479)
This option enables (Y) or disables (N) the capability of the telephone system to send Caller ID data to an NVM-Series Voice Mail. If enabled, the telephone system will send incoming Caller ID data for any trunk answered by Voice Mail. (This will occur, for example, for DILs terminated to the Voice Mail master number.) If disabled (N), the telephone system will not provide a trunk's Caller ID data to Voice Mail. If you enable this option, you must also enable (Y) 1001: Caller ID.

Program 1701 - Call Timer Key (page 495)
If an extension has Call Timer enabled (code 16), the first line (i.e., caller's name) of the Second Call Caller ID display won't show. The user will only see the caller's number (in the second line).

Program 1802 - Off-Hook Signaling for CO Calls (page 514)
- If an extension is set up to receive Off Hook Ringing (entry = 2), it will receive Second Call Caller ID for each new trunk call. The display returns to idle when the second call stops ringing.
- If an extension is set up to receive Off Hook Ringing (entry = 1), it will receive Second Call Caller ID only for the first call. This occurs, for example, for DILs and transferred trunk calls. With transferred trunk calls, the Second Call Caller ID displays until the call recalls the transferring destination (if not picked up). With DILs, the Second Call Caller ID displays remains until the extension activates another feature.

Other Related Features

Call Timer (page 63)
The Auto Timer feature interacts with Caller ID on the first line of the telephone display. If an extension has Call Timer enabled, the first line (i.e., caller's name) of the Second Call Caller ID display won't show. The user will only see the caller's number (in the second line).

Call Waiting / Camp-On (page 66)

Off-Hook Signaling (page 255)
An extension programmed to receive Camp On tones or Off-Hook Ringing from a waiting call will also receive Second Call Caller ID.

Station Message Detail Recording (page 329)
Caller ID prints out on the SMDR report.

Voice Mail (page 396)
Caller ID fully integrates with NVM-Series Voice Mail systems.

Feature Operation

To cancel the Caller ID display and return your phone to its normal display:

1. Press CLEAR.
   - Your phone’s display returns to normal.
Caller ID

To turn the Caller ID display back on (after you press CLEAR to cancel it):

1. Press CHECK.

   N/A

   The Caller ID number and optional name displays.

To display the Caller ID data for the third party’s call (i.e., use Third Party Caller ID check):

1. Press ICM + CHECK.

2. Press the key for the call you want to check.

   You can press a line key, loop key, Hotline key, or Call Coverage key:
   - Press a line key while the call is ringing or connected to the third party.
   - Press a loop key while the call is ringing the third party.
   - Press a Hotline key while the call is connected to the third party.
   - Press a Call Coverage key while the call is ringing the third party.

   N/A

   You see Caller ID data for the trunk you selected.

3. Hang up when you are done.
**Description**

The system allows trunk calls to ring and be answered at any combination of system extensions.

The system provides flexible routing of incoming CO (trunk) calls to meet the exact site requirements.

**Answering Priority**

When multiple calls ring an extension simultaneously, the system services the ringing calls in the following order:

1. Line key (from lowest to highest)
2. Fixed Loop Key (from lowest to highest)
3. Switched Loop Key (from lowest to highest)
4. ICM Key

**Overflow**

Refer to *Overflow for Key Ring Calls* on page 219 for details on the overflow options.

**Conditions**

- The system provides analog trunk CO service via ATRU PCBs. ATRU PCBs can connect to either loop start or ground start trunks (depending on circuit type programming). Refer to the Hardware Manual for additional details on installing ATRU PCBs and connecting trunks.
- Per FCC regulations, do not set 1001- Trunk Transmit Gain on page 475 higher than 0 dB.

**Default Setting**

Trunks 1-8 ring extensions on line keys 1-8.
Central Office Calls, Answering

Programming Guide

Step-by-step guide for setting up Central Office Calls, Answering (Page 1 of 3)

Step 1: Check to be sure each trunk’s circuit type and loop length setting matches the connected trunk circuit.

- In Program 1001 - Trunk Circuit Type (page 474), enter the correct circuit type for each trunk (51 = loop start DTMF, 52 = loop start DP).
- In Program 1001 - Loop Length (page 478), use this option to compensate for a trunk’s loop length. Use the short option (1) only when the system is very close to the central office or behind a PBX. Use the long option (2) for normal installations.

Step 2: Review System Timers, Trunks on page 352 for compatibility with the connected telco or PBX/Centrex.

Step 3: Set the trunk access options at each extension for each trunk.

- In Program 1803 - Extension Line Access Assignments (page 519), enter 0 to prevent both incoming and outgoing access on the trunk.
- In Program 1803 - Extension Line Access Assignments (page 519), enter 1 to allow incoming access only.
- In Program 1803 - Extension Line Access Assignments (page 519), enter 2 to allow outgoing access only.
- In Program 1803 - Extension Line Access Assignments (page 519), enter 3 to allow full access (both incoming and outgoing).

Step 4: Set the ringing options at each extension for each trunk.

- In Program 1805 - Ring Assignment (page 524), enter 1 for each trunk that should lamp only (day and night).
- In Program 1805 - Ring Assignment (page 524), enter 2 for each trunk that should ring during the day and at night.
- In Program 1805 - Ring Assignment (page 524), enter 3 for each trunk that should ring at night and lamp only during the day.
Step 5: Should extension have line keys for answering trunk calls?

If yes

- In Program 1701 - Line Key (page 494), assign programmable keys as line keys (code 03). The options are 01-48 (trunks 1-48).
- In Program 1701 - Line Key (page 494), make sure no keys are assigned as line keys (code 03).
- In Program 1701 - Switched Loop Key (page 493), or in Program 1701 - Fixed Loop Key (page 493), assign a loop key to any extension without line keys. This allows the extension to answer trunk calls.

If no

Step 6: Should DSS Console have line keys for answering trunk calls?

If yes

- In Program 1704 - Line Key (page 502), assign programmable keys as line keys (code 03). The options are 01-48 (trunks 1-48).
- In Program 1704 - Line Key (page 502), make sure no keys are assigned as line keys (code 03).

If no

Step 7: While on a trunk call, is a user’s conversation transmitted to the caller at a comfortable level?

If yes

- In Program 1001 - Trunk Transmit Gain (page 475), leave this option at its current setting.
- In Program 1001 - Trunk Transmit Gain (page 475), increase or decrease the trunk transmit gain for the optimum transmission level for the connected telco or PBX.

If no

Step 8: While on a trunk call, is the conversation received by the user at a comfortable level?

If yes

- In Program 1001 - Trunk Receive Gain (page 477), leave this option at its current setting. The setting is applied to each line seizure.
Central Office Calls, Answering

Step-by-step guide for setting up Central Office Calls, Answering (Page 3 of 3)

Step 9: Does the system properly detect ringing trunks?

- In *Program 0402 - Minimum Ring Detection Timer* (page 435), leave this option at its current setting.
- In *Program 0402 - Minimum Ring Detection Timer* (page 435), set the ring detect threshold for compatibility with the connected telco or PBX.

Step 10: Do trunks inadvertently disconnect while users are on a call?

- In *Program 0402 - Loop Current Detection Time* (page 438), set the loop disconnect interval for compatibility with the connected telco or PBX.
- In *Program 0402 - Loop Current Detection Time* (page 438), leave this option at its current setting.

Programming List

*Program 0401 - Trunk Delay Ring* (page 432)
Set how long the system flashes a line key before ringing an extension that has the Delayed Ringing option enabled.

*Program 0402 - Minimum Ring Detection Timer* (page 435)
Set the threshold for ring detection. If the ring signal is longer than this interval, the system interprets the signal as valid ringing. If the signal is equal to or shorter than this interval, the system ignores the ringing.

*Program 0402 - Loop Current Detection Time* (page 438)
Set the loop disconnect interval for trunk calls. If the system detects a loop current interruption longer than this interval it assumes the telco has disconnected the trunk. It then returns the trunk trunk to idle.

*Program 0402 - Ringing Signal End Detect Timer* (page 439)
If the ringing signal on a trunk call is interrupted for longer than this interval, the system assumes ringing has stopped and terminates the call. If this interval is set to short, valid ringing will be inadvertently cut off. If too long, the system will leave the call set up even after ringing has stopped.

*Program 1001 - Trunk Circuit Type* (page 474)
Set the trunk’s circuit type for compatibility with the connected telco or PBX. The options are 51 (loop start DTMF), 52 (loop start DP), 53 (ground start DTMF) or 54 (ground start DP).

*Program 1001 - Trunk Transmit Gain* (page 475)
Set the trunk’s transmit gain to compensate for the transmit gain characteristics of the connected telco or PBX. The setting is applied to each line seizure.
Central Office Calls, Answering

Program 1001 - Trunk Receive Gain (page 477)
Set the trunk’s receive gain to compensate for the receive gain characteristics of the connected telco or PBX. The setting is applied to each line seizure.

Program 1001 - Loop Length (page 478)
Use this option to compensate for a trunk’s loop length. Use the short option (1) only when the system is very close to the central office or behind a PBX. Use the long option (2) for normal installations.

Program 1701 - Line Key (page 494)
Assign a programmable key on an extension as a line key (code 03). The options are 01-48 (trunks 1-48).

Program 1701 - Switched Loop Key (page 493)
Program 1701 - Fixed Loop Key (page 493)
In order to answer trunk calls, extensions without line keys should have loop keys.

Program 1704 - Line Key (page 502)
Assign a programmable key on a DSS Console as a line key (code 03). The options are 01-48 (trunks 1-48).

Program 1803 - Extension Line Access Assignments (page 519)
For each extension, assign the access options for each trunk (0 = No access, 1 = Incoming only, 2 = Outgoing only, 3 = Full access).

Program 1805 - Ring Assignments (page 524)
Assign ringing for each trunk at each extension (1 = Lamp only [day and night], 2 = Ringing day and night, 3 = Night Ring only, lamp during the day, 4 = Delay ring day and night).

Other Related Features

Call Timer (page 63)
The Call Timer helps a user keep track of the time they spend on the phone.

Dial Tone Detection (page 107)
Refer to this feature for the specifics on how the system handles Dial Tone Detection.

Direct Inward Line (page 109)
A DIL rings an extension directly.

Line Keys (page 225)
Line keys simplify answering trunk calls.

Loop Keys (page 229)
In order to answer trunk calls, extensions without line keys should have loop keys.

Night Service / Night Ring (page 250)
Night Service determines how outside calls ring at night.

System Timers, Trunks (page 352)
Always review the system’s trunk timers for compatibility with the connected telco or PBX/Centrex.

Feature Operation

To answer an incoming trunk call:

1. Lift handset.
   - If you have Ringing Line Preference, lifting the handset answers the call.
   - If you have Automatic Handsfree, you can press the line or loop key without first lifting the handset.
2. Press flashing line or loop key.
   - Conversation with caller.
   - Line or loop key on.
Central Office Calls, Placing

Description

The system provides flexibility in the way each extension user can place outgoing trunk calls. A user can place a call by:

- **Pressing a Line Key**
  Any keyset can have line keys for one-touch access to specific trunks. See *Line Keys* on page 225 for more.

- **Pressing a Loop Key**
  Loop Keys provide a user with one-touch access to the assigned Loop Group. Loop Groups can consist of one or more Trunk Groups. See *Loop Keys* on page 229 for more.

- **Using Line Dial-Up**
  With Line Dial-Up, a user can select a specific trunk by pressing *ICM* and dialing the Line Dial-Up code (#9) followed by the trunk number (1-48).

- **Using Direct Trunk Access**
  Direct Trunk Access allows a user to access a trunk by pressing *ICM* and dialing the trunk’s extension number (e.g., 401 for trunk 1, 402 for trunk 2, etc.). See *Direct Trunk Access* on page 129 for more.

- **Dialing a Trunk Group Access Code**
  User’s can also place trunk calls by pressing *ICM* and dialing a Trunk Group Access Code (90-98). See *Trunk Groups* on page 387 for more.

- **Trunk Group Routing**
  If the system has Trunk Group Routing enabled, user’s get the first available trunk when the press *ICM* and dial 9. See *Trunk Group Routing* on page 381 for more.

Conditions

- Systems using Trunk Groups or Trunk Group Access should use the hybrid FCC registration number (i.e., the number that ends in MF-E). Look at the label on the bottom of your equipment cabinet for more information.

- Per FCC regulations, do not set *1001- Trunk Transmit Gain* on page 475 higher than 0 dB.

Default Setting

- Keys 1-8 are line keys, keys 9 and 10 are Fixed Loop keys for trunk group 0, key 11 is an Auto Timer key and key 12 is an All Call Page key. (The last key on an attendant telephone is automatically an Operator Call key.)

- In fixed slot, Trunk Group Routing (dial 9) is assigned to trunk group 1. In universal slot, Trunk Group Routing (dial 9) is assigned to trunk group 0.

Customize the call placing options to meet the site requirements and each individual’s needs.
Central Office Calls, Placing

Step-by-step guide for setting up Central Office Calls, Placing (Page 1 of 4)

Step 1: Check to be sure each trunk’s circuit type and loop length setting matches the connected trunk circuit.

- In Program 1001 - Trunk Circuit Type (page 474), enter the correct circuit type for each trunk (51 = loop start DTMF, 52 = loop start DP).
- In Program 0402 - Codec Digitizing Method (page 438), be sure to always set this option to 0 (µ-law companding enabled). Do not set this option to 1.
- In Program 1001 - Loop Length (page 478), use this option to compensate for a trunk’s loop length. Use the short option (1) only when the system is very close to the central office or behind a PBX. Use the long option (2) for normal installations.

Step 2: Review System Timers, Trunks on page 352 for compatibility with the connected telco or PBX/Centrex.

Step 3: Are connected trunks DTMF or Dial Pulse (DP)?

- In Program 0402 - Manual DTMF Tone On (page 436), set the DTMF on duration for compatibility with the connected telco or PBX.
- Program 0402 - Manual DTMF Tone Off (page 437), set the DTMF off duration for compatibility with the connected telco or PBX.
- In Program 0402 - DP Make Timer (page 436), set the DP make (on) interval for compatibility with the connected telco or PBX.
- In Program 0402 - DP Break Timer (page 436), set the DP break (off) interval for compatibility with the connected telco or PBX.
- In Program 0402 - DP Interdigit Timer (page 436), set the DP interdigit (time between digits) interval for compatibility with the connected telco or PBX.

Step 4: For Direct Trunk Access, should trunk extension numbers be left at their default setting (e.g., 401-448).

- In Program 0504 - Trunk Port Extension Numbers (Fixed Slot) (page 451), leave the trunk extension numbers at their default settings (401-448).
### Step-by-step guide for setting up Central Office Calls, Placing

**Step 5:** Should trunk names be left at their default setting (Trunk 1, Trunk 2 etc.).

<table>
<thead>
<tr>
<th>If yes</th>
<th>If no</th>
</tr>
</thead>
<tbody>
<tr>
<td>In <em>Program 0504 - Trunk Port Extension Numbers (Fixed Slot)</em> (page 451), leave the trunk names at their default setting.</td>
<td>In <em>Program 0504 - Trunk Port Extension Numbers (Fixed Slot)</em> (page 451), change the trunk names to meet the site requirements.</td>
</tr>
</tbody>
</table>

**Step 6:** Set the trunk access options at each extension for each trunk.

<table>
<thead>
<tr>
<th>No access</th>
<th>Incoming</th>
<th>Outgoing</th>
<th>Full</th>
</tr>
</thead>
<tbody>
<tr>
<td>In <em>Program 1803 - Extension Line Access Assignments</em> (page 519), enter 0 to prevent both incoming and outgoing access on the trunk.</td>
<td>In <em>Program 1803 - Extension Line Access Assignments</em> (page 519), enter 1 to allow incoming access only.</td>
<td>In <em>Program 1803 - Extension Line Access Assignments</em> (page 519), enter 2 to allow outgoing access only.</td>
<td>In <em>Program 1803 - Extension Line Access Assignments</em> (page 519), enter 3 to allow full access (both incoming and outgoing).</td>
</tr>
</tbody>
</table>

**Step 7:** Should extension have line keys for placing trunk calls?

<table>
<thead>
<tr>
<th>If yes</th>
<th>If no</th>
</tr>
</thead>
<tbody>
<tr>
<td>In <em>Program 1701 - Line Key</em> (page 494), assign programmable keys as line keys (code 03). The options are 01-48 (trunks 1-48).</td>
<td>In <em>Program 1701 - Line Key</em> (page 494), make sure no keys are assigned as line keys (code 03).</td>
</tr>
<tr>
<td>In <em>Program 1701 - Switched Loop Key</em> (page 493), or in <em>Program 1701 - Fixed Loop Key</em> (page 493), assign a loop key to any extension without line keys. This allows the extension to answer trunk calls.</td>
<td></td>
</tr>
</tbody>
</table>

**Step 8:** Should DSS Console have line keys for placing trunk calls?

<table>
<thead>
<tr>
<th>If yes</th>
</tr>
</thead>
<tbody>
<tr>
<td>In <em>Program 1704 - Line Key</em> (page 502), assign programmable keys as line keys (code 03). The options are 01-48 (trunks 1-48).</td>
</tr>
</tbody>
</table>
Central Office Calls, Placing

Step-by-step guide for setting up Central Office Calls, Placing (Page 3 of 4)

Step 9: Should extension user have single digit (dial 9) access to outside calls?

- In Program 0501 - Single Digit Access (page 450), enter Y.
- In Program 1802 - Station's Dial 9 Group (page 514), assign the Trunk Group (0-8) the station will select after the user dials 9.
- In Program 1002 - Trunk Groups (page 482), assign trunks to Trunk Groups.

- In Program 0501 - Single Digit Access (page 450), enter N. Users dial 9 followed by the Trunk Group number (0-8).
- In Program 1002 - Trunk Groups (page 482), assign trunks to Trunk Groups (0-8).

Step 10: Should extension have Line Dial-up capability (i.e., the ability to dial #901-#916).

- In Program 1802 - Line Dial Up (page 514), Enter Y.
- In Program 1802 - Line Dial Up (page 514), enter N.

Step 11: While on a trunk call, is a user's conversation transmitted to the caller at a comfortable level?

- In Program 1001 - Trunk Transmit Gain (page 475), leave this option at its current setting.
- In Program 1001 - Trunk Transmit Gain (page 475), increase or decrease the trunk transmit gain for the optimum transmission level for the connected telco or PBX.

Step 12: While on a trunk call, is the conversation received by the user at a comfortable level?

- In Program 1001 - Trunk Receive Gain (page 477), leave this option at its current setting.
- In Program 1001 - Trunk Receive Gain (page 477), increase or decrease the trunk receive gain for the optimum reception level for the connected telco or PBX.
Step-by-step guide for setting up Central Office Calls, Placing (Page 4 of 4)

Step 13: Do trunks inadvertently disconnect while users are on a call?

| If yes | • In Program 0402 - Loop Current Detection Time (page 438), set the loop disconnect interval for compatibility with the connected telco or PBX. |
| If no | • In Program 0402 - Loop Current Detection Time (page 438), leave this option at its current setting. |

Step 14: Do users ever experience call collisions (i.e., connect to an incoming call while placing an outgoing call)?

| If yes | • In Program 0402 - Force Idle (Trunk Guard Time) (page 435), lengthen the trunk guard time. |
| If no | • In Program 0402 - Force Idle (Trunk Guard Time) (page 435), leave the trunk guard time at its current setting. |

Step 15: If the system encounters a defective trunk while placing a call, does it wait the proper interval before automatically cycling to the next trunk?

| If yes | • In Program 0402 - Line Response (page 434), leave this interval at its current setting. |
| If no | • In Program 0402 - Line Response (page 434), set the Line Response interval to meet the site’s requirements. |

Step 16: Should 4 be the first digit in the Direct Trunk Access code?

| If yes | • In Program 0501 - Numbering Plan (page 447), leave the parameters for digit 4 at their default settings. |
| If no | • In Program 0501 - Numbering Plan (page 447), set up another digit (in place of 4) that meets the site’s requirements. |

Programming List

Program 0402 - Line Response (page 434)
When the system fails to detect loop current on a trunk, it will wait this interval before marking the trunk as defective. Be sure the value you enter is compatible with the local telco.

Program 0402 - Force Idle (Trunk Guard Time) (page 435)
Set the guard time for trunks. When the system disconnects a trunk (e.g., after a user hang up), the system keeps the line idle until this timer expires. The Trunk Guard Time helps prevent call collisions.
Central Office Calls, Placing

Program 0402 - DP Make Timer (page 436)
Set the duration of the Dial Pulse Make signal (i.e., relay closed). This is the “on” time in a Dial Pulse digit. Set this timer for compatibility with the connected telco or PBX/Centrex. Keep in mind that there are three components of a Dial Pulse digit: Make interval, Break interval and Interdigit interval.

Program 0402 - DP Break Timer (page 436)
Use this timer to set the duration of the Dial Pulse Break signal (i.e., relay open). This is the “off” time in a Dial Pulse digit. Set this timer for compatibility with the connected telco or PBX/Centrex.

Program 0402 - DP Interdigit Timer (page 436)
Set the duration of the Dial Pulse Interdigit signal (i.e., relay open time between each digit). Set this timer for compatibility with the connected telco or PBX/Centrex.

Program 0402 - Manual DTMF Tone On (page 436)
Set the duration of DTMF digits for trunk calls manually dialed by an extension user. This is required because the system buffers the digits the user dials. Set this timer for compatibility with the connected telco or PBX/Centrex.

Program 0402 - Manual DTMF Tone Off (page 437)
Set the duration of the interval between DTMF digits for trunk calls manually dialed by an extension user. This is required because the system buffers the digits the user dials. Set this timer for compatibility with the connected telco or PBX/Centrex.

Program 0402 - Loop Current Detection Time (page 438)
Set the loop disconnect interval for trunk calls. If the system detects a loop current interruption longer than this interval it assumes the telco has disconnected the trunk. It then returns the trunk trunk to idle.

Program 0402 - Codec Digitizing Method (page 438)
Be sure this option is always set to 0 (µ-law companding enabled). Do not set this option to 1 (A-law companding enabled).

Program 0501 - Numbering Plan (page 447)
Review this option when if you want to change the digits user’s dial for Direct Trunk Access (normally 4 followed by the trunk number).

Program 0501 - Single Digit Access (page 450)
Use this option to enable or disable single digit access. If enabled (Y), users can dial 9 to select their assigned dial 9 Trunk Group. If disabled, users must dial 9 followed by the Trunk Group number (0-8 for Trunk Groups 0-8).

Program 0504 - Trunk Port Extension Numbers (Fixed Slot) (page 451)
Assign extension numbers and names to trunk ports.

Program 1001 - Trunk Circuit Type (page 474)
Set the trunk’s circuit type for compatibility with the connected telco or PBX. The options are 51 (loop start DTMF), 52 (loop start DP), 53 (ground start DTMF) or 54 (ground start DP).

Program 1001 - Trunk Transmit Gain (page 475)
Set the trunk’s transmit gain (0-60) to compensate for the transmit gain characteristics of the connected telco or PBX.

Program 1001 - Trunk Receive Gain (page 477)
Set the trunk’s receive gain (0-60) to compensate for the receive gain characteristics of the connected telco or PBX.

Program 1001 - Loop Length (page 478)
Use this option to compensate for a trunk’s loop length. Use the short option (1) only when the system is very close to the central office or behind a PBX. Use the long option (2) for normal installations.

Program 1002 - Trunk Groups (page 482)
Assign trunk Trunk Groups (0-8).

Program 1701 - Line Key (page 494)
Assign a programmable key on a extension as a line key (code 03). The options are 01-48 (trunks 1-48).

Program 1704 - Line Key (page 502)
Assign a programmable key on a DSS Console as a line key (code 03). The options are 01-48 (trunks 1-48).
Program 1802 - Line Dial Up (page 514)
Enter Y to allow an extension to access lines 1-48 by dialing trunk access codes #901-#916.

Program 1802 - Station’s Dial 9 Group (page 514)
Assign the trunk group (0-8) a user accesses when they dial 9 for an outside line or press a
switched loop key. This option does not apply to systems with ARS installed.

Program 1802 - Key Access to Outbound Lines (page 515)
Enter Y to enable an extension user to press a Programmable Function Key to access and out-
side line.

Program 1803 - Extension Line Access Assignments (page 519)
For each extension, assign the access options for each trunk (0 = No access, 1 = Incoming
only, 2 = Outgoing only, 3 = Full access).

Program 1804 - Trunk Group Access (page 522)
For each extension, enter Y to allow or N to prevent outgoing trunk group access. The system
always allows incoming trunk group access.

Other Related Features

Automatic Handsfree (page 41)
With Automatic Handsfree, an extension user can press a line key to place a trunk call without
first lifting the handset or pressing SPK. Users without Automatic Handsfree can preselect a
line key before lifting the handset or pressing SPK.

Call Timer (page 63)
The Call Timer helps a user keep track of the time they spend on the phone.

Dial Number Preview (page 105)
Dial Number Preview allows an extension user to review a number before the system dials it out.

Direct Trunk Access (page 129)
Direct Trunk Access allows an extension user to seize an individual trunk and place a call
without restriction.

Dial Tone Detection (page 107)
Refer to this feature for the specifics on how the system handles Dial Tone Detection.

Equal Access Compatibility (page 144)
The system is compatible with Equal Access numbers (e.g., 10-10-321).

Last Number Redial (page 223)
Easily redial the last number dialed.

Line Keys (page 225)
Line Keys give a user one-touch access to specific trunks.

Loop Keys (page 229)
An extension user may also be able to press a Loop Key to place an outside call.

Save Number Dialed (page 305)
Save a number you dialed, then easily redial it later on.

Speed Dial (page 314)
You can store outside numbers in Speed Dial bins for quick access to frequently called num-
bers.

System Timers, Trunks (page 352)
Always review the system’s trunk timers for compatibility with the connected telco or PBX/
Centrex.

Trunk Group Routing (page 381)
With Trunk Group Routing enabled, an extension user can dial 9 to place a trunk call.

Trunk (Line) Queuing / Trunk Callback (page 384)
An extension user can queue for a busy trunk, or queue and hang up to leave a callback for a
busy trunk.
Feature Operation

To place a call over a specific trunk using a line key:
1. Lift handset.
2. Press line key.
   - Trunk dial tone.
   - Line key on.
   You may also be able to press a Loop Key. See Loop Keys on page 229 for more.
3. Dial outside number.

To place a call over a specific trunk (using Line Dial-up or Direct Trunk Access):
1. Lift handset.
2. Press ICM.
   - Intercom dial tone.
   - ICM on.
   *If you hear busy tone, you may be able to dial 2 to queue for the busy trunk. See Trunk (Line) Queuing / Trunk Callback on page 384 for more.*
3. **For Line dial-up:** Dial #9 followed by the trunk number (e.g., #901 for trunk 1).  
   OR
   **For Direct Trunk Access:** Dial 4 plus the trunk number (e.g., 401 for trunk 1).
   - Trunk dial tone, followed by digits outdialing on the trunk.
   - ICM on.
4. Dial outside number.

To place a call over a trunk group:
1. Lift handset.
2. Press ICM.
   - Intercom dial tone.
   - ICM on.
3. Dial trunk group code (90-98).
   - Trunk dial tone.
   - Line key on.
   *If you hear dial tone as soon as you dial 9, your system has Trunk Group Routing enabled. See Trunk Group Routing on page 381 for more.*
4. Dial outside number.
Check Key

Description

LCCPU 01.00.00
LCCPU 02.00.00

Available.

Quickly check keyset and DSS Console Programmable Function Key assignments.

A display telephone user can use the CHECK key to check keyset and DSS Console Programmable Function Key assignments and Personal Speed Dial bin names.

Conditions

None

Default Setting

Enabled

Programming Guide

None

Programming List

None

Other Related Features

Programmable Function Keys (page 286)
Check Programmable Function Key assignments.

Speed Dial (page 314)
Check Personal Speed Dial bin assignments.

Feature Operation

To check a Programmable Function Key assignment:

1. Press CHECK

   N/A

   SPK flashes fast.

2. Press the Programmable Function Key

   The key assignment displays.

3. Press another key or SPK to exit the check mode.
To check a Personal Speed Dial bin name and number:

1. Press CHECK. 
   ![N/A](image) SPK flashes fast.

2. Press the Personal Speed Dial Key once to display the name for the lower numbered bin.
   *For example, pressing bin 1 in this step displays the name for 701.*

3. Press the Personal Speed Dial Key a second time to display the number stored in the lower numbered bin.
   *For example, pressing bin 1 in this step displays the number stored for 701.*

4. Press the Personal Speed Dial Key a third time to display the name for the higher numbered bin.
   *For example, pressing bin 1 in this step displays the name for 711.*

5. Press the Personal Speed Dial Key a fourth time to display the number stored in the higher numbered bin.
   *For example, pressing bin 1 in this step displays the number stored for 711.*

6. Press another key or SPK to exit the check mode.
Class of Service

**Description**

Class of Service (COS) sets various features and dialing options for extensions. The system allows any number of extensions to share the same Class of Service.

The table below shows each Service Option. Refer to the individual features referenced in the table for more.

**Conditions**

None

**Default Setting**

Extension 300 (normally the attendant) has Class of Service 1.
All other extensions are normally Class of Service 2.

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
<th>Entries</th>
<th>Default</th>
</tr>
</thead>
</table>
| **Off-Premise Call Forward** | Use this option to enable or disable an extension’s ability to use Off-Premise Call Forwarding.  
  • See Call Forwarding, Off-Premise on page 61 for more. | OFF PREM FWRD?  
  Y = Enable  
  N = Disable | N |
| **Barge-In (Intrusion)**   | Use this option to enable or disable an extension’s ability to Barge In on a co-worker.  
  • See Barge In (Intrusion) on page 48 for more. | BREAK-IN?  
  Y = Enable  
  N = Disable | COS 1 = Y  
  COS 2-15 = N |
| **Camp-On to Busy Extension** | Use this option to enable or disable an extension’s ability to Camp-On to a busy extension.  
  • See Call Waiting / Camp-On on page 66 for more. | CAMP-ON BUSY EXT?  
  Y = Enable  
  N = Disable | Y |
| **Internal Call Forwarding** | Use this option to enable or disable an extension’s ability to use Internal Call Forwarding.  
  • See Alternate Attendant on page 32 for more.  
  • See Call Forwarding on page 55 for more. | CALL FORWARDING?  
  Y = Enable  
  N = Disable | Y |
| **System Speed Dial Access** | Use this option to enable or disable an extension’s ability to access System Speed Dial.  
  • See System Speed Dial on page 314 for more. | SYS SPDL ACCESS?  
  Y = Enable  
  N = Disable | Y |
## Table 4: Program 0101 - Class of Service Options

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
<th>Entries</th>
<th>Default</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Extended Ring</strong></td>
<td>Use this option to enable or disable Extended Ringing at the extension.</td>
<td><strong>EXTENDED RING?</strong></td>
<td>N</td>
</tr>
<tr>
<td></td>
<td>• See Extended Ringing on page 145 for more.</td>
<td>Y = Enabled</td>
<td>N</td>
</tr>
<tr>
<td></td>
<td>N = Disable</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Privacy</strong></td>
<td>Use this option to enable or disable Privacy at the extension.</td>
<td><strong>PRIVACY?</strong></td>
<td>N</td>
</tr>
<tr>
<td></td>
<td>• See Privacy on page 277 for more.</td>
<td>Y = Enable</td>
<td>N</td>
</tr>
<tr>
<td></td>
<td>N = Disable</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
| **Trunk (Line) Queuing Priority** | Use this option to enable or disable Trunk (Line) Queuing Priority at the extension. If more than one extension with Priority is queued on a busy trunk, the system services the Priority extensions on a first-queued, first-served basis.  
• See Trunk Queuing Priority on page 384 for more. | **LINE Q PRIORITY?** | N       |
|                      | Y = Enable                                                                 |                  |         |
|                      | N = Disable                                                                 |                  |         |
| **Forced Trunk Disconnect** | Use this option to enable or disable an extension’s ability to use Forced Trunk Disconnect.  
• See Forced Trunk Disconnect on page 167 for more. | **FORCE DISCONNECT?** | COS 1 = Y  
COS 2-15 = N |
|                      | Y = Enable                                                                 |                  |         |
|                      | N = Disable                                                                 |                  |         |
| **Camp-On to Busy Line** | Use this option to enable or disable an extension’s ability to Camp-On to a busy trunk.  
• See Trunk (Line) Queuing / Trunk Call-back on page 384 for more. | **CAMP ON TO LINES?** | COS 1 = Y  
COS 2-15 = N |
|                      | Y = Enable                                                                 |                  |         |
|                      | N = Disable                                                                 |                  |         |
| **Initiate All Call Page** | Use this option to enable or disable an extension’s ability to make an All Call Paging announcement.  
• See Paging on page 264 for more. | **PAGE ALL CALL?** | Y       |
|                      | Y = Enable                                                                 |                  |         |
|                      | N = Disable                                                                 |                  |         |
| **Access Page Zone 1** | Use this option to enable or disable an extension’s ability to make a Paging announcement into zone 1.  
• See Paging on page 264 for more. | **PAGE ZONE 1?** | Y       |
|                      | Y = Enable                                                                 |                  |         |
|                      | N = Disable                                                                 |                  |         |
| **Access Page Zone 2** | Use this option to enable or disable an extension’s ability to make a Paging announcement into zone 2.  
• See Paging on page 264 for more. | **PAGE ZONE 2?** | Y       |
|                      | Y = Enable                                                                 |                  |         |
|                      | N = Disable                                                                 |                  |         |
| **Access Page Zone 3** | Use this option to enable or disable an extension’s ability to make a Paging announcement into zone 3.  
• See Paging on page 264 for more. | **PAGE ZONE 3?** | Y       |
|                      | Y = Enable                                                                 |                  |         |
|                      | N = Disable                                                                 |                  |         |
| **Access Page Zone 4** | Use this option to enable or disable an extension’s ability to make a Paging announcement into zone 4.  
• See Paging on page 264 for more. | **PAGE ZONE 4?** | Y       |
|                      | Y = Enable                                                                 |                  |         |
|                      | N = Disable                                                                 |                  |         |
### Class of Service

#### Table 4: Program 0101 - Class of Service Options

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
<th>Entries</th>
<th>Default</th>
</tr>
</thead>
</table>
| **Access Page Zone 5**        | Use this option to enable or disable an extension’s ability to make a Paging announcement into zone 5.  
• See Paging on page 264 for more. | PAGE ZONE 5?  
Y = Enable  
N = Disable | Y       |
| **Access Page Zone 6**        | Use this option to enable or disable an extension’s ability to make a Paging announcement into zone 6.  
• See Paging on page 264 for more. | PAGE ZONE 6?  
Y = Enable  
N = Disable | Y       |
| **Access Page Zone 7**        | Use this option to enable or disable an extension’s ability to make a Paging announcement into zone 7.  
• See Paging on page 264 for more. | PAGE ZONE 7?  
Y = Enable  
N = Disable | Y       |
| **Silent Monitor**            | Use this option to enable or disable an extension’s ability to use Silent Monitor.  
• See Monitor / Silent Monitor on page 242 for more. | SILENT MONITOR?  
Y = Enable  
N = Disable | N       |
| **Flash for Single Line Sets**| Use this option to enable or disable Flash for single line telephones. This option only applies to single line telephones.  
• See Flash on page 162 for more. | FLASH FOR SLT?  
Y = Enable  
N = Disable | N       |
| **ACD Supervisor**            | • This option is currently not implemented. | ACD SUPERVISOR?  
Y = Enable  
N = Disable | N       |
| **Single Ring for Single Line Sets** | • Use this option to enable or disable single ring for single line telephones. This option only applies to single line telephones. See Central Office Calls, Answering on page 77 for more. | SINGLE RING?  
Y = Enable  
N = Disable | N       |
| **View System Alarms**        | Use this option to enable or disable an extension’s ability to view the system alarms.  
• See Attendant Position on page 35 for more. | VIEW SYS ALARMS?  
Y = Enable  
N = Disable | N       |
| **Automatic Hold**            | Use this option to enable or disable Automatic Hold at an extension.  
• See Hold on page 188 for more. | AUTO HOLD?  
Y = Enable  
N = Disable | N       |
| **Activate Night Mode**       | Use this option to enable or disable an extension’s ability to activate Night Service.  
• See Night Service / Night Ring on page 250 for more. | ACTIVATE NITES?  
Y = Enable  
N = Disable  
COS 1 = Y  
COS 2-15 = N |
## Class of Service

### Table 4: Program 0101 - Class of Service Options

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<tr>
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<tbody>
<tr>
<td>Direct Trunk Access</td>
<td>Use this option to enable or disable an extension’s ability to use Direct Trunk Access. Note that enabling Direct Trunk Access allows the user to bypass Toll Restriction. • See Central Office Calls, Placing on page 83 for more.</td>
<td>DIRECT TRK ACCES?</td>
<td>COS 1 = Y</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Y = Enable</td>
<td>COS 2-15 = N</td>
</tr>
<tr>
<td></td>
<td></td>
<td>N = Disable</td>
<td></td>
</tr>
<tr>
<td>Remote Call Forwarding /</td>
<td></td>
<td>REMOTE FWRD?</td>
<td>COS 1 = Y</td>
</tr>
<tr>
<td>Alternate Attendant</td>
<td></td>
<td>Y = Enable</td>
<td>COS 2-15 = N</td>
</tr>
<tr>
<td></td>
<td></td>
<td>N = Disable</td>
<td></td>
</tr>
<tr>
<td>Soft Keys</td>
<td>Use this option to enable or disable a display set’s Interactive Soft Keys. • See Interactive Soft Keys on page 195 for more.</td>
<td>SOFTKEYS</td>
<td>Y</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Y = Enable</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>N = Disable</td>
<td></td>
</tr>
<tr>
<td>Conversation Record</td>
<td>Use this option to enable or disable an extension’s ability to record conversations into their Voice Mail mailbox. If enabled, the user can press either their Conversation Record key or RECORD soft key to initiate recording. • See Voice Mail on page 396 for more.</td>
<td>RECORD CONV</td>
<td>N</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Y = Enable</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>N = Disable</td>
<td></td>
</tr>
</tbody>
</table>

### Programming Guide

**Step-by-step guide for setting up Class of Service**

**Step 1:** Make a unique Class of Service (1-15) for each set of feature/dialing options the site requires.

- In Program 0101 - Class of Service Options (page 420), set up the options for each Class of Service. The system has 15 Classes of Service (1-15).

**Step 2:** Assign Class of Service to extensions.

- In Program 1801 - Extension Class of Service Assignment (page 508), assign Class of Service to extensions. Many extensions can share the same Class of Service. Normally, only the attendant has Class of Service 1.
Programming List

Program 0101 - Class of Service Options (page 420)
Set Class of Service options for extensions, OPX trunk and tie lines.

Program 1001 - Trunk Class of Service Assignment (page 478)
Assign Class of Service (1-15) to OPX trunks and tie lines.

Program 1801 - Extension Class of Service Assignment (page 508)
Assign Class of Service (1-15) to extension’s.

Other Related Features

Refer to the Class of Service chart above.

Attendant Position (page 35)
By default, the system assigns Class of Service 1 to the attendant. This provides the attendant with Alternate Attendant, Barge In, Call Forwarding Off Premise, Direct Trunk Access, Forced Trunk Disconnect, Night Service, and Trunk Queuing (Camp On) capability.

Feature Operation
None
## Description

| LCCPU 01.00.00 | LCCPU 02.00.00 | Not available. |
Conference

Description

A user can set up a multiple-party telephone meeting without leaving the office.

Conference lets an extension user add additional inside and outside callers to their conversation. The following table shows the system’s Conference capacities:

<table>
<thead>
<tr>
<th>Description</th>
<th>Capacity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Conference circuits</td>
<td>32</td>
</tr>
<tr>
<td>Maximum simultaneous users in Conference</td>
<td>32</td>
</tr>
<tr>
<td>(total of all Conferences system-wide)</td>
<td></td>
</tr>
<tr>
<td>Maximum simultaneous conferences</td>
<td>8</td>
</tr>
<tr>
<td>Maximum parties in any one Conference</td>
<td>8</td>
</tr>
<tr>
<td>(trunks and/or extensions)</td>
<td></td>
</tr>
</tbody>
</table>

The system’s 32 Conference circuits are dynamically allocated as users request them.

Conditions

None

Default Setting

Conference enabled.

Programming Guide

None

Programming List

Program 1803 - Extension Line Access Assignments (page 519)
An extension can join a Conference with a trunk to which they normally cannot access.

Other Related Features

The following features also allow different types of multiple party calls:

Barge In (Intrusion) (page 48)
An extension user can Barge In on a Conference.

Group Listen (page 173)

Meet-Me Conference (page 234)
Conference

Monitor / Silent Monitor (page 242)
An extension user cannot Monitor a Conference.

Privacy Release Groups (page 279)

Tandem Trunking / Unsupervised Conference (page 359)

Off-Hook Signaling (page 255)
After hearing off-hook signals, an extension user can Conference their active call with the waiting call.

Off-Premise Extensions / On-Premise SLT Extensions (page 257)
On- and off-premise SLT extensions can use Conference.

Reverse Voice Over (page 296)
An extension user cannot add an incoming Reverse Voice Over call to a Conference.

Voice Over (page 408)
An extension user cannot Voice Over to a co-worker busy on a Conference call.

Feature Operation

To establish a Conference:

1. Establish Intercom or trunk call.
   - Conversation with caller.
   - [ICM, Line Key or Loop Key on.

2. Press CONF.
   - Intercom dial tone.
   - If a trunk call: [ICM on and Line/Loop Key flashing.
   - If an Intercom call: [ICM on.
   
   Your caller hears Music On Hold (if installed) while they wait for you to set up the Conference.

3. Dial extension you want to add.
   OR
   Place or answer trunk call
   OR
   Retrieve call from Park Orbit.

4. Press CONF to set up the Conference.
   - Conversation with your conferenced callers.
   - If a trunk call: [ICM on and Line/Loop Key on.
   - If an Intercom call: [ICM on.
   
   If you cannot add additional parties to your Conference, you have exceeded the system’s Conference limit.

5. Repeat steps 2-4 to add additional parties to your Conference.
   
   You can optionally place the Conference on hold. Your callers hear Music on Hold (if installed) while waiting on Hold. Press CONF to reinstate the Conference.

To exit a Conference without affecting the other parties:

1. Hang up.
   
   The remaining parties can continue their conversation uninterrupted. If you were in Conference with two trunks, this may set up a tandem call. Refer to Tandem Trunking / Unsupervised Conference on page 359 for more.
To use Conference at an on- or off-premise single line telephone:

1. Establish Intercom or trunk call
2. Hookflash and dial extension or trunk you want to add.
3. Hookflash and dial #10 to set up Conference.
   
   *If you cannot add additional parties to your Conference, you have exceeded the system’s Conference limit.*

4. Repeat steps 2 and 3 to add additional parties to your Conference.
Data Communications Interface (DCI)

Description

- LCCPU 01.00.00
- LCCPU 02.00.00

Not available.
Delayed Ringing

Description

Delayed Ringing helps co-workers cover each other’s unanswered calls.

Delayed Ringing allows a trunk to start ringing a preset interval after the call starts flashing a line key. This is helpful for co-workers that cover each other’s calls. For example, a secretary can have Delayed Ringing for the trunks that ring the boss’s telephone. If the boss doesn’t answer after the Delayed Ringing interval, the call will start ringing the secretary’s extension.

Conditions

None

Default Setting

Trunks 1-8 immediately ring on line keys 1-8.

Programming Guide

Step-by-step guide for setting up Delayed Ringing

Step 1: Should a trunk have delayed ringing on its assigned line key?

If yes

• In Program 1805 - Ring Assignments (page 524), enable option 4 for each trunk that should have Delayed Ringing.
• In Program 0401 - Trunk Delay Ring (page 432), set the Delay Ring interval to meet the site requirements.
• In Program 1805 - Ring Assignments (page 524), select one of the other ring options for each trunk (1 = lamp only day and night, 2 = ringing day and night, 3 = night ring only).

If no

Programming List

Program 0401 - Trunk Delay Ring (page 432)

Set how long the system waits before ringing an extension that has the Delayed Ringing option enabled.

Program 1805 - Ring Assignments (page 524)

For the selected trunk, set the ring assignment to 4 to enable Delayed Ringing. The other options are: 1 (lamp only day and night), 2 (ringing day and night) and 3 (night ring only, lamp during the day).
Delayed Ringing

Other Related Features

- **Call Coverage Keys** (page 51)
  Delayed Ringing is also available for Call Coverage Keys.
- **Private Line** (page 282)
  Consider having Delayed Ringing for Private Lines. Users with Delayed Ringing will ring for the Private Line only if it is not answered.

Feature Operation

None
Dial Number Preview

Description

Dialing Number Preview lets a display keyset user dial and review a number before the system dials it out.

Conditions

None

Default Setting

Enabled

Programming Guide

None

Programming List

None

Other Related Features

Central Office Calls, Placing (page 83)

Dial Number Preview allows an extension user to review a number before the system dials it out.

Feature Operation

To dial using Dial Number Preview:

1. Do not lift the handset, press SPK or press ICM.
2. Dial *.

   Your display shows: DIAL PREVIEW

3. Dial the number you want to call.

   Your display shows the digits dialed, with a cursor (-) after the last digit.

4. Press line key.

   Dial tone on the selected trunk, then your digits dialing out.
   Line key on (green).
To correct the displayed digits before dialing them out:

1. Use VOL ▲ and VOL ▼ until the cursor replaces the digit you want to change.
   
   VOL ▲ moves the cursor to the left. VOL ▼ moves the cursor to the right.

2. Dial the digit that you want to replace the cursor.

3. Press VOL ▲ and VOL ▼ to place the cursor over any other digits you want to edit.
   
   OR
   
   Press VOL ▼ until the entire number displays to the left of the cursor.

   The system will only dial the digits to the left of the cursor.

4. Press a line key to have the system automatically dial the displayed number.

<table>
<thead>
<tr>
<th>Dial Number Preview Editing Example</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>To replace 2049265410 with 2039265400:</strong></td>
</tr>
<tr>
<td><strong>Step 1:</strong> Dial * followed by 2049265410. You see: 2049265410-</td>
</tr>
<tr>
<td><strong>Step 1:</strong> Press Vol ▲ until you see: 20-9265410</td>
</tr>
<tr>
<td><strong>Step 2:</strong> Dial 3. You see: 203-265410</td>
</tr>
<tr>
<td><strong>Step 3:</strong> Press VOL ▼ until you see: 203926540</td>
</tr>
<tr>
<td><strong>Step 4:</strong> Dial 0. You see: 203926540-</td>
</tr>
<tr>
<td><strong>Step 5:</strong> Press Vol ▼ until the entire number displays to the left of the cursor. 2039265400-</td>
</tr>
<tr>
<td><strong>Step 6:</strong> Press line key to dial number.</td>
</tr>
</tbody>
</table>
## Description

<table>
<thead>
<tr>
<th></th>
<th>LCCPU 01.00.00</th>
<th>Not available.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>LCCPU 02.00.00</td>
<td></td>
</tr>
</tbody>
</table>
## Direct Inward Dialing

### Description

| LCCPU 01.00.00 | Not available. |
| LCCPU 02.00.00 |               |
A Direct Inward Line (DIL) is a trunk that rings an extension directly. Since DILs only ring one extension, employees always know which calls are for them. For example, a company operator can have a Direct Inward Line for International Sales Information. When outside callers dial the DIL’s phone number, the call rings the operator on the International Sales line key. The DIL does not ring other extensions.

Assigning a DIL to an extension automatically provides immediate ringing and incoming access for the trunk, with no additional programming required.

The extension to which the trunk is terminated controls the night mode of the trunk. For example, if extension 301 has trunk 1 assigned as a DIL, the user can press DND to switch trunk 1 to its night routing destination. Switching trunk 1 to night mode at extension 304 has no affect on the night mode of the system. This flexibility could allow a service dispatcher with several DILs to independently send trunks to their night destinations without affecting the night mode of the entire system.

A DIL can ring:
- Extension numbers (including the attendant’s extension)
- Ring Group master numbers
- UCD Group master numbers (including the Voice Mail master number)

Overflow for Direct Inward Lines

If unanswered, DILs calls can route to a programmed overflow destination. The overflow destination can be an extension, Ring Group, UCD Group or Voice Mail (i.e., DIL destination’s mailbox). You can set up separate DIL overflow destinations for the day mode and at night. If unanswered at the overflow destination, the call diverts to Key Ring.

Conditions

None

Default Setting

No DILs assigned.
### Direct Inward Line

#### Programming Guide

**Step-by-step guide for setting up Direct Inward Line (Page 1 of 3)**

**Step 1: Check to be sure each trunk's circuit type matches the connected trunk circuit.**
- In *Program 1001 - Trunk Circuit Type* (page 474), enter the correct circuit type for each trunk (51 = loop start DTMF, 52 = loop start DP).

**Step 2: Assign the DIL day mode destination.**
- In *Program 1003 - Direct Termination (Day)* (page 484), assign the DIL day mode termination. The destination can be an extension, UCD Group master number, Ring Group master number or Voice Mail master number.

**Step 3: Do you want an unanswered DIL to overflow during the day mode?**
- **If yes**
  - In *Program 1003 - Activate Overflow During the Day* (page 484), enter Y.
- **If no**
  - In *Program 1003 - Activate Overflow During the Day* (page 484), enter N.

**Step 4: Assign the DIL day overflow destination.**
- In *Program 1003 - Day Overflow Destination* (page 484), assign the DIL day mode termination. The destination can be an extension, UCD Group master number, Ring Group master number, Voice Mail master number or Key Ring (by pressing CLEAR).

**Step 5: Assign the DIL night mode destination.**
- In *Program 1003 - Direct Termination (Night)* (page 485), assign the DIL night mode termination. The destination can be an extension, UCD Group master number, Ring Group master number or Voice Mail master number. (An extension puts their DIL in the night mode by pressing DND.)
Step 6: Do you want an unanswered DIL to overflow during the night mode?

If yes

• In Program 1003 - Activate Overflow at Night (page 485), enter Y.

• In Program 1003 - Activate Overflow at Night (page 485), enter N.

If no

Step 7: Assign the DIL night overflow destination.

• In Program 1003 - Night Overflow Destination (page 485), assign the DIL night mode termination. The destination can be an extension, UCD Group master number, Ring Group master number, Voice Mail master number or Key Ring (by pressing CLEAR).

Step 8: Does extension have a line key for their DIL?

If yes

• In Program 1701 - Line Key (page 494), no programming changes are required.

• In Program 1701 - Line Key (page 494), make sure the DIL has a line key assigned (code 03). DILs can optionally ring Loop Keys (codes 01 and 02).

If no

Step 9: Do you want to put the DIL on a DSS Console key?

If yes

• In Program 1704 - Line Key (page 502), make sure the DIL has a DSS Console line key assigned (code 03).

• In Program 1704 - Line Key (page 502), make sure the DIL does not have a DSS Console line key assigned (code 03).

If no

Step 10: If DIL is unanswered, does call divert to its overflow destination (If programmed) or Key Ring (if no overflow exists) after the proper interval?

If yes

• In Program 0401 - DIL No Answer (page 432), leave the DIL No Answer time at its current setting.

• In Program 0401 - DIL No Answer (page 432), change the DIL No Answer time to meet the site requirements.

If no
Direct Inward Line

Step-by-step guide for setting up Direct Inward Line (Page 3 of 3)

Step 11: If DIL is unanswered at the overflow destination, does call divert to Key Ring after the proper interval.

<table>
<thead>
<tr>
<th>If yes</th>
<th>If no</th>
</tr>
</thead>
<tbody>
<tr>
<td>• In Program 0401 - Transfer Recall (page 431), leave the Transfer Recall time at its current setting.</td>
<td></td>
</tr>
<tr>
<td>• In Program 1805 - Ring Assignments (page 524), make sure you have extensions assigned to Key Ring.</td>
<td></td>
</tr>
<tr>
<td>• In Program 0401 - Transfer Recall (page 431), change the Transfer Recall time to meet the site requirements.</td>
<td></td>
</tr>
<tr>
<td>• In Program 1805 - Ring Assignments (page 524), make sure you have extensions assigned to Key Ring.</td>
<td></td>
</tr>
</tbody>
</table>

Step 12: If DIL is terminated to Voice Mail, set up a Night key that controls the night mode status of the DIL.

<table>
<thead>
<tr>
<th>If yes</th>
<th>If no</th>
</tr>
</thead>
<tbody>
<tr>
<td>• In Program 1701 - Night Key (page 496), set up a Night key for the Voice Mail master number (code 18 + Voice Mail master number) OR</td>
<td></td>
</tr>
<tr>
<td>• In Program 1704 - Night Key (page 504), set up a Night key for the Voice Mail master number (code 18 + Voice Mail master number).</td>
<td></td>
</tr>
</tbody>
</table>

Programming List

Program 0401 - DIL No Answer (page 432)
If DIL Overflow is set up, this interval determines how long a DIL rings its destination before ringing its programmed overflow destination. If DIL Overflow is not set up, this interval determines how long a DIL rings is destination before diverting to Key Ring.

Program 0401 - Transfer Recall (page 431)
This interval sets how long a call will ring the day or night overflow destination before diverting to key ring.

Program 1001 - Trunk Circuit Type (page 474)
Set the trunk’s circuit type for compatibility with the connected telco or PBX. The options are 51 (loop start DTMF), 52 (loop start DP), 53 (ground start DTMF) or 54 (ground start DP).

Program 1003 - Direct Termination (Day) (page 484)
Set the day termination (answering point) for the DIL. The DIL rings the answering point directly. The destination can be an extension, UCD Group master number, Ring Group master number or Voice Mail master number.

Program 1003 - Activate Overflow During the Day (page 484)
Enter Y to enable DIL overflow during the day mode. (Entering N for this option has the same affect as entering Y followed by Key Ring in the following option.)

Program 1003 - Day Overflow Destination (page 484)
Set the overflow destination for day mode calls. The overflow destination can be an extension, UCD Group master number, Ring Group master number, Voice Mail master number or Key Ring (by pressing CLEAR).
Program 1003 - Direct Termination (Night) (page 485)
Set the night termination (answering point) for the DIL. The DIL rings the answering point directly. The destination can be an extension, UCD Group master number, Ring Group master number or Voice Mail master number.

Program 1003 - Activate Overflow at Night (page 485)
Enable Y to enable DIL overflow during the night mode. (Entering N for this option has the same affect as entering Y followed by Key Ring in the following option.)

Program 1003 - Night Overflow Destination (page 485)
Set the overflow destination for night mode calls. The destination can be an extension, UCD Group master number, Ring Group master number or Voice Mail master number.

Program 1701 - Line Key (page 494)
Make sure the extension has a line key (code 03) for the DIL.

Program 1701 - Night Key (page 496)
If the DIL is terminated to a Voice Mail master number, a Night Key key (code 18 + the Voice Mail master number) controls the night mode of the DIL.

Program 1704 - Line Key (page 502)
The extension can optionally have a line key (code 03) for their DIL on a DSS Console.

Program 1704 - Night Key (page 504)
If the DIL is terminated to a Voice Mail master number, a Night Key key (code 18 + the Voice Mail master number) controls the night mode of the DIL.

Program 1805 - Ring Assignments (page 524)
Make sure you have extensions assigned to Key Ring.

Other Related Features

Call Forwarding (page 55)
Call Forwarding will reroute an extension’s DILs.

Call Waiting / Camp-On (page 66)
A DIL to a busy extension will send Camp-On tones (if the extension is programmed to normally receive Camp-On tones).

Central Office Calls, Answering (page 77)

Central Office Calls, Placing (page 83)
Refer to these features to set additional parameters for trunks (such as transmit gain, receive gain and sidetone level). In addition, extension users can place calls on DILs, just like other trunks (depending on programming).

Delayed Ringing (page 103)
DILs automatically override Delayed Ringing.

Do Not Disturb (page 137)
Enabling Do Not Disturb at an extension puts that extension’s DILs into Night Mode.

Extended Ringing (page 145)
With Extended Ringing enabled, DIL trunks ring for the Number of Extended Rings before routing to the overflow destination.

Extension Hunting (page 147)
DILs to a Circular or Terminal Hunting group member initiate hunting. In addition, DILs to a UCD master number ring the UCD group directly.

Group Ring (page 175)
A DIL can ring a Ring Group master number.

Key Ring (page 219)
An unanswered DIL diverts to all extensions with Key Ring for the trunk.

Line Keys (page 225)

Loop Keys (page 229)
When you assign a trunk as a DIL, it continues to flash its previously programmed line/loop key assignments. It will not, however, ring those phones.

Names for Extensions and Trunks (page 248)
Programming names for DILs makes it easier to identify incoming callers.

Night Service / Night Ring (page 250)
Direct Inward Line

The extension to which the DIL is terminated controls the night mode of the DIL by pressing their DND key.

**Off-Hook Signaling** (page 255)
A DIL ringing a busy extension can automatically initiate Off-Hook Signaling.

**Prime Line Preference** (page 274)
If an extension’s Prime Line is another extension’s DIL, lifting the handset will answer the call even though it does not ring the phone.

**Voice Mail** (page 396)
- The Voice Mail Automated Attendant will answer a DIL terminated to the Voice Mail Master Number.
- If a DIL is terminated to the Voice Mail master number, a System Mode key (code 18 + the Voice Mail number) controls the night mode status of the DIL.

---

**Feature Operation**

To answer a call on your Direct Inward Line:

1. Lift handset.
   - ? | Ringing.
   - 📞 | DIL’s line key flashing (green).

To place your DIL into Night Mode

1. Press DND. If no
   - ? | N/A
   - 📞 | DND flashes.

*This also enables Do Not Disturb at the extension.*
Direct Inward System Access (DISA)

Description

LCCPU 01.00.00
LCCPU 02.00.00

Not available.
Direct Station Selection (DSS)

Description

Programmable Function Keys automatically become Direct Station Selection (DSS) keys when the user press ICM. Direct Station Selection provides an extension user with one-button Intercom access and Transfer to co-workers. Each DSS key also provides a Busy Lamp Field (BLF) for the assigned co-worker.

<table>
<thead>
<tr>
<th>When the DSS/BLF key is:</th>
<th>The covered extension is:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Off</td>
<td>Idle</td>
</tr>
<tr>
<td>On</td>
<td>Busy or ringing</td>
</tr>
<tr>
<td>Flashing fast</td>
<td>In Do Not Disturb</td>
</tr>
</tbody>
</table>

Conditions

DSS keys do not pick up ringing calls.

Default Setting

Not assigned.

Programming Guide

Step 1: Should extension have DSS capability on their programmable keys?

If yes

• In Program 1802 - Busy Lamp Field (page 514), enter Y.

If no

• In Program 1802 - Busy Lamp Field (page 514), enter N.

Step 2: Should extension have preprogrammed DSS keys?

If yes

• In Program 1703 - DSS Key Assignment (page 500), program the extension’s DSS assignments.
Direct Station Selection (DSS)

### Programming List

**Program 1703 - DSS Key Assignment** (page 500)
Program the extension’s DSS assignments.

**Program 1802 - Busy Lamp Field** (page 514)
Enter Y to enable DSS capability for an extension’s programmable keys.

### Other Related Features

- **Intercom** (page 214)
  A user can press a DSS key as an alternative to dialing Intercom numbers.

- **Prime Line Preference** (page 274)
  With Intercom Prime Line, an idle extension user hears Intercom dial tone whenever they lift the handset or press **SPK**. Since each extension’s Busy Lamp Field is disabled by default in U Slot, the Programmable Function Keys do not go into the DSS mode when the user lifts the handset.

- **Speed Dial** (page 314)
The Personal Speed Dial Keys also provide one-button access to extensions.

- **Transfer** (page 376)
  You can press your DSS key to Transfer a call instead of dialing a co-worker’s extension number.

- **Voice Over** (page 408)
  An extension can Voice Over after using Direct Station Selection to call a co-worker.

### Feature Operation

#### User Programmable Feature

<table>
<thead>
<tr>
<th>Feature</th>
<th>Mnemonic</th>
<th>Operation</th>
<th>Access Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>DSS</td>
<td>#BLF</td>
<td>#BLF + Press DSS key + HOLD + Enter extension + VOL ▲ + Program another key or <strong>SPK</strong> to exit.</td>
<td>1-5</td>
</tr>
</tbody>
</table>

This option is not available with fixed slot software.

To place a call to a co-worker using a DSS key:

1. Lift handset.
2. Press **ICM**.

Intercom dial tone.

DSS keys show status of covered co-workers (off = idle, on = busy or ringing, flashing fast = in Do Not Disturb).
Direct Station Selection (DSS)

3. Press DSS key for co-worker you want to call.
   - Two beeps or ringing.
   - N/A

To Transfer a call to a co-worker using a DSS key:

1. Place or answer trunk call.
   - Conversation with caller.
   - Line or Loop Key on (green).

2. Press ICM.
   - Intercom dial tone.
   - DSS keys show status of covered co-workers (off = idle, on = busy or ringing, flashing fast = in Do Not Disturb).

3. Press DSS key for co-worker.
   - Two beeps or ringing.
   - N/A

4. Hang up to have the Transfer go through unscreened.
   OR
   Wait for the called party to answer if you want them to screen the Transfer.
Direct Station Selection (DSS) Console

Description

LCCPU 01.00.00
Available - with unique default settings.

LCCPU 02.00.00
Available - with unique default settings.

DSS Consoles provide one-touch access to extensions, trunks and system features.

The DSS Console gives a 34-Button Display or 34-Button Super Display user a Busy Lamp Field (BLF) and one-button access to extensions, trunks, and selected system features. This saves time for users that do a lot of call processing (such as operators or dispatchers). There are two DSS Consoles types: the 24-Button (P/N 80556) and the 110-Button (P/N 80555).

Figure 12: 24-Button and 110-Button DSS Consoles

The system allows you to install 4 DSS Consoles maximum. In addition, System Load Factor may further reduce the number that you can install. See System Configuration on page 3 for more on the System Load Factor. You cannot connect multiple DSS Consoles to the same keyset. DSS Consoles do not use a station port and do not require their own power supply.

The system provides four unique DSS configurations (called blocks). If you want your DSS Consoles to have unique key configurations, assign them to different blocks. If you want your consoles to share the same configuration, assign them to the same block. Note that DSS Console Personal Speed Dial bins are the same as the extension to which the console is attached. This means that DSS Consoles that share the same block number still have unique Personal Speed Dial.

You can assign DSS Console keys to the following functions:

- ACD Log On (future)
- Call Coverage (immediate, delayed or no ring)
- Data (future)
- Group Pickup (immediate, delayed or no ring)
- Hotline
- Message Center
- Multiple Directory Numbers (future)
- Night Key
- Page Zones
- Park Orbit
- Speed Dial, Personal
- Reverse Voice Over
- Split
- Speed Dial, System
- Trunks (line keys)
Direct Station Selection (DSS) Console

- ICM Directory
- Save
- Voice Mail Record

Conditions
- You cannot connect a DSS Console to a 22-button telephone.
- You must consider the System Load Factor when installing DSS Consoles. See System Configuration on page 3 for more.
**Default Setting**

### DSS Console Default Assignments (Fixed Slot)

<table>
<thead>
<tr>
<th>These keys:</th>
<th>Have this function:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>24-Button DSS Console</strong></td>
<td></td>
</tr>
<tr>
<td>1-24</td>
<td>Hotlines to extensions 300-323</td>
</tr>
<tr>
<td><strong>110-Button DSS Console</strong></td>
<td></td>
</tr>
<tr>
<td>1-32</td>
<td>Hotlines to extensions 300-331</td>
</tr>
<tr>
<td>33-48</td>
<td>Lines 1-16</td>
</tr>
<tr>
<td>49-59</td>
<td>System Speed Dial bins 200-209</td>
</tr>
<tr>
<td>59-78</td>
<td>Personal Speed Dial bins 700-719</td>
</tr>
<tr>
<td>79, 80</td>
<td>Page zones 0 (All Call) and 1.</td>
</tr>
<tr>
<td>81-82</td>
<td>System Park Orbits 0 and 1.</td>
</tr>
<tr>
<td>83-110</td>
<td>Unassigned</td>
</tr>
</tbody>
</table>

### DSS Console Default Assignments (U Slot)

<table>
<thead>
<tr>
<th>These keys:</th>
<th>Have this function:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>24-Button DSS Console</strong></td>
<td></td>
</tr>
<tr>
<td>1-24</td>
<td>Hotlines to extensions 300-323</td>
</tr>
<tr>
<td><strong>110-Button DSS Console</strong></td>
<td></td>
</tr>
<tr>
<td>1-80</td>
<td>Hotlines to extensions 300-379</td>
</tr>
<tr>
<td>81-96</td>
<td>Hotlines to undefined destinations.</td>
</tr>
<tr>
<td>97-99</td>
<td>Page Zones 1-3</td>
</tr>
<tr>
<td>100</td>
<td>All Call Page</td>
</tr>
<tr>
<td>101-109</td>
<td>Park Orbits 0-8</td>
</tr>
<tr>
<td>110</td>
<td>Night Key</td>
</tr>
</tbody>
</table>
Step-by-step guide for setting up DSS Consoles

Step 1: Does the extension have a DSS Console connected?

- If yes
  - In Program 1801 - DSS Type (page 508), enter 1 if the extension has a 24-button console connected. Enter 2 if the extension has a 110-button console connected. You cannot have more than 4 DSS Consoles installed.
  - In Program 1801 - DSS Type (page 508), enter 0 if the extension does not have a DSS Console connected.

- If no

Step 2: Should the DSS Console have unique programming, not available on any other DSS Console?

- If yes
  - In Program 1801 - DSS Block Number (page 508), be sure to choose a block (1-4) that is not assigned to any other extension in the system.
  - In Program 1801 - DSS Block Number (page 508), assign the same block to extensions that should share DSS Console programming.

- If no

Step 3: Do you want to change the DSS Console assignments from their default settings?

- If yes
  - In Program 1704 - 1704 - DSS Console Key Assignment (page 501), customize the key assignments to meet the application requirements.
  - In Program 1704 - 1704 - DSS Console Key Assignment (page 501), leave the DSS Console assignments at their default settings.

- If no

Programming List

Program 1704 - DSS Console Key Assignment (page 501)
Assign the keys for the system’s DSS Consoles.

Program 1801 - DSS Type (page 508)
Specify the type of DSS Console plugged into the telephone (1 = 24-button, 2 - 110-button, 0 = unassigned). You cannot install more than 4 DSS Consoles.

Program 1801 - DSS Block Number (page 508)
Use this option to assign a DSS block to the console.
The following table shows the DSS Console key options (assigned in Program 1704):

Table 5: Program 1704 - DSS Console Key Assignment (Page 1 of 2)

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
<th>Key Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Undefined</td>
<td>Use this option to designate a key as undefined (no function).</td>
<td>00</td>
</tr>
<tr>
<td>Line Key</td>
<td>Use this option to assign a programmable key as a line key.</td>
<td>03 + nn (trunk number)</td>
</tr>
<tr>
<td>Park Orbit Key</td>
<td>Use this option to assign a programmable key as a Park Orbit key.</td>
<td>04 + n (Park Orbit 0-9)</td>
</tr>
<tr>
<td>Hotline Key</td>
<td>Use this option to assign a programmable key as a Hotline key.</td>
<td>05 + nnn (extension number)</td>
</tr>
<tr>
<td>Call Coverage Immediate Ring</td>
<td>Use this option to assign a programmable key as an immediately ringing Call Coverage Key.</td>
<td>06 + nnn (extension number)</td>
</tr>
<tr>
<td>Call Coverage No Ring</td>
<td>Use this option to assign a programmable key as a lamp only (no ring) Call Coverage Key.</td>
<td>07 + nnn (extension number)</td>
</tr>
<tr>
<td>Call Coverage Delay Ring</td>
<td>Use this option to assign a programmable key as a delayed ringing Call Coverage Key.</td>
<td>08 + nnn (extension number)</td>
</tr>
<tr>
<td>Group Pickup Immediate Ring</td>
<td>Use this option to assign a programmable key as an immediately ringing Group Call Pickup key.</td>
<td>09 + nn (Pickup Group 01-16)</td>
</tr>
<tr>
<td>Group Pickup No Ring</td>
<td>Use this option to assign a programmable key as a lamp only (no ring) Group Call Pickup key.</td>
<td>10 + nn (Pickup Group 01-16)</td>
</tr>
<tr>
<td>Group Pickup Delay Ring</td>
<td>Use this option to assign a programmable key as a delay ring Group Call Pickup key.</td>
<td>11 + nn (Pickup Group 01-16)</td>
</tr>
<tr>
<td>Page Zone Key</td>
<td>Use this option to assign a programmable key as a Page Zone key.</td>
<td>13 + n (Page Zone 1-7, 0 for All Call)</td>
</tr>
<tr>
<td>System Speed Dial Key</td>
<td>Use this option to assign a programmable key as a System Speed Dial key.</td>
<td>14 + nnn (System Speed Dial bin, normally 200-299)</td>
</tr>
<tr>
<td>Personal Speed Dial Key</td>
<td>Use this option to assign a programmable key as a Personal Speed Dial key.</td>
<td>15 + nnn (701-720)</td>
</tr>
<tr>
<td>Voice Mail Record Key</td>
<td>Use this option to assign a programmable key as a Voice Mail Record key.</td>
<td>17</td>
</tr>
<tr>
<td>Night Key</td>
<td>Use this option to assign a programmable key as a Night key.</td>
<td>18 + CLEAR</td>
</tr>
<tr>
<td>Data Key</td>
<td>This option is currently not used.</td>
<td>19 + nnn (extension number)</td>
</tr>
</tbody>
</table>
### Other Related Features

**Call Coverage Keys** (page 51)
DSS Consoles can have Call Coverage keys.

**Directory Dialing** (page 133)
Assign a Directory Dialing key on a DSS Console.

**Group Call Pickup** (page 169)
DSS Consoles can have Group Call Pickup keys.

**Hotline** (page 192)
DSS Consoles can have Hotline keys.

**Night Service / Night Ring** (page 250)
A DSS Console with a Night key can put the system in the night mode.

**Paging** (page 264)
DSS Consoles can have Page zone keys.

**Park** (page 269)
DSS Consoles can have Park keys.

**Reverse Voice Over** (page 296)
A DSS Console can have a Reverse Voice Over key.

**Save Number Dialed** (page 305)
A DSS Console can have a Save key.

**Speed Dial** (page 314)
The DSS Console Personal Speed Dial bins are the same as the extension to which the console is attached. This means that DSS Consoles that share the same block number still have unique Personal Speed Dial.

**Voice Mail** (page 396)
A DSS Console can have Voice Mail Record and Message Center keys.

---

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
<th>Key Code</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Split Key</strong></td>
<td>Use this option to assign a programmable key as a Split key.</td>
<td>20</td>
</tr>
<tr>
<td><strong>ICM Directory Key</strong></td>
<td>Use this option to assign a programmable key as an Intercom Directory Dialing key.</td>
<td>21</td>
</tr>
<tr>
<td><strong>ACD Log On Key</strong></td>
<td>This option is currently not used.</td>
<td>22</td>
</tr>
<tr>
<td><strong>Reverse Voice Over Key</strong></td>
<td>Use this option to assign a programmable key as a Reverse Voice Over key.</td>
<td>23</td>
</tr>
<tr>
<td><strong>Message Center Key</strong></td>
<td>Use this option to assign a programmable key as a Message Center key.</td>
<td>24 + nnn (extension number)</td>
</tr>
<tr>
<td><strong>Save Key</strong></td>
<td>Use this option to assign a programmable key as a Save Number Dialed key.</td>
<td>25</td>
</tr>
</tbody>
</table>
Feature Operation

To use your DSS Console trunk (line) key:
1. Press the DSS Console trunk key.

<table>
<thead>
<tr>
<th>DSS Console Trunk Key Busy Lamp Indications</th>
</tr>
</thead>
<tbody>
<tr>
<td>When the key is:</td>
</tr>
<tr>
<td>Off</td>
</tr>
<tr>
<td>On</td>
</tr>
<tr>
<td>Flashing fast</td>
</tr>
<tr>
<td>The assigned trunk is:</td>
</tr>
<tr>
<td>Idle or not installed</td>
</tr>
<tr>
<td>Busy</td>
</tr>
<tr>
<td>Ringing</td>
</tr>
</tbody>
</table>

To use your DSS Console Park key:
1. Press DSS Console Park key to Park or retrieve call.

<table>
<thead>
<tr>
<th>DSS Console Park Key Busy Lamp Indications</th>
</tr>
</thead>
<tbody>
<tr>
<td>When the key is:</td>
</tr>
<tr>
<td>Off</td>
</tr>
<tr>
<td>On</td>
</tr>
<tr>
<td>Wink On</td>
</tr>
<tr>
<td>The assigned orbit is:</td>
</tr>
<tr>
<td>Idle</td>
</tr>
<tr>
<td>Holding a call that has been parked</td>
</tr>
<tr>
<td>by a co-worker</td>
</tr>
<tr>
<td>Holding a call that you parked</td>
</tr>
</tbody>
</table>

To use your DSS Console Hotline key:
1. Press key to call Hotline partner.

<table>
<thead>
<tr>
<th>DSS Console Hotline Key Busy Lamp Indications</th>
</tr>
</thead>
<tbody>
<tr>
<td>When the key is:</td>
</tr>
<tr>
<td>Off</td>
</tr>
<tr>
<td>On</td>
</tr>
<tr>
<td>Fast Flash</td>
</tr>
<tr>
<td>The Hotline partner is:</td>
</tr>
<tr>
<td>Idle</td>
</tr>
<tr>
<td>Busy or ringing</td>
</tr>
<tr>
<td>In Do Not Disturb</td>
</tr>
</tbody>
</table>

To use your DSS Console Call Coverage key:

You can set up the Call Coverage key for immediate ring, delayed ring, or no ring.
1. Press key to call covered extension or pick up ringing call.

<table>
<thead>
<tr>
<th>DSS Console Call Coverage Key Busy Lamp Indications</th>
</tr>
</thead>
<tbody>
<tr>
<td>When the key is:</td>
</tr>
<tr>
<td>Off</td>
</tr>
<tr>
<td>The covered extension is:</td>
</tr>
<tr>
<td>Idle</td>
</tr>
</tbody>
</table>
To use your DSS Console Group Call Pickup key:

*You can set up the Group Call Pickup key for immediate ring, delayed ring, or no ring.*

1. Press key to answer call ringing Pickup Group.

<table>
<thead>
<tr>
<th>DSS Console Call Coverage Key Busy Lamp Indications</th>
</tr>
</thead>
<tbody>
<tr>
<td>On</td>
</tr>
<tr>
<td>Fast Flash</td>
</tr>
<tr>
<td>Slow Flash</td>
</tr>
</tbody>
</table>

To use your DSS Console Page Zone key:

1. Press key to Page into assigned zone.

<table>
<thead>
<tr>
<th>DSS Console Page Zone Key Busy Lamp Indications</th>
</tr>
</thead>
<tbody>
<tr>
<td>When the key is:</td>
</tr>
<tr>
<td>Off</td>
</tr>
<tr>
<td>Slow Flash</td>
</tr>
</tbody>
</table>

To use your DSS Console System Speed dial key:

1. Press key to dialed stored number.

*System Speed Dial keys provide no BLF.*

To use your DSS Console Personal Speed dial key:

1. Press key to dialed stored number.

*Personal Speed Dial keys provide no BLF.*

To use your DSS Console Conversation Record key:

*You must have Voice Mail installed to use this key. A voice prompt and a periodic beep will remind you that your calls are being recorded.*
1. Press key to record conversation in mailbox.

<table>
<thead>
<tr>
<th>DSS Console Conversation Record Key Busy Lamp Indications</th>
</tr>
</thead>
<tbody>
<tr>
<td>When the key is:</td>
</tr>
<tr>
<td>On</td>
</tr>
<tr>
<td>Off</td>
</tr>
<tr>
<td>Fast Flash</td>
</tr>
</tbody>
</table>

**To use your DSS Console Night key:**

1. Press key to put the system in the night mode.

<table>
<thead>
<tr>
<th>DSS Console Night Key Busy Lamp Indications</th>
</tr>
</thead>
<tbody>
<tr>
<td>When the key is:</td>
</tr>
<tr>
<td>On</td>
</tr>
<tr>
<td>Off</td>
</tr>
</tbody>
</table>

**To use your DSS Console ICM Directory key:**

1. Press key to access Intercom Directory Dialing.

<table>
<thead>
<tr>
<th>DSS Console ICM Directory Key Busy Lamp Indications</th>
</tr>
</thead>
<tbody>
<tr>
<td>When the key is:</td>
</tr>
<tr>
<td>On</td>
</tr>
<tr>
<td>Off</td>
</tr>
</tbody>
</table>

**To use your DSS Console Reverse Voice Over key:**

1. While on a handset call, press key to place Private Intercom call to covered extension.

<table>
<thead>
<tr>
<th>DSS Console Reverse Voice Over Key Busy Lamp Indications</th>
</tr>
</thead>
<tbody>
<tr>
<td>When the key is:</td>
</tr>
<tr>
<td>On</td>
</tr>
<tr>
<td>Off</td>
</tr>
<tr>
<td>Fast Flash</td>
</tr>
</tbody>
</table>
To use your DSS Console Message Center key:

1. Press key to see how many messages are waiting in the Message Center.
   OR
   Press SPK + key to call Message Center mailbox.

### DSS Console Message Center Key Busy Lamp Indications

<table>
<thead>
<tr>
<th>When the key is:</th>
<th>There are:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Off</td>
<td>No messages waiting in the Message Center mailbox</td>
</tr>
<tr>
<td>Fast Flash</td>
<td>Messages waiting in the Message Center mailbox</td>
</tr>
</tbody>
</table>

To use your DSS Console Save key:

1. While on a call, press key to Save the number you just dialed.
   OR
   While idle, press key to redial a previously saved number.
   *Save keys provide no BLF.*
Direct Trunk Access

**Description**

LCCPU 01.00.00  | Available.
LCCPU 02.00.00

Priority users can access trunks directly. Direct Trunk Access also lets maintenance personnel access and test individual trunks.

Direct Trunk Access lets an extension user access (seize) an individual trunk. After seizing the trunk, the user can dial any outside telephone number without restriction. An extension’s Class of Service allows or denies Direct Trunk Access. Direct Trunk Access is normally only provided for attendants, priority users and maintenance personnel.

**Conditions**

None

**Default Setting**

Disabled

**Programming Guide**

Step-by-step guide for setting up Direct Trunk Access (Page 1 of 2)

---

**Step 1: Should extension have Direct Trunk Access capability?**

- **If yes**
  - In *Program 0101 - Direct Trunk Access* (page 423), enter Y.
  - *Program 1801 - Extension Class of Service Assignment* (page 508), assign Class of Service to extensions.
  - In *Program 1803 - Extension Line Access Assignments* (page 519), no entries are required. Direct Trunk Access automatically provides access.

- **If no**
  - In *Program 0101 - Direct Trunk Access* (page 423), enter N.
  - In *Program 1801 - Extension Class of Service Assignment* (page 508), assign Class of Service to extensions.

---

**Step 2: Does the default Direct Trunk Access code (4) meet the site requirements?**

- **If yes**
  - In *Program 0501 - Numbering Plan* (page 447), do not change the digit 4 from its default assignment.
Direct Trunk Access

Step-by-step guide for setting up Direct Trunk Access (Page 2 of 2)

- In Program 0501 - Numbering Plan (page 447), reassign digits to meet the site requirements.

Programming List

Program 0501 - Numbering Plan (page 447)
Change the digit that user’s dial for Direct Trunk Access if 4 does not meet the site requirements.

Program 0101 - Direct Trunk Access (page 423)
Enter Y to enable an extension to use Direct Trunk Access. Note that enabling Direct Trunk Access allows the user to bypass Toll Restriction.

Program 1801 - Extension Class of Service Assignment (page 508)
Assign Class of Service to extensions.

Program 1803 - Extension Line Access Assignments (page 519)
Direct Trunk Access overrides an extension’s access assignments. A extension can directly access a trunk for which they normally do not have access.

Other Related Features

Central Office Calls, Placing (page 83)
Refer to this feature for other methods of placing trunk calls.

Forced Trunk Disconnect (page 167)
An extension user with Direct Trunk Access can use Forced Trunk Disconnect.

Removing Trunks and Extensions From Service (page 293)
An extension user with Direct Trunk Access can remove trunks from service.

Toll Restriction (page 366)
Direct Trunk Access does not bypass Toll Restriction.

Feature Operation

To place a call over a specific trunk using Direct Trunk Access:

1. Lift handset.
2. Press ICM.
   - Intercom dial tone.
   - ICM on.
3. Dial 4 plus the trunk number (e.g., 401 for trunk 1).
   - Trunk dial tone, followed by digits outdialing on the trunk.
   - ICM on.
   If you hear busy tone, you may be able to dial 2 to queue for the busy trunk. See Trunk (Line) Queuing / Trunk Callback on page 384 for more.
4. Dial outside number.
Directed Call Pickup

Description

Directed Call Pickup allows co-worker’s to answer each other’s calls.

Directed Call Pickup permits an extension user to intercept a call ringing another extension. With Directed Call Pickup, an extension user can pick up:
- Trunk (Key Ring) calls ringing an extension
- Direct Inward Lines
- Transferred trunk calls
- Ringing Intercom calls.
- Recalls (e.g., Hold recall)

Conditions
None

Default Setting
Enabled

Programming Guide
None

Programming List
Program 1803 - Extension Line Access Assignments (page 519)
Directed Call Pickup can intercept a call on a trunk to which it normally does not have access.

Other Related Features

Door Box (page 139)
Directed Call Pickup cannot intercept a Door Box call ringing an extension.

Hold (page 188)
Directed Call Pickup can pick up Hold recalls.

Park (page 269)
Personal Park allows an extension user to pick up a call parked at a co-worker’s extension.

The following features also let co-workers cover each other’s calls:

- Call Coverage Keys (page 51)
- Group Call Pickup (page 169)
- Hotline (page 192)
Directed Call Pickup

Feature Operation

To use Directed Call Pickup to intercept a call to a co-worker’s extension:

1. Lift handset.
2. Dial **.
3. Dial number of extension whose call you want to intercept.

To intercept a call ringing an attendant, dial the attendant’s extension number (e.g., 300). Do not dial 0 or 01-04.
Directory Dialing

Description

Directory Dialing allows a display keyset user to select a co-worker or outside call from a list of names, rather than dialing the phone number. There are three types of directory Dialing:

- **C** – System (Company-Wide) Speed Dial names.
- **I** – Intercom names (including extension, Ring Group and UCD Group names).
- **P** – Personal Speed Dial names.

**Conditions**

None

**Default Setting**

Directory Dialing always enabled, but no Intercom or Speed Dial names are stored.

Programming Guide

**Step-by-step guide for setting up Directory Dialing (Page 1 of 2)**

**Step 1: Do extension users have adequate time to enter their Directory Dialing options?**

- **If yes**
  - In Program 0401 - Intercom Inter-digit (page 431), leave this option at its currently assigned value.
  - In Program 0401 - Intercom Inter-digit (page 431), change the Interdigit Interval to meet the site requirements. Keep in mind that this affects all Intercom dialing (in addition to Directory Dialing).

- **If no**

**Step 2: Should extension have one-touch access to Intercom Directory Dialing?**

- **If yes**
  - To put an ICM Directory key on a keyset: In Program 1701 - ICM Directory Key (page 496), assign an Intercom Directory Dialing key (code 21).
  - To put an ICM Directory key on a DSS Console: In Program 1704 - ICM Directory Key (page 504), assign an Intercom Directory Dialing key (code 21).
Chapter 1: Features

Directory Dialing

Programming List

Program 0401 - Intercom Inter-digit (page 431)
If an extension user initiates Directory Dialing but doesn’t make an entry within this interval, the system automatically cancels Directory Dialing.

Program 1701 - ICM Directory Key (page 496)
Assign an Intercom Directory Dialing key to a keyset (code 21).

Program 1704 - ICM Directory Key (page 504)
Assign an Intercom Directory Dialing key to a DSS Console (code 21).

Other Related Features

Direct Station Selection (DSS) Console (page 119)
Assign a Directory Dialing key on a DSS Console.

Extension Hunting (page 147)
Intercom Directory Dialing will show UCD Group names.

Group Ring (page 175)
Intercom Directory dialing will show Ring Group names.

Intercom (page 214)
Directory Dialing is a convenient alternative to manually dialing Intercom numbers.

Names for Extensions and Trunks (page 248)
Set up the names for extensions and trunks.

Speed Dial (page 314)
Set up Speed Dial names.

Feature Operation

To place a call using Directory Dialing:
1. Do not lift handset or press SPK.
2. Dial 3.
2. Dial the type of Directory Dialing from the table below:

<table>
<thead>
<tr>
<th>Pressing this key</th>
<th>Selects Directory Dialing for:</th>
</tr>
</thead>
<tbody>
<tr>
<td>2 C</td>
<td>System (Company-Wide) Speed Dial names.</td>
</tr>
<tr>
<td>4 I</td>
<td>Intercom names.</td>
</tr>
<tr>
<td>7 P</td>
<td>Personal Speed Dial names.</td>
</tr>
</tbody>
</table>
To exit Directory Dialing at any time.

1. Press SPK.
Distinctive Ringing, Tones and Flash Patterns

Description

LCCPU 01.00.00
LCCPU 02.00.00

Not available.
Do Not Disturb

Description

LCCPU 01.00.00
LCCPU 02.00.00
Available.

DND permits an extension user to work by the phone undisturbed by incoming calls and announcements.

Do Not Disturb (DND) blocks incoming calls, Off-Hook Signaling and Paging announcements. An extension user can activate DND anytime while on a call or while their phone is idle. Once activated, incoming trunk calls still flash the line keys. The user may use the phone in the normal manner for placing and processing calls.

Conditions

A system reset or power failure cancels DND.

Default Setting

Do Not Disturb enabled.

Programming Guide

Step-by-step guide for setting up Do Not Disturb

Step 1: Should an extension be allowed to enable Do Not Disturb?

If yes

• In Program 1802 - Do Not Disturb (page 513), enter Y to enable Do Not Disturb.

If no

• In Program 1802 - Do Not Disturb (page 513), enter N to disable Do Not Disturb.

Programming List

Program 1802 - Do Not Disturb (page 513)
Enter Y to enable Do Not Disturb at the extension.

Other Related Features

Attendant Position (page 35)
The attendant can have Do Not Disturb. In addition, pressing DND at the attendant actives the night mode for any trunks directly terminated to the attendant.
Do Not Disturb

Background Music (page 46)
DND does not affect the operation of Background Music.

Call Forwarding (page 55)
Call Forwarding considers an extension in DND as busy. In addition, an extension can have both DND and Call Forwarding enabled at the same time.

Call Waiting / Camp-On (page 66)
An extension cannot Camp-On to a busy co-worker that is in Do Not Disturb.

Callback (page 69)
An extension cannot leave a Callback for a busy co-worker that is in Do Not Disturb.

Night Service / Night Ring (page 250)
The attendant presses DND to put the system in the night mode.

Extension Hunting (page 147)
Placing an agent in DND temporarily removes it from the UCD group.

Hotline (page 192)
An extension user can press their Hotline key twice to override their Hotline partner’s DND.

Message Waiting (page 237)
An extension user can leave a Message Waiting at an extension in Do Not Disturb.

Night Service / Night Ring (page 250)
A DIL destination activates the night mode for the DIL when they press DND.

Off-Premise Extensions / On-Premise SLT Extensions (page 257)
On- and Off-Premise extensions cannot use DND.

Paging (page 264)
DND blocks Paging announcements.

Reverse Voice Over (page 296)
DND does not block Reverse Voice Over.

Transfer (page 376)
DND blocks Transfer.

Feature Operation

To activate DND at your extension:

*You can activate DND anytime while idle or on a call.*

1. Press **DND**.
   - N/A
   - **DND** flashes fast.

To cancel Do Not Disturb:

1. Press **DND**.
   - N/A
   - **DND** goes out.
Door Box

Description

Use a Door Box to remotely monitor an entrance door.

The Digital Door Box (P/N 80560) is a self-contained Intercom unit typically used to monitor an entrance door. A visitor at the door can press the Door Box call button (like a door bell). The Door Box then sends chime tones to all extensions programmed to receive chimes. To answer the chime, the called extension user just lifts the handset. This lets the extension user talk to the visitor at the Door Box. The Door Box is convenient to have at a delivery entrance, for example. It is not necessary to have company personnel monitor the delivery entrance; they just answer the Door Box chimes instead.

Any keyset extension that receives Door Box chimes can control the CPRU relay, which in turn typically enables an electric strike on an entrance door next to a Door Box. After answering the Door Box chimes, the extension user can press a FLASH or a soft key to enable the associated relay. The visitor at the door can then enter without having an employee open the entrance for them. Refer to your system’s Hardware Manual for more on connecting to the CPRU relay contacts.

The system uses Ring Groups to control Door Box chimes. When a visitor at the door presses the Door Box call button, the Door Box with alert (chime) all the extensions in the Ring Group to which the Door Box belongs. For example, if the Door Box and extensions 301 and 302 are in Ring Group 1, pressing the call button alerts 301 and 302.

The number of Door Boxes you can install is limited by the System Load Factor. See System Configuration on page 3 for more.

Conditions

The Door Box is a weather-tight unit, with an operating temperature range of 0 to 45 degrees C (32 to 113 degrees F) and a relative humidity of 10-95%, non-condensing. It is not intended for outdoor installation.

Default Setting

No Door Boxes enabled.
Door Box

Programming Guide

Step-by-step guide for setting up Door Box

Step 1: At the Door Box extension, assign the Door Box circuit type.

- In *Program 1801 - Extension Circuit Type* (page 507), enter 10 to assign the extension as a Door Box.

Step 2: At the Door Box extension, assign the Door Box chime pattern (i.e., how the Door Box alerts other extensions).

- In *Program 1801 - Door Chime* (page 508), assign the chime pattern to the Door Box:
  0 = Normal Ring Group ringing
  1 = Low pitch chime pattern
  2 = Mid range pitch chime pattern
  3 = High pitch chime pattern

Step 3: Set up the Door Box Ring Group. (Pressing the Door Box call button chimes all extensions in the Door Box Ring Group.)

- In *Program 0511 - Ring Group Master Extension Numbers and Names* (page 462), assign a Ring Group master number to the Ring Group assigned as the Door Box Ring Group.
- In *Program 1802 - Ring Group Number* (page 513), assign the Door Box and the extensions that should alert to the same Ring Group.

Step 4: After answering a Door Box call, should extension be able to remotely release the door strike (via the CPRU relay)?

   If yes
   - In *Program 1801 - Relay Owner* (page 508), enter 1 to assign the CPRU PCB relay to the Door Box.
   - In *Program 1801 - Relay Owner* (page 508), enter 0 to disable the CPRU PCB relay for Door Box calls.

   If no

Step 5: When an extension user activates (closes) the CPRU relay, does it stay closed for the proper interval?

   If yes
   - In *Program 0401 - Door Unlock* (page 432), do not change the Door Unlock interval.
   - In *Program 0401 - Door Unlock* (page 432), change the Door Unlock interval to meet the site requirements. After user activation, the relay remains closed for the Door Unlock interval. After the interval expires, the relay returns to its idle (open) state.
Programming List

**Program 0401 - Door Unlock** (page 432)
Enter the interval that the CPRU relay should remain closed after a keyset user activates (closes) the relay. After this interval, the CPRU relay automatically returns to its idle (open) state.

**Program 0511 - Ring Group Master Extension Numbers and Names** (page 462)
Assign a Ring Group master number to the Ring Group assigned as the Door Box Ring Group.

**Program 1801 - Extension Circuit Type** (page 507)
Enter 10 to assign the extension as a Door Box.

**Program 1801 - Door Chime** (page 508)
For a Door Box extension, enter the Door Chime type (0=normal Ring Group ringing, 1=low pitch chime pattern, 2=mid range pitch chime pattern, 3=high pitch chime pattern).

**Program 1801 - Relay Owner** (page 508)
Enter 1 to assign the CPRU PCB relay to the Door Box. Enter 0 to disable the CPRU PCB relay for Door Box calls.

**Program 1802 - Ring Group Number** (page 513)
Assign the Door Box and the extensions that should alert to the same Ring Group.

Other Related Features

**Call Coverage Keys** (page 51)
If you enter Door Chime type 0 (normal ring) above, you can set up Call Coverage keys for the Door Box Ring Group. This allows extensions that are not members of the Ring Group to answer Door Box calls. Extensions with Call Coverage keys to the Door Box Ring Group can also activate the relay.

**Hotline** (page 192)
An extension user can have Hotline keys for Door Boxes.

**Message Waiting** (page 237)
An extension user cannot leave a Message Waiting at a Door Box.

**Off-Hook Signaling** (page 255)
A Door Box can automatically send off-hook signals to the assigned extension.

Feature Operation

**To place a call from the Door Box:**
1. Press the Door Box call button.
   -  
   - Ringing or chimes.
   - N/A.
2. When someone inside the building answers your call, speak toward the Door Box.

**To place a call to the Door Box:**
1. Lift handset and press ICM.
   - Intercom dial tone.
   - ICM and SPK on.
2. Dial the Door Box extension number.
   - Two beeps, then conversation with visitor at door.
   - ICM and SPK on.
To answer the Door Box chimes from a keyset:

- Ringing or chimes.
- N/A.

1. Lift handset or press SPK.

To control the CPRU relay which in turn controls the door strike:

Once set up in programming, this option is available to any member of the Door Box Ring Group as well as any extension with a Call Coverage Key for the Door Box Ring Group.

1. Place call to Door Box.
2. To open the relay, press FLASH key or OPEN soft key.
3. To close the relay, press FLASH key again or CLOSE soft key.
E911 Compatibility

Description

| LCCPU 01.00.00 | LCCPU 02.00.00 | Not available. |

Not available.
Equal Access Compatibility

Description

See Toll Restriction on page 366.
Extended Ringing

Description

Extended Ringing forces an unanswered call to ring a telephone an extended number of times before rerouting. This helps users that cannot get to their phones quickly to pick up calls (such as a warehouse worker). Extended Ringing is available with the following features:

- **Call Forwarding**
  A call rings an extension with RNA call forwarding enabled for an extended period before routing to the forwarded destination.

- **Direct Inward Line**
  DILs ring for an extended period before routing to the overflow destination.

- **Transfer**
  Transferred trunks ring for an extended period before recalling the transferring extension.

Conditions

None

Default Setting

Disabled.

Programming Guide

Step-by-step guide for setting up Extended Ringing

Step 1: Should extension have Extended Ringing capability?

- **If yes**
  - In Program 0101 - Extended Ring (page 421), enter Y to enable Extended Ringing.
  - In Program 0101 - Extended Ring (page 421), enter N to disable Extended Ringing.

- **If no**

Step 2: When Extended Ringing is enabled, does the extension ring an adequate number of times before the call reroutes?

- **If yes**
  - In Program 0403 - Number of Extended Rings (page 442), leave the entry at its current setting.

- **If no**

Extended Ringing

Programming List

Program 0101 - Extended Ring (page 421)
In an extension’s Class of Service, enter Y to enable Extended Ringing.

Program 0403 - Number of Extended Rings (page 442)
Set the duration of the Extended Ringing.

Other Related Features

Call Forwarding (page 55)
With Extended Ringing enabled, RNA call forwarding rings an extension for the Number of Extended Rings before routing to the forwarded destination.

Key Ring (page 219)
With Extended Ringing, a call rings longer at its destination before diverting to Key Ring.

Transfer (page 376)
With Extended Ringing enabled, transferred trunks ring the destination extension for the Number of Extended Rings before recalling the transferring extension.

Feature Operation

None
Extension Hunting

Description

LCCPU 01.00.00 Available.
LCCPU 02.00.00 Available. UCD Hunting group members can dial a code to log in and out of their UCD group.

Automatically route calls to co-workers that work closely together.

Extension Hunting routes calls to a predefined group of hunt group member extensions. A call rings in sequence through the hunt group until answered at a member extension. Extension Hunting is helpful, for example, for a group of co-workers that share responsibility for answering calls. Each call cycles through the group until an available member picks it up.

There are three types of Extension Hunting:
- Circular Hunting
- Terminal Hunting
- Uniform Call Distribution (UCD) Hunting

Circular Hunting

A Circular Hunting group consists of a group of extensions programmed into a Circular Hunting list. A call unanswered at a member extension rings the next extension in the programmed list. If unanswered, the call will continue to cycle through the hunt group. Depending on the hunt type (see below), Circular Hunting will occur for transferred trunk calls, DILs to a hunt group member, and ringing Intercom calls. Hunting does not occur for Key Ring and Ring Group calls.

There are four types of Circular Hunting:
- **Ring No Answer Trunk** (Option 1)
  Hunting will occur for unanswered trunk calls. Hunting will not occur for unanswered ringing Intercom calls or while the member extension is busy.
- **Busy/Ring No Answer Trunk** (Option 2)
  Hunting will occur for unanswered trunk calls and for trunk calls to the member extension while it is busy. Hunting will not occur for ringing Intercom calls.
- **Busy/Ring No Answer All Calls** (Option 3)
  Hunting will occur for unanswered trunk, and ringing Intercom calls, and for trunk and ringing Intercom calls to the member extension while it is busy.
- **Busy Trunk** (Option 4)
  Hunting will occur for trunk calls to the member extension while it is busy. Hunting will not occur for unanswered trunk and ringing Intercom calls.

Circular Hunting Notes:
- If a call cycles through the entire Circular Hunting group and remains unanswered, it follows normal recall/routing programming. For example, a transferred call will recall the transferring extension and, if still unanswered, go to Key Ring.
- For type 3 hunting, an Intercom call will stop hunting when it voice-announces. Extension Hunting follows the Handsfree Answerback/Forced Intercom Ringing setup at each extension.
- Placing an extension in DND temporarily removes it from the Circular Hunting group.
Extension Hunting

Terminal Hunting

A Terminal Hunting group consists of a group of extensions programmed into a Terminal Hunting list. A call unanswered at a member extension rings the next extension in the programmed list. The call will cycle through the group once, until it reaches the last extension in the list. Unlike Circular Hunting, the call will not cycle back to the top of the hunt list. Depending on the hunt type (see below), Terminal Hunting will occur for transferred trunk calls, DILs to a hunt group member, and ringing Intercom calls. Hunting does not occur for Key Ring and Ring Group calls.

Just like Circular Hunting, there are four types of Terminal Hunting:

- **Ring No Answer Trunk** (Option 1)
  Hunting will occur for unanswered trunk calls. Hunting will not occur for unanswered ringing Intercom calls or while the member extension is busy.

- **Busy/Ring No Answer Trunk** (Option 2)
  Hunting will occur for unanswered trunk calls and for trunk calls to the member extension while it is busy. Hunting will not occur for ringing Intercom calls.

- **Busy/Ring No Answer All Calls** (Option 3)
  Hunting will occur for unanswered trunk and ringing Intercom calls, and for trunk and ringing Intercom calls to the member extension while it is busy.

- **Busy Trunk** (Option 4)
  Hunting will occur for trunk calls to the member extension while it is busy. Hunting will not occur for unanswered trunk and ringing Intercom calls.

Terminal Hunting Notes:

- If a call cycles through the entire Terminal Hunting group and remains unanswered, it follows normal recall/routing programming. For example, a transferred call will recall the transferring extension and, if still unanswered, go to Key Ring.
- Placing an extension in DND temporarily removes it from the Terminal Hunting group.
- For type 3 hunting, an Intercom call will stop hunting when it voice-announces. Extension Hunting follows the Handsfree Answerback/Forced Intercom Ringing setup at each extension.

Uniform Call Distribution (UCD) Hunting

Like Circular and Terminal Hunting, a UCD Hunting group also consists of a group of extensions programmed into a hunt list. The system routes calls into a UCD group according to the frequency of use of the member extensions. The first extension rung is the member that has been idle the longest. The last extension rung is the member that has been idle the shortest.

Each member of the group is additionally associated with a UCD Master Extension Number. To active UCD hunting, an incoming call must route to the UCD master number. This is done by placing an Intercom call to the master number, transferring a call to the master number or setting up a DIL to the master number. When all members of the UCD Hunting group are busy, the call can route to the programmed UCD Overflow destination.

UCD Hunting Notes:

- Unanswered transferred calls and DILs continue to cycle through the UCD group as long as an agent is available.
- Placing an extension in Do Not Disturb temporarily removes it from the UCD group.
- Intercom calls to the UCD master number always ring the agent extensions.
- If a UCD Group is set to overflow to Voice Mail, overflow will divert to the Voice Mail Automated Attendant.

Conditions

None
Extension Hunting

Default Setting
Hunting not set up.

Programming Guide

Step-by-step guide for setting up Circular Hunting

Step 1: Assign the hunt type to each extension in the Circular Hunting group.
- In Program 1807 - Hunt Type (page 528), enter the hunt type for each extension in the hunt group:
  1 = Ring No Answer Trunk
  2 = Busy/Ring No Answer Trunk
  3 = Busy/Ring No Answer All Calls
  4 = Busy Trunk

Step 2: Set up the hunt destination routing.
- In Program 1807 - Hunt Destination (page 528), set up the circular hunt routing. Each extension should route to the next in the group. In addition, the last extension should route back to the first.

Step 3: Do calls ring each hunt group member for the correct interval (i.e., neither too long nor too short) before routing to the next extension in the group?
- If yes:
- In Program 0401 - Transfer Recall (page 431), leave the entry at its current setting.
- In Program 0401 - Transfer Recall (page 431), change the Transfer Recall interval to meet the site requirements. (This setting also determines how long a trunk call waits at a busy member extension before routing.)
- If no:

Step 4: Does a DIL to a hunt group member ring for the correct interval (i.e., neither too long nor too short) before routing to the next extension in the group?
- If yes:
- In Program 0401 - DIL No Answer (page 432), leave the entry at its current setting.
- In Program 0401 - DIL No Answer (page 432), change the DIL No Answer interval to meet the site requirements.
- If no:
Step-by-step guide for setting up Terminal Hunting (Page 1 of 2)

Step 1: Assign the hunt type to each extension (except for the last) in the Terminal Hunting group.

• In Program 1807 - Hunt Type (page 528), enter the hunt type for each extension in the hunt group:
  1 = Ring No Answer Trunk
  2 = Busy/Ring No Answer Trunk
  3 = Busy/Ring No Answer All Calls
  4 = Busy Trunk

Step 2: Make sure the last extension in the Terminal Hunting group has hunting undefined.

• In Program 1807 - Hunt Type (page 528), press CLEAR for the last extension in the Terminal Hunting group.

Step 3: Set up the hunt destination routing (except for the last extension in the group).

• In Program 1807 - Hunt Destination (page 528), set up the terminal hunt routing. Each extension should route to the next in the group (except for the last — see below).

Step 4: Make sure the last extension in the Terminal Hunting group has no hunt destination.

• In Program 1807 - Hunt Destination (page 528), press CLEAR for the last extension in Terminal Hunting group.

Step 5: Do calls ring each hunt group member for the correct interval (i.e., neither too long nor too short) before routing to the next extension in the group?

If yes

• In Program 0401 - Transfer Recall (page 431), leave the entry at its current setting.

If no

• In Program 0401 - Transfer Recall (page 431), change the Transfer Recall interval to meet the site requirements. (This setting also determines how long a trunk call waits at a busy member extension before routing.)
Step 6: Does a DIL to a hunt group member ring for the correct interval (i.e., neither too long nor too short) before routing to the next extension in the group?

- In Program 0401 - DIL No Answer (page 432), leave the entry at its current setting.
- In Program 0401 - DIL No Answer (page 432), change the DIL No Answer interval to meet the site requirements.

Step 7: Do you want to set up an extension to overflow to Voice Mail when unanswered, busy or in DND?

- In Program 1807 - Hunt Type (page 528), enter 3.
- In Program 1807 - Hunt Destination (page 528), enter the Voice Mail master number.
- Stop.
Step-by-step guide for setting up UCD Hunting (Page 1 of 2)

**Step 1: Set up the UCD Hunting group master number.**

- In *Hunt Group Master Number* (page 460), assign the UCD Hunting group master number.
- UCD Hunting group master numbers can be 100-299, 332-400, or 417-899. They cannot be in the extension (300-395) or trunk (401-448) number range. By default, the system uses codes beginning with 0 for operator access and 9 for trunk/trunk group access.

**Step 2: When all extensions in the UCD group are busy, should calls to the UCD group overflow to an alternate destination?**

- In *Overflow Destination* (page 460), enter the UCD overflow destination. The destination can be an extension, Ring Group master number or another UCD Hunting group master number.

**Step 3: Assign hunt type 05 to each member of the UCD group.**

- In *Program 1807 - Hunt Type* (page 528), make sure each extension in the UCD group has hunt type 05.

**Step 4: Make sure each extension in the hunt group has the same master number assignment.**

- In *Program 1807 - Hunt Master Number* (page 528), make sure each extension in the same UCD group has the same master number. Refer to *Program 0510 - Hunt Group Master Number* (page 460) when setting up master numbers.

**Step 5: When all UCD group members are busy, do calls queue for the correct interval (i.e., neither too long nor too short) before routing to the overflow destination?**

- In *Program 0401 - ACD/UCD Overflow* (page 432), leave the entry at its current setting.
- In *Program 0401 - ACD/UCD Overflow* (page 432), change the ACD/UCD Overflow interval to meet the site requirements.

**Step 6: Do calls ring each idle hunt group member for the correct interval (i.e., neither too long nor too short) before routing to the next extension in the group?**

- In *Program 0403 - Call Forward Ring No Answer* (page 441), leave the entry at its current setting.
Step-by-step guide for setting up UCD Hunting (Page 2 of 2)

- In Program 0403 - Call Forward Ring No Answer (page 441), change the Call Forward Ring No Answer interval to meet the site requirements.

Step 7: Does a DIL to the UCD master ring an idle group member for the correct interval (i.e., neither too long nor too short) before routing to the next extension in the group?

- In Program 0401 - DIL No Answer (page 432), leave the entry at its current setting.
- In Program 0401 - DIL No Answer (page 432), change the DIL No Answer interval to meet the site requirements.
Extension Hunting Timers

The following diagrams show how the system implements various timers when handling Extension Hunting calls.

**Transfer to Hunt Group**
- **Busy/Ring No Answer All Calls (Type 3)**
- **Circular and Terminal Hunting**

*Call transferred into hunt group.*

**0401 - Transfer Recall**

Call rings first member for Transfer Recall time.

**0403 - Call Fwd Ring No Answer**

In unanswered, call rings the next and succeeding members for the Call Forward Ring No Answer time.

**300**

In unanswered, call rings extension 300.

**0403 - Call Fwd Ring No Answer**

In unanswered at extension 300 for the Call Forward Ring No Answer time, the call diverts to Key Ring.

Key Ring
Transfer to Hunt Group
Busy/Ring No Answer All Calls (Type 3) Circular and Terminal Hunting
Routing to Busy UCD Group with Overflow

Call transferred to extension A, which is the single member of a type 3 hunt group that is set up to hunt to extension B.

0401 - Transfer Recall

Call rings extension A for the Transfer Recall time.

In unanswered at extension A, the call hunts to extension B which is the single member to a type 5 UCD group that is set up to overflow to extension C.

Extension B

The call now rings extension B for the Call Forward Ring No Answer time.

0403 - Call Fwd Ring No Answer

In unanswered at extension B, the call camps-on to the busy UCD master extension number.

Busy UCD Master

The call camps-on to the UCD group for the ACD/UCD Overflow interval, waiting for a member to become free. (Note that the Call Coverage Delay timer also starts now. See Call Coverage Keys on page 51 for more.)

0401 - ACD/UCD Overflow

If a UCD group member does not become free, the call diverts to the programmed overflow destination.

UCD Overflow

The call the rings the overflow destination for the Call Forward Ring No Answer time.

0403 - Call Fwd Ring No Answer

If still unanswered, the call diverts to Key Ring
Chapter 1: Features

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Extension Hunting

**DIL (no overflow) to Hunt Group**
**Busy/Ring No Answer All Calls (Type 3)**
**Circular and Terminal Hunting**

- DIL (with no overflow) directly rings hunt group member.
- DIL rings programmed DIL destination for the DIL No Answer time.
- In unanswered, call rings the next and succeeding members for the DIL No Answer time.
- If still unanswered, call diverts to Key Ring

**DIL (with overflow) to Hunt Group**
**Busy/Ring No Answer All Calls (Type 3)**
**Circular and Terminal Hunting**

- DIL (with overflow) directly rings hunt group member.
- DIL rings programmed DIL destination for the DIL No Answer time.
- In unanswered, call rings the next and succeeding members for the DIL No Answer time.
- If unanswered at the last extension, the DIL rings the programmed overflow destination for the DIL No Answer time.
- If still unanswered, call diverts to Key Ring
Extension Hunting

Trunk Call on Hold at Hunt Group Member
Busy/Ring No Answer All Calls (Type 3)
Circular and Terminal Hunting

Hunt group member puts trunk call on Hold.

If not picked up, trunk call recalls the extension that put it on Hold after the Hold Recall time.

The call then rings the extension that put it on Hold for the Trunk Revert time.

If still unanswered, call diverts to Key Ring

Programming List

Circular Hunting

Program 0401 - Transfer Recall (page 431)
Set how long a trunk call waits at a busy member extension. This interval also sets how long a call rings each member extension as it cycles through the group.

Program 0401 - DIL No Answer (page 432)
Set how long a DIL rings its destination member extension before cycling through the group.

Program 0403 - Call Forward Ring No Answer (page 441)
Set how long a call rings an idle UCD Hunting group member before cycling to the next extension in the group.

Program 1807 - Hunt Type (page 528)
Enter the same hunt type for all extensions in the Circular Hunting group. The available hunt types are: 1 (Ring No Answer Trunk), 2 (Busy/Ring No Answer Trunk), 3 (Busy/Ring No Answer All Calls), and 4 (Busy Trunk).

Program 1807 - Hunt Destination (page 528)
For each extension, enter the next extension in the hunt group. Be sure the last extension points back to the first extension.

Refer to the table below for a Circular Hunting programming example.

<table>
<thead>
<tr>
<th>Circular Hunting Programming (for 301, 303 and 304)</th>
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<tbody>
<tr>
<td><strong>1807: Hunt Type</strong></td>
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<tr>
<td><strong>1807: Hunt Destination</strong></td>
</tr>
<tr>
<td>301</td>
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<tr>
<td>303</td>
</tr>
</tbody>
</table>
## Extension Hunting

### Terminal Hunting

**Program 0401 - Transfer Recall** (page 431)
Set how long a trunk call waits at a busy member extension. This interval also sets how long a call rings each member extension as it cycles through the group.

**Program 0401 - DIL No Answer** (page 432)
Set how long a DIL rings its destination member extension before cycling through the group.

**Program 1807 - Hunt Type** (page 528)
Enter the same hunt type for all extensions in the Terminal Hunting group, except for the last extension. The last extension should have hunting undefined (by pressing CLEAR). The available hunt types are: 1 (Ring No Answer Trunk), 2 (Busy/Ring No Answer Trunk), 3 (Busy/Ring No Answer All Calls), and 4 (Busy Trunk).

**Program 1807 - Hunt Destination** (page 528)
For each extension except for the last extension, enter the next extension in the hunt group. Be sure the destination for the last extension is undefined (by pressing CLEAR).

Refer to the table below for a Terminal Hunting programming example.

<table>
<thead>
<tr>
<th>Terminal Hunting Programming (for 301 and 303)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1807: Hunt Type</strong></td>
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<td><strong>1807: Hunt Destination</strong></td>
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<tr>
<td><strong>0401: Transfer Recall Time</strong></td>
</tr>
<tr>
<td><strong>0401: DIL No Answer Time</strong></td>
</tr>
</tbody>
</table>

### UCD Hunting

**Program 0401 - ACD/UCD Overflow** (page 432)
This timer sets when UCD overflow occurs. When all UCD agents are busy, a queued call rings for this interval and then overflows to the destination set in **Program 0510 - Overflow Destination** (page 460).
Program 0510 - Hunt Group Master Number (page 460)
Define the master extension number for the UCD hunt group. UCD Hunting group master numbers can be 100-299, 332-400, or 417-899. They cannot be in the extension (300-395) or trunk (401-448) number range. By default, the systems uses codes beginning with 0 for operator access and 9 for trunk/trunk group access.

Program 0510 - Overflow Destination (page 460)
Define the overflow destination for the UCD hunt group. When all UCD group members are busy, calls the to master number ring the overflow destination instead.

Program 1807 - Hunt Type (page 528)
Enter hunt type 05 for all extensions in the UCD Hunting group.

Program 1807 - Hunt Destination (page 528)
For each extension in the UCD Hunting group, enter the master number defined in Program 0510 - Hunt Group Master Number (page 460).

Refer to the table below for a UCD Hunting programming example.

<table>
<thead>
<tr>
<th>UCD Hunting Programming (for 301, 303 and 304 with master 750)</th>
</tr>
</thead>
<tbody>
<tr>
<td>0510: Hunt Group Master Number</td>
</tr>
<tr>
<td>0510: UCD Overflow Destination</td>
</tr>
<tr>
<td>1807: Hunt Type</td>
</tr>
<tr>
<td>1807: Hunt Master Number</td>
</tr>
<tr>
<td>0401: UCD Overflow Timer</td>
</tr>
</tbody>
</table>

Other Related Features

Call Coverage Keys (page 51)
A keyset can have Call Coverage keys for UCD Group master numbers.

Call Forwarding (page 55)
If a member of a Circular or Terminal Hunting group forwards their calls, hunting will follow Call Forwarding. If a member of a UCD Hunting group forwards their calls, calls to the extension follow forwarding but calls to the UCD master number do not.

Direct Inward Line (page 109)
DILs to a Circular or Terminal Hunting group member initiate hunting. In addition, DILs to a UCD master number ring the UCD group directly.

Directory Dialing (page 133)
Intercom Directory Dialing will show UCD Group names.

Do Not Disturb (page 137)
Placing an agent in DND temporarily removes it from the UCD group.

Flexible Numbering Plan (page 164)
UCD Hunting group master numbers can be 100-299, 332-400, or 417-899. They cannot be in the extension (300-395) or trunk (401-448) number range. By default, the systems uses codes beginning with 0 for operator access and 9 for trunk/trunk group access.

Group Ring (page 175)
Group Ring calls do not activate hunting.

Intercom (page 214)
Voice-announced Intercom calls do not initiate hunting.
Extension Hunting

Transfer (page 376)
Trunk calls transferred to a Terminal or Circular Hunting group member activate hunting. In addition, trunk calls transferred to a UCD group master number activate hunting.

Voice Mail (page 396)
- To set up extension overflow to Voice Mail:
  - In Program 1807 - Hunt Type on page 528, enter Hunt Type 3.
  - In Program 1807 - Hunt Destination on page 528, designate the Voice Mail master number as the Hunt Destination.
  - Unanswered calls, in addition to calls to the extension while it is busy or in DND, route the the extension’s mailbox.
- For Terminal and Circular Hunting, unsupervised transfers (UTRF) from the Voice Mail Automated Attendant route like trunk calls. Supervised transfers (TRF) from the Voice Mail Automated Attendant route like Intercom calls. In either case, unanswered calls eventually route the initially called extension’s mailbox.

Feature Operation

To send a call to a Terminal or Circular Hunting group:
The options available depend on the type of hunting set up.
- Transfer a trunk call to a hunt group member.
- Set up a DIL to a hunt group member.
- Place a ringing Intercom call to a hunt group member.
- Set up a hunt group member as a trunk’s overflow destination.

To send a call to a UCD Hunting group:
- Transfer a call to the UCD master number.
- Set up a DIL to the UCD master number.
- Place an Intercom call to the UCD master number.
- Set up the UCD master number as a trunk’s overflow destination.

To temporarily remove/reinstall your extension from your UCD group:
1. Press ICM and dial *5.
   - Intercom dial tone stops.
   - ICM and SPK on.
2. Dial 4 to return your extension to your UCD group.
   OR
   - Dial 6 to remove your extension from your UCD group.
3. Press SPK to hang up when you are done.
External Alerting Devices

Description

LCCPU 01.00.00
LCCPU 02.00.00
Not available.
Flash

**Description**

Flash allows an extension user to access certain CO and PBX features by interrupting trunk loop current. Flash lets an extension user take full advantage of whatever features the connected telco or PBX offers. You must set the Flash parameters for compatibility with the connected telco.

**Conditions**

None

**Default Setting**

Enabled

**Programming Guide**

**Step-by-step guide for setting up Flash**

**Step 1: When an extension flashes a trunk, does the telco/PBX return new dial tone on the same trunk without dropping the line?**

- **If yes**
  - In *Program 0402 - PBX/Centrex Flash* (page 435), do not change the setting of the Flash Response timer.
  - In *Program 0402 - PBX/Centrex Flash* (page 435), change the setting of the Flash Response timer for compatibility with the connected telco/PBX.

- **If no**

**Programming List**

*Program 0402 - PBX/Centrex Flash* (page 435)

Set the Flash interval. When a user flashes a trunk, the system opens the trunk circuit for this interval. Be sure to set this interval for compatibility with the connected telco or PBX/Centrex.

**Other Related Features**

*Call Timer* (page 63)

Flash restarts the Call Timer.
PBX/Centrex Compatibility (page 273)
Flash allows an extension user to access certain telco or PBX features.

Toll Restriction (page 366)
The system enforces normal Toll Restriction after the Flash.

Feature Operation

To Flash the trunk you are on:

1. Press FLASH
   - A brief interruption, followed by new CO/PBX dial tone.
   - Line/loop key on (green).
2. Dial the code for the desired CO/PBX feature.
Flexible Numbering Plan

Description

The system’s Flexible Numbering Plan allows you to change the digits users dial to reach the attendant, other co-worker’s and trunks. The following chart shows the areas of the system number plan you can change.

<table>
<thead>
<tr>
<th>For this feature</th>
<th>You can change the digits a user dials to:</th>
<th>These digits are normally:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Attendant Position</td>
<td>Reach the system operator(s)</td>
<td>0 or 01-04</td>
</tr>
<tr>
<td>Intercom</td>
<td>Call a co-worker over the Intercom</td>
<td>300-395</td>
</tr>
<tr>
<td>Direct Trunk Access</td>
<td>Directly access a trunk</td>
<td>401-448</td>
</tr>
<tr>
<td>Central Office Calls, Placing</td>
<td>Access a Trunk Group</td>
<td>90-98</td>
</tr>
</tbody>
</table>

Conditions

None

Default Setting

See the table above.

Programming Guide

Step-by-step guide for setting up Flexible Numbering Plan (Page 1 of 3)

Step 1: Do you want to change the digits users dial to reach the system operator(s)?

- If yes
  - In Program 0501 - Numbering Plan (page 447), change the options for digit 0 and the new operator access digit. Review your new choice to be sure it does not affect other system operations.

- If no
  - In Program 0501 - Numbering Plan (page 447), leave the options for digit 0 at their default setting.
Step 2: Do you want to change the digits users dial to reach coworkers over the Intercom?

If yes

• In Program 0501 - Numbering Plan (page 447), change the options for digit 3 and the new Intercom access digit. Review your new choice to be sure it does not affect other system operations.

• In Program 0505 - Station Port Extension Numbers (Fixed Slot) (page 454), assign new extension numbers to station ports.
  
  OR
  
  In Program 0505 - Extension Assignment (U Slot) (page 456), assign new extension numbers to station ports.

If no

• In Program 0501 - Numbering Plan (page 447), leave the options for digit 3 at their default setting.

Step 3: Do you want to change the digits users dial to directly access a trunk?

If yes

• In Program 0501 - Numbering Plan (page 447), change the options for digit 4 and the new trunk access digit. Review your new choice to be sure it does not affect other system operations.

• In Program 0504 - Trunk Port Extension Numbers (Fixed Slot) (page 451), assign new extension numbers to trunk ports.
  
  OR
  
  In Program 0505 - Extension Assignment (U Slot) (page 456), assign new extension numbers to trunk ports

If no

• In Program 0501 - Numbering Plan (page 447), leave the options for digit 4 at their default setting.

Step 4: Do you want to change the digits users dial to access a Trunk Group?

If yes

• In Program 0501 - Numbering Plan (page 447), change the options for digit 9 and the new Trunk Group access digit. Review your new choice to be sure it does not affect other system operations.

• In Program 0501 - Numbering Plan (page 447), leave the options for digit 9 at their default setting.

If no
Flexible Numbering Plan

Programming List

Program 0501 - Numbering Plan (page 447)
Customize the system’s number plan by changing the digits users dial to reach an operator, co-workers (i.e., Intercom), Direct Trunk Access and Trunk Group Access.

Program 0504 - Trunk Port Extension Numbers (Fixed Slot) (page 451)
Enter the extension number associated with each trunk port.

Program 0504 - View Extension (U Slot) (page 453)
Select an extension or trunk for which you want to view the slot and port (circuit) assignment.

Program 0505 - Station Port Extension Numbers (Fixed Slot) (page 454)
Enter the extension number associated with each station port.

Program 0505 - Extension Assignment (U Slot) (page 456)
Enter the extension or trunk number associated with each port (circuit).

Other Related Features

Attendant Position (page 35)
Change the digits users dial to reach the system operators (normally 0 or 01-04).

Central Office Calls, Placing (page 83)
Change the digits users dial to access a Trunk Group for an outside call (normally 90-98).

Direct Trunk Access (page 129)
Change the digits users dial to directly access a trunk (normally 401-448).

Extension Hunting (page 147)
UCD Hunting group master numbers can be 100-299, 332-400, or 417-899. They cannot be in the extension (300-395) or trunk (401-448) number range. By default, the systems uses codes beginning with 0 for operator access and 9 for trunk/trunk group access.

Intercom (page 214)
Change the digits users dial to reach co-worker’s over the Intercom (normally 300-395).

Feature Operation

None

Step-by-step guide for setting up Flexible Numbering Plan (Page 3 of 3)

Step 5: With U Slot software, do you want to view the current slot and port (circuit) assignment for an extension or trunk?

If yes
- In Program 0504 - View Extension (U Slot) (page 453), select an extension or trunk for which you want to view the slot and port (circuit) assignment.
- No action.

If no
Forced Trunk Disconnect

Description

Forced Trunk Disconnect allows an extension user to disconnect (release) another extension’s active trunk call. Forced Trunk Disconnect lets a user access a busy trunk in an emergency, when no other trunks are available. Maintenance technicians can also use Forced Trunk Disconnect to release a trunk on which there is no conversation. This can happen if a trunk does not properly disconnect when the outside party hangs up.

Conditions

None

Default Setting

Enabled for attendants (COS 1). Disabled for all other extensions (COS 2-15).

Programming Guide

Step-by-step guide for setting up Forced Trunk Disconnect (Page 1 of 2)

Step 1: Do you want to be able to disconnect another extension’s active trunk call?

If yes

- In Program 0101 - Forced Trunk Disconnect (page 421), enter Y to enable Forced Trunk Disconnect for the extension.
- In Program 1801 - Extension Class of Service Assignment (page 508), assign Class of Service to extension.
- Program 1803 - Extension Line Access Assignments (page 519), make sure the extension has outgoing (option 2) or full (option 3) access to the trunks it should be able to disconnect.
Forced Trunk Disconnect

Program 0101 - Forced Trunk Disconnect (page 421)
In an extension’s Class of Service, enter Y to enable the ability to use Forced Trunk Disconnect.

Program 1801 - Extension Class of Service Assignment (page 508)
Assign Class of Service to extensions.

Program 1803 - Extension Line Access Assignments (page 519)
An extension can only use Forced Trunk Disconnect on a trunk to which it has outgoing (option 2) or full (option 3) access.

Other Related Features
Attendant Position (page 35)
System attendants normally have Forced Trunk Disconnect capability.

Barge In (Intrusion) (page 48)
As an alternative to disconnecting the trunk, Barge In instead.

Direct Trunk Access (page 129)
An extension user with Direct Trunk Access can dial a code for the busy trunk before using Forced Trunk Disconnect.

Tandem Trunking / Unsupervised Conference (page 359)
An extension user can end an Unsupervised Conference by using Forced Trunk Disconnect on one of the trunks in the tandem call.

Feature Operation

To disconnect a busy trunk:
1. Press line key for busy trunk.
   OR
   Press ICM and dial the trunk’s Direct Trunk Access code (e.g., 401 for trunk 1).
   Busy tone.
   Line/loop key on (red).
   Refer to Direct Trunk Access for the specifics.
2. Dial # to disconnect the line.
   The line key goes out and you hear Intercom dial tone. To place a call on the trunk, press the line key and dial the number.
Description

LCCPU 01.00.00 Available.
LCCPU 02.00.00 Available. User Programmable Feature steps added.

Easily answer a call ringing your Pickup Group, even if you don’t know which extension is ringing.

Group Call Pickup allows an extension user answer a call ringing an extension in their assigned Pickup Group. This permits co-workers in the same Pickup Group to easily answer each other’s ringing calls. The user can intercept the ringing call by dialing a code or pressing a programmed Group Call Pickup key. The system has a maximum of eight Pickup Groups, with an unlimited number of extensions in each group. However, an extension can be a member of only one pickup group.

Group Call Pickup can answer the following types of calls:
- Ringing Intercom calls
- Transferred calls
- Direct Inward Lines
- Calls on trunks assigned to the Pickup Group

To simplify picking up calls, an extension can have Programmable Function Keys assigned as Group Call Pickup keys. There are three types of Group Call Pickup keys: immediate ring, no ring (lamp only) or delayed ring.

Conditions

None

Default Setting

No Pickup Groups assigned.

Programming Guide

Step-by-step guide for setting up Group Call Pickup (Page 1 of 2)

Step 1: Should extension be part of a Pickup Group?

If yes

• In Program 1802 - Call Pickup Group Number (page 513), enter the number (1-8) of the Pickup Group to which the extension should belong.

If no

• In Program 1802 - Call Pickup Group Number (page 513), assign the extension to Pickup Group 0.
**Step-by-step guide for setting up Group Call Pickup (Page 2 of 2)**

### Step 2: Should an incoming call on a trunk ring all extensions in a Pickup Group?

**If yes**
- In *Program 1003 - Call Pickup Group* (page 484), assign the trunk to a Pickup Group (1-8).
- In *Program 1803 - Extension Line Access Assignments* (page 519), make sure extensions in the Pickup Group have incoming (option 1) or full (option 3) access to the trunk.
- In *Program 1805 - Ring Assignments* (page 524), make sure to enable ringing for all extensions in the Pickup Group that should ring for the trunk.
- In *Program 1003 - Call Pickup Group* (page 484), assign the trunk to Pickup Group 0.

**If no**

### Step 3: Should extension have one-touch Group Call Pickup?

**If yes**
- In *Program 1701 - Group Pickup Immediate Ring* (page 494), use code 09 to assign a key as an immediate ring Group Call Pickup key.
  OR
- In *Program 1701 - Group Pickup No Ring* (page 495), use code 10 to assign a key as a no ring (lamp only) Group Call Pickup key.
  OR
- In *Program 1701 - Group Pickup Delay Ring* (page 495), use code 11 to assign a key as a delayed ring Group Call Pickup key.
- In *Program 1701 - Programmable Function Key Assignments* (page 493), do not assign a key as a Group Pickup key (codes 09, 10 or 11).

**If no**

### Step 4: Should DSS Console have one-touch Group Call Pickup?

**If yes**
- In *Program 1704 - Group Pickup Immediate Ring* (page 503), use code 09 to assign a key as an immediate ring Group Call Pickup key.
  OR
- In *Program 1704 - Group Pickup No Ring* (page 503), use code 10 to assign a key as a no ring (lamp only) Group Call Pickup key.
  OR
- In *Program 1704 - Group Pickup Delay Ring* (page 503), use code 11 to assign a key as a delayed ring Group Call Pickup key.
- In *Program 1704 - DSS Console Key Assignment* (page 501), do not assign a key as a Group Pickup key (codes 09, 10 or 11).
Program Call Pickup

**Programming List**

**Program 1003 - Call Pickup Group** (page 484)
Have an incoming call on the trunk ring all the extensions in the assigned pickup group.

**Program 1701 - Programmable Function Key Assignments** (page 493)
Assign a programmable key on an extension as a Group Call Pickup key (09 = Immediate Ring, 10 = No Ring, 11 = Delayed Ring). The options are 1-8 (Pickup Groups 1-8) or 0 (unassigned).

**Program 1704 - DSS Console Key Assignment** (page 501)
Assign a programmable key on an extension as a Group Call Pickup key (09 = Immediate Ring, 10 = No Ring, 11 = Delayed Ring). The options are 1-8 (Pickup Groups 1-8) or 0 (unassigned).

**Program 1802 - Call Pickup Group Number** (page 513)
Assign the Call Pickup Group (1-8, 0 = undefined) for each extension.

**Program 1803 - Extension Line Access Assignments** (page 519)
For each extension, assign the access options for each trunk (0 = No access, 1 = Incoming only, 2 = Outgoing only, 3 = Full access).

**Program 1805 - Ring Assignments** (page 524)
Assign ringing for each trunk at each extension (1 = Lamp only [day and night], 2 = Ringing day and night, 3 = Night Ring only, lamp during the day, 4 = Delay ring day and night).

**Other Related Features**

**Direct Inward Line** (page 109)
DILs to an extension activate Group Call Pickup if the extension ringing is a member of a Pickup Group.

**Direct Station Selection (DSS) Console** (page 119)
DSS Consoles can have Group Call Pickup keys.

**Directed Call Pickup** (page 131)
Directed Call Pickup is another way to pick up calls ringing an extension.

**Intercom** (page 214)
Ringing Intercom calls activate Group Call Pickup if the extension ringing is a member of a Pickup Group.

**Transfer** (page 376)
A trunk call transferred to an extension in a Pickup Group activates Group Call Pickup.
To answer a call ringing a phone in your Pickup Group:

1. Lift handset.
2. Press flashing Group Pickup key.
   - Conversation with caller.
   - N/A.
   OR
   - Dial * #.
   - Conversation with caller.
   - N/A.
**Group Listen**

### Description

<table>
<thead>
<tr>
<th>LCCPU 01.00.00</th>
<th>Available.</th>
</tr>
</thead>
<tbody>
<tr>
<td>LCCPU 02.00.00</td>
<td></td>
</tr>
</tbody>
</table>

Use Group Listen to talk to an important client or customer and have your co-workers listen in on the meeting.

Group Listen permits a keyset user to talk on the handset and have their caller’s voice broadcast over the telephone speaker. This lets the keyset user’s co-workers listen to the conversation. Group Listen turns off the keyset’s Handsfree microphone so the caller does not hear the co-worker’s voices during a Group Listen.

**Conditions**

None

**Default Setting**

Enabled

### Programming List

**Program 1807 - Headset** (page 527)

Extensions in the Headset mode cannot use Group Listen. In *Program 1807 - Headset* (page 527), enter N to disable the Headset mode.

**Other Related Features**

**Single Line Telephones** (page 311)

Group Listen is not available to single line telephones.
Feature Operation

To initiate Group Listen:
1. Place or answer call using the handset.
2. Press SPK twice (but do not hang up).
   - Use handset to speak to caller. Caller’s voice will broadcast over the telephone speaker.
   - SPK flashes slowly (red).
   
   You can talk to the caller through your handset. You and your co-workers hear your caller’s voice over your phone’s speaker.
   
   Your handsfree microphone and handset receiver are off.

To talk handsfree after initiating Group Listen:
1. Press SPK twice.
   - N/A.
   - SPK on.
2. Hang up.
   - Handsfree conversation with caller.
   - SPK on.

To cancel Group Listen and return to your handset:
1. Do not hang up.
2. Press flashing SPK.
   - Handset conversation with caller.
   - SPK off.
   
   You can talk to your caller over your handset. Your co-workers can no longer hear your caller’s voice.
Description

Group Ring allows you to arrange extensions into Ring Groups for answering calls. When a call comes into the Ring Group master number, all extensions in the group ring simultaneously. Any user in the Ring Group can answer the call just by lifting the handset. The ringing call can be:

- A Direct Inward Line to the Ring Group (i.e., terminated to the Ring Group master number)
- An trunk call transferred to the Ring Group master number
- An intercom call to the Ring Group master number

The system provides up to 8 Ring Groups (1-8). The Ring Group master number can be any valid extension number not already in use.

Overflow for Group Ring Calls

If unanswered, DILs to a Ring Group can route to a programmed overflow destination. The overflow destination can be an extension, another Ring Group, UCD Group or Voice Mail. You can set up separate DIL overflow destinations for the day mode and at night. If unanswered at the overflow destination, the call diverts to Key Ring. Note that a Ring Group DIL goes into the night mode when any extension with night mode capability presses their Night key. See Night Service / Night Ring on page 250 for more.

Conditions

Do not program any of the 1800 series options for Ring Group master extension numbers. The options you assign in 1800 - Extension Options do not apply to Ring Group master extension numbers.

Default Setting

No Ring Groups assigned.
Step-by-step guide for setting up Group Ring
(Page 1 of 3)

Step 1: Should extensions be in a Ring Groups?

- **If yes**
  
  In Program 0511 - Ring Group Master Extension Numbers and Names (page 462), assign names and extension numbers to Ring Groups (1-8).

  Ring Group master numbers can be 100-299, 332-400, or 417-899. They cannot be in the extension (300-395) or trunk (401-448) number range. By default, the system uses codes beginning with 0 for operator access and 9 for trunk/trunk group access.

  - Program 1802 - Ring Group Number (page 513), assign extensions to Ring Groups.
  
  - In Program 0511 - Ring Group Master Extension Numbers and Names (page 462), do not assign names and extension numbers to Ring Groups.
  
  - Program 1802 - Ring Group Number (page 513), do not assign extensions to Ring Groups.

- **If no**

Step 2: Check to be sure each trunk’s circuit type matches the connected trunk circuit.

- In Program 1001 - Trunk Circuit Type (page 474), enter the correct circuit type for each trunk (51 = loop start DTMF, 52 = loop start DP, 53 = ground start DTMF, 54 = ground start DP).

Step 3: Do you want to assign a DIL to the Ring Group in the day mode?

- **If yes**
  
  In Program 1003 - Direct Termination (Day) (page 484), assign the DIL to the Ring Group master number. (You can also assign a DIL to an extension, UCD Group master number, or Voice Mail master number.)
  
  - In Program 1003 - Direct Termination (Day) (page 484), do not assign the DIL to a Ring Group master number.

- **If no**

Step 4: Do you want an unanswered Ring Group DIL to overflow during the day mode?

- **If yes**
  
  In Program 1003 - Activate Overflow During the Day (page 484), enter Y.
• In Program 1003 - Activate Overflow During the Day (page 484), enter N.

Step 5: Assign the Ring Group DIL day overflow destination.

• In Program 1003 - Day Overflow Destination (page 484), assign the DIL day mode termination. The destination can be an extension, UCD Group master number, Ring Group master number, Voice Mail master number or Key Ring (by pressing CLEAR).

Step 6: Do you want to assign a DIL to a Ring Group in the night mode?

• In Program 1003 - Direct Termination (Day) (page 484), assign the DIL to the Ring Group master number. (You can also assign a DIL to an extension, UCD Group master number, or Voice Mail master number.)

• In Program 1003 - Direct Termination (Night) (page 485), do not assign the DIL to a Ring Group master number.

Step 7: Do you want an unanswered DIL to overflow during the night mode?

• In Program 1003 - Activate Overflow at Night (page 485), enter Y.

• In Program 1003 - Activate Overflow at Night (page 485), enter N.

Step 8: Assign the DIL night overflow destination.

• In Program 1003 - Night Overflow Destination (page 485), assign the DIL night mode termination. The destination can be an extension, UCD Group master number, Ring Group master number, Voice Mail master number or Key Ring (by pressing CLEAR).

Step 9: Does extension have a line key for Ring Group DIL?

• In Program 1701 - Line Key (page 494), no programming changes are required.

• In Program 1701 - Line Key (page 494), make sure the DIL has a line key assigned (code 03).
Step-by-step guide for setting up Group Ring (Page 3 of 3)

Step 10: Do you want to put the Ring Group DIL on a DSS Console key?

- If yes
  - In Program 1704 - Line Key (page 502), make sure the DIL has a DSS Console line key assigned (code 03).
  - In Program 1704 - Line Key (page 502), make sure the DIL does not have a DSS Console line key assigned (code 03).

- If no

Step 11: If the Ring Group DIL is unanswered, does call divert to its programmed overflow destination after the proper interval?

- If yes
  - In Program 0401 - DIL No Answer (page 432), leave the DIL No Answer time at its current setting.
  - In Program 0401 - DIL No Answer (page 432), change the DIL No Answer time to meet the site requirements.

- If no

Step 12: If DIL is unanswered at the overflow destination, does call divert to Key Ring after the proper interval?

- If yes
  - In Program 0401 - Transfer Recall (page 431), leave the Transfer Recall time at its current setting.
  - In Program 0401 - Transfer Recall (page 431), change the Transfer Recall time to meet the site requirements.

- If no

Programming List

**Program 0401 - DIL No Answer** (page 432)
Set how long a DIL rings its destination before ringing its programmed overflow destination.

**Program 0401 - Transfer Recall** (page 431)
This interval sets how long a call will ring the day or night overflow destination before diverting to key ring.

**Program 0511 - Ring Group Master Extension Numbers and Names** (page 462)
Assign extension numbers and names to the Ring Group master extensions.

**Program 1001 - Trunk Circuit Type** (page 474)
Set the DIL trunk’s circuit type for compatibility with the connected telco or PBX. The options are 51 (loop start DTMF), 52 (loop start DP), 53 (ground start DTMF) or 54 (ground start DP).

**Program 1003 - Direct Termination (Day)** (page 484)
To have a DIL ring the Ring Group directly during the day mode, enter the Ring Group master number.

**Program 1003 - Activate Overflow During the Day** (page 484)
Enter Y to enable DIL overflow during the day mode. (Entering N for this option has the same affect as entering Y followed by Key Ring in the following option.)
Program 1003 - Day Overflow Destination (page 484)
Set the overflow destination for the Ring Group’s DIL during the day. The overflow destination can be an extension, UCD Group master number, another Ring Group master number, Voice Mail master number or Key Ring (by pressing CLEAR).

Program 1003 - Direct Termination (Night) (page 485)
To have a DIL ring the Ring Group directly during the night mode, enter the Ring Group master number. You can optionally have the trunk ring a different destination at night, such as an extension, UCD Group master number, or Voice Mail master number.

Program 1003 - Activate Overflow at Night (page 485)
Enable Y to enable DIL overflow during the night mode. (Entering N for this option has the same affect as entering Y followed by Key Ring in the following option.)

Program 1003 - Night Overflow Destination (page 485)
Set the overflow destination for the Ring Group’s DIL during the night mode calls. The destination can be an extension, UCD Group master number, another Ring Group master number, or Voice Mail master number.

Program 1701 - Line Key (page 494)
A Ring Group DIL should also appear on a line key (code 03).

Program 1704 - Line Key (page 502)
A Ring Group DIL can optionally appear on a DSS Console line key (code 03).

Program 1802 - Ring Group Number (page 513)
Assign extensions to Ring Groups (1-8, 0 = no assignment).

Other Related Features

Attendant Position (page 35)
System operators will not ring for Ring Group calls. Do not include the operator in a Ring Group.

Call Coverage Keys (page 51)
A keyset can have Call Coverage keys for Ring Group master numbers.

Call Forwarding (page 55)
Call Forwarding does not reroute Ring Group calls.

Call Waiting / Camp-On (page 66)
An extension user cannot Camp On to a busy Ring Group. When all extensions in the Ring Group are busy, the call continues to ring until an extension becomes free.

Direct Inward Line (page 109)
A DIL can terminate to a Ring Group master number. When a call comes in on the trunk, all phones in the Ring Group ring simultaneously.

Directed Call Pickup (page 131)
Directed Call Pickup can intercept Ring Group calls.

Directory Dialing (page 133)
Intercom Directory dialing will show Ring Group names.

Extension Hunting (page 147)
Group Ring calls do not activate hunting.

Night Service / Night Ring (page 250)
The Night key sets the day/night status of a DIL terminated to a Ring Group.

Transfer (page 376)
An extension user can Transfer a call to a Ring Group master number. If unanswered, the call will continue to ring the group until a member picks it up.
Group Ring

Feature Operation

To make an Intercom call to a Ring Group:

1. Lift handset and press **ICM**.
   - Intercom dial tone.
   - **ICM** on.

2. Dial Ring Group number (e.g., 350).
   - Intercom ringing.
   - **ICM** on.

3. Wait for co-worker to answer.
   *If all Ring Group members are busy, your call will continue to ring until a group member becomes free.*

To Transfer your trunk call to a Ring Group:

1. Press **ICM**.
   - Intercom dial tone.
   - **ICM** on.

2. Dial Ring Group number (e.g., 350).
   - Intercom ringing.
   - **ICM** on and line key flashes (green).

3. To screen (announce) the Transfer:
   - Wait for Ring Group member to answer before hanging up.
   - OR
   - To have the call go through unscreened (unannounced):
     - Hang up.
     - OR
   - To return to call before a Ring Group member picks it up:
     - Press flashing (green) line key.

   *An unanswered Transfer to a Ring Group will continue to ring the group until a member picks it up. It will not recall to the transferring extension.*

To answer a call that rings your Ring Group:

1. If call doesn’t appear on a line/loop key:
   - Lift handset.
   - OR
   - If line appears on a line/loop key:
     - Press flashing line/loop key.

To answer a call that ringing another group (of which you are not a member):

1. Lift handset and press **ICM**.
   - Intercom dial tone.
2. Dial ** and the Ring Group number (e.g., 350).
   📞 Conversation with caller.
   📞 ICM on.
Description

| LCCPU 01.00.00 | Available. User Programmable Feature steps added for voice-announced Intercom calls. |
| LCCPU 02.00.00 | |

- Talk over the phone Handsfree, using the built-in speaker and microphone.
- With Handsfree Answerback, answer an Intercom call by just speaking toward your phone.

Handsfree

Handsfree allows a keyset user to process calls using the speaker and microphone in the telephone (instead of the handset). Handsfree is a convenience for workers who don’t have a free hand to pick up the handset. For example, a terminal operator could continue to enter data with both hands while talking on the phone.

Handsfree Answerback and Forced Intercom Ringing

Handsfree Answerback permits an extension user to respond to a voice-announced Intercom call by speaking toward the phone, without lifting the handset. Like Handsfree, this is a convenience for workers who don’t have a free hand to pick up the handset. Incoming Intercom calls alert with two beeps if the extension has Handsfree Answerback — a single beep if it does not.

Forced Intercom Ringing causes an Intercom call to ring the destination extension. You can enable Forced Intercom Ringing system-wide (for all extensions), or a user can dial a code to have their Intercom call ring the destination.

Conditions

Since Handsfree switching is handled in each telephone, there is no limit to the number of simultaneous Handsfree calls system-wide.

Default Setting

Enabled
Handsfree and Handsfree Answerback

Programming Guide

Step-by-step guide for setting up Handsfree Answerback

Step 1: Should Intercom calls voice-announce system-wide?

If yes

- In Program 0201 - Voice-Announced Intercom Calls (page 424), enter Y to allow Intercom calls to voice-announce system-wide. Users can still dial 1 to have their calls ring.
- In Program 1807 - Station Voice Announced Intercom Calls (page 527), enter Y to enable voice-announced intercom calls for specific extensions. The User-Programmable Options # IV (#48) and # IR (#47) locally override this setting.
- In Program 0201 - Voice-Announced Intercom Calls (page 424), enter N to have all Intercom calls ring system-wide. Users cannot dial 1 to have their calls voice-announce.

If no

Step 2: Should user be able to respond to a voice-announced Intercom call without lifting the handset (i.e., by using Handsfree Answerback)?

If yes

- In Program 0201 - Handsfree Reply on Intercom Calls (page 424), enter Y to enable Handsfree Answerback system-wide.
- In Program 1802 - Handsfree Reply on Intercom Calls (page 514), enter Y to enable Handsfree Answerback for specific extensions.
- In Program 0201 - Handsfree Reply on Intercom Calls (page 424), enter N to disable Handsfree answerback system-wide. Users must lift the handset to respond to voice-announced Intercom calls.

If no

Programming List

Program 0201 - Handsfree Reply on Intercom Calls (page 424)
Enter Y to allow extension user to respond to voice-announced Intercom calls by just speaking toward the phone (i.e., by using Handsfree Answerback). When you enter N, the extension user must lift the handset to speak.

Program 0201 - Voice-Announced Intercom Calls (page 424)
Enter Y to enable voice-announced Intercom calls system-wide. If disabled, all Intercom calls ring (i.e., Forced Intercom Ringing is enabled).

Program 1802 - Handsfree Reply on Intercom Calls (page 514)
Enter Y to enable Handsfree reply (Handsfree Answerback) on a per-extension basis. Intercom calls initially ring when this option is disabled. This option requires that you have previously enabled 0201 - Handsfree Reply on Intercom Calls.
Handsfree and Handsfree Answerback

Program 1807 - Station Voice Announced Intercom Calls (page 527)
Enter Y to enable voice-announced Intercom calls on a per-extension basis. This option requires that you have previously enabled 0201 - Voice-Announced Intercom Calls. The User-Programmable Options #IV (#48) and #IR #47) locally override this setting.

Other Related Features

Automatic Handsfree (page 41)
Automatic Handsfree allows a keyset user to place or answer a call Handsfree by just pressing a key — without pressing SPK first.

Headset Compatibility (page 186)
Handsfree is not available to extensions in the headset mode. Handsfree Answerback still available — depending on system programming.

Intercom (page 214)
Handsfree Answerback allows a user to answer an Intercom call by just speaking toward the phone.

Microphone Mute (page 240)
Use Microphone Mute to temporarily turn off the Handsfree microphone.

Off-Premise Extensions / On-Premise SLT Extensions (page 257)
On- and Off-Premise Extensions do not have Handsfree and Handsfree Answerback capability.

Feature Operation

Handsfree

To activate Handsfree instead of lifting the handset:
1. Press SPK.
   \[\text{Handsfree conversation with caller.}\]  
   \[\text{SPK on.}\]

To talk on a Handsfree call:
1. Speak toward phone.
   \[\text{To temporarily turn off the Handsfree microphone, see Microphone Mute on page 240.}\]

To hang up a Handsfree call:
1. Press SPK.
   \[\text{Conversation stops.}\]  
   \[\text{SPK off.}\]

To change a handset call into a Handsfree call:
1. Press SPK.
   \[\text{N/A.}\]  
   \[\text{SPK on.}\]
2. Hang up the handset.
To change a Handsfree call into a handset call:
1. Lift handset.
   Conversation with caller in handset.
   SPK off.

**Handsfree Answerback**
Operation is automatic if enabled in system programming.

<table>
<thead>
<tr>
<th>User Programmable Feature</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>#IV #48</td>
<td>Handsfree Answerback On (Forced Intercom Ringing Off)</td>
</tr>
<tr>
<td>#IR #47</td>
<td>Forced Intercom Ringing On (Handsfree Answerback Off)</td>
</tr>
</tbody>
</table>
Headset Compatibility

Description

- LCCPU 01.00.00 Available.
- LCCPU 02.00.00 Available. User Programmable Feature steps added.

Have the privacy of a handset call without having to hold the handset

A keyset user can utilize a customer-provided headset in place of the handset. Like using Hands-free, using the headset frees up the user’s hands for other work. However, the headset provides privacy not available from Handsfree.

An example of a compatible headset is UNEX Model Pro-MP10A.

Conditions
None

Default Setting
Disabled

Programming Guide

Step-by-step guide for setting up Headset Compatibility

Step 1: Should extension be in the headset mode?

- If yes
  - In Program 1807 - Headset (page 527), enter Y to enable the headset mode.
  - In Program 1807 - Headset (page 527), enter N to disable the headset mode.

Step 2: Should extension receive voice announcements while in the headset mode?

- If yes
  - In Program 1807 - Headset Voice-Announced Intercom Calls (page 527), enter Y to enable the voice announcements.
  - In Program 1807 - Headset Voice-Announced Intercom Calls (page 527), enter N to disable the voice announcements.

Programming List

Program 1807 - Headset Voice-Announced Intercom Calls (page 527)
Headset Compatibility

Enter Y to enable or N to disable incoming voice-announced Intercom calls while the extension is in the headset mode.

**Program 1807 - Headset** (page 527)

Enter Y to enable the Headset mode.

### Other Related Features

**Automatic Handsfree** (page 41)

While in the headset mode, Automatic Handsfree simplifies answering trunk calls.

**Background Music** (page 46)

Background Music plays in the headset when the extension is in the headset mode.

**Group Listen** (page 173)

Group Listen is not available to extensions in the headset mode.

**Handsfree and Handsfree Answerback** (page 182)

Handsfree is not available to extensions in the headset mode. Handsfree Answerback is available — depending on system programming.

**Off-Hook Signaling** (page 255)

An extension in the headset mode can receive Camp On tones for trunk calls, but not off-hook ringing.

**Off-Premise Extensions / On-Premise SLT Extensions** (page 257)

On- and Off-Premise Extensions do not have headset capability.

**Paging** (page 264)

While in the headset mode, the extension user can hear Paging announcements in the headset.

**Single Line Telephones** (page 311)

Headset Compatibility is not available to single line telephones.

**Voice Over** (page 408)

An extension user cannot Voice Over to a co-worker in the headset mode.

### Feature Operation

#### User Programmable Feature

<table>
<thead>
<tr>
<th>Feature</th>
<th>Mnemonic</th>
<th>Operation</th>
<th>Access Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>Headset</td>
<td>#HS</td>
<td>#HS + Y to enable or N to disable + SPK to exit</td>
<td>3-5</td>
</tr>
</tbody>
</table>

This option is not available in fixed slot software.

**To enable the headset mode:**

1. Unplug the telephone handset but leave it in the handset cradle.
2. Plug in the headset.

**When in the headset mode:**

- Press a line key to place or answer a trunk call.
  - OR
- Press **ICM** to get Intercom dial tone.
  - OR
- If on a call, press **SPK** to hang up.
Hold

Description

Hold lets an extension user put a call in a temporary waiting state. The caller on Hold hears silence or Music on Hold, not conversation in the extension user’s work area. While the call waits on Hold, the extension user may process calls or use a system feature. Calls left on Hold too long recall the extension that placed them on Hold. If the recall is unanswered, the call diverts to Key Ring.

There are four types of Hold:

**System (Regular) Hold**
With System Hold, an outside call a user places on Hold flashes the line key (if programmed) at all other keysets. Any keyset user with the flashing line key can pick up the call.

**Exclusive Hold**
When a user places a call on Exclusive Hold, only that user can pick up the call from Hold. The trunk appears busy to all other keysets that have a key for the trunk. Exclusive Hold is important if the user doesn’t want a co-worker picking up their call on Hold.

**Automatic Hold**
Automatic Hold allows a user to be on a trunk call, activate a feature and automatically place the call on Hold without first pressing the HOLD key. The system places a call on Hold automatically when the user presses CONF or ICM, a Call Coverage Key or a Hotline key.

**Intercom Hold**
A user can place an Intercom call on Hold. The Intercom call on Hold does not indicate at any other extension.

**Conditions**
None

**Default Setting**
System Hold, Exclusive Hold and Automatic Hold enabled.
### Programming Guide

**Step-by-step guide for setting up Hold**

#### Step 1: Should extension be able to use Automatic Hold?

<table>
<thead>
<tr>
<th>If yes</th>
<th>If no</th>
</tr>
</thead>
</table>
| • In *Program 0101 - Automatic Hold* (page 422), enter Y to enable Automatic Hold.  
• *Program 1801 - Extension Class of Service Assignment* (page 508), assign Class of Service to extensions. | • In *Program 0101 - Automatic Hold* (page 422), enter N to disable Automatic Hold.  
• *Program 1801 - Extension Class of Service Assignment* (page 508), assign Class of Service to extensions. |

#### Step 2: Does an unanswered call on System Hold recall the extension that placed it on Hold after the correct interval?

<table>
<thead>
<tr>
<th>If yes</th>
<th>If no</th>
</tr>
</thead>
<tbody>
<tr>
<td>• In <em>Program 0403 - Hold Recall</em> (page 441), leave the Hold Recall interval at its current setting.</td>
<td>• In <em>Program 0403 - Hold Recall</em> (page 441), change the Hold Recall interval to meet the site requirements.</td>
</tr>
</tbody>
</table>

#### Step 3: Does an unanswered call on Exclusive Hold recall the extension that placed it on Hold after the correct interval?

<table>
<thead>
<tr>
<th>If yes</th>
<th>If no</th>
</tr>
</thead>
<tbody>
<tr>
<td>• In <em>Program 0403 - Exclusive Hold</em> (page 441), leave the Exclusive Hold Recall interval at its current setting.</td>
<td>• In <em>Program 0403 - Exclusive Hold</em> (page 441), change the Exclusive Hold Recall interval to meet the site requirements.</td>
</tr>
</tbody>
</table>

#### Step 4: Does an unanswered Hold recall revert to Key Ring after the proper interval?

<table>
<thead>
<tr>
<th>If yes</th>
<th>If no</th>
</tr>
</thead>
<tbody>
<tr>
<td>• In <em>Program 0401 - Trunk Revert</em> (page 432), leave the Trunk Revert interval at its current setting.</td>
<td>• In <em>Program 0401 - Trunk Revert</em> (page 432), change the Trunk Revert interval to meet the site requirements.</td>
</tr>
</tbody>
</table>
Hold

Programming List

Program 0101 - Automatic Hold (page 422)
Enter Y to enable Automatic Hold at an extension.

Program 0401 - Trunk Revert (page 432)
This timer sets how long Hold Recall rings the extension that placed the call on hold before
Key Ring occurs. Key Ring rings all extensions programmed to ring for that line.

Program 0403 - Hold Recall (page 441)
Set how long a call stays on Hold before it recalls the extension that initially placed it on
Hold.

Program 0403 - Exclusive Hold (page 441)
Set how long a call stays on Exclusive Hold before it recalls the extension that initially placed
it on Exclusive Hold.

Program 1801 - Extension Class of Service Assignment (page 508)
Assign Class of Service to extensions.

Other Related Features

Call Timer (page 63)
A user’s Call Timer starts when they pick up a call from Hold. If they place the call on Hold
and another user picks it up, the timer restarts for the new user.

Directed Call Pickup (page 131)
Directed Call Pickup can pick up Hold recalls.

Key Ring (page 219)
Unanswered Hold Recalls revert to Key Ring if not picked up.

Music on Hold (page 245)
If installed, Music on Hold plays to callers on Hold.

Off-Hook Signaling (page 255)
An extension user can place their current call on Hold and answer the waiting call.

Transfer (page 376)
If an extension receiving a screened Transfer answers the screen and immediately hangs up
(before the transferring extension), the call goes on Exclusive Hold at the transferring extension.

Feature Operation

To place a trunk call on System Hold:

1. Press HOLD.

   ☏ ☏ N/A

   ☏ The line key winks (on) while on Hold, flashes slowly while recalling. The line
   key is green for your calls - red for your co-workers.

2. Hang up.

To pick up a trunk call on System Hold:

1. Press flashing line key.

   ☏ Conversation with caller.

   ☏ Line key on (green).
To pick up a trunk call on Hold at a co-worker's extension:

*You must know the number of the trunk that is on Hold.*

1. Lift handset and press **ICM**.
   - Intercom dial tone.
   - **ICM** and **SPK** on (red).

2. Dial *4*.
   - Intercom dial tone stops.
   - **ICM** and **SPK** on (red).

3. Dial the number of the trunk that is on Hold (e.g., 01 for trunk 1).
   - Conversation with the outside caller that was on Hold.
   - Line key on.

To place a trunk call on Exclusive Hold:

1. Press **HOLD** twice.
   - N/A
   - For you, the line key winks (on - green) while on Hold, flashes slowly while recalling. For your co-worker’s the line key is on (red).

2. Hang up.

To pick up a trunk call on Exclusive Hold:

1. Press flashing line key.
   - Conversation with caller.
   - Line key on (green).

To place an Intercom call on Hold:

*You can place both voice-announced and ringing Intercom calls on Hold.*

1. Press **HOLD**.
   - N/A
   - **ICM** goes out.

2. Hang up.

To pick up a call on Intercom Hold:

1. Lift handset

2. Press **HOLD**.
   - Conversation with caller.
   - **ICM** on.
Description

Hotline gives a keyset user one-button calling and Transfer to another extension (the Hotline partner). Hotline helps co-workers that work closely together. The Hotline partners can call or Transfer calls to each other just by pressing a single key.

In addition, the Hotline key shows the status of the partner’s extension:

<table>
<thead>
<tr>
<th>Hotline Busy Lamp Indications</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>When the key is:</strong>                <strong>The covered extension is:</strong></td>
</tr>
<tr>
<td>Off                                 Idle or not installed</td>
</tr>
<tr>
<td>On                                  Busy or ringing</td>
</tr>
<tr>
<td>Flashing fast                       In Do Not Disturb</td>
</tr>
</tbody>
</table>

Conditions

An extension’s Hotline partner can be any other keyset (e.g., physical port). An extension cannot have a Hotline key for master numbers or virtual ports.

Default Setting

No Hotline keys programmed.

Programming Guide

Step-by-step guide for setting up Hotline
(Page 1 of 2)

Step 1: Should extension have a Hotline partner?

If yes

• In Program 1701 - Hotline Key (page 494), enter code 05 + the covered extension (300-395) to assign a Hotline key.

If no

• In Program 1701 - Hotline Key (page 494), do not enter code 05 to assign a key as a Hotline key.
Step-by-step guide for setting up Hotline
(Page 2 of 2)

Step 2: Should DSS Console also have a Hotline partner?

If yes

• In Program 1704 - Hotline Key (page 502), enter code 05 + the covered extension (300-395) to assign a Hotline key.

If no

• In Program 1704 - Hotline Key (page 502), do not enter code 05 to assign a key as a Hotline key.

Programming List

Program 1701 - Hotline Key (page 494)
Assign a programmable key on an extension as a Hotline key (code 05). The option is your Hotline partner’s extension number.

Program 1704 - Hotline Key (page 502)
Assign a programmable key on a DSS Console as a Hotline key (code 04). The option is your Hotline partner’s extension number.

Other Related Features

Call Coverage Keys (page 51)
Call Coverage Keys provide many of the features available to Hotline partners.

Direct Station Selection (DSS) Console (page 119)
DSS Consoles can also have Hotline keys.

Do Not Disturb (page 137)
An extension user can press their Hotline key twice to override their Hotline partner’s DND

Intercom (page 214)
A user can press a Hotline Key as an alternative to dialing Intercom numbers.

Transfer (page 376)
An extension user can Transfer a call to their Hotline partner by pressing their Hotline key.

Voice Over (page 408)
An extension cannot Voice Over after calling a co-worker by pressing their Hotline key.

Feature Operation

To place a call to your Hotline partner:

1. Press Hotline key.

Two beeps.

Hotline key on (green) and ICM on (red).
To Transfer your trunk call to your Hotline partner:

1. Press Hotline key.
   - Conversation with caller.
   - (Optional) Line/loop key on.
   - Two beeps.
   - Hotline key on (green). Line/loop key flashes.

2. Announce call and hang up.
   - OR
   - Hang up to have the call wait at your Hotline partner unannounced.
     *If the call is not picked up, it recalls to you after the Transfer Recall interval. See Transfer on page 376 for more.*

To answer a call from your Hotline partner:

1. Speak toward phone.
Description

Interactive Soft Keys provide intuitive feature access. It is no longer necessary to remember feature codes to access the telephone’s advanced features because the function of the soft keys change as the user process calls. For example, while on a trunk call a display keyset user can press the PARK soft key to Park their call in orbit.

For additional information on Interactive Soft Key operation, refer to Feature Operation below.

Conditions

When an extension’s soft keys are enabled or disabled in programming, the user must take some action at the telephone (such as lifting and replacing the handset) before the change takes effect.

Default Setting

Soft keys enabled.

Programming Guide

Step-by-step guide for setting up Interactive Soft Keys

Step 1: Should extension have Interactive Soft Keys?

If yes

• In Program 0101 - Soft Keys (page 423), enter Y to enable soft keys.
• In Program 1801 - Extension Class of Service Assignment (page 508), assign Class of Service to extensions.
• Take some action at the telephone (such as lifting and replacing the handset) so the change will take effect.

If no

• In Program 0101 - Soft Keys (page 423), enter N to enable soft keys.
• In Program 1801 - Extension Class of Service Assignment (page 508), assign Class of Service to extensions.
• Take some action at the telephone (such as lifting and replacing the handset) so the change will take effect.
Interactive Soft Keys

Programming List

Program 0101 - Soft Keys (page 423)
Enable (Y) or disable (Y) an extension’s soft keys.

Program 1801 - Extension Class of Service Assignment (page 508)
Assign Class of Service to extensions.

Other Related Features

None

Feature Operation

See the charts beginning on the following page.
# Interactive Soft Keys

## Keyset Soft Keys

### Global Navigation Soft Keys You May See At Any Time

<table>
<thead>
<tr>
<th>Soft Key</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>PREV</td>
<td>Press this Soft Key to back up to the previous set of options.</td>
</tr>
<tr>
<td>MORE</td>
<td>Press this Soft Key to display additional options for your call.</td>
</tr>
<tr>
<td>CNCL</td>
<td>Press to return your telephone to the idle mode.</td>
</tr>
</tbody>
</table>

### While Your Telephone Is Idle (Page 1 of 2)

<table>
<thead>
<tr>
<th>Soft Key</th>
<th>Feature</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Use Directory Dialing to select a call from a list of names:</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>DIR</td>
<td>Press to access Directory Dialing, Paging and Meet Me Conference</td>
<td></td>
</tr>
<tr>
<td>INT</td>
<td>Directory Dialing</td>
<td><strong>VOL ▲ or VOL ▼ + DIAL</strong> to select co-worker from a list of extension names.</td>
</tr>
<tr>
<td>ICM Directory</td>
<td>Directory Dialing</td>
<td><strong>VOL ▲ or VOL ▼ + DIAL</strong> to select one of your Personal Speed Dial bins.</td>
</tr>
<tr>
<td>EXT</td>
<td>Paging</td>
<td><strong>VOL ▲ or VOL ▼ + DIAL</strong> to select a System Speed Dial bin.</td>
</tr>
<tr>
<td>PERS</td>
<td>Dial a page zone</td>
<td>Dial a zone (1-7) or press ALL for All Call.</td>
</tr>
<tr>
<td>CMPY</td>
<td>MT11 or MT12</td>
<td>Meet Me Conference</td>
</tr>
<tr>
<td>PAGE</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Set up Call Forwarding, Programmable Function Key Ringing, Speed Dial, Do Not Disturb and Intercom voice-announcements

<table>
<thead>
<tr>
<th>Soft Key</th>
<th>Feature</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>PGM</td>
<td>Press to set up Call Forwarding, Programmable Function Key ringing, Speed Dial, Do Not Disturb, and Intercom voice-announcements.</td>
<td></td>
</tr>
<tr>
<td>CFWD</td>
<td>Call Forwarding</td>
<td>Enter the Call Forwarding type + Co-worker’s extension, 0 (operator) or MW (Voice Mail) + SPK. 0 = Cancel forwarding 2 = Busy/No Answer 4 = Immediate 6 = No answer 7 = Personal Answering Machine Emulation 8 = Selectable Display Messaging</td>
</tr>
<tr>
<td>RING</td>
<td>Press to set up ringing for Call Coverage, Group Call Pickup and line keys.</td>
<td></td>
</tr>
<tr>
<td>CCK</td>
<td>Call Coverage</td>
<td>Press lit Call Coverage key to select ringing mode.</td>
</tr>
<tr>
<td>PKUP</td>
<td>Group Call Pickup</td>
<td>Press lit Group Call Pickup key to select ringing mode.</td>
</tr>
<tr>
<td>LINE</td>
<td>Line Keys</td>
<td>Press lit line key to select ringing mode.</td>
</tr>
</tbody>
</table>
Interactive Soft Keys

### While Your Telephone Is Idle (Page 2 of 2)

<table>
<thead>
<tr>
<th>Soft Key</th>
<th>Feature</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>SPD</td>
<td>Speed Dial</td>
<td>Enter bin (200-299 for System, 701-720 for Personal) + HOLD + Line (1-48), Group (90-98) or ICM + HOLD + Number + HOLD + Name + HOLD + SPK</td>
</tr>
<tr>
<td>DND</td>
<td>Do Not Disturb</td>
<td>Press to enable or cancel Do Not Disturb.</td>
</tr>
<tr>
<td>VANN</td>
<td>Intercom</td>
<td>Press to enable voice-announcements for incoming Intercom calls.</td>
</tr>
<tr>
<td>VAON</td>
<td></td>
<td>Press to have all incoming Intercom calls ring (i.e., disable voice-announce).</td>
</tr>
<tr>
<td>VAOFF</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Call Your Mailbox

<table>
<thead>
<tr>
<th>Soft Key</th>
<th>Feature</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>VM</td>
<td>Voice Mail</td>
<td>Press to call your Voice Mail mailbox.</td>
</tr>
</tbody>
</table>

### Place Outside Calls

<table>
<thead>
<tr>
<th>Soft Key</th>
<th>Feature</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>EXT</td>
<td>Placing Outside Calls</td>
<td>Press to access your dial 9 trunk route.</td>
</tr>
<tr>
<td>RTE</td>
<td></td>
<td>Select trunk group (0-8) for outside call.</td>
</tr>
<tr>
<td>GRP</td>
<td></td>
<td>Select line (01-48) for outside call.</td>
</tr>
<tr>
<td>LINE</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Outside Calls (Page 1 of 3)

<table>
<thead>
<tr>
<th>Soft Key</th>
<th>Feature</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>LND</td>
<td>Last Number Redial</td>
<td>Automatically redial the last outside number you called.</td>
</tr>
<tr>
<td>DLSV</td>
<td>Save Number Dialed</td>
<td>Automatically redial the stored Save Number Dialed number.</td>
</tr>
<tr>
<td>RLS</td>
<td></td>
<td>Hang up (disconnect) the call and return to Intercom dial tone.</td>
</tr>
</tbody>
</table>

### While Your Telephone Is Idle (Page 2 of 3)

After you get trunk dial tone for a new call (but before you dial the outside number):

<table>
<thead>
<tr>
<th>Soft Key</th>
<th>Feature</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>LND</td>
<td>Last Number Redial</td>
<td>Automatically redial the last outside number you called.</td>
</tr>
<tr>
<td>DLSV</td>
<td>Save Number Dialed</td>
<td>Automatically redial the stored Save Number Dialed number.</td>
</tr>
<tr>
<td>RLS</td>
<td></td>
<td>Hang up (disconnect) the call and return to Intercom dial tone.</td>
</tr>
</tbody>
</table>

After you answer or place an outside call:

<table>
<thead>
<tr>
<th>Soft Key</th>
<th>Feature</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>PARK</td>
<td>Park</td>
<td></td>
</tr>
<tr>
<td>SYS</td>
<td>Enter system orbit (0-9).</td>
<td></td>
</tr>
<tr>
<td>PERS</td>
<td>Enter co-worker’s extension number.</td>
<td></td>
</tr>
<tr>
<td>Soft Key</td>
<td>Feature</td>
<td>Definition</td>
</tr>
<tr>
<td>----------</td>
<td>------------------</td>
<td>-----------------------------------------------------------------------------</td>
</tr>
<tr>
<td>TRF</td>
<td>Transfer</td>
<td>Enter co-worker’s extension number. (Press MW after extension number to send call to co-worker’s mailbox.)</td>
</tr>
<tr>
<td>DIR</td>
<td></td>
<td>Use Directory Dialing to Transfer call to co-worker.</td>
</tr>
<tr>
<td>ICM Directory</td>
<td></td>
<td>VOL ▲ or VOL ▼ + DIAL to select co-worker from a list of extension names.</td>
</tr>
<tr>
<td>MBOX</td>
<td></td>
<td>Send call to co-worker’s mailbox.</td>
</tr>
<tr>
<td>RING</td>
<td></td>
<td>Change the ringing mode of your Intercom call or screen (the same as dialing 1).</td>
</tr>
<tr>
<td>RTRV</td>
<td></td>
<td>Retrieve call (instead of Transferring).</td>
</tr>
<tr>
<td>PKPG</td>
<td></td>
<td>Park the call at the extension selected and make a Page.</td>
</tr>
<tr>
<td>PAGE</td>
<td></td>
<td>Broadcast a Page before setting up a Meet Me Conference.</td>
</tr>
<tr>
<td>Dial a page zone</td>
<td></td>
<td>Dial a zone (1-7) or press ALL for All Call.</td>
</tr>
<tr>
<td>MT11 or MT12</td>
<td></td>
<td>Press key to set up a Meet Me Conference.</td>
</tr>
<tr>
<td>RTRV</td>
<td></td>
<td>Retrieve the call you just transferred.</td>
</tr>
<tr>
<td>RLS</td>
<td></td>
<td>Hang up (disconnect) the call and return to Intercom dial tone.</td>
</tr>
<tr>
<td>CONF</td>
<td>Conference</td>
<td>Use Directory Dialing to set up the Conference with a co-worker.</td>
</tr>
<tr>
<td>DIR</td>
<td></td>
<td>VOL ▲ or VOL ▼ + DIAL to select co-worker from a list of extension names.</td>
</tr>
<tr>
<td>ICM Directory</td>
<td></td>
<td>Broadcast a Page before setting up a Meet Me Conference.</td>
</tr>
<tr>
<td>PAGE</td>
<td></td>
<td>Dial a zone (1-7) or press ALL for All Call.</td>
</tr>
<tr>
<td>Dial a page zone</td>
<td></td>
<td>Press key to set up a Meet Me Conference.</td>
</tr>
<tr>
<td>MT11 or MT12</td>
<td></td>
<td>Retrieve the call you just transferred.</td>
</tr>
<tr>
<td>RTRV</td>
<td></td>
<td></td>
</tr>
<tr>
<td>REC</td>
<td>Voice Mail</td>
<td>Record the active call in your Voice Mail mailbox (if allowed in your Class of Service).</td>
</tr>
<tr>
<td>SAVE</td>
<td>Save Number Dialed</td>
<td>Save the number you just dialed. Not used for incoming calls.</td>
</tr>
<tr>
<td>MTMR</td>
<td>Call Timer (Manual)</td>
<td>Press once to stop the Call Timer. Press a second time to restart the Call Timer from 00:00:00.</td>
</tr>
</tbody>
</table>
## Interactive Soft Keys

### Outside Calls (Page 3 of 3)

<table>
<thead>
<tr>
<th>Soft Key</th>
<th>Feature</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>DIR</td>
<td>Transfer</td>
<td>Use Directory Dialing to Transfer the call to your co-worker.</td>
</tr>
<tr>
<td>ICM Directory</td>
<td>VOL ▲ or VOL ▼ + DIAL</td>
<td>to select co-worker from a list of extension names.</td>
</tr>
<tr>
<td>MBOX</td>
<td></td>
<td>Send call to co-worker’s mailbox.</td>
</tr>
<tr>
<td>RING</td>
<td></td>
<td>Change the ringing mode of your Intercom call or screen (the same as dialing 1).</td>
</tr>
<tr>
<td>RTRV</td>
<td></td>
<td>Retrieve call (instead of Transferring).</td>
</tr>
<tr>
<td>PKPG</td>
<td></td>
<td>Park the call at the extension selected and make a Page.</td>
</tr>
<tr>
<td>PAGE</td>
<td>Paging</td>
<td>Broadcast a zone or All Call Page.</td>
</tr>
<tr>
<td>Dial a page zone</td>
<td></td>
<td>Dial a zone (1-7) or press ALL for All Call.</td>
</tr>
<tr>
<td>MT11 or MT12</td>
<td></td>
<td>Press key to set up a Meet Me Conference.</td>
</tr>
</tbody>
</table>

### When you press a busy line key:

<table>
<thead>
<tr>
<th>Soft Key</th>
<th>Feature</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>CLBK</td>
<td>Trunk Queuing / Trunk Callback</td>
<td>Leave a Callback for the busy trunk.</td>
</tr>
<tr>
<td>BARG</td>
<td>Barge In</td>
<td>Barge In on the busy trunk (if allowed in your Class of Service).</td>
</tr>
<tr>
<td>RLS</td>
<td></td>
<td>Hang up (disconnect) the call and return to Intercom dial tone.</td>
</tr>
<tr>
<td>DISC</td>
<td>Forced Trunk Disconnect</td>
<td>Disconnect the call on the trunk (if allowed in your Class of Service).</td>
</tr>
</tbody>
</table>

### Intercom Calls (Page 1 of 2)

<table>
<thead>
<tr>
<th>Soft Key</th>
<th>Feature</th>
<th>Definition</th>
</tr>
</thead>
</table>
| MSG      | Message Waiting Voice Mail | • If your system has Message Waiting, this leaves a Message Waiting indication for your co-worker.  
• If your system has Voice Mail, this allows you to leave a voice message in their mailbox. |
| RING     | Intercom | Change the ringing mode of your Intercom call or screen (the same as dialing 1). |
| RLS      |         | Hang up (disconnect) the call and return to Intercom dial tone. |

### After you call a co-worker and hear busy tone:

<table>
<thead>
<tr>
<th>Soft Key</th>
<th>Feature</th>
<th>Definition</th>
</tr>
</thead>
</table>
| MSG      | Message Waiting Voice Mail | • If your system has Message Waiting, this leaves a Message Waiting indication for your co-worker.  
• If your system has Voice Mail, this allows you to leave a voice message in their mailbox. |
## Interactive Soft Keys

### Intercom Calls (Page 2 of 2)

<table>
<thead>
<tr>
<th>Soft Key</th>
<th>Feature</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>CAMP</td>
<td>Call Waiting / Camp-On</td>
<td>Send Camp On tones to your busy co-worker. If you hang up, your Camp On converts to a Callback.</td>
</tr>
<tr>
<td>CLBK</td>
<td>Callback</td>
<td>Leave a Callback for busy co-worker.</td>
</tr>
<tr>
<td>BARG</td>
<td>Barge In</td>
<td>Barge In on busy co-worker (if allowed in your Class of Service).</td>
</tr>
<tr>
<td>MON</td>
<td>Monitor / Silent Monitor</td>
<td>Monitor your co-worker’s call (if allowed in your Class of Service).</td>
</tr>
</tbody>
</table>

### After you call a co-worker and hear busy/ring tone:

<table>
<thead>
<tr>
<th>Soft Key</th>
<th>Feature</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>MSG</td>
<td>Message Waiting</td>
<td>• If your system has Message Waiting, this leaves a Message Waiting indication for your co-worker.</td>
</tr>
<tr>
<td></td>
<td>Voice Mail</td>
<td>• If your system has Voice Mail, this allows you to leave a voice message in their mailbox.</td>
</tr>
<tr>
<td>VOVr</td>
<td>Voice Over</td>
<td>Initiate a Voice Over with your busy co-worker.</td>
</tr>
<tr>
<td>BARG</td>
<td>Barge In</td>
<td>Barge In on your busy co-worker (if allowed in your Class of Service).</td>
</tr>
<tr>
<td>MON</td>
<td>Monitor / Silent Monitor</td>
<td>Monitor your co-worker’s call (if allowed in your Class of Service).</td>
</tr>
</tbody>
</table>

### After you call a co-worker and hear Do Not Disturb tone:

<table>
<thead>
<tr>
<th>Soft Key</th>
<th>Feature</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>MSG</td>
<td>Message Waiting</td>
<td>• If your system has Message Waiting, this leaves a Message Waiting indication for your co-worker.</td>
</tr>
<tr>
<td></td>
<td>Voice Mail</td>
<td>• If your system has Voice Mail, this allows you to leave a voice message in their mailbox.</td>
</tr>
<tr>
<td>OVRD</td>
<td>Do Not Disturb</td>
<td>Override an extension’s Do Not Disturb (if allowed in your Class of Service).</td>
</tr>
<tr>
<td>RLS</td>
<td>Hang up (disconnect)</td>
<td>Hang up (disconnect) the call and return to Intercom dial tone.</td>
</tr>
</tbody>
</table>

### After you answer an Intercom call:

<table>
<thead>
<tr>
<th>Soft Key</th>
<th>Feature</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>CONF</td>
<td>Conference</td>
<td>Set up a Conference with your caller.</td>
</tr>
<tr>
<td>RLS</td>
<td>Hang up (disconnect)</td>
<td>Hang up (disconnect) the call and return to Intercom dial tone.</td>
</tr>
</tbody>
</table>
### Super Display Soft Keys

#### Global Navigation Soft Keys You May See At Any Time

<table>
<thead>
<tr>
<th>Soft Key</th>
<th>Feature</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>PREVIOUS</td>
<td>Press this Soft Key to back up to</td>
<td>Press this Soft Key to back up to the previous set of options.</td>
</tr>
<tr>
<td></td>
<td>the previous set of options.</td>
<td></td>
</tr>
<tr>
<td>MORE</td>
<td>Press this Soft Key to display</td>
<td>Press this Soft Key to display additional options for your call.</td>
</tr>
<tr>
<td></td>
<td>additional options for your call.</td>
<td></td>
</tr>
<tr>
<td>CANCEL</td>
<td>Press to return your telephone to</td>
<td>Press to return your telephone to the idle mode.</td>
</tr>
<tr>
<td></td>
<td>the idle mode.</td>
<td></td>
</tr>
</tbody>
</table>

#### While Your Telephone Is Idle

<table>
<thead>
<tr>
<th>Soft Key</th>
<th>Feature</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Use Directory Dialing to select a</td>
<td></td>
</tr>
<tr>
<td></td>
<td>call from a list of names:</td>
<td></td>
</tr>
<tr>
<td>DIRECTORY</td>
<td>Press to access Directory Dialing</td>
<td></td>
</tr>
<tr>
<td>INTERCOM</td>
<td>Directory Dialing</td>
<td></td>
</tr>
<tr>
<td></td>
<td>VOL ▲ or VOL ▼ + DIAL to select</td>
<td>select co-worker from a list of extension names.</td>
</tr>
<tr>
<td></td>
<td>co-worker from a list of extension</td>
<td></td>
</tr>
<tr>
<td></td>
<td>names.</td>
<td></td>
</tr>
<tr>
<td>ICM</td>
<td>Directory Dialing</td>
<td></td>
</tr>
<tr>
<td></td>
<td>VOL ▲ or VOL ▼ + DIAL to select</td>
<td>select one of your Personal Speed Dial bins.</td>
</tr>
<tr>
<td>PERSONAL</td>
<td>one of your Personal Speed Dial</td>
<td></td>
</tr>
<tr>
<td></td>
<td>bins.</td>
<td></td>
</tr>
<tr>
<td>COMPANY</td>
<td>Directory Dialing</td>
<td></td>
</tr>
<tr>
<td></td>
<td>VOL ▲ or VOL ▼ + DIAL to select</td>
<td>select a System Speed Dial bin.</td>
</tr>
<tr>
<td></td>
<td>a System Speed Dial bin.</td>
<td></td>
</tr>
</tbody>
</table>

#### Set up Call Forwarding, Programmable Function Key Ringing, Speed Dial, Do Not Disturb and Intercom voice-announcements

<table>
<thead>
<tr>
<th>Soft Key</th>
<th>Feature</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>PROGRAM</td>
<td>Press to set up Call Forwarding,</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Programmable Function Key ringing,</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Speed Dial, Do Not Disturb, and</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Intercom voice-announcements.</td>
<td></td>
</tr>
<tr>
<td>CALL FWD</td>
<td>Call Forwarding</td>
<td></td>
</tr>
<tr>
<td>Enter FWD</td>
<td>Enter the Call Forwarding type +</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Co-worker’s extension, 0 (operator)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>or MW (Voice Mail) + SPK.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>0 = Cancel forwarding</td>
<td></td>
</tr>
<tr>
<td></td>
<td>2 = Busy/No Answer</td>
<td></td>
</tr>
<tr>
<td></td>
<td>4 = Immediate</td>
<td></td>
</tr>
<tr>
<td></td>
<td>6 = No answer</td>
<td></td>
</tr>
<tr>
<td></td>
<td>7 = Personal Answering Machine</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Emulation</td>
<td></td>
</tr>
<tr>
<td></td>
<td>8 = Selectable Display Messaging</td>
<td></td>
</tr>
<tr>
<td>RING</td>
<td>Press to set up ringing for Call</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Coverage, Group Call Pickup and line</td>
<td></td>
</tr>
<tr>
<td></td>
<td>keys.</td>
<td></td>
</tr>
<tr>
<td>CALL COVERAGE</td>
<td>Call Coverage</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Press lit Call Coverage key to select</td>
<td></td>
</tr>
<tr>
<td></td>
<td>ringing mode.</td>
<td></td>
</tr>
<tr>
<td>PICKUP</td>
<td>Group Call Pickup</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Press lit Group Call Pickup key to</td>
<td></td>
</tr>
<tr>
<td></td>
<td>select ringing mode.</td>
<td></td>
</tr>
<tr>
<td>LINE</td>
<td>Line Keys</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Press lit line key to select</td>
<td></td>
</tr>
<tr>
<td></td>
<td>ringing mode.</td>
<td></td>
</tr>
<tr>
<td>SPEED DIAL</td>
<td>Speed Dial</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Enter bin (200-299 for System,</td>
<td></td>
</tr>
<tr>
<td></td>
<td>701-720 for Personal) + HOLD + Line</td>
<td></td>
</tr>
<tr>
<td></td>
<td>(1-48), Group (90-98) or ICM + HOLD</td>
<td></td>
</tr>
<tr>
<td></td>
<td>+ Number + HOLD + Name + HOLD + SPK.</td>
<td></td>
</tr>
<tr>
<td>DND</td>
<td>Do Not Disturb</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Press to enable or cancel Do Not</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Disturb.</td>
<td></td>
</tr>
</tbody>
</table>
## Call Your Mailbox

**V-MAIL**

Voice Mail  
Press to call your Voice Mail mailbox.

## Place Outside Calls

**EXT**  
Placing Outside Calls

<table>
<thead>
<tr>
<th>Soft Key</th>
<th>Feature</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>ROUTE 9</td>
<td></td>
<td>Press to access your dial 9 trunk route.</td>
</tr>
<tr>
<td>GROUP</td>
<td></td>
<td>Select trunk group (0-8) for outside call.</td>
</tr>
<tr>
<td>LINE</td>
<td></td>
<td>Select line (01-48) for outside call.</td>
</tr>
</tbody>
</table>

## Page a Co-worker

**PAGE**  
Paging

<table>
<thead>
<tr>
<th>Soft Key</th>
<th>Feature</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>ALL</td>
<td></td>
<td>Make an All Call Page.</td>
</tr>
<tr>
<td>MEET ME 11 or 12</td>
<td></td>
<td>Press to set up Meet Me Conference with code 11 or 12.</td>
</tr>
<tr>
<td>ZONE 1 thru ZONE 7</td>
<td></td>
<td>Page into zone selected (1-7).</td>
</tr>
<tr>
<td>MEET ME 11 or 12</td>
<td></td>
<td>Press to set up Meet Me Conference with code 11 or 12.</td>
</tr>
</tbody>
</table>

## Press a single key for your Personal Speed Dial numbers.

**SP DIAL 1**  
Speed Dial

<table>
<thead>
<tr>
<th>Soft Key</th>
<th>Feature</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>SP DIAL 1</td>
<td>Speed Dial</td>
<td>Provides one-touch access to Personal Speed Dial bins 701-710.</td>
</tr>
<tr>
<td>SP DIAL 1</td>
<td></td>
<td>Provides one-touch access to Personal Speed Dial bins 711-720.</td>
</tr>
</tbody>
</table>

## After you get trunk dial tone for a new call (but before you dial the outside number):

<table>
<thead>
<tr>
<th>Soft Key</th>
<th>Feature</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>DIAL LAST NUMBER</td>
<td>Last Number Redial</td>
<td>Automatically redial the last outside number you called.</td>
</tr>
<tr>
<td>DIAL SAVE</td>
<td>Save Number Dialed</td>
<td>Automatically redial the stored Save Number Dialed number.</td>
</tr>
<tr>
<td>RELEASE</td>
<td></td>
<td>Hang up (disconnect) the call and return to Intercom dial tone.</td>
</tr>
</tbody>
</table>

## After you answer or place an outside call:

<table>
<thead>
<tr>
<th>Soft Key</th>
<th>Feature</th>
<th>Definition</th>
</tr>
</thead>
</table>
### Interactive Soft Keys

<table>
<thead>
<tr>
<th>Soft Key</th>
<th>Feature</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>PARK</td>
<td>Park</td>
<td>Enter co-worker’s extension number for Personal Park.</td>
</tr>
<tr>
<td>PERSONAL</td>
<td></td>
<td>Select a system orbit (0-9).</td>
</tr>
<tr>
<td>ORBIT 0-9</td>
<td></td>
<td>Enter co-worker’s extension number. (Press MW after extension number to send call to co-worker’s mailbox.)</td>
</tr>
<tr>
<td>TRANSFER</td>
<td>Transfer</td>
<td>Use Directory Dialing to Transfer call to co-worker.</td>
</tr>
<tr>
<td>DIRECTORY</td>
<td></td>
<td>VOL ▲ or VOL ▼ + DIAL to select co-worker from a list of extension names.</td>
</tr>
<tr>
<td>ICM Directory</td>
<td></td>
<td>Send call to co-worker’s mailbox.</td>
</tr>
<tr>
<td>TRANSFER TO MAILBOX</td>
<td></td>
<td>Change the ringing mode of your Intercom call or screen (the same as dialing 1).</td>
</tr>
<tr>
<td>RING</td>
<td></td>
<td>Retrieve call (instead of Transferring).</td>
</tr>
<tr>
<td>PARK AND PAGE</td>
<td></td>
<td>Park the call at the extension selected and make a Page.</td>
</tr>
<tr>
<td>PAGE</td>
<td></td>
<td>Broadcast a Page before setting up a Meet Me Conference.</td>
</tr>
<tr>
<td>Dial a page zone</td>
<td></td>
<td>Dial a zone (1-7) or press ALL for All Call.</td>
</tr>
<tr>
<td>MEET ME 11 or 12</td>
<td></td>
<td>Press either key to set up a Meet Me Conference.</td>
</tr>
<tr>
<td>RETRIEVE</td>
<td></td>
<td>Retrieve the call you just transferred.</td>
</tr>
<tr>
<td>RELEASE</td>
<td></td>
<td>Hang up (disconnect) the call and return to Intercom dial tone.</td>
</tr>
<tr>
<td>CONFERENCE</td>
<td>Conference</td>
<td>Use Directory Dialing to set up the Conference with a co-worker.</td>
</tr>
<tr>
<td>DIRECTORY</td>
<td></td>
<td>VOL ▲ or VOL ▼ + DIAL to select co-worker from a list of extension names.</td>
</tr>
<tr>
<td>ICM Directory</td>
<td></td>
<td>Broadcast a Page before setting up a Meet Me Conference.</td>
</tr>
<tr>
<td>PAGE</td>
<td></td>
<td>Dial a zone (1-7) or press ALL for All Call.</td>
</tr>
<tr>
<td>Dial a page zone</td>
<td></td>
<td>Press key to set up a Meet Me Conference.</td>
</tr>
<tr>
<td>MEET ME 11 or 12</td>
<td></td>
<td>Retrieve the call you just transferred.</td>
</tr>
<tr>
<td>RETRIEVE</td>
<td>Voice Mail</td>
<td>Record the active call in your Voice Mail mailbox (if allowed in your Class of Service).</td>
</tr>
<tr>
<td>RECORD</td>
<td></td>
<td>Save the number you just dialed. Not used for incoming calls.</td>
</tr>
<tr>
<td>SAVE</td>
<td></td>
<td>Press once to stop the Call Timer. Press a second time to restart the Call Timer from 00:00:00.</td>
</tr>
<tr>
<td>MAN TIMER</td>
<td></td>
<td>Press once to stop the Call Timer. Press a second time to restart the Call Timer from 00:00:00.</td>
</tr>
</tbody>
</table>
After you press ICM to Transfer your outside call, or CONF to set up a Conference (see Call States in the back of this guide for more):

<table>
<thead>
<tr>
<th>Soft Key</th>
<th>Feature</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>DIRECTORY</td>
<td>Transfer</td>
<td>Use Directory Dialing to Transfer the call to your co-worker.</td>
</tr>
<tr>
<td>ICM Directory</td>
<td></td>
<td>VOL ▲ or VOL ▼ + DIAL to select co-worker from a list of extension names.</td>
</tr>
<tr>
<td>TRANSFER TO MAILBOX</td>
<td></td>
<td>Send call to co-worker’s mailbox.</td>
</tr>
<tr>
<td>RING</td>
<td></td>
<td>Change the ringing mode of your Intercom call or screen (the same as dialing 1).</td>
</tr>
<tr>
<td>RETRIEVE</td>
<td></td>
<td>Retrieve call (instead of Transferring).</td>
</tr>
<tr>
<td>PARK AND PAGE</td>
<td></td>
<td>Park the call at the extension selected and make a Page.</td>
</tr>
<tr>
<td>PAGE</td>
<td>Paging</td>
<td>Broadcast a zone or All Call Page.</td>
</tr>
<tr>
<td>ALL</td>
<td></td>
<td>Make an All Call Page.</td>
</tr>
<tr>
<td>MEET ME 11 or 12</td>
<td></td>
<td>Press to set up Meet Me Conference with code 11 or 12.</td>
</tr>
<tr>
<td>ZONE 1 thru ZONE 7</td>
<td></td>
<td>Page into zone selected (1-7).</td>
</tr>
<tr>
<td>MEET ME 11 or 12</td>
<td></td>
<td>Press to set up Meet Me Conference with code 11 or 12.</td>
</tr>
<tr>
<td>RETRIEVE</td>
<td></td>
<td>Retrieve the call.</td>
</tr>
</tbody>
</table>

When you press a busy line key:

<table>
<thead>
<tr>
<th>Soft Key</th>
<th>Feature</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>CALLBACK</td>
<td>Trunk Queuing / Trunk Callback</td>
<td>Leave a Callback for the busy trunk.</td>
</tr>
<tr>
<td>RELEASE</td>
<td></td>
<td>Hang up (disconnect) the call and return to Intercom dial tone.</td>
</tr>
<tr>
<td>BARGE IN</td>
<td>Barge In</td>
<td>Barge In on the busy trunk (if allowed in your Class of Service).</td>
</tr>
<tr>
<td>FORCED DISCONNECT</td>
<td>Forced Trunk Disconnect</td>
<td>Disconnect the call on the trunk (if allowed in your Class of Service).</td>
</tr>
</tbody>
</table>

After a co-worker answers your Intercom call:

<table>
<thead>
<tr>
<th>Soft Key</th>
<th>Feature</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>LEAVE MESSAGE</td>
<td>Message Waiting</td>
<td>• If your system has Message Waiting, this leaves a Message Waiting indication for your co-worker.</td>
</tr>
<tr>
<td></td>
<td>Voice Mail</td>
<td>• If your system has Voice Mail, this allows you to leave a voice message in their mailbox.</td>
</tr>
<tr>
<td>RING</td>
<td>Intercom</td>
<td>Change the ringing mode of your Intercom call or screen (the same as dialing 1).</td>
</tr>
<tr>
<td>RELEASE</td>
<td></td>
<td>Hang up (disconnect) the call and return to Intercom dial tone.</td>
</tr>
</tbody>
</table>
## Interactive Soft Keys

### Intercom Calls (Page 2 of 2)

<table>
<thead>
<tr>
<th>Soft Key</th>
<th>Feature</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>After you call a co-worker and hear busy tone:</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>LEAVE MESSAGE</strong></td>
<td>Message Waiting / Voice Mail</td>
<td>- If your system has Message Waiting, this leaves a Message Waiting indication for your co-worker.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- If your system has Voice Mail, this allows you to leave a voice message in their mailbox.</td>
</tr>
<tr>
<td><strong>CAMP ON</strong></td>
<td>Call Waiting / Camp-On</td>
<td>Send Camp On tones to your busy co-worker. If you hang up, your Camp On converts to a Callback.</td>
</tr>
<tr>
<td><strong>CALLBACK</strong></td>
<td>Callback</td>
<td>Leave a Callback for busy co-worker.</td>
</tr>
<tr>
<td><strong>BARGE IN</strong></td>
<td>Barge In</td>
<td>Barge In on busy co-worker (if allowed in your Class of Service).</td>
</tr>
<tr>
<td><strong>SILENT MONITOR</strong></td>
<td>Monitor / Silent Monitor</td>
<td>Monitor your co-worker’s call (if allowed in your Class of Service).</td>
</tr>
<tr>
<td>After you call a co-worker and hear busy/ring tone:</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>LEAVE MESSAGE</strong></td>
<td>Message Waiting / Voice Mail</td>
<td>- If your system has Message Waiting, this leaves a Message Waiting indication for your co-worker.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- If your system has Voice Mail, this allows you to leave a voice message in their mailbox.</td>
</tr>
<tr>
<td><strong>VOICE OVER</strong></td>
<td>Voice Over</td>
<td>Initiate a Voice Over with your busy co-worker.</td>
</tr>
<tr>
<td><strong>BARGE IN</strong></td>
<td>Barge In</td>
<td>Barge In on your busy co-worker (if allowed in your Class of Service).</td>
</tr>
<tr>
<td><strong>SILENT MONITOR</strong></td>
<td>Monitor / Silent Monitor</td>
<td>Monitor your co-worker’s call (if allowed in your Class of Service).</td>
</tr>
<tr>
<td>After you call a co-worker and hear Do Not Disturb tone:</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>LEAVE MESSAGE</strong></td>
<td>Message Waiting / Voice Mail</td>
<td>- If your system has Message Waiting, this leaves a Message Waiting indication for your co-worker.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>- If your system has Voice Mail, this allows you to leave a voice message in their mailbox.</td>
</tr>
<tr>
<td><strong>DND OVERRIDE</strong></td>
<td>Do Not Disturb</td>
<td>Override an extension’s Do Not Disturb (if allowed in your Class of Service).</td>
</tr>
<tr>
<td><strong>RELEASE</strong></td>
<td>Hang up (disconnect)</td>
<td>Hang up (disconnect) the call and return to Intercom dial tone.</td>
</tr>
<tr>
<td>After you answer an Intercom call:</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>CONFERENCE</strong></td>
<td>Conference</td>
<td>Set up a Conference with your caller.</td>
</tr>
<tr>
<td><strong>RELEASE</strong></td>
<td>Hang up (disconnect)</td>
<td>Hang up (disconnect) the call and return to Intercom dial tone.</td>
</tr>
</tbody>
</table>
## Soft Key Index

- Following is an alphabetical index of your telephone’s soft keys.

<table>
<thead>
<tr>
<th>Soft Key</th>
<th>Feature</th>
<th>Phone Type</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>ALL</td>
<td>Page</td>
<td>Keyset</td>
<td>Make an All Call Page.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Super Display</td>
<td></td>
</tr>
<tr>
<td>BARG</td>
<td>Barge In</td>
<td>Keyset</td>
<td>Barge In on a busy trunk.</td>
</tr>
<tr>
<td>BARGE IN</td>
<td></td>
<td>Super Display</td>
<td></td>
</tr>
<tr>
<td>CAMP</td>
<td>Call Waiting / Camp On</td>
<td>Keyset</td>
<td>Send Camp-On tones to a busy co-worker.</td>
</tr>
<tr>
<td>CAMP ON</td>
<td></td>
<td>Super Display</td>
<td></td>
</tr>
<tr>
<td>CCK</td>
<td>Call Coverage</td>
<td>Keyset</td>
<td>Press lit Call Coverage key to select ringing mode.</td>
</tr>
<tr>
<td>CALL COVERAGE</td>
<td></td>
<td>Super Display</td>
<td></td>
</tr>
<tr>
<td>CFWD</td>
<td>Call Forwarding</td>
<td>Keyset</td>
<td>Access Call Forwarding options.</td>
</tr>
<tr>
<td>CALL FWD</td>
<td></td>
<td>Super Display</td>
<td></td>
</tr>
<tr>
<td>CLBK</td>
<td>Callback / Trunk Queuing</td>
<td>Keyset</td>
<td>Leave Callback for a busy trunk or co-worker.</td>
</tr>
<tr>
<td>CALLBACK</td>
<td>Trunk Callback</td>
<td>Super Display</td>
<td></td>
</tr>
<tr>
<td>CMPY</td>
<td>Directory Dialing</td>
<td>Keyset</td>
<td>Access your company’s System Speed Dial bins.</td>
</tr>
<tr>
<td>COMPANY</td>
<td></td>
<td>Super Display</td>
<td></td>
</tr>
<tr>
<td>CNCL</td>
<td>N/A</td>
<td>Keyset</td>
<td>Return to idle.</td>
</tr>
<tr>
<td>CANCEL</td>
<td>N/A</td>
<td>Super Display</td>
<td></td>
</tr>
<tr>
<td>CONF</td>
<td>Conference</td>
<td>Keyset</td>
<td>Set up a Conference.</td>
</tr>
<tr>
<td>CONFERENCE</td>
<td></td>
<td>Super Display</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Conference Dial a page zone</td>
<td></td>
<td>Dial a zone (1-7) or press ALL for All Call.</td>
</tr>
<tr>
<td>DIAL LAST NUMBER</td>
<td>Last Number Redial</td>
<td>Super Display</td>
<td>Automatically redial the last outside number you called.</td>
</tr>
<tr>
<td>DIRECTORY</td>
<td></td>
<td>Super Display</td>
<td></td>
</tr>
<tr>
<td>DISC</td>
<td>Forced Trunk Disconnect</td>
<td>Keyset</td>
<td>Disconnect the call on the trunk.</td>
</tr>
<tr>
<td>DLSV</td>
<td>Save Number Dialed</td>
<td>Keyset</td>
<td>Redial the number saved by Save Number Dial.</td>
</tr>
<tr>
<td>DIAL SAVE</td>
<td></td>
<td>Super Display</td>
<td></td>
</tr>
<tr>
<td>DND</td>
<td>Do Not Disturb</td>
<td>Keyset</td>
<td>Enable or disable Do Not Disturb.</td>
</tr>
<tr>
<td>DND OVERRIDE</td>
<td>Do Not Disturb</td>
<td>Super Display</td>
<td></td>
</tr>
</tbody>
</table>
## Interactive Soft Keys

<table>
<thead>
<tr>
<th>Soft Key</th>
<th>Feature</th>
<th>Phone Type</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enter Call FWD type</td>
<td>Call Forwarding</td>
<td>Keyset</td>
<td>Enter the Call Forwarding type (0, 2, 4, 6, 7, 8).</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Super Display</td>
<td></td>
</tr>
<tr>
<td>EXT</td>
<td>Directory Dialing</td>
<td>Keyset</td>
<td>Access Personal and System Speed Dial bins.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Super Display</td>
<td></td>
</tr>
<tr>
<td>EXT</td>
<td>Placing Outside Calls</td>
<td>Keyset</td>
<td>Access Placing Outside Call options.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Super Display</td>
<td></td>
</tr>
<tr>
<td>FORCED DISCONNECT</td>
<td>Forced Trunk Disconnect</td>
<td>Super Display</td>
<td>Disconnect the call on the trunk.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>GRP</td>
<td>Placing Outside Calls</td>
<td>Keyset</td>
<td>Select trunk group (0-8) for outside call.</td>
</tr>
<tr>
<td>GROUP</td>
<td></td>
<td>Super Display</td>
<td></td>
</tr>
<tr>
<td>ICM Directory</td>
<td>Conference</td>
<td>Keyset</td>
<td>Select a co-worker from a list of names.</td>
</tr>
<tr>
<td></td>
<td>Directory Dialing</td>
<td>Super Display</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Transfer</td>
<td></td>
<td></td>
</tr>
<tr>
<td>INTERCOM</td>
<td></td>
<td>Super Display</td>
<td></td>
</tr>
<tr>
<td>LEAVE MESSAGE</td>
<td>Message Waiting</td>
<td>Super Display</td>
<td>Leave Message Waiting or message in Voice Mail mailbox.</td>
</tr>
<tr>
<td></td>
<td>Voice Mail</td>
<td></td>
<td></td>
</tr>
<tr>
<td>LINE</td>
<td>Line Keys</td>
<td>Keyset</td>
<td>Press lit line key to select ringing mode.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Super Display</td>
<td></td>
</tr>
<tr>
<td>LINE</td>
<td>Placing Outside Calls</td>
<td>Keyset</td>
<td>Select line (01-48) for outside call.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Super Display</td>
<td></td>
</tr>
<tr>
<td>LND</td>
<td>Last Number Redial</td>
<td>Keyset</td>
<td>Redial the last outside number you dialed.</td>
</tr>
<tr>
<td>MBOX</td>
<td>Transfer</td>
<td>Keyset</td>
<td>Send a call to your co-worker’s mailbox.</td>
</tr>
<tr>
<td>MON</td>
<td>Monitor / Silent Monitor</td>
<td>Keyset</td>
<td>Monitor your co-worker’s call.</td>
</tr>
<tr>
<td>MORE</td>
<td>N/A</td>
<td>Keyset</td>
<td>Display additional options for your call.</td>
</tr>
<tr>
<td>MSG</td>
<td>Message Waiting</td>
<td>Keyset</td>
<td>Leave a Message Waiting or a Voice Mail message.</td>
</tr>
<tr>
<td></td>
<td>Voice Mail</td>
<td>Super Display</td>
<td></td>
</tr>
<tr>
<td>MT11</td>
<td>Conference</td>
<td>Keyset</td>
<td>Set up a Meet Me Conference on circuit 11.</td>
</tr>
<tr>
<td>MEET ME 11</td>
<td>Meet Me Conference</td>
<td>Super Display</td>
<td></td>
</tr>
<tr>
<td>MT12</td>
<td>Transfer</td>
<td>Keyset</td>
<td>Set up a Meet Me Conference on circuit 12.</td>
</tr>
<tr>
<td>MEET ME 12</td>
<td>Meet Me Conference</td>
<td>Super Display</td>
<td></td>
</tr>
<tr>
<td>MTMR</td>
<td>Call Timer (Manual)</td>
<td>Keyset</td>
<td>Start and stop the Call Timer.</td>
</tr>
<tr>
<td>MAN TIMER</td>
<td></td>
<td>Super Display</td>
<td></td>
</tr>
<tr>
<td>ORBIT</td>
<td>Park</td>
<td>Super Display</td>
<td>Select a System Park Orbit (0-9).</td>
</tr>
</tbody>
</table>
## Interactive Soft Keys

<table>
<thead>
<tr>
<th>Soft Key</th>
<th>Feature</th>
<th>Phone Type</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>OVRD</td>
<td>Do Not Disturb</td>
<td>Keyset</td>
<td>Override an extension’s Do Not Disturb.</td>
</tr>
<tr>
<td>PAGE</td>
<td>Conference Paging</td>
<td>Keyset</td>
<td>Select Paging options.</td>
</tr>
<tr>
<td></td>
<td>Transfer</td>
<td>Super Display</td>
<td></td>
</tr>
<tr>
<td>PARK</td>
<td>Park</td>
<td>Keyset</td>
<td>Access your Park options.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Super Display</td>
<td></td>
</tr>
<tr>
<td>PERS</td>
<td>Directory Dialing</td>
<td>Keyset</td>
<td>Access your Personal Speed Dial bins.</td>
</tr>
<tr>
<td>PERSONAL</td>
<td></td>
<td>Super Display</td>
<td></td>
</tr>
<tr>
<td>PERS</td>
<td>Park</td>
<td>Keyset</td>
<td>Park a call at a co-worker’s extension.</td>
</tr>
<tr>
<td>PERSONAL</td>
<td></td>
<td>Super Display</td>
<td></td>
</tr>
<tr>
<td>PGM</td>
<td>Various</td>
<td>Keyset</td>
<td>Set up Call Forwarding, Programmable Function Key ringing, Speed Dial, Do Not Disturb, and Intercom voice-announcements.</td>
</tr>
<tr>
<td>PROGRAM</td>
<td></td>
<td>Super Display</td>
<td></td>
</tr>
<tr>
<td>PKPG</td>
<td>Park</td>
<td>Keyset</td>
<td>Park call at a co-worker’s extension and do an All Call Page.</td>
</tr>
<tr>
<td>PARK AND PAGE</td>
<td>Park</td>
<td>Keyset</td>
<td>Park call at a co-worker’s extension and do an All Call Page.</td>
</tr>
<tr>
<td>PKUP</td>
<td>Group Call Pickup</td>
<td>Keyset</td>
<td>Press lit Group Call Pickup key to select ringing mode.</td>
</tr>
<tr>
<td>PICKUP</td>
<td></td>
<td>Super Display</td>
<td></td>
</tr>
<tr>
<td>PREV</td>
<td>N/A</td>
<td>Keyset</td>
<td>Back up to the previous set of options.</td>
</tr>
<tr>
<td>PREVIOUS</td>
<td></td>
<td>Super Display</td>
<td></td>
</tr>
<tr>
<td>REC</td>
<td>Voice Mail</td>
<td>Keyset</td>
<td>Record the active call in your Voice Mail mailbox.</td>
</tr>
<tr>
<td>RECORD</td>
<td></td>
<td>Super Display</td>
<td></td>
</tr>
<tr>
<td>RING</td>
<td>Various</td>
<td>Keyset</td>
<td>When programming key ringing, set up Call Coverage, Group Call Pickup and line keys.</td>
</tr>
<tr>
<td>RING</td>
<td>Transfer</td>
<td>Keyset</td>
<td>Change the ringing mode of your Intercom call or screen (the same as dialing 1).</td>
</tr>
<tr>
<td>RLS</td>
<td>Various</td>
<td>Keyset</td>
<td>Hang up (disconnect) the call and return to Intercom dial tone.</td>
</tr>
<tr>
<td>RELEASE</td>
<td></td>
<td>Super Display</td>
<td></td>
</tr>
<tr>
<td>RTE</td>
<td>Placing Outside Calls</td>
<td>Keyset</td>
<td>Selects your “dial 9” trunk route.</td>
</tr>
<tr>
<td>ROUTE 9</td>
<td></td>
<td>Super Display</td>
<td></td>
</tr>
<tr>
<td>RTRV</td>
<td>Conference Transfer</td>
<td>Keyset</td>
<td>Retrieve call (instead of transferring it).</td>
</tr>
<tr>
<td>RETRIEVE</td>
<td></td>
<td>Super Display</td>
<td></td>
</tr>
<tr>
<td>SAVE</td>
<td>Save Number Dialed</td>
<td>Keyset</td>
<td>Save the number you just dialed.</td>
</tr>
<tr>
<td>SILENT MONITOR</td>
<td>Monitor / Silent Monitor</td>
<td>Super Display</td>
<td>Monitor your co-worker’s call.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Super Display</td>
<td></td>
</tr>
</tbody>
</table>
## Interactive Soft Keys

<table>
<thead>
<tr>
<th>Soft Key</th>
<th>Feature</th>
<th>Phone Type</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>SPD</td>
<td>Speed Dial</td>
<td>Keyset</td>
<td>Press then enter your Speed Dial data (bin, etc.).</td>
</tr>
<tr>
<td>SPEED DIAL</td>
<td></td>
<td>Super Display</td>
<td></td>
</tr>
<tr>
<td>SP DIAL 1</td>
<td>Speed Dial</td>
<td>Super Display</td>
<td>Select keys for Personal Speed Dial bins 701-710.</td>
</tr>
<tr>
<td>SP DIAL 2</td>
<td>Speed Dial</td>
<td>Super Display</td>
<td>Select keys for Personal Speed Dial bins 711-720.</td>
</tr>
<tr>
<td>SYS</td>
<td>Park</td>
<td>Keyset</td>
<td>Select a system Park orbit (0-9).</td>
</tr>
<tr>
<td>TRF</td>
<td>Transfer</td>
<td>Keyset</td>
<td>Transfer a call to a co-worker.</td>
</tr>
<tr>
<td>TRANSFER</td>
<td></td>
<td>Super Display</td>
<td></td>
</tr>
<tr>
<td>TRANSFER TO MAILBOX</td>
<td>Transfer</td>
<td>Super Display</td>
<td>Send call to co-worker’s mailbox.</td>
</tr>
<tr>
<td>VANN</td>
<td>Intercom</td>
<td>Keyset</td>
<td>Access the Intercom voice-announce options.</td>
</tr>
<tr>
<td>VOICE ANNOUNCE</td>
<td></td>
<td>Keyset</td>
<td></td>
</tr>
<tr>
<td>ZONE 1-7</td>
<td>Paging</td>
<td>Super Display</td>
<td>Page into zone selected (1-7).</td>
</tr>
<tr>
<td>VAOFF</td>
<td>Intercom</td>
<td>Keyset</td>
<td>Turn off Intercom voice-announce.</td>
</tr>
<tr>
<td>VOICE ANNOUNCE ON</td>
<td></td>
<td>Super Display</td>
<td></td>
</tr>
<tr>
<td>VOICE ANNOUNCE OFF</td>
<td></td>
<td>Super Display</td>
<td>Turn on Intercom voice-announce.</td>
</tr>
<tr>
<td>VM</td>
<td>Voice Mail</td>
<td>Keyset</td>
<td>Call your Voice Mail mailbox.</td>
</tr>
<tr>
<td>V-MAIL</td>
<td></td>
<td>Super Display</td>
<td></td>
</tr>
<tr>
<td>VOVR</td>
<td>Voice Over</td>
<td>Keyset</td>
<td>Initiate a Voice Over.</td>
</tr>
<tr>
<td>VOICE OVER</td>
<td></td>
<td>Super Display</td>
<td></td>
</tr>
</tbody>
</table>
Interactive Soft Keys

Call States

- Following is a list of the available soft keys based on the telephone’s call state.

<table>
<thead>
<tr>
<th>Call States (Page 1 of 3)</th>
<th>Phone Type</th>
<th>Keys</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Idle</strong></td>
<td>Keyset</td>
<td>DIR  PGM VM EXT</td>
</tr>
<tr>
<td></td>
<td>Super Display</td>
<td>DIRECTORY PROGRAM V-MAIL EXTERNAL PAGE SP DIAL 1 SP DIAL 2</td>
</tr>
<tr>
<td><strong>Intercom Dial Tone</strong></td>
<td>Keyset</td>
<td>DIR PAGE PKUP</td>
</tr>
<tr>
<td></td>
<td>Super Display</td>
<td>DIRECTORY PAGE PICKUP</td>
</tr>
<tr>
<td>From Idle (after pressing ICM)</td>
<td>Keyset</td>
<td>DIR PAGE RTRV</td>
</tr>
<tr>
<td></td>
<td>Super Display</td>
<td>DIRECTORY PAGE RETRIEVE</td>
</tr>
<tr>
<td>After pressing CONF</td>
<td>Keyset</td>
<td>DIR PAGE RTRV PKUP (from Conference call only)</td>
</tr>
<tr>
<td></td>
<td>Super Display</td>
<td>DIRECTORY PAGE RETRIEVE PICKUP (from Conference call only)</td>
</tr>
<tr>
<td>From Intercom talk state</td>
<td>Keyset</td>
<td>DIR PAGE PKUP</td>
</tr>
<tr>
<td></td>
<td>Super Display</td>
<td>DIRECTORY PAGE PICKUP</td>
</tr>
<tr>
<td>After pressing CONF</td>
<td>Keyset</td>
<td>DIR PAGE RTRV</td>
</tr>
<tr>
<td></td>
<td>Super Display</td>
<td>DIRECTORY PAGE RETRIEVE</td>
</tr>
<tr>
<td>After calling an extension</td>
<td>Keyset</td>
<td>MSG RING RLS</td>
</tr>
<tr>
<td>From idle</td>
<td>Keyset</td>
<td>MSG RING RLS</td>
</tr>
<tr>
<td>If called extension answers using Handsfree Answerback</td>
<td>Super Display</td>
<td>LEAVE MESSAGE RING RELEASE</td>
</tr>
<tr>
<td>If called extension is ringing</td>
<td>Keyset</td>
<td>MSG RLS</td>
</tr>
<tr>
<td></td>
<td>Super Display</td>
<td>LEAVE MESSAGE RELEASE</td>
</tr>
<tr>
<td>If called extension is busy</td>
<td>Keyset</td>
<td>MSG CAMP CLBK MORE BARG MON PREV</td>
</tr>
<tr>
<td></td>
<td>Super Display</td>
<td>LEAVE MESSAGE CAMP ON CALLBACK BARGE IN SILENT MONITOR</td>
</tr>
<tr>
<td>If called extension is in Do Not Disturb</td>
<td>Keyset</td>
<td>MSG OVRD RLS</td>
</tr>
<tr>
<td></td>
<td>Super Display</td>
<td>LEAVE MESSAGE DND OVERRIDE RELEASE</td>
</tr>
</tbody>
</table>
## Interactive Soft Keys

### Call States (Page 2 of 3)

<table>
<thead>
<tr>
<th>State</th>
<th>Phone Type</th>
<th>Keys</th>
</tr>
</thead>
<tbody>
<tr>
<td>If you hear busy/ring</td>
<td>Keyset</td>
<td>MSG VOVR BARG MON</td>
</tr>
<tr>
<td></td>
<td>Super Display</td>
<td>LEAVE MESSAGE VOICE OVER BARGE IN SILENT MONITOR</td>
</tr>
</tbody>
</table>

**After using ICM key to Transfer (but before destination answers)**

<table>
<thead>
<tr>
<th>Keyset</th>
<th>MBOX RING RTRV PKPG</th>
</tr>
</thead>
<tbody>
<tr>
<td>Super Display</td>
<td>TRANSFER TO MAILBOX RING RETRIEVE PARK AND PAGE</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>If called extension answers using Handsfree Answerback</th>
<th>Keyset</th>
<th>MBOX RTRV PKPG</th>
</tr>
</thead>
<tbody>
<tr>
<td>Super Display</td>
<td>TRANSFER TO MAILBOX RETRIEVE PARK AND PAGE</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>If called extension is ringing</th>
<th>Keyset</th>
<th>MBOX RTRV PKPG</th>
</tr>
</thead>
<tbody>
<tr>
<td>Super Display</td>
<td>TRANSFER TO MAILBOX RETRIEVE PARK AND PAGE</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>If called extension is busy</th>
<th>Keyset</th>
<th>MBOX RTRV PKPG</th>
</tr>
</thead>
<tbody>
<tr>
<td>Super Display</td>
<td>TRANSFER TO MAILBOX RETRIEVE PARK AND PAGE</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>If called extension is in Do Not Disturb</th>
<th>Keyset</th>
<th>MSG OVRD RLS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Super Display</td>
<td>TRANSFER TO MAILBOX DND OVERRIDE RETRIEVE PARK AND PAGE</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>If you hear busy/ring</th>
<th>Keyset</th>
<th>MBOX VOVR RTRV PKPG</th>
</tr>
</thead>
<tbody>
<tr>
<td>Super Display</td>
<td>TRANSFER TO MAILBOX VOICE OVER RETRIEVE PARK AND PAGE</td>
<td></td>
</tr>
</tbody>
</table>

**After using CONF to set up a Conference (but before destination answers)**

<table>
<thead>
<tr>
<th>Keyset</th>
<th>MBOX RING RTRV PKPG</th>
</tr>
</thead>
<tbody>
<tr>
<td>Super Display</td>
<td>TRANSFER TO MAILBOX RING RETRIEVE PARK AND PAGE</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>If called extension answers using Handsfree Answerback</th>
<th>Keyset</th>
<th>MSG RLS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Super Display</td>
<td>LEAVE MESSAGE RELEASE</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>If called extension is ringing</th>
<th>Keyset</th>
<th>MSG RLS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Super Display</td>
<td>LEAVE MESSAGE RELEASE</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>If called extension is busy</th>
<th>Keyset</th>
<th>MSG CAMP CLBK MORE BARG MON PREV</th>
</tr>
</thead>
<tbody>
<tr>
<td>Super Display</td>
<td>LEAVE MESSAGE CAMP ON CALLBACK BARGE IN SILENT MONITOR</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>If called extension is in Do Not Disturb</th>
<th>Keyset</th>
<th>MSG OVRD RLS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Super Display</td>
<td>LEAVE MESSAGE DND OVERRIDE RELEASE</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>If you hear busy/ring</th>
<th>Keyset</th>
<th>MSG VOVR BARG MON</th>
</tr>
</thead>
<tbody>
<tr>
<td>Super Display</td>
<td>LEAVE MESSAGE VOICE OVER BARGE IN SILENT MONITOR</td>
<td></td>
</tr>
</tbody>
</table>

**Outside calls before talk state (interdigit time) set up**

<table>
<thead>
<tr>
<th>Keyset</th>
<th>LND DLSTV RLS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Super Display</td>
<td>DIAL LAST NUMBER DIAL SAVE RELEASE</td>
</tr>
</tbody>
</table>
### Call States (Page 3 of 3)

<table>
<thead>
<tr>
<th>State</th>
<th>Phone Type</th>
<th>Keys</th>
</tr>
</thead>
<tbody>
<tr>
<td>After pressing ICM while on an outside call</td>
<td>Keyset</td>
<td>DIR PAGE RTRV</td>
</tr>
<tr>
<td></td>
<td>Super Display</td>
<td>DIRECTORY PAGE RETRIEVE</td>
</tr>
<tr>
<td>After pressing CONF while on an outside call</td>
<td>Keyset</td>
<td>DIR PAGE RTRV</td>
</tr>
<tr>
<td></td>
<td>Super Display</td>
<td>DIRECTORY PAGE RETRIEVE</td>
</tr>
<tr>
<td>Outside calls in the talk state</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Outgoing</td>
<td>Keyset</td>
<td>PARK TRF RLS MORE CONF REC SAVE MORE MTMR PREV</td>
</tr>
<tr>
<td></td>
<td>Super Display</td>
<td>PARK TRANSFER RELEASE CONFERENCE RECORD SAVE MAN TIMER</td>
</tr>
<tr>
<td>Incoming</td>
<td>Keyset</td>
<td>PARK TRF RLS MORE CONF REC SAVE MORE MTMR PREV</td>
</tr>
<tr>
<td></td>
<td>Super Display</td>
<td>PARK TRANSFER RELEASE CONFERENCE RECORD SAVE MAN TIMER</td>
</tr>
<tr>
<td>While in a Conference</td>
<td>Keyset</td>
<td>N/A</td>
</tr>
<tr>
<td></td>
<td>Super Display</td>
<td>N/A</td>
</tr>
<tr>
<td>Intercom call</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Answered</td>
<td>Keyset</td>
<td>CONF RLS</td>
</tr>
<tr>
<td></td>
<td>Super Display</td>
<td>CONFERENCE RELEASE</td>
</tr>
<tr>
<td>Paging</td>
<td>Keyset</td>
<td>N/A</td>
</tr>
<tr>
<td></td>
<td>Super Display</td>
<td>N/A</td>
</tr>
<tr>
<td>While receiving a Page broadcast</td>
<td>Keyset</td>
<td>N/A</td>
</tr>
<tr>
<td></td>
<td>Super Display</td>
<td>N/A</td>
</tr>
<tr>
<td>While Meet Me Paging is active</td>
<td>Keyset</td>
<td>N/A</td>
</tr>
<tr>
<td></td>
<td>Super Display</td>
<td>N/A</td>
</tr>
</tbody>
</table>
Intercom

Description

LCCPU 01.00.00 Available.
LCCPU 02.00.00 Available. User Programmable Feature steps added for voice-announced Intercom calls.

Use Intercom to call any co-worker.

Intercom gives extension users access to other extensions. This provides the system with complete internal calling capability.

Handsfree Answerback and Forced Intercom Ringing

Handsfree Answerback permits an extension user to respond to a voice-announced Intercom call by speaking toward the phone, without lifting the handset. Like Handsfree, this is a convenience for workers who don’t have a free hand to pick up the handset. Incoming Intercom calls alert with two beeps if the extension has Handsfree Answerback — a single beep if it does not.

Forced Intercom Ringing causes an Intercom call to ring the destination extension. You can enable Forced Intercom Ringing system-wide (for all extensions), or a user can dial a code to have their Intercom call ring the destination.

For more on setting up Handsfree Answerback and Forced Intercom Ringing, see Handsfree and Handsfree Answerback (page 182) for more.

Conditions

None

Default Setting

Intercom calling always enabled.

Programming Guide

Step-by-step guide for setting up Intercom

Step 1: When placing Intercom calls, do extension users have adequate time to dial their Intercom digits before the system disables dialing?

If yes

• In Program 0401 - Intercom Inter-digit (page 431), leave the Intercom Interdigit time at its default setting.

If no

• In Program 0401 - Intercom Inter-digit (page 431), change the the Intercom Interdigit time to meet the site requirements.
Step-by-step guide for setting up Intercom

Step 2: Should Intercom calls voice-announce system-wide?

- **If yes**
  - In **Program 0201 - Voice-Announced Intercom Calls** (page 424), enter Y to allow Intercom calls to voice-announce system-wide. Users can still dial 1 to have their calls ring.
  - In **Program 1807 - Station Voice Announced Intercom Calls** (page 527), enter Y to enable voice-announced intercom calls for specific extensions. The User-Programmable Options #IV (#48) and #IR (#47) locally override this setting.
  - In **Program 0201 - Voice-Announced Intercom Calls** (page 424), enter N to have all Intercom calls ring system-wide. Users cannot dial 1 to have their calls voice-announce.

- **If no**

Step 3: Should user be able to respond to a voice-announced Intercom call without lifting the handset (i.e., by using Handsfree Answerback)?

- **If yes**
  - In **Program 0201 - Handsfree Reply on Intercom Calls** (page 424), enter Y to enable Handsfree Answerback system-wide.
  - In **Program 1802 - Handsfree Reply on Intercom Calls** (page 514), enter Y to enable Handsfree Answerback for specific extensions.
  - In **Program 0201 - Handsfree Reply on Intercom Calls** (page 424), enter N to disable Handsfree answerback system-wide. Users must lift the handset to respond to voice-announced Intercom calls.

- **If no**
Intercom

Programming List

Program 0201 - Handsfree Reply on Intercom Calls (page 424)
Enter Y to allow extension user to respond to voice-announced Intercom calls by just speaking toward the phone (i.e., by using Handsfree Answerback). When you enter N, the extension user must lift the handset to speak.

Program 0201 - Voice-Announced Intercom Calls (page 424)
Enter Y to enable voice-announced Intercom calls system-wide. If disabled, all Intercom calls ring (i.e., Forced Intercom Ringing is enabled).

Program 1802 - Handsfree Reply on Intercom Calls (page 514)
Enter Y to enable Handsfree reply (Handsfree Answerback) on a per-extension basis. Intercom calls initially ring when this option is disabled. This option requires that you have previously enabled 0201 - Handsfree Reply on Intercom Calls.

Program 0401 - Intercom Inter-digit (page 431)
When an extension user places a call, they must dial each succeeding digit within this interval.

Program 1807 - Station Voice Announced Intercom Calls (page 527)
Enter Y to enable voice-announced Intercom calls on a per-extension basis. This option requires that you have previously enabled 0201 - Voice-Announced Intercom Calls. The User-Programmable Options #IV (#48) and #IR (#47) locally override this setting.

Other Related Features

Attendant Position (page 35)
Designate each extension’s operator.

Call Coverage Keys (page 51)
A user can press a Call Coverage Key as an alternative to dialing Intercom numbers.

Call Waiting / Camp-On (page 66)
A user can Camp-On after placing an Intercom call to a busy co-worker.

Callback (page 69)
A user can leave a Callback request after placing an Intercom call to a busy co-worker.

Direct Station Selection (DSS) (page 116)
A user can press a DSS key as an alternative to dialing Intercom numbers.

Directory Dialing (page 133)
Directory Dialing is a convenient alternative to manually dialing Intercom numbers.

Extension Hunting (page 147)
Voice-announced Intercom calls do not initiate hunting.

Flexible Numbering Plan (page 164)
Change the digits users dial to place Intercom calls to co-workers.

Group Call Pickup (page 169)
Ringing Intercom calls activate Group Call Pickup if the extension ringing is a member of a Pickup Group.

Handsfree and Handsfree Answerback (page 182)
Handsfree Answerback allows a user to answer an Intercom call by just speaking toward the phone.

Headset Compatibility (page 186)
Extensions with headsets cannot receive voice-announced Intercom calls.

Hotline (page 192)
A user can press a Hotline Key as an alternative to dialing Intercom numbers.

Last Number Redial (page 223)
Last Number Redial cannot redial Intercom calls.

Message Waiting (page 237)
A user can leave a Message Waiting after placing an Intercom call to a busy co-worker.

Music on Hold (page 245)
Music on Hold plays to Intercom callers on Hold.
Names for Extensions and Trunks (page 248)
Extension names help identify Intercom callers to co-workers.

Off-Premise Extensions / On-Premise SLT Extensions (page 257)
All Intercom calls to On- and Off-Premise Extensions ring.

Ringdown Extension (page 300)
Ringdown Extension follows the voice-announce status of destination extension. For example, if an extension usually voice-announces Intercom calls, a ringdown to that extension will also voice-announce.

Ringing Line Preference (page 302)
Ringing Line Preference answers a ringing Intercom call before a ringing trunk call.

Single Line Telephones (page 311)
Single line telephones cannot receive voice-announced Intercom calls.

Transfer (page 376)
The system cannot Transfer Intercom calls.

Voice Over (page 408)
An extension user can Voice Over to a co-worker busy on an Intercom call.

Volume Controls (page 411)
The default Intercom (station-to-station) gain is 0 dB. While on an Intercom call, use VOL ▲ and VOL ▼ to change this setting.

Feature Operation

To place an Intercom call:
1. Lift handset and press ICM.
   - Intercom dial tone.
   - ICM on (red).
2. Dial extension number (300-316).
   - Two beeps (if voice-announced) or ringing.
   - N/A
   To call the operator, dial the operator's extension number or dial 0 or 01-04 (depending on how your system is set up).
   If your call voice-announces the destination, you can dial 1 to force the call to ring.

To answer an Intercom call (if you hear two beeps and your phone has Handsfree Answerback):
1. Speak toward phone.
Intercom

OR
Lift the handset for privacy.

To answer an Intercom call (if you hear one beep and your phone does not have Handsfree Answerback):

- One beep.
- ICM and SPK on (red).

1. Lift the handset.

To answer an Intercom call (if you hear ringing):

- Intercom ringing.
- ICM flashes.

1. Lift the handset.
Key Ring

Description

So they are not forgotten, unanswered calls automatically ring co-worker’s extensions.

A Key Ring trunk rings an extension according to the settings in Program 1805 - Ring Assignments (page 524). Multiple extensions can be enabled to ring immediately or after a programmed delay for each incoming trunk call. In addition, under certain conditions other types of trunk calls divert to Key Ring if unanswered. The following conditions also initiate Key Ring:

- **Direct Inward Line**
  An unanswered DIL diverts to Key Ring if unanswered at the extension to which it is terminated (see Direct Inward Line on page 109 for more).

- **Hold**
  Calls left on Hold too long recall the extensions that initially placed them on Hold. If still unanswered, they divert to Key Ring.

- **Park**
  Calls parked in orbit recall the extension that initially parked them. If unanswered, the call diverts to Key Ring.

- **Transfer**
  An unanswered Transfer recalls the extension that initially transferred it. If still unanswered, the trunk diverts to Key Ring.

**Overflow for Key Ring Calls**

If unanswered, Key Ring calls can route to a programmed overflow destination. The overflow destination can be an extension, Ring Group, UCD Group or Voice Mail. You can set up separate Key ring overflow destinations for the day mode and at night. If unanswered at the overflow destination, the call again diverts to Key Ring. Note that a Key Ring trunk goes into the night mode when any extension with night mode capability presses their Night key. See Night Service / Night Ring on page 250 for more.

**Conditions**

None

**Default Setting**

Enabled for all extensions.
Step 1: Should extension have Key Ring for trunk?

If yes

- In Program 1805 - Ring Assignments (page 524),
  - Enter 2 for day & night Key Ring,
  - Enter 3 for night only Key Ring,
  - Enter 4 for delayed day & night Key Ring.
- To ensure that a trunk will always have a ring destination, consider making at least one extension in the system type 2 for all trunks.
- In Program 1805 - Ring Assignments (page 524), enter 1 for lamp only (no Key Ring).

If no

Step 2: Should trunk be a Key Ring trunk during the day?

If yes

- In Program 1003 - Direct Termination (Day) (page 484), press CLEAR to assign the trunk as a day mode Key Ring trunk.
- Refer to Direct Inward Line on page 109 to make a different day mode assignment for the trunk.

If no

Step 3: Should trunk overflow during the day mode?

If yes

- In Program 1003 - Activate Overflow During the Day (page 484), enter Y.
- In Program 1003 - Day Overflow Destination (page 484), assign the extension, Ring Group, UCD Group master number or Voice Mail master number you want to use for the trunk's day mode overflow destination.
- In Program 1003 - Activate Overflow During the Day (page 484), enter N.

If no

Step 4: Should trunk be a Key Ring trunk during the night?

If yes

- In Program 1003 - Direct Termination (Night) (page 485), press CLEAR to assign the trunk as a night mode Key Ring trunk.
- Refer to Direct Inward Line on page 109 to make a different night mode assignment for the trunk.

If no
### Step-by-step guide for setting up Key Ring

**Step 5:** Should trunk overflow during the night mode?

<table>
<thead>
<tr>
<th>If yes</th>
<th>If no</th>
</tr>
</thead>
</table>
| - In *Program 1003 - Activate Overflow at Night* (page 485), enter Y.  
- In *Program 1003 - Night Overflow Destination* (page 485), assign the extension, Ring Group, UCD Group master number or Voice Mail master number you want to use for the trunk’s night mode overflow destination.  
- In *Program 1003 - Activate Overflow at Night* (page 485), enter N. |

**Step 6:** Do the trunks ring their initial mode destinations for the correct interval before diverting to the overflow destination?

<table>
<thead>
<tr>
<th>If yes</th>
<th>If no</th>
</tr>
</thead>
</table>
| - In *Program 0401 - Trunk Revert* (page 432), leave the Trunk Revert interval at its currently assigned value.  
- In *Program 0401 - Trunk Revert* (page 432), change the Trunk Revert interval to meet the site requirements. |

**Step 7:** Do the trunks ring their overflow destinations for the correct interval before diverting to the Key Ring?

<table>
<thead>
<tr>
<th>If yes</th>
<th>If no</th>
</tr>
</thead>
</table>
| - In *Program 0401 - Transfer Recall* (page 431), leave the Transfer Recall interval at its currently assigned value.  
- In *Program 0401 - Transfer Recall* (page 431), change the Transfer Recall interval to meet the site requirements. |

### Programming List

- **Program 0401 - Transfer Recall** (page 431)
  This interval sets how long a call will ring the day or night overflow destination before diverting to Key Ring.

- **Program 0401 - Trunk Revert** (page 432)
  This interval sets how long a call will ring its initial day or night mode destination before routing to the programmed overflow destination.

- **Program 1003 - Direct Termination (Day)** (page 484)
  Press CLEAR to assign the trunk to Key Ring in the day mode.

- **Program 1003 - Activate Overflow During the Day** (page 484)
  Enter Y if unanswered day mode calls on the trunk should route to the day overflow destination. Enter N if unanswered calls should stay at Key Ring.

- **Program 1003 - Day Overflow Destination** (page 484)
  Enter the extension, Ring Group, UCD Group master number or Voice Mail master number that you want to assign as the day overflow destination.
Key Ring

Program 1003 - Direct Termination (Night) (page 485)
Press CLEAR to assign the trunk to Key Ring in the night mode.

Program 1003 - Activate Overflow at Night (page 485)
Enter Y if unanswered night mode calls on trunk should route to the night overflow destination. Enter N if unanswered calls should stay at Key Ring.

Program 1003 - Night Overflow Destination (page 485)
Enter the extension, Ring Group, UCD Group master number or Voice Mail master number that you want to assign as the night overflow destination.

Program 1805 - Ring Assignments (page 524)
Assign ringing for each trunk at each extension (1 = Lamp only [day and night], 2 = Ringing day and night, 3 = Night Ring only, lamp during the day, 4 = Delay ring day and night). To ensure that a trunk will always have a ring destination, consider making at least one extension in the system type 2 for all trunks.

Other Related Features

Call Coverage Keys (page 51)
Call Coverage will pick up Key Ring calls.

Call Forwarding (page 55)
A Key Ring call will not follow an extension’s Call Forwarding.

Call Waiting / Camp-On (page 66)
A Key Ring call will not send Camp-On beeps to a busy extension that normally rings for that call.

Direct Inward Line (page 109)
An unanswered DIL reverts to all extensions with Key Ring for the trunk.

Extended Ringing (page 145)
With Extended Ringing, a call rings longer at its destination before diverting to Key Ring.

Hold (page 188)
Unanswered Hold Recalls revert to Key Ring if not picked up.

Off-Hook Signaling (page 255)
Off-Hook Signaling can occur for Key Ring calls.

Park (page 269)
An unanswered Park recall diverts to Key Ring.

Transfer (page 376)
An unanswered call transferred to an extension diverts to Key Ring if unanswered at the transferring extension.

Feature Operation

Key Ring is automatic for those extensions programmed to receive it.
Description

Last Number Redial allows an extension user to quickly redial the last outside number dialed. For example, a user may quickly recall a busy or unanswered number without manually dialing the digits. Last Number Redial saves in system memory the last 32 digits a user dials. The number can be any combination of digits 0-9, # and *. The system remembers the digits regardless of whether the call was answered, unanswered or busy. The system normally uses the same trunk as for the initial call. However, if that trunk is busy and is part of a trunk group, Last Number Redial will automatically select the next trunk in the group. The user can also preselect a specific trunk if desired.

Conditions
None

Default Setting
Enabled

Programming Guide

Step-by-step guide for setting up Last Number Redial

Step 1: Should extension be able to use Last Number Redial on the trunk?

If yes

• In Program 1803 - Extension Line Access Assignments (page 519),
  - Enter 2 for outgoing only access,
  - Enter 3 for full access.

If no

• In Program 1803 - Extension Line Access Assignments (page 519), enter 0 for no access.

Programming List

Program 1803 - Extension Line Access Assignments (page 519)
An extension can only use trunks for Last Number Redial for which it has outgoing access.
The access options are: 0 = No access, 1 = Incoming only. 2 = Outgoing only, 3 = Full access.
Last Number Redial

Other Related Features

Central Office Calls, Placing (page 83)
Users can easily redial the last outside number dialed.

Intercom (page 214)
Last Number Redial cannot redial Intercom calls.

Save Number Dialed (page 305)
Save also simplifies dialing important numbers.

Trunk (Line) Queuing / Trunk Callback (page 384)
If all trunks are busy and Last Number Redial cannot go through, the user can dial 2 a queue
for a trunk to become free. If the user hangs up, the system converts the queue to a Trunk Call-
back.

Feature Operation

To redial your last call:
1. Lift the handset.
2. (Optional) Press an idle line key to preselect a trunk.
   If you skip this step, the system automatically selects a trunk from the same group as
   your original call.
3. Press LND.
   ✆ Dial tone, then your call dialing out.
   ✆ Line key on (green).
   If you hear busy tone, you can dial 2 to queue for a trunk to become free. If you hang
   up, the system converts the queue to a Trunk Callback.
Line Keys

Description

Press a line key for one-touch access to an outside line.

A line key provides an extension user with one-button access to trunks. The extension user just presses a line key to place or answer a call on the trunk. There is no need to dial codes to access or intercept trunk calls. In addition, a line key provides a Busy Lamp Field (BLF) for the trunk to which it is assigned (see the table below).

<table>
<thead>
<tr>
<th>Line Key BLF Indications</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>When the key is:</strong></td>
</tr>
<tr>
<td>Off</td>
</tr>
<tr>
<td>On (red)</td>
</tr>
<tr>
<td>On (green)</td>
</tr>
<tr>
<td>Winking on (red)</td>
</tr>
<tr>
<td>Winking on (green)</td>
</tr>
<tr>
<td>Flashing slowly (red)</td>
</tr>
<tr>
<td>Flashing slowly (green)</td>
</tr>
</tbody>
</table>

Answering Priority

When multiple calls ring an extension simultaneously, the system services the ringing calls in the following order:

1. **ICM Key**
2. Line Key (from lowest to highest)
3. Loop Key (from lowest to highest)

**Conditions**

None

**Default Setting**

(U Slot) Keys 1-12 are line keys for trunks 1-8.

(Fixed Slot) Keys 1-8 are line keys for trunks 1-8.
**Line Keys**

**Programming Guide**

Step-by-step guide for setting up Line Keys

**Step 1: Should extension have a line key for the trunk?**

- If yes
  - In *Program 1701 - Line Key* (page 494), assign a key as a line key (code 03). The option is 01-48 (trunks 1-48).
  - In *Program 1701 - Line Key* (page 494), do not assign a key as a line key (code 03).

- If no

**Step 2: For the trunk assigned to the line key, should extension have incoming, outgoing or full (both ways) access to the trunk?**

- **Incoming**
  - In *Program 1803 - Extension Line Access Assignments* (page 519), assign option 1 (incoming only).

- **Outgoing**
  - In *Program 1803 - Extension Line Access Assignments* (page 519), assign option 2 (outgoing only).

- **Both**
  - In *Program 1803 - Extension Line Access Assignments* (page 519), assign option 3 (full access).

**Step 3: Should extension have ringing assigned to the line key?**

- If yes
  - In *Program 1805 - Ring Assignments* (page 524), enter the ringing mode for the trunk (2 = ringing day and night, 3 = night ringing only, 4 = delay ringing day and night).
  - In *Program 1805 - Ring Assignments* (page 524), enter 1 (lamp only).

- If no

**Step 4: Should extension have ability to press a line key for an outside line?**

- If yes
  - In *Program 1802 - Key Access to Outbound Lines* (page 515), enter Y.

- If no
  - In *Program 1802 - Key Access to Outbound Lines* (page 515), enter N.

**Programming List**

*Program 1701 - Line Key* (page 494)

Assign a programmable key as a line key (code 03). The option is 01-48 (trunk 1-48).
Program 1802 - Key Access to Outbound Lines (page 515)
Enter Y to enable or N to disable key access to outbound lines.

Program 1803 - Extension Line Access Assignments (page 519)
For each extension, assign the access options for each trunk (0 = No access, 1 = Incoming only, 2 = Outgoing only, 3 = Full access).

Program 1805 - Ring Assignments (page 524)
Assign ringing for each trunk at each extension (1 = Lamp only [day and night], 2 = Ringing day and night, 3 = Night Ring only, lamp during the day, 4 = Delay ring day and night).

Other Related Features

Automatic Handsfree (page 41)
Automatic Handsfree allows the keyset user to answer a call ringing a line key without lifting the handset; they just press the line key instead.

Central Office Calls, Placing (page 83)
Line Keys give a user one-touch access to specific trunks.

Direct Inward Line (page 109)
When you assign a trunk as a DIL, it continues to flash its previously programmed line/loop key assignments. It will ring line/loop keys only after diverting to Key Ring.

Loop Keys (page 229)
Loop keys also provide one-button access to trunks.

Ringing Line Preference (page 302)
Ringing Line Preference allows an extension user to answer a call ringing a line key just by lifting the handset.

Feature Operation

<table>
<thead>
<tr>
<th>User Programmable Feature</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Feature</strong></td>
</tr>
<tr>
<td>Line Keys</td>
</tr>
<tr>
<td>Line Keys</td>
</tr>
</tbody>
</table>

To place a call over a specific trunk using a line key:
1. Lift handset.
2. Press line key.
   - Trunk dial tone.
   - Line key on.
   - You may also be able to press a Loop Key. See Loop Keys on page 229 for more.
3. Dial outside number.
Line Keys

To answer an incoming trunk call:

- Trunk ring.
- Line key flashing red for calls that ring you and your co-workers.
- Line key flashing green for calls that ring you directly (such as DILs and transfers).

1. Lift handset.
   - If you have Ringing Line Preference, lifting the handset answers the call.
   - If you have Automatic Handsfree, you can press the line or loop key without first lifting the handset.

2. Press flashing line key.
   - Conversation with caller.
   - Line key on.
Loop Keys

Description

Loop keys simplify answering and placing calls.

Loop keys are programmable keys that simplify the way extension users place and answer outside calls. There are two types of loop keys: Switched Loop Keys and Fixed Loop Keys.

Switched Loop Keys

For incoming calls, Switched Loop Keys provide an appearance for any trunk not assigned to a line key for which the extension has access and ringing. Switched Loop Keys insure that there is a visual appearance for trunks that do not ring an extension’s line keys.

For outgoing calls, Switched Loop Keys provide convenient access to the “dial 9” trunk groups. For example, instead of pressing ICM and dialing 90 for trunk group 0, the user can just press the Switched Loop Key and dial 0 instead.

Fixed Loop Keys

For outgoing calls, a Fixed Loop Key is a loop key assigned to a specific trunk group. When the extension user presses the Fixed Loop Key for an outgoing call, they get the first trunk in the group assigned to the key.

For incoming calls, the Fixed Loop Key works just like a Switched Loop Key. It provides an appearance for any trunk not assigned to a line key for which the extension has access and ringing.

Answering Priority

When multiple calls ring an extension simultaneously, the system services the ringing calls in the following order:

1. ICM Key
2. Line Key (from lowest to highest)
3. Loop Key (from lowest to highest)

Conditions

None

Default Setting

- No Switched Loop Keys assigned.
- On all keysets, keys 9 and 10 are assigned as Fixed Loop Keys (trunk group 0).
Loop Keys

Programming Guide

Step-by-step guide for setting up Loop Keys

Step 1: Should extension have a Switched Loop Key?

- If yes
  - In Program 1701 - Switched Loop Key (page 493), assign a key as a Switched Loop Key (code 01).
  - In Program 1701 - Switched Loop Key (page 493), do not assign a key as a Switched Loop Key (code 01).

- If no

Step 2: Should extension be able to use Switched Loop Key for answering outside calls?

- If yes
  - In Program 1803 - Extension Line Access Assignments (page 519), assign incoming (1) or full (3) access to the trunks that should be able to ring the Switched Loop Key. **Be sure all trunks assigned ringing in 1805 below also have incoming or full access.**
  - In Program 1805 - Ring Assignments (page 524), assign day/night ringing (2), night only ringing (3), or delayed day/night ringing (4) to each trunk that should be able to ring the Switched Loop Key.
  - In Program 1803 - Extension Line Access Assignments (page 519), do not assign incoming (1) or full (3) access to the trunks that should be able to ring the Switched Loop Key.

- If no

Step 3: Should extension user be able to place outgoing calls on Switched Loop Keys?

- If yes
  - In Program 1002 - Trunk Groups (page 482), assign installed trunks to trunk groups.
  - In Program 1803 - Extension Line Access Assignments (page 519), assign outgoing (2) or full (3) access to the trunks that should be available for placing calls from the Switched Loop Key.
  - In Program 1002 - Trunk Groups (page 482), do not assign installed trunks to trunk groups.
Loop Keys

Step-by-step guide for setting up Loop Keys

**Step 4: Should extension have Fixed Loop Keys?**

- In *Program 1701 - Fixed Loop Key* (page 493), assign a key as a Fixed Loop Key (code 02).
- In *Program 1002 - Trunk Groups* (page 482), assign installed trunks to the trunk groups assigned to the Fixed Loop Keys.
- In *Program 1701 - Fixed Loop Key* (page 493), do not assign a key as a Fixed Loop Key (code 02).

**Step 5: Should extension have Fixed Loop Keys for answering outside calls?**

- In *Program 1803 - Extension Line Access Assignments* (page 519), assign incoming (1) or full (3) access to the trunks in the assigned group that should be able to ring the Fixed Loop Key. **Be sure all trunks assigned ringing in 1805 below also have incoming or full access.**
- In *Program 1805 - Ring Assignments* (page 524), assign day/night ringing (2), night only ringing (3), or delayed day/night ringing (4) to each trunk in the group that should be able to ring the Fixed Loop Key.
- In *Program 1803 - Extension Line Access Assignments* (page 519), do not assign incoming (1) or full (3) access to the trunks in the assigned group that should be able to ring the Fixed Loop Key.

**Step 6: Should extension user be able to place outgoing calls on Fixed Loop Keys?**

- In *Program 1803 - Extension Line Access Assignments* (page 519), assign outgoing (2) or full (3) access to the trunks that should be available for placing calls from the Fixed Loop Key.
- In *Program 1803 - Extension Line Access Assignments* (page 519), do not assign outgoing (2) or full (3) access to the trunks that should be available for placing calls from the Fixed Loop Key.

**Programming List**

- **Program 1002 - Trunk Groups** (page 482)
  Assign trunks to trunk groups.
- **Program 1701 - Switched Loop Key** (page 493)
  Assign a programmable key on an extension as a Switched Loop Key (code 01).
- **Program 1701 - Fixed Loop Key** (page 493)
  Assign a programmable key on an extension as a Loop Key (code 02). You make a separate assignment for inbound and outbound. The options are 00-08 (Trunk Groups 0-8).
Loop Keys

Program 1803 - Extension Line Access Assignments (page 519)
For each extension, assign the access options for each trunk (0 = No access, 1 = Incoming only, 2 = Outgoing only, 3 = Full access).

Program 1805 - Ring Assignments (page 524)
Assign ringing for each trunk at each extension (1 = Lamp only [day and night], 2 = Ringing day and night, 3 = Night Ring only, lamp during the day, 4 = Delay ring day and night).

Other Related Features

Automatic Handsfree (page 41)
Automatic Handsfree allows the keyset user to answer a call ringing a line key without lifting the handset; they just press the line key instead.

Call Forwarding (page 55)
Call Forwarding will not reroute a call ringing a loop key (unless the call is a DIL or transferred call).

Central Office Calls, Answering (page 77)
An extension user can press a Loop Key to answer an outside call.

Central Office Calls, Placing (page 83)
An extension user can press a Loop Key to place an outside call.

Direct Inward Line (page 109)
When you assign a trunk as a DIL, it continues to flash its previously programmed line/loop key assignments. It will ring line/loop keys only after diverting to Key Ring.

Line Keys (page 225)
Loop keys also provide one-button access to trunks.

Ringing Line Preference (page 302)
Ringing Line Preference allows an extension user to answer a call ringing a loop key just by lifting the handset.

Trunk Groups (page 387)
Switched and Fixed Loop Keys use the system’s Trunk Groups.
Loop Keys

Feature Operation

To answer a call on a Loop Key:

1. Lift handset.
2. Press Switched Loop Key.
   - Trunk ringing.
   - Loop Key flashing (red).
   - Conversation with caller.
   - Loop Key on (green).

To place a call on a Loop Key:

1. Lift handset.
2. Press Loop Key.
   - Intercom dial tone.
   - Loop Key on (green).
3. Dial trunk group code (0-8).
   - Trunk dial tone.
   - Loop Key on (green).
4. Dial outside number.
Meet-Me Conference

Description

LCCPU 01.00.00 Available.
LCCPU 02.00.00

Set up a multiple-party telephone conversation with your co-workers.

With Meet-Me Conference, an extension user can set up a telephone meeting with their co-workers. Each party joins the Conference by dialing a Meet Me Conference code. Meet Me Conference lets extension users have a telephone meeting — without leaving the office. Users must join the meeting within the Meet-Me Conference interval.

The system has two Meet-Me Conference codes (#11 and #12). After a Meet-Me Conference is set up and the Meet-Me Conference interval expires, the code used becomes available for a new meeting. Since Meet-Me Conference is a type of Conference, the system’s Conference capacity determines:

- The number of users that can join a Meet-Me Conference
- The number of simultaneous conferences.

The following table shows the Conference capacities:

<table>
<thead>
<tr>
<th>Description</th>
<th>Capacity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Conference circuits</td>
<td>32</td>
</tr>
<tr>
<td>Maximum simultaneous users in Conference (total of all Conferences system-wide)</td>
<td>32</td>
</tr>
<tr>
<td>Maximum simultaneous conferences</td>
<td>8</td>
</tr>
<tr>
<td>Maximum parties in any one Conference (trunks and/or extensions)</td>
<td>8</td>
</tr>
</tbody>
</table>

The system’s 32 Conference circuits are dynamically allocated as users request them.

Conditions

None

Default Setting

Meet-Me Conference enabled.
When a user initiates a Meet-Me Conference, the system waits this interval for the Paged party to join the call.

Other Related Features

The following features also allow different types of multiple party calls:
- Barge In (Intrusion) (page 48)
- Conference (page 99)
- Group Listen (page 173)
- Privacy (page 277)
- Tandem Trunking / Unsupervised Conference (page 359)

Feature Operation

To set up a Meet-Me Conference:

1. Page parties and announce the Meet-Me Conference code (#11 or #12).

   See Paging on page 264 for more on how to page your co-workers.
To join a Meet-Me Conference:
1. Listen for paged invitation to join the Conference.
2. Press ICM.
   - Intercom dial tone.
   - ICM on (red).
3. Dial announced Meet-Me Conference code (#11 or #12).
   - Conversation with coworkers.
     - When the first co-worker joins the Conference, ICM flashes fast (until the Meet-Me Conference interval expires).
     - When the second and succeeding co-worker’s join, ICM goes out.
     * Your co-worker’s must join the telephone meeting within the Meet Me Conference time.

You can join the telephone meeting within the Meet Me Conference time.
Message Waiting

Description

LCCPU 01.00.00
LCCPU 02.00.00
Available.

Leave a Message Waiting request for a return call.

An extension user can leave a Message Waiting indication at a busy or unanswered extension requesting a return call. The indication is a flashing MW key at the called extension. Answering the Message Waiting automatically calls the extension which left the indication. Message Waiting ensures that a user will not have to recall an unanswered extension. It also ensures that a user will not miss calls when their extension is busy or unattended.

Additionally, Message Waiting lets extension users:

- Cancel all messages left at their extension.
- Cancel message they left at co-worker’s extensions.
- Scroll through their Messages Waiting and select a co-worker to call back.

An extension user can leave Messages Waiting at any number of extensions. Also, any number of extensions can leave a Message Waiting at the same extension.

Conditions

A power failure or system reset cancels all Messages Waiting system wide.

Default Setting

Enabled

Programming Guide

Step-by-step guide for setting up Message Waiting

Step 1: Should the system have Message Waiting capability (applicable only when Voice Mail is not installed)?

If yes

- In Program 0201 - Voice Mail Installed (page 425), enter N to disable Voice Mail.
- The system can have Message Waiting or Voice Mail, not both.

If no

- In Program 0201 - Voice Mail Installed (page 425), enter Y to enable Voice Mail.
Message Waiting

Programming List

Program 0201 - Voice Mail Installed (page 425)
Enter N to disable Voice Mail and enable Message Waiting.

Other Related Features

Call Forwarding (page 55)
- An extension user cannot leave a Message Waiting at an co-worker that has Call Forwarding Immediate (*34) enabled. Pressing MW automatically leaves a message at the forwarding destination instead.
- An extension user cannot leave a Message Waiting at a busy co-worker that has Call Forwarding Busy/No Answer (*32) enabled. Pressing MW will automatically leave a message at the forwarding destination instead.

Do Not Disturb (page 137)
An extension user can leave a Message Waiting at an extension in Do Not Disturb.

Intercom (page 214)
A user can leave a Message Waiting after placing an Intercom call to a busy co-worker.

Voice Mail (page 396)
A system can have either Voice Mail or Message Waiting activated — not both.

Voice Over (page 408)
An extension user cannot leave a Message Waiting after using Voice Over.

Feature Operation

To leave a Message Waiting:
1. Place Intercom call to co-worker.
   The extension you call can be unanswered, busy or in Do Not Disturb.
2. Press MW.
   \[\text{Intercom dial tone.}\]
   \[\text{ICM on (red).}\]
3. Hang up.
   MW flashes fast at the extension you call.

To answer a Message Waiting:
1. Lift handset.
2. Press MW.
   \[\text{Two beeps or ringing, then conversation with co-worker.}\]
   \[\text{ICM on (red).}\]
   If the extension you call is unanswered, busy or in DND, the system cancels Message Waiting.
   If the called extension doesn’t answer, press your MW key to automatically leave them a message.
   Normally, your MW key goes out. If it continues to flash, you have additional Messages Waiting.
Message Waiting

To review your Messages Waiting and then select a message for a return call:

1. Do not lift the handset.
2. Press MW. The first message displays. Press MW repeatedly to display additional Messages Waiting, if any.
3. When the extension you want to call displays, lift the handset.
4. Press MW. Two beeps or ringing.

If the extension you call is unanswered, busy or in DND, the system cancels Message Waiting.

If the called extension doesn’t answer, press your Message Waiting key to automatically leave them a message.
Microphone Mute

Description

Microphone Mute lets a keyset user turn off their phone’s Handsfree microphone at any time. Once activated, Microphone Mute prevents the caller from hearing Handsfree conversations in the user’s work area. The user can turn off the Handsfree or handset microphone while their telephone is idle, busy on a call, in DND or while a call is ringing. The microphone stays off until the user turns it back on.

While an extension has their microphone muted, the calling party hears a single beep when the called extension’s mic is muted.

Conditions

A system reset or power failure cancels all Microphone Mutes system wide.

Default Setting

Enabled.

Programming List

None

Other Related Features

Handsfree and Handsfree Answerback (page 182)

Use Microphone Mute to temporarily turn off the Handsfree microphone.

Feature Operation

To activate Microphone Mute:

1. Press MIC.

The systems mutes your Handsfree microphone.

MIC on.

You can do this any time while on the phone or while your phone is idle.
To deactivate Microphone Mute:

1. Press MIC.

<table>
<thead>
<tr>
<th></th>
<th>N/A.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>MIC on.</td>
</tr>
<tr>
<td></td>
<td>MIC off.</td>
</tr>
</tbody>
</table>
Monitor / Silent Monitor

Description

Monitor lets an extension user listen to the conversation at a busy extension. To implement Monitor, an extension user just calls a busy extension and dials the Monitor code. The busy extension and their caller have no indication of the intrusion. There are no tones heard and there is no visual indication that monitoring is occurring. For example, Monitor could help the supervisor of a service department. The department supervisor could listen to the questions that callers ask without disturbing the service call.

!! CAUTION !!

Monitor provides no warning tones prior to intrusion. Monitor may be interpreted as an invasion of privacy.

Conditions

Monitor uses a system Conference circuit. See Conference on page 99 for more.

Default Setting

Disabled

Programming Guide

Step-by-step guide for setting up Monitor

Step 1: Should an extension be able to Monitor a co-worker’s call?

If yes

- In Program 0101 - Silent Monitor (page 422), enter Y to enable Monitor in the extension’s Class of Service.
- In Program 1801 - Extension Class of Service Assignment (page 508), assign Class of Service to extensions.

If no

- In Program 0101 - Silent Monitor (page 422), enter N to disable Monitor in the extension’s Class of Service.
- In Program 1801 - Extension Class of Service Assignment (page 508), assign Class of Service to extensions.
Programming List

Program 0101 - Barge-In (Intrusion) (page 420)
In an extension’s Class of Service, enter Y to allow the extension to Barge In on another extension.

Program 1801 - Extension Class of Service Assignment (page 508)
Assign Class of Service to extensions.

Other Related Features

Attendant Position (page 35)
Since the attendant is never busy, Intercom callers cannot Monitor an attendant.

Conference (page 99)
An extension user cannot Monitor a Conference.

Privacy (page 277)
Privacy does not block Monitor.

Feature Operation

To Monitor a call:

1. Call busy extension.
   - Busy tone.
   - N/A

   - Two beeps.
   - N/A

3. Listen to the conversation in progress.
Multiple Directory Numbers

Description

LCCPU 01.00.00
LCCPU 02.00.00

See Call Coverage Keys on page 51.
Music on Hold

Description

Music on Hold (MOH) plays music to calls on Hold, parked calls, and transferred calls. The music lets the caller know that their call is waiting, not forgotten. Without Music on Hold, the system provides silence to these types of calls. Music on Hold is available from three sources: two internal beep tones and an external source connected to the CPU music input terminals. The external source typically connects to a customer-provided music source (such as a CD player or FM receiver).

The system provides a single external music input source. Background Music and Music on Hold share the same external source. For example, if Music on Hold uses a customer-provided program from CD, Background Music uses this source as well. The external music source connects via pins 3 and 6 in the CPU’s 8-pin mod jack. Using the DS2000 installation cable, these pins punch down as 3 and 4. For more on connecting a customer-provided music source, refer to the system’s Hardware Manual.

The external music source you use must be compatible with the following specifications:

<table>
<thead>
<tr>
<th>Table 6: MOH Music Source Specifications</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Input Impedance</strong></td>
</tr>
<tr>
<td><strong>Relative Input Level</strong></td>
</tr>
</tbody>
</table>

With Music on Hold enabled, transferred callers can optionally listen to ringback or MOH while their call waits at the transfer destination.

Note:

In accordance with U.S. copyright law, a license may be required from the America Society of Composers, Authors and Publishers (ASCAP) or other similar organizations, if radio, television broadcasts or music other than material not in the public domain are transmitted through the Music on Hold feature of telecommunications systems. Nitsuko America hereby disclaims any liability arising out of the failure to obtain such a license.

Conditions

None

Default Setting

External MOH enabled.
Music on Hold

Programming Guide

Step-by-step guide for setting up Music on Hold

Step 1: Should the system have Music on Hold?

- If yes
  - In Program 0201 - Music on Hold (page 424), enter Y to enable Music on Hold system wide.
  - In Program 0201 - Music on Hold (page 424), enter N to disable Music on Hold system wide.

- If no

Step 2: Assign the Music on Hold source.

- In Program 1003 - MOH Source (page 485), assign the MOH source. The options are:
  - 0 - No MOH
  - 1 - External at CPU terminals
  - 2 - Tone 1 (low pitch)
  - 3 - Tone 2 (high pitch)
  - 4 - ACI port (currently not used)

  When entering data, be sure to press VOL ▲ or VOL ▼ after entering your data. Do not press CONF or HOLD instead.

Step 3: Should transferred callers listen to MOH or ringback while waiting?

- MOH
  - In Program 0201 - MOH on Transfer (page 424), enter Y to enable Music on Hold for transferred calls.
  - In Program 0201 - MOH on Transfer (page 424), enter N to enable ringback for transferred calls.

- Ringback

Programming List

Program 0201 - Music on Hold (page 424)
Enter Y for this option to enable Music on Hold system-wide.

Program 0201 - MOH on Transfer (page 424)
Enter Y for this option to enable Music on Hold for transferred calls.
Music on Hold

Program 1003 - MOH Source (page 485)
Assign the MOH source for the trunk. The options are:
0 - No MOH
1 - External at CPU terminals
2 - Tone 1 (low pitch)
3 - Tone 2 (high pitch)
4 - ACI port (currently not used).
When entering data, be sure to press VOL ▲ or VOL ▼ after entering your data. Do not press CONF or HOLD instead.

Other Related Features

Background Music (page 46)
Background Music and Music on Hold share the same external music source.

Hold (page 188)
If installed, Music on Hold plays to callers on Hold

Intercom (page 214)
Music on Hold plays to Intercom callers on Hold. Intercom callers always hear internal Tone 1.

Park (page 269)
If installed, Music on Hold plays to parked callers.

Transfer (page 376)
With Music on Hold enabled, transferred callers can optionally listen to ringback or MOH while their call waits at the transfer destination.

Feature Operation

Music on Hold is automatic once enabled.
Names for Extensions and Trunks

**Description**

Names help identify trunks and extension.

Extensions and trunks can have names instead of just circuit numbers. These names show on a key-set’s display when the user places or answers calls. Extension and trunk names make it easier to identify callers. The user does not have to refer to a directory when processing calls. Extension and trunk names can consist of upper and lower case letters, spaces and punctuation, and can be up to 15 characters long.

Extension names display when placing or answering Intercom calls. Trunk names display when using the following features:
- Central Office Calls, Answering
- Central Office Calls, Placing
- Direct Inward Line
- Direct Trunk Access
- Directed Call Pickup
- Last Number Redial
- Line Keys
- Loop Keys
- Night Service / Night Ring
- Park
- Speed Dial
- Transfer

Refer to *Programming Names and Text Messages* on page 419 when entering names.

**Conditions**

None

**Default Setting**

- No extension names assigned (the extension’s number displays instead).
- All trunk names are *TRUNK* followed by the trunk’s number (e.g., *TRUNK 2* for trunk 2).
Names for Extensions and Trunks

Programming Guide

Step-by-step guide for setting up Names for Extensions and Trunks

Step 1: Do you want to program names for trunks?

If yes
- In *Program 1001 - Trunk Name* (page 474), assign names to trunks (up to 15 characters).
- In *Program 1001 - Trunk Name* (page 474), do not change the trunk names from their default entries.

If no

Step 2: Do you want to program names for extensions.

If yes
- In *Program 1801 - Extension Name* (page 508), assign names to extensions (up to 15 characters).
- In *Program 1801 - Extension Name* (page 508), do not change the extension names from their default entries.

If no

Programming List

*Program 1001 - Trunk Extension Number* (page 474)
Enter the name for the trunk port. The trunk name can be up to 15 characters long.

*Program 1801 - Extension Name* (page 508)
Enter the name for the extension port. The extension name can be up to 15 characters long.

Other Related Features

See the list under *Description* above.

Feature Operation

Trunk and extension names automatically display once programmed.
Description

Use Night Service to reroute calls after hours.

Night Service redirects trunk calls to their night mode destination. Typically, the attendant or supervisor activates Night Service after normal working hours, when most employees are unavailable to answer calls. There are two basic types of Night Service: Assigned Night Answer and Universal Night Answer. Universal Night Answer (UNA) allows a user to pick up a call ringing the system at night.

Assigned Night Answer rings extensions directly at Night, providing specific answering points for Night Service calls. (For example, you can program trunks to ring the security station at night.) With UNA, an employee can go to any telephone and dial a UNA code to answer the call. The extension does not need to have a line/loop key assigned for the ringing call.

Following are the four basic types of Night Service operation for a trunk. Note that only option 3 enables Universal Night Answer.

- **Option 1: Key Ring Day and Night**
  The trunk is a Key Ring trunk during the day and at night. The trunk rings according to the settings in Program 1805 - Ring Assignments (page 524). An extension’s Night Key (if programmed) controls the day/night mode of the trunk. The trunk will not enable Universal Night Answer pickup. Turn to Key Ring on page 219 for more on setting up Key Ring trunks.

- **Option 2: Key Ring During the Day, DIL at Night**
  The trunk is a Key Ring trunk during the day and a DIL at night. During the day, the trunk rings according to the settings in Program 1805 - Ring Assignments (page 524). At night, the trunk rings the DIL destination (i.e., extension, Ring Group UCD Hunting group or Voice Mail). An extension’s Night Key (if programmed) controls the day/night mode of the trunk. The trunk will not enable Universal Night Answer pickup. Turn to Key Ring on page 219 for more on setting up Key Ring trunks. Turn to Direct Inward Line on page 109 for more on setting up Direct Inward Lines.

- **Option 3: DIL During the Day, Key Ring at Night**
  The trunk is a DIL during the day and a Key Ring trunk at night. The trunk rings the DIL destination during the day and rings according to the settings in Program 1805 - Ring Assignments (page 524) at night. The DIL destination’s DND key controls the night mode of the trunk. If the DIL destination is extension 300 (normally the attendant), pressing the DND key also enables Universal Night Answer pickup. Turn to Direct Inward Line on page 109 for more on setting up Direct Inward Lines. Turn to Key Ring on page 219 for more on setting up Key Ring trunks.

- **Option 4: DIL Day and Night**
  The trunk is a DIL during the day and at night. The DIL destination’s DND key controls the night mode of the trunk. Pressing the DND key will not enable Universal Night Answer pickup. Turn to Direct Inward Line on page 109 for more on setting up Direct Inward Lines.

At attendant (extension 300 by default), key 11 is a Night key. This allows the attendant to activate the Night Mode system-wide.
Night Service / Night Ring

Conditions

None

Default Setting

- Trunks 1-8 ring extensions on line keys 1-8 in the day and at night.
- At attendant (extension 300 by default), key 11 is a Night key. This allows the attendant to activate the Night Mode system-wide.

Programming Guide

Step-by-step guide for setting up Night Service / Night Ring (Page 1 of 2)

Step 1: Should extension be able to put Key Ring trunks into the night mode?

If yes

• In Program 0101 - Activate Night Mode (page 422), enter Y to allow extensions with the assigned Class of Service to put the system in the night mode. This capability is normally reserved for attendants.
• In Program 1801 - Extension Class of Service Assignment (page 508), assign Class of Service to extensions.
• To put a Night key on a keyset:
  In Program 1701 - Night Key (page 496), assign a key as a Night key (code 18 + CLEAR).
• To put a Night key on a DSS Console:
  In Program 1704 - Night Key (page 504), assign a key as a Night key (code 18 + CLEAR).

If no

• In Program 0101 - Activate Night Mode (page 422), enter N to prevent extensions with the assigned Class of Service from putting the system in the night mode.
• In Program 1801 - Extension Class of Service Assignment (page 508), assign Class of Service to extensions.
• In Program 1701 - Night Key (page 496), and Program 1704 - Night Key (page 504), do not assign Night keys (code 18).
Step 2: Do you want Key Ring trunks to ring extensions at night?

If yes

- In Program 1805 - Ring Assignment (page 524), for each trunk at each extension assign option 2 (ringing day and night), option 3 (night ring only) or option 4 (delay ring day and night).

- Program 1803 - Extension Line Access Assignments (page 519), for each trunk at each extension be sure to assign access option 1 (incoming only) or 2 (outgoing only).

If no

Step 3: Do you want trunks to enable Universal Night Answer pickup?

If yes

Implement Night Service option 3:

- In Program 1003 - Direct Termination (Day) (page 484), terminate the trunk to extension 300 during the day.

- In Program 1003 - Direct Termination (Night) (page 485), terminate the trunk to Key Ring at night (by pressing CLEAR).

- Implement one of the other basic types of Night Service operation (option 1, 2 or 4).

If no

Programming List

Program 0101 - Activate Night Mode (page 422)
Enter Y to allow an extension to activate the Night Mode for Key Ring trunks.

Program 1003 - Direct Termination (Day) (page 484)
To enable UNA pickup for a trunk (e.g., ** + 01 at night), terminate the trunk to extension 300 during the day. UNA pickup only applies to Option 3.

Program 1003 - Direct Termination (Night) (page 485)
To enable UNA pickup for the trunk (e.g., ** + 021 at night), terminate the trunk to Key Ring at night (by pressing CLEAR). UNA pickup only applies to Option 3.

Program 1701 - Night Key (page 496)
Assign a programmable key as a Night Key (code 18 + CLEAR). Pressing the Night Key puts trunks terminated to Key Ring during the day into the night mode.

Program 1704 - Night Key (page 504)
Assign a DSS Console key as a Night Key (code 18 + CLEAR). Pressing the Night Key puts trunks terminated to Key Ring during the day into the night mode.

Program 1801 - Extension Class of Service Assignment (page 508)
Assign Class of Service to extensions.

Program 1803 - Extension Line Access Assignments (page 519)
For each extension, assign the access options for each trunk (0 = No access, 1 = Incoming only, 2 = Outgoing only, 3 = Full access).
Program 1805 - Ring Assignments (page 524)
Assign ringing for each trunk at each extension (1 = Lamp only [day and night], 2 = Ringing day and night, 3 = Night Ring only, lamp during the day, 4 = Delay ring day and night).

Other Related Features

Direct Inward Line (page 109)
- The extension to which the DIL is terminated controls the night mode of the DIL.
- If a DIL is terminated to the Voice Mail master number, a System Mode key (code 18 + the Voice Mail number) controls the night mode status of the DIL.

Direct Station Selection (DSS) Console (page 119)
A DSS Console with a Night key can put the system in the night mode.

Do Not Disturb (page 137)
A DIL destination activates the night mode for the DIL when they press DND.

Group Ring (page 175)
The Night key sets the day/night status of a DIL terminated to a Ring Group.

Feature Operation

To activate Night Service (i.e., put Key Ring trunks into the night mode):
This capability is normally restricted to attendants and supervisors.
1. Do not lift the handset.
2. Press the Night key.
   - N/A.
   - Night key on. You display shows: SYSTEM IN NIGHT MODE

To deactivate Night Service (i.e., put Key Ring trunks into the day mode):
- N/A.
- Night key on.
This capability is normally restricted to attendants and supervisors.
1. Do not lift the handset.
2. Press the Night key.
   - N/A.
   - Night key goes out.

To answer a call that rings a line or loop key at night:
- Trunk ring.
- Line or loop key flashing red for key ring call.
- Line key flashing green for DIL.
1. Lift handset.
   - If you have Ringing Line Preference, lifting the handset answers the call.
   - If you have Automatic Handsfree, you can press the line or loop key without first lifting the handset.
2. Press flashing line or loop key.
   - Conversation with caller.
   - Line or loop key on.
Night Service / Night Ring

To answer a call ringing the system at night (UNA Pickup):

1. Press ICM.
2. Dial ** followed by the UNA code (01-04).

Dial the lowest number first (e.g., 01). If you hear busy, try the next highest number (e.g., 02).
Off-Hook Signaling

Description

- LCCPU 01.00.00 Available.
- LCCPU 02.00.00 Available. User Programmable Feature steps added.

Off-Hook Signaling helps important callers get through.

When a user is busy on a call, Off-Hook Signaling indicates that another caller is trying to get through. Off-Hook Signaling helps important callers get through, without waiting in line for the called extension to become free. After the user hears the off-hook signal, they can use other system features (such as Hold or Park) to process their active call and then answer the waiting call.

Off-Hook Signaling for Trunk Calls

While a keyset user is on a handset call, Off-Hook Signaling is available for trunk calls. The Off-Hook Signal can be:

- A flashing green Ring/Message lamp, line/loop key, and muted off-hook ringing.
- OR
- A flashing green line/loop key and Camp-On tone.

Off-Hook Signaling for trunks occurs for DILs, transferred calls, Voice Mail Automated Attendant transfers and Key Ring calls.

While Off-Hook Signaling ringing is occurring, use VOL ↑ and VOL ↓ to adjust the volume of ringing.

Conditions

None

Default Setting

Disabled

Programming List

Program 1802 - Off-Hook Signaling for CO Calls (page 514)
Set the Off-Hook Signaling options for trunk calls. The options are 0 (no Off-Hook Signaling), 1 (Camp-On tones) and 2 (off-hook ringing).

Other Related Features

Attendant Call Queuing (page 33)
The Operator Call Key activates off-hook signaling.

Caller ID (page 72)
An extension programmed to receive Camp On tones or Off-Hook Ringing from a waiting call will also receive Second Call Caller ID.

Conference (page 99)
An extension user can Conference their active call with the waiting call.

Direct Inward Line (page 109)
DILs can initiate Off-Hook Signaling beeps.
Off-Hook Signaling

Headset Compatibility (page 186)
An extension in the headset mode can receive Camp On tones for trunk calls, but not off-hook ringing.

Hold (page 188)
An extension user can place their current call on Hold and answer the waiting call.

Key Ring (page 219)
Off-Hook Signaling can occur for Key Ring calls.

Park (page 269)
An extension user can Park their current call and answer the waiting call.

Split (Alternate) (page 324)
An extension user can alternate between their active call and their waiting call.

Transfer (page 376)
An extension user can Transfer their current call to a co-worker or Voice Mail and then answer the waiting call. In addition, transferred calls can initiate Off-Hook Signaling.

Voice Over (page 408)
Voice Over also lets a user get through to a keyset extension user busy on a handset call. The busy keyset extension user hears an alert tone followed by the voice of the interrupting party.

Feature Operation

<table>
<thead>
<tr>
<th>Feature</th>
<th>Mnemonic</th>
<th>Operation</th>
<th>Access Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>Off Hook Signaling</td>
<td>#OHR</td>
<td>#OHS + Select mode (C=Outside line, D=DSS, I=ICM) + Select option (see below) + SPK to exit. Outside line options: C=Camp On tone, O=Off Hook Ringing, 0 = None Intercom options: C=Camp On, O=Off Hook Ringing, V=Voice Over, 0 = None DSS Options: C=Camp On, O=Off Hook Ringing, 0 = None</td>
<td>3-5</td>
</tr>
</tbody>
</table>

Off-Hook Signaling is automatic for camped-on Intercom calls, Direct Inward Lines and transferred trunk calls.
Off-Premise Extensions / On-Premise SLT Extensions

Description

<table>
<thead>
<tr>
<th>LCCPU 01.00.00</th>
<th>Available.</th>
</tr>
</thead>
<tbody>
<tr>
<td>LCCPU 02.00.00</td>
<td></td>
</tr>
</tbody>
</table>

Connect analog devices such as single line telephones, fax machines and voice mail systems to the system.

The system is compatible with 500 type (dial pulse) and 2500 type (DTMF) analog telephone devices. This includes telco OPX circuits, on-premise single line telephones (SLTs), fax machines, modems and voice mail ports. On- and Off-Premise SLTs connect to 2-OPX Modules. On-Premise SLTs connect to 2-OPX Modules or ASTU PCBs.

ASTU PCBs are available in two models, providing 4 and 8 ports, respectively. Each ASTU port provides power and ring voltage for the connected SLT. ASTU PCBs use system DTMF receivers, and do not provide the signaling required to light SLT Message Waiting lamps. The CPU provides 10 DTMF receivers that are shared by all devices connected to ASTU ports.

Each 2-OPX Module provides two OPX ports. In addition, the 2-OPX Module has its own DTMF receivers (one for each port), internal ring generator and power supply to provide the connected SLT with power and ring voltage. The 2-OPX Module does not provide the signaling required to light SLT Message Waiting lamps. The 2-OPX extension numbers are as follows:

- When connected to the first DSTU PCB in the system, the first 2-OPX extension number is the same as the port's extension number. The second 2-OPX extension number is the first port plus 201. For example, the two extension numbers for the 2-OPX module plugged into extension 314 are 314 and 515.
- When connected to the second DSTU PCB in the system, the first 2-OPX extension number is the same as the port's extension number. The second 2-OPX extension number is the first port plus 217. For example, the two extension numbers for the 2-OPX module plugged into extension 316 are 316 and 533.

Refer to the system Hardware Manual for additional details.

Ringing For Incoming Calls

On- and Off-Premise single line extensions do not ring according to the settings in Program 1805 - Ring Assignments (page 524). They can, however, directly ring for the following:

- Direct Inward Line (page 109)
- Intercom (page 214)
- Group Ring (page 175)
- Ringdown Extension (page 300)
- Transfer (page 376)

Conditions

- 2-OPX Module circuits meet the requirements of EIA Specification RS-464-A for OPS Class C (loop resistance to 3,300 ohms, loop current = 16 mA or greater). The 2-OPX Module provides far end loop disconnect supervision for the connected circuits.
- Dial Pulse (500 type) single line telephones cannot access any features that require the user to dial # or *.
- The system provides a pool of 10 DTMF recivers that are dynamically allocated as required.
Off-Premise Extensions / On-Premise SLT Extensions

Default Setting
The system’s 2-OPX Modules do not auto-ID. See the Programming List below more.

Programming List

Program 0403 - Drop Pulse Send (page 442)
Use this timer to set the duration of the ASTU PCB drop pulse. This pulse is sent from the ASTU PCB to the connected analog device to initiate a disconnect.

Program 0403 - DTMF Detect (page 442)
Set the DTMF detection threshold for single line (analog device) ports. If the analog device sends a DTMF signal longer than this interval, the system recognizes it as a valid DTMF tone and decodes it. If the DTMF signal is equal to or less than this interval, the system ignores it.

Program 1801 - Extension Circuit Type (page 507)
Assign circuit type 15 to each ASTU port. Assign circuit type 21 to the DSTU port to which the 2-OPX is connected.

Other Related Features

Background Music (page 46)
Background Music is not available to On- and Off-Premise extensions.

Conference (page 99)
On- and off-premise SLT extensions can use Conference.

Do Not Disturb (page 137)
On- and Off-Premise extensions cannot use DND.

Handsfree and Handsfree Answerback (page 182)
On- and Off-Premise Extensions do not have Handsfree and Handsfree Answerback capability.

Headset Compatibility (page 186)
On- and Off-Premise Extensions do not have headset capability.

Intercom (page 214)
All Intercom calls to On- and Off-Premise Extensions ring.

Paging (page 264)
On- and Off-Premise Extensions can make Paging announcements, but cannot receive Paging announcements.

Prime Line Preference (page 274)
On- and off-premise extensions cannot use Prime Line Preference.

Save Number Dialed (page 305)
Save Number Dialed is not available to SLTs.

Single Line Telephones (page 311)
Single line telephones connect to either 2-OPX Modules or ASTU PCBs. On-premise single line telephones have the same capability as Off-Premise Extensions.

Feature Operation

Call Forwarding (page 55)
1. Lift handset + Dial *3 + Dial Call Forwarding type:
   0 = Cancel your extension’s Call Forwarding
   2 = Call Forwarding Busy/No Answer
   4 = Call Forwarding Immediate
   6 = Call Forwarding No Answer
2. Dial destination extension, 0 for your operator, or Voice Mail master number.
3. Hang up.

Call Waiting / Camp-On (page 66)
1. Call busy extension + Dial 2 + Do not hang up.  
   *If you hang up, the system converts your Camp-On to a Callback.*
2. Speak to your co-worker when they answer their Camp-On ring.

Callback (page 69)
1. Call busy extension + Dial 2 and hang up.  
   *Stay on the line without hanging up if you want to Camp-On instead.*
2. When Callback rings your phone, lift handset to answer.
3. Speak to your co-worker when call goes through.

Central Office Calls, Answering (page 77)
1. When your telephone rings, lift the handset.

Central Office Calls, Placing (page 83)
**Line Dial-Up**
1. Lift handset + Dial #9 followed by the trunk number (e.g., #901 for trunk 1).

**Direct Trunk Access**
1. Dial 4 plus the trunk number (e.g., 401 for trunk 1) + Dial outside number.

**Trunk Group Access**
1. Lift handset + Dial trunk group code (9 or 90-98) + Dial outside number.

Conference (page 99)
1. Establish Intercom or trunk call
2. Hookflash and dial extension or trunk you want to add.
3. Hookflash and dial #10 to set up Conference.  
   *If you cannot add additional parties to your Conference, you have exceeded the system’s Conference limit.*
4. Repeat steps 2 and 3 to add additional parties to your Conference.

Direct Trunk Access (page 129)
1. Dial 4 plus the trunk number (e.g., 401 for trunk 1) + Dial outside number.

Directed Call Pickup (page 131)
1. Lift handset + Dial ** + Dial number of extension whose call you want to intercept.  
   *(To intercept a call ringing an attendant, dial the attendant’s extension number (e.g., 300). Do not dial 0 or 01-04.)*

Forced Trunk Disconnect (page 167)
1. Lift handset + Dial the trunk’s Direct Trunk Access code (e.g., 401 for trunk 1).
2. Dial # to disconnect the line.  
   *(You hear Intercom dial tone. To place a call on the trunk, dial a trunk access code and then dial the number.)*

Group Call Pickup (page 169)
1. Lift handset + Dial #.
Off-Premise Extensions / On-Premise SLT Extensions

Hold (page 188)

**Place**
1. Hookflash.
   *This places a trunk call on Exclusive Hold.*
2. (Optional) Hang up.

**Retrieve**
1. From Intercom dial tone, dial *7

Intercom (page 214)

**Place**
1. Lift handset + Dial extension number (300-316).
   *To call the operator, dial the operator's extension number or dial 0 or 01-04 (depending on how your system is set up).*
   *If your call voice-announces the destination, you can dial 1 to force the call to ring.*

**Answer**
1. Lift handset.

Last Number Redial (page 223)

1. Lift handset + Dial #5.

   *The system automatically selects a trunk from the same group as your original call.*
   *If you hear busy tone, you can dial 2 to queue for a trunk to become free. If you hang up, the system converts the queue to a Trunk Callback.*

Meet-Me Conference (page 234)

**Setting Up**
1. Page parties and announce the Meet-Me Conference code (#11 or #12).
   *See Paging on page 264 for more on how to page your co-workers.*
2. Hang up + Lift Handset + Dial announced Meet-Me Conference code (#11 or #12).
   *Your co-worker’s must join the telephone meeting within the Meet Me Conference time.*

**Joining**
1. Listen for paged invitation to join the Conference + Dial announced Meet-Me Conference code (#11 or #12).
   *You can join the telephone meeting within the Meet Me Conference time.*

Message Waiting (page 237)

**Leaving a Message Waiting**
1. Place Intercom call to co-worker.
   *The extension you call can be unanswered, busy or in Do Not Disturb.*
2. Dial 8 + Hang up.
   *MW flashes fast at the extension you call.*

**Answering a Message Waiting**

   *The system currently provides no indication that an on- or off-premise extension has messages waiting.*
1. Lift handset + Dial *8.

Night Service / Night Ring (page 250)

1. Dial ** + UNA code (01-04).
Off-Premise Extensions / On-Premise SLT Extensions

Dial the lowest code first (e.g., 01). If you hear busy, try the next highest code (e.g., 02).

Paging (page 264)

SLTs cannot receive Paging announcements.
1. Lift handset + Dial *1 + Dial Paging zone (1-7 or 0 for all call).

Park (page 269)

Park a Call
1. Place or answer call + Hookflash + Dial * + Dial orbit (60-69 for system orbits, *300-331 for Personal Park)

Retrieve a Parked Call
1. Lift handset + Dial * + Dial orbit (60-69 for system orbits, *300-331 for Personal Park)

Pulse to Tone Conversion (page 291)

Must be switched manually from the telephone. The system does not provide Pulse to Tone Conversion for SLTs.

Removing Trunks and Extensions From Service (page 293)
1. Lift handset + Dial #40 + Dial trunk (401-448) or extension (300-395) you want to remove or return to service + Dial 4 to return or 6 to remove. Hang up.

Speed Dial (page 314)

To dial a Speed Dial Number:
1. Lift handset and dial #.
2. Dial the Personal Speed Dial bin number (701-720).
   OR
   Dial the System Speed Dial bin number (normally 200-299).
   The stored number dials out.

Transfer (page 376)

To Transfer your call:
1. Place or answer call.
2. Hookflash + Dial extension to which you want to transfer the call.
   To Transfer the call to the Voice Mail Automated Attendant, dial the Voice Mail master number.
3. To Transfer the call unscreened, hang up.
   OR
   To screen the Transfer, wait for the called party to answer before hanging up.

To return to the call if the calling party doesn’t want the Transfer:
1. Hang up + Lift handset + Dial ** and co-worker’s extension number.
   Do not hookflash or the call will go on Hold at the destination extension.

To receive a Transfer (if you get an intercom call announcing it):
1. Stay on the line.
   The Transfer goes through when the calling party hangs up.
Voice Mail (page 396)

1. Lift handset + Dial *8.
Description

LCCPU 01.00.00
LCCPU 02.00.00

Available for Personal Speed Dial. Refer to Speed Dial on page 314.
### Description

LCCPU 01.00.00 Available.
LCCPU 02.00.00 Available. User Programmable Feature steps added.

Use Paging to broadcast announcements or quickly locate co-workers.

Paging lets extension users broadcast announcements to other keyset users and to external Paging speakers. Paging allows a user to locate a co-worker or make an announcement without calling each extension individually. There are two types of Paging: Internal Paging and External Paging.

#### Internal Paging

Internal Paging allows extension users to broadcast announcements into 7 internal Paging Zones and All Call (all zone). When a user makes a zone page, the announcement broadcasts to all extensions assigned to the specified zone. If the user makes an All Call announcement, the announcement simultaneously broadcasts to extensions in all zones. All Call Paging automatically overrides any zone pages already in progress. A system timer can optionally limit the duration of Paging announcements.

To simplify Paging access, a keyset can have Programmable Function Keys assigned as Page keys.

<table>
<thead>
<tr>
<th>Paging Key Busy Lamp Indications</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>When the key is:</strong></td>
</tr>
<tr>
<td>Off</td>
</tr>
<tr>
<td>On (red)</td>
</tr>
<tr>
<td>On (green)</td>
</tr>
</tbody>
</table>

#### External Paging

When a user pages into Internal All Call Page or Internal page Zone 1, the system simultaneously broadcasts the announcement into the External Paging Zone. Access to the external zone is via pins 4 and 5 in the CPU’s 8-pin mod jack. Using the DS2000 installation cable, these pins punch down as 1 and 2. Refer to the system Hardware Manual for additional installation details.

When connecting External Paging equipment, be sure to adhere to the following requirements:

<table>
<thead>
<tr>
<th>Table 7: Audio/Paging Output</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Output Impedance</strong></td>
</tr>
<tr>
<td><strong>Output Level</strong></td>
</tr>
</tbody>
</table>

**Note:** External Paging does not activate the auxiliary relay contacts (CPU 8-pin mod jack pins 5 and 6).
### Conditions
None

### Default Setting
All Call and Zone Paging allowed.

---

#### Programming Guide

**Step-by-step guide for setting up Paging**

#### Step 1: Should extension be able to receive Paging announcements?

**If yes**
- In *Program 1807 - Paging Through Speaker* (page 527), enter Y to allow the extension to receive paging announcements.
- In *Program 1802 - Page Zone Member* (page 515), assign extension to the zone for which it should receive page announcements (1-7, 0 for All Call only).
- In *Program 1807 - Paging Through Speaker* (page 527), enter N to prevent extension from receiving paging announcements.

**If no**

#### Step 2: Should extension be able to make (broadcast) Paging announcements?

**If yes**
- In *Program 0101 - Initiate All Call Page* (page 421), enter Y to allow extensions with the assigned Class of Service to make All Call Paging announcements.
- In *Program 0101 - Access Page Zone 1* (page 421), through *Program 0101 - Access Page Zone 7* (page 422), enter Y to allow extensions with the assigned Class of Service to make announcements into zones 1-7.
- In *Program 1801 - Extension Class of Service Assignment* (page 508), assign Class of Service to extensions.

**If no**
- In *Program 0101 - Initiate All Call Page* (page 421), enter N to prevent extensions with the assigned Class of Service from making All Call Paging announcements.
- In *Program 0101 - Access Page Zone 1* (page 421), through *Program 0101 - Access Page Zone 7* (page 422), enter N to prevent extensions with the assigned Class of Service from making announcements into zones 1-7.
- In *Program 1801 - Extension Class of Service Assignment* (page 508), assign Class of Service to extensions.
### Step-by-step guide for setting up Paging

#### Step 3: When a user makes a Paging announcement, is the length of time the system allows to make the page announcement adequate?

<table>
<thead>
<tr>
<th>If yes</th>
<th>If no</th>
</tr>
</thead>
<tbody>
<tr>
<td>• In <em>Program 0401 - Page Duration</em> (page 432), leave the Page Duration interval at its currently assigned value.</td>
<td>• In <em>Program 0401 - Page Duration</em> (page 432), change the Page Duration interval to meet the site requirements.</td>
</tr>
</tbody>
</table>

#### Step 4: Should extension have one-touch Paging?

<table>
<thead>
<tr>
<th>If yes</th>
<th>If no</th>
</tr>
</thead>
<tbody>
<tr>
<td>• In <em>Program 1701 - Page Zone Key</em> (page 495), assign a programmable function key as a Page Zone key (code 13 + zones 1-7 or 0 for All Call).</td>
<td>• In <em>Program 1701 - Page Zone Key</em> (page 495), do not assign a programmable function key as a Page Zone key (code 13).</td>
</tr>
</tbody>
</table>

#### Step 5: Should DSS Console have one-touch Paging?

<table>
<thead>
<tr>
<th>If yes</th>
<th>If no</th>
</tr>
</thead>
<tbody>
<tr>
<td>• In <em>Program 1704 - Page Zone Key</em> (page 503), assign a programmable function key as a Page Zone key (code 13 + zones 1-7 or 0 for All Call).</td>
<td>• In <em>Program 1704 - Park Orbit Key</em> (page 502), do not assign a programmable function key as a Page Zone key (code 13).</td>
</tr>
</tbody>
</table>

### Programming List

- **Program 0101 - Initiate All Call Page** (page 421)
  
  Enter Y to enable an extension’s ability to make an All Call Paging announcement.

- **Program 0101 - Access Page Zone 1** (page 421)
  
  Enter Y to enable an extension’s ability to make a zone 1 Paging announcement.

- **Program 0101 - Access Page Zone 2** (page 421)
  
  Enter Y to enable an extension’s ability to make a zone 2 Paging announcement.

- **Program 0101 - Access Page Zone 3** (page 421)
  
  Enter Y to enable an extension’s ability to make a zone 3 Paging announcement.

- **Program 0101 - Access Page Zone 4** (page 422)
  
  Enter Y to enable an extension’s ability to make a zone 4 Paging announcement.

- **Program 0101 - Access Page Zone 5** (page 422)
  
  Enter Y to enable an extension’s ability to make a zone 5 Paging announcement.

- **Program 0101 - Access Page Zone 6** (page 422)
  
  Enter Y to enable an extension’s ability to make a zone 6 Paging announcement.

- **Program 0101 - Access Page Zone 7** (page 422)
  
  Enter Y to enable an extension’s ability to make a zone 7 Paging announcement.

- **Program 0401 - Page Duration** (page 432)
  
  Use this timer to set the maximum length of Page announcements.
Program 1701 - Page Zone Key (page 495)
Assign a programmable key on an extension as a Page Zone key (code 13). The options are 0-7 (Page Zones 1-7 or 0 for All Call Page).

Program 1704 - Page Zone Key (page 503)
Assign a programmable key on a DSS Console as a Page Zone key (code 13). The options are 0-7 (Page Zones 1-7 or 0 for All Call Page).

Program 1801 - Extension Class of Service Assignment (page 508)
Assign Class of Service to extensions.

Program 1802 - Page Zone Member (page 515)
Assign the extension to a Page Zone (1-7).

Program 1807 - Paging Through Speaker (page 527)
Enter Y to enable Paging through the telephone speaker.

Other Related Features

Direct Station Selection (DSS) Console (page 119)
DSS Consoles can have Page zone keys.

Do Not Disturb (page 137)
DND blocks Paging announcements.

Headset Compatibility (page 186)
While in the headset mode, the extension user can hear Paging announcements in the headset.
## Feature Operation

### User Programmable Feature

<table>
<thead>
<tr>
<th>Feature</th>
<th>Mnemonic</th>
<th>Operation</th>
<th>Access Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>Paging (Incoming)</td>
<td>#VP</td>
<td>#VP + Y to enable or N to disable + SPK to exit.</td>
<td>3-5</td>
</tr>
</tbody>
</table>

This option is not available in fixed slot software.

To make an Internal Paging announcement:

1. Lift handset.
2. Press **ICM**.
   - Intercom dial tone.
   - **ICM** on.
3. Dial *1 and page zone number (1-7 or 0 for All Call).
   - Two beeps.
   - N/A
4. Make announcement and hang up.
   
   *The system may limit the length of your announcement.*

   OR
   
   1. Lift handset.
   2. Press Paging key.
      - Two beeps.
      - N/A
   3. Make announcement and hang up.
      
      *The system may limit the length of your announcement.*
Description

LCCPU 01.00.00
LCCPU 02.00.00

Available.

Park a call in orbit so a co-worker can pick it up. With Park, it is not necessary to locate a person to handle their calls.

Park places a trunk call in a waiting state (called a Park Orbit) so that an extension user may pick it up. There are two types of Park: System and Personal. Use System Park when you want to have the call wait in one of 10 system orbits (60-69). Personal Park allows you to Park a call at an extension so a co-worker can pick it up. After parking a call, a user can Page the person receiving the call and hang up. The paged party dials a code or presses a programmed System Park key to pick up the call. Many calls can be parked at the same extension, and are retrieved in LIFO (last-in, first-out) order.

A call parked in System Park Orbit for too long will recall the extension that initially parked it. The recall for System Park Orbits 68 and 69 is permanently fixed at 5 minutes. If the recall remains unanswered, the call diverts to Key Ring.

A call parked in Personal Park Orbit for too long will initially recall to the extension at which it is parked. If unanswered there, it recalls to the extension that parked the call. If still unanswered, it diverts to Key Ring.

When an an extension has System Park keys, the keys provide a Busy Lamp Field (BLF) for the orbit assigned to the key.

<table>
<thead>
<tr>
<th>Park Key Busy Lamp Indications</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>When the key is:</strong></td>
</tr>
<tr>
<td>Off</td>
</tr>
<tr>
<td>On (red)</td>
</tr>
<tr>
<td>Single wink on (green)</td>
</tr>
</tbody>
</table>

Conditions

None

Default Setting

- Park available.
- No System Park keys assigned.
Step-by-step guide for setting up Park

Step 1: If a parked call is not picked up, does it recall the extension that initially parked it at after the desired interval?

- **If yes**
  - In Program 0401 - Park Orbit (page 431), leave the Park Orbit interval at its currently assigned value.
  - In Program 0401 - Park Orbit (page 431), change the Park Orbit interval to meet the site requirements.

- **If no**

Step 2: Should extension have System Park Orbit keys?

- **If yes**
  - In Program 1701 - Park Orbit Key (page 494), assign a key as a Park Orbit Key (code 04 + System Park Orbit 0-9).
  - In Program 1701 - Park Orbit Key (page 494), do not assign a key as a Park Orbit Key (code 04).

- **If no**

Step 3: Should DSS Console have System Park Orbit keys?

- **If yes**
  - In Program 1701 - Park Orbit Key (page 502), assign a key as a Park Orbit Key (code 04 + System Park Orbit 0-9).
  - In Program 1701 - Park Orbit Key (page 502), do not assign a key as a Park Orbit Key (code 04).

- **If no**

---

**Programming List**

- **Program 0401 - Park Orbit** (page 431)
  Set how long a call stays in System Park Orbits 60-67 only before recalling. Note that the recall for orbits 68 and 69 is fixed at 5 minutes.

- **Program 1701 - Park Orbit Key** (page 494)
  Assign a programmable key on an extension as a Park Orbit key (code 04). The options are 0-9 (System Park Orbits 0-9).

- **Program 1704 - Park Orbit Key** (page 502)
  Assign a programmable key on a DSS Console as a Park Orbit key (code 04). The options are 0-9 (System Park Orbits 0-9).

---

**Other Related Features**

- **Direct Station Selection (DSS) Console** (page 119)
  DSS Consoles can have Park keys.
Directed Call Pickup (page 131)
Directed Call Pickup also allows an extension user to pick up a call at a co-worker's extension.

Key Ring (page 219)
Unanswered Park recalls divert to key ring.

Music on Hold (page 245)
If installed, Music on Hold plays to parked callers.

Off-Hook Signaling (page 255)
An extension user can Park their current call and answer the waiting call.

Feature Operation

To Park a call in system orbit:
1. While on a trunk call, press ICM.
   - Intercom dial tone.
   - ICM on.
2. Dial * + System Park Orbit (60-69).
3. Hang up.
   - N/A
   - Line/loop key triple Wink On (green).
   OR
1. While on a trunk call, press Park key.
2. Hang up.
   - N/A
   - Line/loop key triple wink on (green). Park key single wink on (green).

To retrieve a call from system Park orbit:
1. Lift handset.
2. Press ICM.
   - Intercom dial tone.
   - ICM on.
3. Dial * + System Park Orbit (60-69).
   - Conversation with caller.
   - Line/loop key on (green).
   OR
1. Lift handset.
2. Press Park key.
   - N/A
   - Line/loop key on.

To Park a call at an extension (using Personal Park):
1. While on a trunk call, press ICM.
   - Intercom dial tone.
   - ICM on.
2. Dial ** + Number of extension at which you want to park the call (300-395).
Park

3. Hang up.
   ☞ N/A
   ☜ For the extension that parked the call and for the extension at which the call is parked: Line/loop key triple wink on (green).

To retrieve a call parked at an extension:
1. Lift handset.
2. Press ICM.
   ☞ Intercom dial tone.
   ☜ ICM on.
3. Dial ** + Number of extension at which the call is parked.
   ☞ Conversation with caller.
   ☜ Line/loop key on (green).
Description

Refer to Centrex Compatibility on page 315 for more.
Prime Line Preference

**Description**

Prime Line Preference allows a keyset user to place or answer an outside call by just lifting the handset. The user does not have to press a line or loop key first. This simplifies handling calls for users that primarily place or answer trunk calls. In programming, you designate a line or loop key as a Prime Line Key. The trunk or trunk group assigned to that key becomes your Prime Line. Any number of extensions can have the same Prime Line assignment.

There are two types of Prime Line Preference: Ringing Prime Line and Idle Prime Line.

**Ringing Prime Line**

This option is currently not available.

**Idle Prime Line**

Idle Prime Line lets a user place or answer a Prime Line call by just lifting the handset. If the Prime Line Key is a line key, lifting the handset places or answers a call on the trunk assigned to the key. If the Prime Line key is a Loop Key, lifting the handset places or answers a call on a trunk assigned to the key.

**Intercom Prime Line**

With Intercom Prime Line, an idle extension user hears Intercom dial tone whenever they lift the handset or press SPK. Intercom Prime Line may help the extension user that most often uses Intercom functions or calls co-workers. Since each extension’s Busy Lamp Field is disabled by default in U Slot, the Programmable Function Keys do not go into the DSS mode when the user lifts the handset.

**Prime Line vs. Ringing Line Preference**

Ringing Line Preference has priority over Prime Line. For example, an extension with Ringing Line Preference will answer a ringing trunk, not get dial tone on their Prime Line. In addition, a Ringing Prime Line will have priority over any other ringing trunk. The seize priority is as follows:

- Ringing Prime Line
- Ringing non-Prime Line
- Prime Line

**Conditions**

None

**Default Setting**

- (Fixed Slot) Prime Lines are not set up.
- (U Slot) Intercom Prime Line enabled.
Prime Line Preference

Programming Guide

Step-by-step guide for setting up Prime Line Preference

Step 1: Should an extension have Prime Line Preference?

If yes

- In Program 1807 - Prime Line Key (page 528), enter the line/loop key that will be the extension’s Prime Line. For Intercom Prime Line, press ICM instead of a line key.

- In Program 1807 - Prime Line Key (page 528), enter 0 (no assignment).

If no

Step 2: Designate the function of the Prime Line Key (except for Intercom Prime Line).

- In Program 1701 - Switched Loop Key (page 493), assign the Prime Line Key as a Switched Loop Key (code 01).
  OR
- In Program 1701 - Fixed Loop Key (page 493), assign the Prime Line Key as a Fixed Loop Key (code 02 + Trunk Group 0-8).
  OR
- In Program 1701 - Line Key (page 494), assign the Prime Line Key as a Line Key (code 03 + Trunk number 1-48).

Programming List

Program 1701 - Programmable Function Key Assignments (page 493)
Program the key assigned as the extension’s Prime Line as a Switched Loop Key (code 01), Fixed Loop Key (code 02 followed by Trunk Group 0-8), or a Line Key (code 03 followed by the trunk number 1-48).

Program 1807 - Prime Line Key (page 528)
Use this option to assign a trunk as the extension’s Prime Line. You enter the Prime Line’s key number (1-24) or press ICM for Intercom Prime Line.

Other Related Features

Direct Inward Line (page 109)
If an extension’s Prime Line is another extension’s DIL, lifting the handset will answer the call even though it does not ring the phone.

Direct Station Selection (DSS) (page 116)
(U Slot) With Intercom Prime Line, an idle extension user hears Intercom dial tone whenever they lift the handset or press SPK. Since each extension’s Busy Lamp Field is disabled by default in U Slot, the Programmable Function Keys do not go into the DSS mode when the user lifts the handset.
Prime Line Preference

Off-Premise Extensions / On-Premise SLT Extensions (page 257)
On- and off-premise extensions cannot use Prime Line Preference.

Ringing Line Preference (page 302)
Prime Line Preference overrides Ringing Line Preference. For example, if you lift the handset while a call is ringing your phone, you seize your Prime Line instead of answering the ringing call.

Feature Operation

<table>
<thead>
<tr>
<th>Feature</th>
<th>Mnemonic</th>
<th>Operation</th>
<th>Access Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prime Line Assignment</td>
<td>#PLA</td>
<td>#PLA + Press one of your flashing programmable keys or ICM + SPK to exit.</td>
<td>3-5</td>
</tr>
</tbody>
</table>

To answer a call on your Prime Line:

- ✉️ Trunk ring.
- 📞 The key assigned as your Prime Line key flashes slowly.

*To bypass your Prime Line, press another key (e.g., a line or loop key) before lifting the handset.*

1. Lift the handset.
   - ✉️ Conversation with caller.
   - 📞 The key assigned as your Prime Line key is on (green).

To place a call on your Prime Line:

*To bypass your Prime Line, press another key (e.g., a line or loop key) before lifting the handset.*

1. Lift the handset.
   - ✉️ Trunk dial tone.
   - 📞 The key assigned as your Prime Line key is on (green).

2. Dial call normally.
Description

LCCPU 01.00.00 | Available.
LCCPU 02.00.00

Use Privacy to prevent interruptions at high priority extensions.

An extension with Privacy blocks incoming Barge In attempts, and Call Waiting (Camp-On) signals. Privacy helps extension users that don’t want their conversations interrupted.

Note that if an extension with Privacy enabled is on a call with an extension with Privacy disabled, they are still subject to Barge In attempts and Call Waiting signals to the non-private extension.

Conditions
None

Default Setting
Privacy disabled in an extension’s Class of Service.

Programming Guide

Step-by-step guide for setting up Privacy

Step 1: Should an extension have Privacy?

If yes

• In Program 0101 - Privacy (page 421), enter Y.
• Program 1801 - Extension Class of Service Assignment (page 508), assign the extension’s Class of Service.

If no

• In Program 0101 - Privacy (page 421), enter N.
• In Program 1801 - Extension Class of Service Assignment (page 508), assign the extension’s Class of Service.

Programming List

Program 0101 - Privacy (page 421)
In an extension’s Class of Service, enter Y to enable Privacy.

Program 1801 - Extension Class of Service Assignment (page 508)
Assign Class of Service to extensions.

Other Related Features

Attendant Position (page 35)
Since the attendant is never busy for Intercom calls, the attendant always has Privacy enabled.
Privacy

Call Waiting / Camp-On (page 66)
Privacy blocks Camp-On beeps.
Barge In (Intrusion) (page 48)
Privacy blocks Barge In attempts.
Monitor / Silent Monitor (page 242)
Privacy does not block Monitor.
Privacy Release Groups (page 279)
There is no interaction between Privacy and Privacy Release Groups.

Feature Operation

None
Privacy Release Groups

Description

You can program extensions into Privacy Release Groups to simplify sharing trunk calls. Co-workers in the same Privacy Release Group can easily join another group member’s trunk call just by pressing the busy line key. The co-worker immediately joins in unannounced and uninvited. Privacy Release Groups are a quick alternative to Conference where control over the Conference is not required. In a Customer Service group, for example, a supervisor could just press a busy line key to monitor any agent’s call.

If desired, an extension user can prevent other members of their Privacy Release Group from interrupting their active call. This ensures that group members will not interrupt confidential calls.

Any number of extensions can be in the same Privacy Release Group. However, an extension can only be in a single group. Members of the Privacy Release Group must have line keys and access to the trunks they want to share.

Privacy Release Groups utilizes a Conference circuit. The following table shows the Conference capacities:

<table>
<thead>
<tr>
<th>Description</th>
<th>Capacity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Conference circuits</td>
<td>32</td>
</tr>
<tr>
<td>Maximum simultaneous users in Conference</td>
<td>32</td>
</tr>
<tr>
<td>(total of all Conferences system-wide)</td>
<td></td>
</tr>
<tr>
<td>Maximum simultaneous conferences</td>
<td>8</td>
</tr>
<tr>
<td>Maximum parties in any one Conference</td>
<td>8</td>
</tr>
<tr>
<td>(trunks and/or extensions)</td>
<td></td>
</tr>
</tbody>
</table>

The system’s 32 Conference circuits are dynamically allocated as users request them.

Conditions

None

Default Setting

No Privacy Release groups assigned.
Privacy Release Groups

Programming Guide

Step-by-step guide for setting up Privacy Release Groups

Step 1: Should extension be in a Privacy Release Group?

If yes

- In Program 1802 - Privacy Release Group (page 513), assign the extension to a Privacy Release Group (1-16). Users in the Privacy Release Group must have line keys for the trunks they want to share.
- In Program 1701 - Line Key (page 494), assign the extension’s line keys. Users in the Privacy Release Group must have line keys for the trunks they want to share.
- In Program 1704 - Line Key (page 502), optionally assign line keys to the extension’s DSS Console. Users in the Privacy Release Group must have line keys for the trunks they want to share.
- In Program 1803 - Extension Line Access Assignments (page 519), assign access to the trunks the Privacy Release Group members want to share. The options are 0 (no access), 1 (incoming only), 2 (outgoing only) and 3 (full access).

If no

- In Program 1802 - Privacy Release Group (page 513), assign the extension to Privacy Release Group 0.

Programming List

Program 1701 - Line Key (page 494)
Assign a programmable key as a line key. Users in the Privacy Release Group must have line keys for the trunks they want to share.

Program 1704 - Line Key (page 502)
Optionally assign a programmable key on a DSS Console as a line key. Users in the Privacy Release Group must have line keys for the trunks they want to share.

Program 1802 - Privacy Release Group (page 513)
Assign an extension to a Privacy Release Group (1-16, 0 = Unassigned).

Program 1803 - Extension Line Access Assignments (page 519)
Users in the Privacy Release Group must have access for the trunks they want to share. The options are 0 (no access), 1 (incoming only), 2 (outgoing only) and 3 (full access).
Other Related Features

The following features also allow different types of multiple party calls:

- **Barge In (Intrusion)** (page 48)
- **Conference** (page 99)
- **Group Listen** (page 173)
- **Meet-Me Conference** (page 234)
- **Tandem Trunking / Unsupervised Conference** (page 359)
- **Privacy** (page 277)

There is no interaction between Privacy and Privacy Release Groups.

Feature Operation

To join a trunk call with a member of your Privacy Release Group:

1. Press line key.
   - You can optionally press a line key on your DSS Console.
   - The line key is on (red) at the extension that initially placed or answered the call.

   - A Privacy Release Group member cannot join your call.

   - Line key on (green) for every Privacy Release Group member that joins the call.

   - Conversation with caller continues.

   - Line key on (green).

To prevent a member of your Privacy Release Group from joining your call:

1. Place or answer trunk call on line key.
   - Conversation with caller.
   - Line key on (orange).

2. Press line key.
   - Conversation with caller continues.
   - Line key on (green).

   A Privacy Release Group member cannot join your call.

3. Repeat step 2 to allow or prevent users to join your call.
Description

A Private Line is a trunk reserved for a keyset for placing and answering calls. A user with a Private Line knows when important calls are for them. Additionally, the user has their own trunk for placing calls that is not available to others in the system.

There are three types of Private Lines:

- **Incoming Only**
  The keyset has a Private Line only for incoming calls. The user cannot place a call on the Private Line. A customer service representative may want an incoming only Private Line to be sure customers can always get through.

- **Outgoing Only**
  The keyset has a Private Line only for outgoing calls. The Private Line does not ring for incoming calls. A service dispatcher may want an outgoing only Private Line so they can always get in touch with field technicians.

- **Both Ways**
  The keyset has a Private Line for both incoming and outgoing calls. An executive may want a both ways Private Line that is available only to them for placing and answering calls.

You can optionally set up shared Private Lines between a group of co-workers that work closely together.

**Conditions**

None

**Default Setting**

No Private Lines programmed.

Programming Guide

Step-by-step guide for setting up Private Lines (Page 1 of 2)

**Step 1: Should extension have a Private Line**

- If yes
  - In Program 1001 - Trunk Circuit Type (page 474), assign the correct circuit type to the Private Line.
  - Stop.

- If no
Step 2: Should Private Line be exclusively for only one extension?

If yes

• In Program 1701 - Line Key (page 494), make sure that only the extension with the Private Line has a line key for the trunk (code 03 followed by the trunk number[1-48]).

   OR

   In Program 1704 - Line Key (page 502), optionally assign the Private Line to a key on the DSS Console (code 01 followed by the trunk number [1-48]).

• In Program 1803 - Extension Line Access Assignments (page 519), make sure that the extension with the Private Line is the only phone that has access to the trunk. See step 3 below for the specifics.

If no

• In Program 1701 - Line Key (page 494), assign line keys (code 03 followed by the trunk number [1-48]) for all extensions that will share the Private Line.

   OR

   In Program 1704 - Line Key (page 502), optionally assign the Private Line to a key on the DSS Console (code 01 followed by the trunk number [1-48]).

Step 3: Should Private Line be incoming, outgoing or both ways?

Incoming

• In Program 1803 - Extension Line Access Assignments (page 519), enter 1 for incoming only access.

• In Program 1805 - Ring Assignments (page 524), make sure only the extension with the Private Line rings for the trunk.

• In Program 1803 - Extension Line Access Assignments (page 519), enter 2 for outgoing only access.

• In Program 1805 - Ring Assignments (page 524), make sure no extensions ring for the trunk.

• In Program 1803 - Extension Line Access Assignments (page 519), enter 3 for full access.

Outgoing

• In Program 1805 - Ring Assignments (page 524), make sure only the extension with the Private Line rings for the trunk.

Both

• In Program 1805 - Ring Assignments (page 524), make sure only the extension with the Private Line rings for the trunk.
Private Line

Programming List

Program 1001 - Trunk Circuit Type (page 474)  
Assign the correct circuit type to the Private Line.

Program 1701 - Line Key (page 494)  
Assign the Private Line to a line key (code 03 followed by the trunk number [1-48]).

Program 1704 - Line Key (page 502)  
Optionally assign the Private Line to a key on the DSS Console (code 01 followed by the trunk number [1-48]).

Program 1803 - Extension Line Access Assignments (page 519)  
For each extension, assign the access options for each trunk (0 = No access, 1 = Incoming only, 2 = Outgoing only, 3 = Full access).

Program 1805 - Ring Assignments (page 524)  
Assign ringing for each trunk at each extension (1 = Lamp only [day and night], 2 = Ringing day and night, 3 = Night Ring only, lamp during the day, 4 = Delay ring day and night). Check to be sure this program applies to this feature.

Other Related Features

The following features work normally for Private Lines.

Automatic Handsfree (page 41)  
Delayed Ringing (page 103)  
Group Ring (page 175)  
Hold (page 188)  
Last Number Redial (page 223)  
Night Service / Night Ring (page 250)  
Park (page 269)  
Prime Line Preference (page 274)  
Save Number Dialed (page 305)  
Speed Dial (page 314)  
Toll Restriction (page 366)  
Transfer (page 376)

The following features do not apply to Private Lines

Call Forwarding (page 55)  
If you want to be able to forward a private trunk, consider setting up a Direct Inward Line.

Feature Operation

To answer an incoming call on your Private Line:

1. Lift handset.

Trunk ring.

Private Line flashing red.

To place a call over your Private Line:

1. Lift handset.

Conversation with caller.

Private Line key on (green).
2. Press line key.
   
   🎤 Trunk dial tone.
   🕵️‍♂️ Private Line key on (green).

3. Dial outside number.
Programmable Function Keys

Description

- LCCPU 01.00.00 Available - unique defaults.
- LCCPU 02.00.00 Available - unique defaults. User Programmable Feature steps added.

Programmable Function Keys simplify feature operation.

Each keyset has Programmable Function Keys. These Programmable Function Keys simplify placing calls, answering calls and using certain features. You can customize the function of any keyset’s Programmable Function Keys from the system program.

The **22-Button Standard and Display Telephones** features 12 Programmable Function Keys.

The **34-Button Display Telephone** features 24 Programmable Function Keys.

The **34-Button Super Display Telephone** also features 24 Programmable Function Keys.
## Programmable Function Keys

The following chart lists the available Programmable Function Key assignments.

<table>
<thead>
<tr>
<th>Assignment</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>ACD Log On (Future)</td>
<td>Line Key</td>
</tr>
<tr>
<td>Call Coverage</td>
<td>Loop Key, Fixed</td>
</tr>
<tr>
<td>Call Timer</td>
<td>Loop Key, Switched</td>
</tr>
<tr>
<td>Data Key (Future)</td>
<td>Message Center</td>
</tr>
<tr>
<td>Group Pickup</td>
<td>Multiple Directory Numbers (Future)</td>
</tr>
<tr>
<td>Hotline</td>
<td>Night Key</td>
</tr>
<tr>
<td>Intercom Directory</td>
<td>Page Zones</td>
</tr>
<tr>
<td>Dialing</td>
<td></td>
</tr>
</tbody>
</table>

### Conditions

If you unplug a 34-button telephone and replace it with a 22-button telephone, Programmable Function Keys 13-24 are inaccessible. However, the system still retains the programming for those keys.

### Default Setting

- **Fixed Slot Software:**
  - Keys 1-8 are line keys for trunks 1-8.
  - Keys 9 and 10 are fixed loop keys.
  - Key 11 is an auto timer key.
  - Key 12 is an All Call Page key.
  - For attendants (extension 300 by default)
    - Key 11 is a Night Key
    - Key 12 (on 22-button) or key 24 (on 34-button) is an Operator Call Key.

- **U Slot Software:**
  - Keys 1-12 are line keys for trunks 1-12.
  - Keys 13-24 are undefined.
  - For attendants (extension 300 by default)
    - Key 11 is a Night Key.
    - Key 12 (on 22-button) or key 24 (on 34-button) is an Operator Call Key.
Programmable Function Keys

**Programming Guide**

**Step-by-step guide for setting up Programmable Function Keys**

### Step 1: Do you want to customize an extension’s Programmable Function Keys?

- **If yes**
  - In *Program 1701 - Programmable Function Key Assignments* (page 493), review the options and set up the Programmable Function Keys to meet the site requirements.
  - In *Program 1701 - Programmable Function Key Assignments* (page 493), leave each extension’s Programmable Function Keys at their default settings.

- **If no**

### Step 2: Are any of an extension’s Programmable Function Keys set up as line keys?

- **If yes**
  - In *Program 1802 - Key Access to Outbound Lines* (page 515), enter Y to enable line key access to trunks.
  - Also, review *Central Office Calls, Answering on* page 77 and *Central Office Calls, Placing on* page 83 for more on setting up trunk calling.
  - To provide an answering point for incoming calls, you should have at least one Loop Key reserved for incoming calls. Refer to *Loop Keys* on page 229 for more.

- **If no**

**Programming List**

**Program 1701 - Programmable Function Key Assignments** (page 493)

Assign programmable key functions per the following chart.

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
<th>Key Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Undefined</td>
<td>Use this option to designate a key as undefined (no function).</td>
<td>00</td>
</tr>
<tr>
<td>Switched Loop Key</td>
<td>Use this option to assign a programmable key as a switched loop key.</td>
<td>01</td>
</tr>
<tr>
<td>Fixed Loop Key</td>
<td>Use this option to assign a programmable key as a Fixed Loop Key.</td>
<td>02 + nn (trunk group)</td>
</tr>
<tr>
<td>Line Key</td>
<td>Use this option to assign a programmable key as a line key.</td>
<td>03 + nn (trunk number)</td>
</tr>
</tbody>
</table>
## Programmable Function Keys

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
<th>Key Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Park Orbit Key</td>
<td>Use this option to assign a programmable key as a Park Orbit key.</td>
<td>04 + n (Park Orbit 0-9)</td>
</tr>
<tr>
<td>Hotline Key</td>
<td>Use this option to assign a programmable key as a Hotline key.</td>
<td>05 + nnn (extension number)</td>
</tr>
<tr>
<td>Call Coverage Immediate Ring</td>
<td>Use this option to assign a programmable key as an immediately ringing Call Coverage Key.</td>
<td>06 + nnn (extension number)</td>
</tr>
<tr>
<td>Call Coverage No Ring</td>
<td>Use this option to assign a programmable key as a lamp only (no ring) Call Coverage Key.</td>
<td>07 + nnn (extension number)</td>
</tr>
<tr>
<td>Call Coverage Delay Ring</td>
<td>Use this option to assign a programmable key as a delayed ring Call Coverage Key.</td>
<td>08 + nnn (extension number)</td>
</tr>
<tr>
<td>Group Pickup Immediate Ring</td>
<td>Use this option to assign a programmable key as an immediate ring Group Call Pickup key.</td>
<td>09 + nn (Pickup Group 01-08)</td>
</tr>
<tr>
<td>Group Pickup No Ring</td>
<td>Use this option to assign a programmable key as a lamp only (no ring) Group Call Pickup key.</td>
<td>10 + nn (Pickup Group 01-08)</td>
</tr>
<tr>
<td>Group Pickup Delay Ring</td>
<td>Use this option to assign a programmable key as a delay ring Group Call Pickup key.</td>
<td>11 + nn (Pickup Group 01-08)</td>
</tr>
<tr>
<td>Page Zone Key</td>
<td>Use this option to assign a programmable key as a Page Zone key.</td>
<td>13 + n (Page Zone 1-7, 0 for All Call)</td>
</tr>
<tr>
<td>System Speed Dial Key</td>
<td>Use this option to assign a programmable key as a One-Touch System Speed Dial key. You assign the key to specific System Speed Dial bin.</td>
<td>14 + nnn (System Speed Dial bin, normally 200-299)</td>
</tr>
<tr>
<td>Personal Speed Dial Key</td>
<td>Use this option to assign a programmable key as a Personal Speed Dial key. You assign the key to a specific Personal Speed Dial bin.</td>
<td>15 + nnn (701-720)</td>
</tr>
<tr>
<td>Call Timer Key</td>
<td>Use this option to assign a programmable key as a Call Timer key. There are two types of timer key: manual and automatic.</td>
<td>16 + n (1 = Manual Call Timer, 2 = Automatic Call Timer)</td>
</tr>
<tr>
<td>Voice Mail Record Key</td>
<td>Use this option to assign a programmable key as a Voice Mail Record key.</td>
<td>17</td>
</tr>
<tr>
<td>Night Key</td>
<td>Use this option to assign a programmable key as a Night Key.</td>
<td>18 + CLEAR</td>
</tr>
<tr>
<td>Data Key</td>
<td>This option is currently not used.</td>
<td>19 + nnn (extension number)</td>
</tr>
<tr>
<td>Split Key</td>
<td>Use this option to assign a programmable key as a Split key.</td>
<td>20</td>
</tr>
<tr>
<td>ICM Directory Key</td>
<td>Use this option to assign a programmable key as an Intercom Directory Dialing key.</td>
<td>21</td>
</tr>
<tr>
<td>ACD Log On Key</td>
<td>* This option is currently not used.</td>
<td>22</td>
</tr>
</tbody>
</table>
Programmable Function Keys

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
<th>Key Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reverse Voice Over Key</td>
<td>Use this option to assign a programmable key as a Reverse Voice Over key.</td>
<td>23</td>
</tr>
<tr>
<td>Message Center Key</td>
<td>Use this option to assign a programmable key as a Message Center key.</td>
<td>24 + nnn (extension number) Note that the extension number does not have to be an installed extension.</td>
</tr>
<tr>
<td>Save Key</td>
<td>Use this option to assign a programmable key as a Save Number Dialed key.</td>
<td>25</td>
</tr>
</tbody>
</table>

Program 1802 - Key Access to Outbound Lines (page 515)
Enter Y to enable an extension user to press a Programmable Function Key to access and outside line.

Other Related Features

- **Check Key** (page 91)
  Check Programmable Function Key assignments.

- **Direct Station Selection (DSS)** (page 116)
  If enabled in programming, Programmable Function Keys become DSS keys when the user presses ICM.

Feature Operation

<table>
<thead>
<tr>
<th>User Programmable Feature</th>
</tr>
</thead>
<tbody>
<tr>
<td>Feature</td>
</tr>
<tr>
<td>---------------------------</td>
</tr>
<tr>
<td>Programmable Function Key Assignments</td>
</tr>
</tbody>
</table>

Refer to the individual features in the chart above.
Pulse to Tone Conversion

Description

Use special services (such as telephone banking) over dial pulse trunks.

An extension can use Pulse to Tone Conversion while placing a trunk call to change the dialing mode from dial pulse to DTMF. For a system in a dial pulse area, this permits users to access DTMF services (such as telephone banking) from their DP area. Pulse to tone conversion also helps dial pulse callers use another company’s automated attendant dialing options. The user can, for example:

- Place a call to their bank over a DP trunk.
- After the banking service answers, wait 6 seconds. (The system automatically converts dialing to DTMF.)
- Dial additional banking options.

Refer to Central Office Calls, Answering on page 77 and Central Office Calls, Placing on page 83 for the specifics on setting up your trunk calling.

Conditions

None

Default Setting

Pulse to Tone Conversion always enabled for dial pulse trunks.

Programming Guide

None

Programming List

Program 1001 - Trunk Circuit Type (page 474)
Be sure to program your DP trunk with circuit type 52.

Other Related Features

Pulse to Tone Conversion (page 291)
The system does not provide Pulse to Tone Conversion for SLTs. The conversion must be switched manually from the telephone.

Speed Dial (page 314)
If a Speed Dial number using a dial pulse trunk contains a pause, the digits following the pause automatically dial out as DTMF.
Pulse to Tone Conversion

Feature Operation

To convert your phone's dialing to DTMF after placing your call on a DP trunk:

1. Dial initial digits for call.
   
   `Digits dial out as dial pulse.`
   
   ![Digits dial out as dial pulse.](N/A)

2. Wait 6 seconds.

3. Dial additional digits.

   `Additional digits dial out as DTMF.`

   ![Additional digits dial out as DTMF.](N/A)
Removing Trunks and Extensions From Service

Description

Temporarily remove problem extensions and trunks from service until they can be repaired.

Supervisors and attendants can remove problem trunks and extensions from service. This helps ensure maximum system performance. For example, the attendant can busy-out a noisy trunk or problem extension until service personnel can repair the problem. The trunk or extension the appears busy to all callers. Following repair, the attendant or supervisor can return the trunk to service.

The extension or trunk removed from service shows as busy on the appropriate key (e.g., line key or Hotline key). The port activity LED on the ATRU PCB indicates that the trunk is busy.

Conditions

None

Default Setting

Disabled

Programming Guide

Step-by-step guide for setting up Removing Trunks and Extensions from Service

Step 1: Should extension be able to remove another extension or trunk from service?

If yes

• In Program 0101 - Direct Trunk Access (page 423), enter Y to enable Direct Trunk Access.
• In Program 1801 - Extension Class of Service Assignment (page 508), assign Class of Service to extensions.

If no

• In Program 0101 - Direct Trunk Access (page 423), enter N to disable Direct Trunk Access.
• In Program 1801 - Extension Class of Service Assignment (page 508), assign Class of Service to extensions.
Removing Trunks and Extensions From Service

Programming List

Program 0101 - Direct Trunk Access (page 423)
Enter Y to enable an extension to use Direct Trunk Access. Note that enabling Direct Trunk Access allows the user to bypass Toll Restriction.

Program 1801 - Extension Class of Service Assignment (page 508)
Assign Class of Service to extensions.

Other Related Features

Attendant Position (page 35)
Normally, system attendants should have the ability to remove trunks and extensions from service.

Call Forwarding (page 55)
If Call Forwarding is enabled at an extension when it is removed from service, it is reinstated when the extension is returned to service.

Direct Trunk Access (page 129)
An extension user with Direct Trunk Access can remove trunks from service.

Selectable Display Messaging (page 307)
Removing and returning an extension to service does not cancel an extension’s Selectable Display Messaging.

Feature Operation

To remove or return an extension or trunk to service:
1. Press ICM and dial #40.
2. Dial the number of the extension you want to remove or return to service (300-395).
   OR
   Dial the number of the trunk you want to remove or return to service (401-448)
3. Dial 4 to return.
   OR
   Dial 6 to remove.
   \[Dial tone.\]
   \[The display on a telephone removed from service shows: Out of Service\]
   \[The line key for a trunk removed from service is on (red).\]
4. Press SPK to hang up.
Repeat Redial

Description

<table>
<thead>
<tr>
<th></th>
<th>LCCPU 01.00.00</th>
<th>LCCPU 02.00.00</th>
<th>Not available.</th>
</tr>
</thead>
</table>

Not available.
Reverse Voice Over

Description

LCCPU 01.00.00
LCCPU 02.00.00 Available.

Privately call a co-worker while you're busy on your handset.

While on a handset call, Reverse Voice Over lets a busy keyset user make a private Intercom call to an idle co-worker. The busy user just presses and holds down a programmed Reverse Voice Over key to make a private call to the assigned co-worker. The initial caller cannot hear the Reverse Voice Over conversation. The private Intercom call continues until the Reverse Voice Over caller releases the key again. The initial handset call can be a trunk call or an Intercom call. An extension can have Reverse Voice Over keys for more than one co-worker.

Reverse Voice Over could help a salesperson, for example, when placing a call to an important client. The salesperson can talk with the client and give special instructions to an assistant — without interrupting the initial call.

When the keyset is idle, the Reverse Voice Over key functions the same as a Hotline key. (You cannot, however, use it to Transfer calls.) The key also shows at a glance the status of the associated extension:

<table>
<thead>
<tr>
<th>Reverse Voice Over Busy Lamp Indications</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>When the key is:</strong></td>
</tr>
<tr>
<td>Off</td>
</tr>
<tr>
<td>On</td>
</tr>
<tr>
<td>Flashing fast</td>
</tr>
</tbody>
</table>

Reverse Voice Over uses a system Conference circuit while it is active. The following table shows the system’s Conference capacities:

<table>
<thead>
<tr>
<th>Description</th>
<th>Capacity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Conference circuits</td>
<td>32</td>
</tr>
<tr>
<td>Maximum simultaneous users in Conference (total of all Conferences system-wide)</td>
<td>32</td>
</tr>
<tr>
<td>Maximum simultaneous conferences</td>
<td>8</td>
</tr>
<tr>
<td>Maximum parties in any one Conference (trunks and/or extensions)</td>
<td>8</td>
</tr>
</tbody>
</table>

The system’s 32 Conference circuits are dynamically allocated as users request them.

Conditions
Reverse Voice Over

**Default Setting**
No Reverse Voice Over keys assigned

---

**Programming Guide**

**Step-by-step guide for setting up Reverse Voice Over**

**Step 1: Should extension have Reverse Voice Over Capability?**

- **If yes**
  - To put a Reverse Voice Over key on a keyset:  
    In Program 1701 - Reverse Voice Over Key (page 496), assign a Reverse Voice Over key (code 23 followed by the assigned extension number).
    OR
  - To put a Reverse Voice Over key on a DSS Console:  
    In Program 1704 - Reverse Voice Over Key (page 504), assign a Reverse Voice Over key (code 23 followed by the assigned extension number).
  - In Program 1701 - Reverse Voice Over Key (page 496), and in Program 1704 - Reverse Voice Over Key (page 504), do not assign any Reverse Voice Over keys (code 23).

- **If no**

---

**Programming List**

- **Program 1701 - Reverse Voice Over Key** (page 496)  
  Assign a keyset programmable key as a Reverse Voice Over key (code 23 followed by the assigned extension number).
- **Program 1704 - Reverse Voice Over Key** (page 504)  
  Assign a DSS Console programmable key as a Reverse Voice Over key (code 23 followed by the assigned extension number).

---

**Other Related Features**

- **Conference** (page 99)  
  An extension user cannot add an incoming Reverse Voice Over call to a Conference.
- **Direct Station Selection (DSS) Console** (page 119)  
  A DSS Console can have a Reverse Voice Over key.
- **Do Not Disturb** (page 137)  
  DND does not block Reverse Voice Over.
- **Hold** (page 188)  
  An extension cannot put an incoming Reverse Voice Over call on Hold.
- **Transfer** (page 376)  
  While idle, an extension user cannot use their Reverse Voice Over key to Transfer calls.
Reverse Voice Over

Feature Operation

To place a Reverse Voice Over call:
1. While on a handset call, press and hold your Reverse Voice Over key.
   - Two beeps, then conversation with called co-worker.
   - Reverse Voice Over key on (red).

To return to your initial caller:
1. Release your Reverse Voice Over key.
   - Conversation with initial caller in handset.
   - Reverse Voice Over key off.

To place a call to your assigned Reverse Voice Over destination:
1. While your telephone is idle, press your Reverse Voice Over key.
   - Two beeps, then conversation with called co-worker.
   - Reverse Voice Over key on (green).
   You can optionally lift the handset for Privacy.
Ring Groups

Description

LCCPU 01.00.00
LCCPU 02.00.00

Available. Refer to Group Ring on page 175 for more information.
Ringdown Extension

Description

Call another extension, group or Voice Mail just by lifting the handset.

A Ringdown Extension automatically calls a co-worker, Voice Mail, a Ring Group or a UCD Hunting group when the user lifts the handset. The call automatically goes through — there is no need for the user to dial digits or press additional keys. Ringdown extension are frequently used for lobby phones, where the caller just lifts the handset to get the information desk.

Conditions

None

Default Setting

Ring Down disabled.

Programming List

Program 1802 - Ring Down Destination (page 515)

Assign the extension’s Ringdown destination. The destination can be an extension, the Voice Mail master number, a Ring Group number, or a UCD master number. The Ringdown destination cannot be a trunk (e.g., 401).

Other Related Features

Intercom (page 214)

Ringdown Extension follows the voice-announce status of destination extension. For example, if an extension usually voice-announces Intercom calls, a ringdown to that extension will also voice-announce.

Ringing Line Preference (page 302)

Ringing Line Preference has precedence over Ringdown Extension. If Ringing Line Preference is ringing the phone, lifting the handset answers the call. Lifting the handset does not call the Ringdown destination.

Voice Mail (page 396)

If the Ringdown destination is the Voice Mail master number, the Ringdown Extension user hears the Voice Mail main greeting (“Please enter your mailbox number”) after the call connects.

Feature Operation

To use Ringdown Extension:

1. Lift handset or press SPK.

   Two beeps or ringing.

   ICM on.

   If you hear ringing, wait for the called party to answer. If you hear two beeps, you may
To bypass Ringdown (if your keyset is set up as a Ringdown Extension):

1. Before lifting the handset or pressing SPK, press one of the following:
   - ICM
   - Line key
   - Programmable Function Key
Ringing Line Preference

**Description**

LCCPU 01.00.00  LCCPU 02.00.00 Available.

Simply lift the handset to answer a ringing call.

Ringing Line Preference lets a keyset user answer a ringing call by just lifting the handset. For a user that primarily answers calls, Ringing Line Preference ensures that ringing calls have priority. The tables below show the interaction between Ringing Line Preference and other features for both handset and headset calls.

<table>
<thead>
<tr>
<th>Feature</th>
<th>Keyset</th>
<th>Attendant</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>RLP = Y</td>
<td>RLP = N</td>
</tr>
<tr>
<td></td>
<td>RLP = Y</td>
<td>RLP = N</td>
</tr>
<tr>
<td>Does lifting the handset answer the ringing call?</td>
<td>Yes</td>
<td>Yes</td>
</tr>
</tbody>
</table>

- **Intercom** (page 214)
  - Ringing Intercom calls
  - Yes | Yes | Yes | Yes

- **Key Ring** (page 219)
  - (Line/Loop Keys)
  - Yes | No | Yes | No

- **Transfer** (page 376)
  - Yes | No | Yes | No

- **Direct Inward Line** (page 109)
  - Yes | No | Yes | No

- **Group Ring** (page 175)
  - Yes | Yes | N/A | N/A

- **Extension Hunting** (page 147)
  - (Call to UCD master)
  - Yes | Yes | No | No

- **Call Coverage Keys** (page 51)
  - No | No | No | No

- **Group Call Pickup** (page 169)
  - No | No | No | No

1Ringing Line Preference will not answer a call ringing the Operator Call Key.
When multiple calls ring an extension simultaneously, the system services the ringing calls in the following order:
1. ICM Key
2. Line Key (from lowest to highest)
3. Loop Key (from lowest to highest)

In addition, if two extensions with Ringing Line Preference answer the same trunk call simultaneously, the system connects the call to the lowest numbered extension.

### Prime Line vs. Ringing Line Preference

Ringing Line Preference has priority over Prime Line. For example, an extension with Ringing Line Preference will answer a ringing trunk, not get dial tone on their Prime Line. In addition, a ringing Prime Line will have priority over any other ringing trunk. The seize priority is as follows:
- Ringing Prime Line
- Ringing non-Prime Line
- Prime Line

**Conditions**
None

**Default Setting**
Enabled
Ringing Line Preference

Programming List

Program 1807 - Ringing Line Preference (page 527)
   Enter Y to enable Ringing Line Preference.

Other Related Features

Attendant Call Queuing (page 33)
   Ringing Line Preference will not answer a call ringing the Operator Call Key.

Intercom (page 214)
   Ringing Line Preference answers a ringing Intercom call before a ringing trunk call.

Prime Line Preference (page 274)
   Prime Line Preference overrides Ringing Line Preference. For example, if you lift the handset
   while a call is ringing your phone, you seize your Prime Line instead of answering the ringing
   call.

Ringdown Extension (page 300)
   Ringing Line Preference has precedence over Ringdown Extension. If Ringing Line Preference
   is ringing the phone, lifting the handset answers the call. Lifting the handset does not call
   the Ringdown destination.

Feature Operation

<table>
<thead>
<tr>
<th>Feature</th>
<th>Mnemonic</th>
<th>Operation</th>
<th>Access Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>This option is not available in fixed slot software.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ringing Line Preference</td>
<td>#RLP</td>
<td>#RLP + Y to enable or N to disable + SPK to exit.</td>
<td>2-5</td>
</tr>
</tbody>
</table>

To use Ringing Line Preference:
1. Lift handset or press **SPK**.  
   *You automatically answer the call.*

To bypass Ringing Line Preference:
1. Before lifting the handset or pressing **SPK**, press one of the following:
   - **ICM**
   - Line key
   - Programmable Function Key
Save Number Dialed

Description

Save Number Dialed permits an extension user to save their last outside number and easily redial it later on. For example, an extension user can recall a busy or unanswered number without manually dialing the digits. The system retains the saved number until the user stores a new one in its place.

Save Number Dialed saves in system memory a dialed number up to 32 digits. The system remembers the digits regardless of whether the call was answered, unanswered or busy. The system normally uses the same trunk as for the initial call. However, if that trunk is busy and is part of a trunk group, Save Number Dialed will automatically select the next trunk in the group. The user can also preselect a specific trunk if desired.

Save Number Dialed requires a uniquely programmed Programmable Function Key or DSS Console Key.

Conditions

None

Default Setting

No Save keys programmed.

Programming Guide

Step-by-step guide for setting up Save Number Dialed (Page 1 of 2)

Step 1: Should extension have a Save key?

If yes

• In Program 1701 - Save Key (page 496), enter code 25.

If no

• In Program 1701 - Save Key (page 496), do not enter code 25 to assign a key as a Save key.

Step 2: Should DSS Console have a Save key?

If yes

• In Program 1704 - Save Key (page 505), enter code 25.
Save Number Dialed

Step-by-step guide for setting up Save Number Dialed (Page 2 of 2)

• In Program 1704 - Save Key (page 505), do not enter code 25 to assign a key as a Save key.

Programming List

Program 1701 - Save Key (page 496)
Assign a Save key to a keyset Programmable Function Key (code 25).

Program 1704 - Save Key (page 505)
Assign a Save key to a DSS Console (code 25).

Other Related Features

Central Office Calls, Placing (page 83)
Save an outside number, then easily redial it later on.

Direct Station Selection (DSS) Console (page 119)
A DSS Console can have a Save key.

Last Number Redial (page 223)
Last Number Redial also simplifies dialing important numbers.

Off-Premise Extensions / On-Premise SLT Extensions (page 257)
Save Number Dialed is not available to on- and off-premise SLTs.

Single Line Telephones (page 311)
Save Number Dialed is not available to SLTs.

Trunk (Line) Queuing / Trunk Callback (page 384)
If an extension user presses their Save key and hears busy, they can dial 2 to wait in line for the trunk to become available. The system will automatically redial the call. However, if the user hangs up to convert the queue to a Trunk Callback, the system will not redial the saved call once the trunk connects.

Feature Operation

To save the outside number you just dialed (up to 32 digits):
1. Press Save Number Dialed Key.
   The system stores the number you just dialed.

To redial a saved number:
1. (Optional) Press a line key to preselect a trunk for the call.
2. Press Save Number Dialed key.
   Stored number dialing out.
   Line/loop key triple Wink On (green).
   If you hear busy, you may be able to dial 2 and wait in line for the trunk to become free.
Selectable Display Messaging

**Description**

While you’re away from the phone, display telephone callers can receive personalized text messages you set up.

An extension user can select a preprogrammed Selectable Display Message for their extension. Display keyset callers see the selected message when they call the user’s extension. Selectable Display Messaging provides personalized text messaging. For example, an extension user could select the message “GONE FOR THE DAY.” Any display keyset user calling the extension would see the message. Other than displaying the message, the system puts the call though normally.

There are 16 Selectable Display Messages (01-16), set up in system programming. Messages 01-09 are preset by default, but can be changed to meet the site requirements. Messages 10-16 are initially undefined. Any message can be appended by the extension user. For example, a user could select message 09 (OUT UNTIL) and append the time they are expected back (e.g., 5:00). The total length of the message plus any user appended entries cannot exceed 20. Selectable Display Messages cannot begin with numbers.

Following are the 16 default Selectable Display Messages.

<table>
<thead>
<tr>
<th>Option</th>
<th>Default</th>
</tr>
</thead>
<tbody>
<tr>
<td>Message 01</td>
<td>CALL (plus 15 user entries)</td>
</tr>
<tr>
<td>Message 02</td>
<td>BACK BY (plus 12 user entries)</td>
</tr>
<tr>
<td>Message 03</td>
<td>MEETING IN RM (plus 4 user entries)</td>
</tr>
<tr>
<td>Message 04</td>
<td>OUT TO LUNCH (plus 7 user entries)</td>
</tr>
<tr>
<td>Message 05</td>
<td>GONE FOR THE DAY (plus 3 user entries)</td>
</tr>
<tr>
<td>Message 06</td>
<td>ON VACATION (plus 8 user entries)</td>
</tr>
<tr>
<td>Message 07</td>
<td>ON BUSINESS TRIP (plus 3 user entries)</td>
</tr>
<tr>
<td>Message 08</td>
<td>IN THE MEETING (plus 7 user entries)</td>
</tr>
<tr>
<td>Message 09</td>
<td>OUT UNTIL (plus 10 user entries)</td>
</tr>
<tr>
<td>Message 10</td>
<td>Undefined (up to 20 characters)</td>
</tr>
<tr>
<td>Message 11</td>
<td>Undefined (up to 20 characters)</td>
</tr>
<tr>
<td>Message 12</td>
<td>Undefined (up to 20 characters)</td>
</tr>
<tr>
<td>Message 13</td>
<td>Undefined (up to 20 characters)</td>
</tr>
<tr>
<td>Message 14</td>
<td>Undefined (up to 20 characters)</td>
</tr>
<tr>
<td>Message 15</td>
<td>Undefined (up to 20 characters)</td>
</tr>
</tbody>
</table>
Selective Display Messaging

<table>
<thead>
<tr>
<th>Option</th>
<th>Default</th>
</tr>
</thead>
<tbody>
<tr>
<td>Message 16</td>
<td>Undefined (up to 20 characters)</td>
</tr>
</tbody>
</table>

**Conditions**
None

**Default Setting**
See the table above.

---

**Programming Guide**

**Step-by-step guide for setting up Selectable Display Messaging**

**Step 1: Should extension be able to enable Selectable Display Messaging?**

- **If yes**
  - In Program 1001 - Internal Call Forwarding (page 420), enter Y.
  - In Program 1801 - Extension Class of Service Assignment (page 508), assign an extension’s Class of Service.

- **If no**
  - In Program 1001 - Internal Call Forwarding (page 420), enter N.
  - In Program 1801 - Extension Class of Service Assignment (page 508), assign an extension’s Class of Service.

**Step 2: Do you want to change the default Selectable Display Messages or create new ones?**

- **If yes**
  - In Program 0801 - Selectable Display Messages (page 472), edit the Selectable Display Messages.
  
  - Do not make any changes to Program 0801 - Selectable Display Messages (page 472).

---

**Programming List**

- **Program 1001 - Internal Call Forwarding** (page 420)
  Enter Y to enable Call Forwarding.

- **Program 0801 - Selectable Display Messages** (page 472)
  Program the system’s 16 Selectable Display Messages (up to 20 characters long).

- **Program 1801 - Extension Class of Service Assignment** (page 508)
  Assign an extension’s Class of Service.
Selective Display Messaging

Other Related Features

Call Forwarding (page 55)
Call Forwarding Cancel (page 62)
Call Forwarding, Off-Premise (page 61)

Enabling or canceling Call Forwarding cancels an extension’s Selectable Display Messaging.

Removing Trunks and Extensions From Service (page 293)

Removing and returning an extension to service does not cancel an extension’s Selectable Display Messaging.

Single Line Telephones (page 311)

SLTs cannot use Selectable Display Messaging.

Speed Dial (page 314)

Personal Speed Dial keys can store the codes that enable Selectable Display Messaging.

Feature Operation

To select a Selectable Display Message:

1. Press ICM.
   - Dial tone.
   - ICM and SPK on.
2. Dial *38 + Message number (01-16).
   - Dial tone stops.
   - ICM on, SPK flashes.
   - You can press VOL ▲ or VOL ▼ to scroll through the messages instead of dialing the message number.
3. Press HOLD.
4. Enter any additional digits.
   - The total number of digits/characters in the message cannot exceed 20. Use any valid characters, digits or symbols (just as if you were entering names). Refer to the table below when entering digits.
5. Press HOLD.
6. Press SPK to hang up.
   - DND is on while the Selectable Display Message is active.

To cancel a Selectable Display Message:

1. Press ICM.
   - Dial tone.
   - ICM and SPK on.
2. Dial *30.
   - Dial tone.
   - ICM and SPK on.
3. Press SPK to hang up.
   - Dial tone stops.
   - ICM, SPK and DND go out.
Use the following table when entering or appending messages:

<table>
<thead>
<tr>
<th>Press this key:</th>
<th>Then one of these keys to enter the character in the white cell:</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>2</td>
<td>A B C</td>
</tr>
<tr>
<td>3</td>
<td>D E F</td>
</tr>
<tr>
<td>4</td>
<td>G H I</td>
</tr>
<tr>
<td>5</td>
<td>J K L</td>
</tr>
<tr>
<td>6</td>
<td>M N O</td>
</tr>
<tr>
<td>7</td>
<td>P Q R S</td>
</tr>
<tr>
<td>8</td>
<td>T U V</td>
</tr>
<tr>
<td>9</td>
<td>W X Y Z</td>
</tr>
<tr>
<td>0</td>
<td>SPACE :</td>
</tr>
<tr>
<td>*</td>
<td></td>
</tr>
<tr>
<td>#</td>
<td></td>
</tr>
</tbody>
</table>

To enter characters in lower case (e.g., e instead of E), press MW before pressing the key in the first shaded column. Use LND to backspace over (erase) any characters you want to correct.
Description

LCCPU 01.00.00
LCCPU 02.00.00
Available. Refer to Off-Premise Extensions / On-Premise SLT Extensions on page 257 for more.
Soft Keys

Description

LCCPU 01.00.00  LCCPU 02.00.00
See Interactive Soft Keys on page 195.
Description

LCCPU 01.00.00
LCCPU 02.00.00

See Monitor / Silent Monitor on page 242.
### Description

- The Super Display telephone display shows the first 10 characters of the programmed Personal Speed Dial name (or first 10 digits of stored number if there is no name. Previous versions showed bin number only.
- User Programmable Feature steps added.

Instead of dialing a long telephone number to reach a client or customer, use Speed Dial instead. Also, store Intercom digits for quick access to commonly used features.

Speed Dial gives an extension user quick access to frequently called numbers. There are two types of Speed Dial: System and Personal. Speed Dial numbers can be up to 30 digits long, using 0-9, # and *. Every Speed Dial can have a programmed name up to 16 characters long. The name shows in the telephone display as the Speed Dial number dials out.

Speed Dial can store outside numbers and Intercom digits. The capability to store Intercom digits provides the user with “one-touch” access to features they use most often. For example, a user can have a Speed Dial bin that simplifies forwarding calls to Voice Mail or a co-worker.

### System Speed Dial

System Speed Dial gives every extension access to the same set of stored numbers. The system provides up to 1000 System Speed Dial numbers. Depending on the system option selected (see Programming Guide below), the system provides either 10, 100 or 1000 System Speed Dial numbers.

### Personal Speed Dial

Personal Speed Dial provides extensions with 20 numbers stored privately for their own use. The Personal Speed Dial keys on a DSS Console access the same bins as the extension to which it is attached.

### Allocating Speed Dial Blocks

The system allows up to 1240 unique Speed Dial numbers (bins). Bins are grouped into 62 distinct blocks, with 20 numbers in each block. Review the table below and keep the following bullets in mind when setting up Speed Dial:

<table>
<thead>
<tr>
<th>System Speed Dial</th>
<th>Personal Speed Dial</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Total Bins</strong></td>
<td><strong>Total Blocks</strong></td>
</tr>
<tr>
<td>10 (20-29)</td>
<td>1</td>
</tr>
<tr>
<td>100 (200-299)</td>
<td>5</td>
</tr>
<tr>
<td>1000 (2000-2999)</td>
<td>50</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Block Numbers</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>61</td>
</tr>
<tr>
<td>57</td>
</tr>
<tr>
<td>6-62</td>
</tr>
</tbody>
</table>
The system automatically assigns System Speed Dial blocks. By default, Personal Speed Dial Blocks are assigned as follows.

<table>
<thead>
<tr>
<th>Extension</th>
<th>Personal Speed Dial Block Assignment</th>
</tr>
</thead>
<tbody>
<tr>
<td>300</td>
<td>6</td>
</tr>
<tr>
<td>301</td>
<td>7</td>
</tr>
<tr>
<td>through</td>
<td>36</td>
</tr>
</tbody>
</table>

You can change the Personal Speed Dial block assignment for an extension in system programming. Always be careful, however, to not assign a Personal Speed Dial block that is already in use for System Speed Dial. If you do, that extension’s personal entries will overwrite the system entries, and vice-versa.

Extensions with the same Personal Speed Dial block share the same Personal Speed Dial numbers.

The Personal Speed Dial keys on a DSS Console access the same bins as the extension to which it is attached. DSS Consoles do not have unique Personal Speed Dial numbers.

### Unique Speed Dial Entries

In addition to the digits 0-9, # and *, you can enter the following for additional dialing options:

<table>
<thead>
<tr>
<th>For this option</th>
<th>Or use this telephone Programming List option:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pause</td>
<td>MIC</td>
</tr>
<tr>
<td>Flash</td>
<td>FLASH</td>
</tr>
</tbody>
</table>

### Storing Trunk Routing in a Speed Dial Bin

When you program a Speed Dial bin, you can select either a trunk or a Trunk Group over which the call should route. For example, you can enter 1 for trunk 1 or 90 for Trunk Group 0.

- If you enter a Trunk Group number, the system will select the lowest numbered trunk in the group for the call. If that trunk is busy, the system will select the next highest trunk.
- If you enter a trunk number, the system initially selects that specific trunk for the call. If the trunk is busy, the system automatically tries the next trunk in that trunk’s group (if any). If there is no other installed trunk in that group, the user hears busy tone and the call doesn’t go through.

### Centrex Compatibility

Speed Dial offers unique compatibility with connected Centrex services. A Speed Dial number can accommodate both placing a new call and outdialing the stored Speed Dial number on an active Centrex trunk. This enables features such as Centrex Transfer and Conference. Speed Dial adheres to the following rules.

- When a user presses ICM and selects a Speed Dial number (using any method), the system examines the contents of the stored Speed Dial bin.
- If the first entry in the bin is an F (Flash command), the system checks to see if the user was active on a trunk call.
  - If the user was active on a trunk call, the system flashes the connected trunk and outdials the contents of the bin (ignoring the trunk selection associated with the bin).
  - If the user was not active on a trunk call, the system ignores the F (flash command), selects
Speed Dial

the trunk associated with the bin and outdials the stored number.

- If the fist entry in the bin is not an F (Flash command), the system handles the Speed Dial entry normally (i.e., selects the trunk associated with the bin and outdials the stored number).

Note that this unique Centrex integration also pertains to Voice Mail ports accessing stored Speed Dial numbers.

Conditions
None

Default Setting
- 100 System Speed Dial bins (200-299).
- System Speed Dial uses Speed Dial blocks 1-5.
- All extensions can program and use System Speed Dial.
- Extension Speed Dial uses blocks 6-62. (Extension 300 uses block 6, extension 301 uses block 7 etc.)
- All bins are empty and no names are programmed.

Programming Guide

Step-by-step guide for setting up Speed Dial

Step 1: Should extension be able to use System Speed Dial?

If yes

- In Program 0101 - System Speed Dial Access (page 421), enter Y if extension should have access to System Speed Dial.
- In Program 1803 - Extension Line Access Assignments (page 519), make sure extensions have access to the trunks you want to use for System Speed Dial.
- In Program 1002 - Trunk Groups (page 482), optionally set up Trunk Groups. See Storing Trunk Routing in a Speed Dial Bin on page 315 for more on why you may want to do this.

If no

- In Program 0101 - System Speed Dial Access (page 421), enter N is extension should not have access to System Speed Dial.

Step 2: Should the system have 10 (2-digit), 100 (3-digit) or 1000 (4-digit) System Speed Dial numbers?

10

- In Program 0301 - Number of Digits in a System Speed Dial Code (page 426), enter 2. System bins will normally be 20-29.

100

- In Program 0301 - Number of Digits in a System Speed Dial Code (page 426), enter 3. System bins will normally be 200-299.
Step-by-step guide for setting up Speed Dial

1000

Step 3: Do you want to enter System Speed Dial numbers from within system programming?

If yes

• In Program 1101 - System Speed Dial Numbers (page 489), enter System Speed Dial numbers. Users with the proper access can also enter System Speed Dial numbers.

• In Program 1101 - System Speed Dial Numbers (page 489), do not enter System Speed Dial numbers. Users with the proper access can still enter System Speed Dial numbers.

If no

Step 4: Should extension or DSS Console have Programmable Function Key access to System Speed Dial numbers?

If yes

• In Program 1701 - System Speed Dial Key (page 495), assign a keyset programmable key as a System Speed Dial Key (code 14 + System Speed Dial bin number).

• In Program 1704 - System Speed Dial Key (page 504), assign a DSS Console key as a System Speed Dial Key (code 14 + System Speed Dial bin number).

Do not assign keyset or DSS Console keys for System Speed Dial access.

If no

Step 5: Should extension be able to use Personal Speed Dial?

If yes

• In Program 1802 - Speed Dial Block (page 515), assign Personal Speed Dial Blocks to extensions. Refer to Allocating Speed Dial Blocks on page 314 for help with assigning blocks.

• In Program 1803 - Extension Line Access Assignments (page 519), make sure extensions have access to the trunks you want to use for Personal Speed Dial.

• In Program 1002 - Trunk Groups (page 482), optionally set up Trunk Groups. See Storing Trunk Routing in a Speed Dial Bin on page 315 for more on why you may want to do this.

• In Program 1802 - Speed Dial Block (page 515), assign the extension to Personal Speed Dial block 0.

If no

If no
## Speed Dial

### Step-by-step guide for setting up Speed Dial

#### Step 6: Do you want to enter Personal Speed Dial numbers from within system programming?

<table>
<thead>
<tr>
<th>If yes</th>
<th>• In Program 1702 - Personal Speed Dial (page 498), enter Personal Speed Dial numbers. Users can also enter Personal Speed Dial numbers from their own phone.</th>
</tr>
</thead>
<tbody>
<tr>
<td>If no</td>
<td>• In Program 1702 - Personal Speed Dial (page 498), do not enter Personal Speed Dial numbers. Users can still enter Personal Speed Dial numbers from their own phone.</td>
</tr>
</tbody>
</table>

#### Step 7: Should extension or DSS Console have Programmable Function Key access to Personal Speed Dial numbers?

| If yes |  • In Program 1701 - Personal Speed Dial Key (page 495), assign a keyset programmable key as a Personal Speed Dial Key (code 15 + System Speed Dial bin number).  
  • In Program 1704 - Personal Speed Dial Key (page 504), assign a DSS Console key as a Personal Speed Dial Key (code 10 + System Speed Dial bin number).  
  • Do not assign keyset or DSS Console keys for System Speed Dial access. |
|--------|----------------------------------------------------------------------------------------------------------------------------------|
| If no  |  • In Program 1701 - Personal Speed Dial Key (page 495), assign a keyset programmable key as a Personal Speed Dial Key (code 15 + System Speed Dial bin number).  
  • In Program 1704 - Personal Speed Dial Key (page 504), assign a DSS Console key as a Personal Speed Dial Key (code 10 + System Speed Dial bin number).  
  • Do not assign keyset or DSS Console keys for System Speed Dial access. |

#### Step 8: Should the system be able to dial out any # characters stored in a Speed Dial bin?

You may not want to enable the dialing of stored # characters if your system is installed behind a PBX.

<table>
<thead>
<tr>
<th>If yes</th>
<th>• In Program 0201 - Enable Dial-out of # in a Speed Dial Number (page 425), enter Y.</th>
</tr>
</thead>
<tbody>
<tr>
<td>If no</td>
<td>• In Program 0201 - Enable Dial-out of # in a Speed Dial Number (page 425), enter N.</td>
</tr>
</tbody>
</table>

#### Step 9: When the system encounters a pause stored in a Speed Dial bin, does it wait the proper interval before outdialing the remainder of the number?

<table>
<thead>
<tr>
<th>If yes</th>
<th>• In Program 0401 - Dialing Pause (page 431), do not change the entry from its assigned value.</th>
</tr>
</thead>
<tbody>
<tr>
<td>If no</td>
<td>• In Program 0401 - Dialing Pause (page 431), change the pause duration for compatibility with the connected telco or PBX/Centrex.</td>
</tr>
</tbody>
</table>
Step-by-step guide for setting up Speed Dial

Step 10: When the system encounters a Flash stored in a Speed Dial bin, does it open the loop on the trunk for the proper interval before outdialing the remainder of the number?

- In Program 0402 - PBX/Centrex Flash (page 435), do not change the entry from its assigned value.
- In Program 0402 - PBX/Centrex Flash (page 435), change the Flash duration for compatibility with the connected telco or PBX/Centrex.

Step 11: Does the system properly detect dial tone for Speed Dial calls?

- In Program 0402 - Dial Tone Detect (page 434), do not change the entry from its assigned value.
- In Program 0402 - Dial Tone Detect (page 434), change the Dial Tone Detect duration for compatibility with the connected telco or PBX/Centrex.

Step 12: When the system outdials DTMF Speed Dial calls, are the DTMF digits properly interpreted by the connected telco or PBX/Centrex?

- In Program 0402 - Speed Dial DTMF Tone On (page 437), do not change the entry from its assigned value.
- In Program 0402 - Speed Dial DTMF Tone Off (page 437), do not change the entry from its assigned value.
- In Program 0402 - Speed Dial DTMF Tone On (page 437), change the DTMF on interval the system uses for Speed Dial calls to match the connected telco or PBX/Centrex.
- In Program 0402 - Speed Dial DTMF Tone Off (page 437), change the DTMF on interval the system uses for Speed Dial calls to match the connected telco or PBX/Centrex.

### Programming List

**Program 0101 - System Speed Dial Access** (page 421)

In an extension’s Class of Service, enter Y to allow the extension to access System Speed Dial numbers.

**Program 0201 - Enable Dial-out of # in a Speed Dial Number** (page 425)

Enter Y for this option if you want the system to outdial any # characters stored in the Speed Dial number. Enter N to have the system suppress outdialing the #. (You may want to enter N if the system is installed behind a PBX.)
Program 0301 - Number of Digits in a System Speed Dial Code (page 426)
Assign the number of digits the system uses to designate System Speed Dial bins (2, 3 or 4). With 2-digit bins, the system has 10 bins numbered 20-29. With 3-digit bins, the system has 100 bins numbered 200-299. With 4-digit bins, the system has 1000 bins numbered 2000-2999.

<table>
<thead>
<tr>
<th>When Number of Digits in a System Speed Dial Code is:</th>
<th>System Speed Dial bin numbers are:</th>
<th>And the total number of System Speed Dial bins is:</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>20-29</td>
<td>10</td>
</tr>
<tr>
<td>3</td>
<td>200-299</td>
<td>100</td>
</tr>
<tr>
<td>4</td>
<td>2000-2999</td>
<td>1000</td>
</tr>
</tbody>
</table>

Program 0401 - Dialing Pause (page 431)
For Speed Dial, the system waits this interval when it encounters a pause in a Speed Dial bin.

Program 0402 - Dial Tone Detect (page 434)
When the system seizes a line to place a Speed Dial call, it waits this interval for dial tone before outdialing the call.

Program 0402 - PBX/Centrex Flash (page 435)
When the system encounters a flash in a Speed Dial bin, it opens the loop on the trunk for this interval for outdialing the remainder of the call.

Program 0402 - Speed Dial DTMF Tone On (page 437)
Set the duration of DTMF digits for Speed Dial trunk calls automatically dialed by the system. Set this timer for compatibility with the connected telco or PBX/Centrex.

Program 0402 - Speed Dial DTMF Tone Off (page 437)
Sets the duration the quiet time between DTMF digits for Speed Dial trunk calls automatically dialed by the system. Set this timer for compatibility with the connected telco or PBX/Centrex.

Program 1002 - 1002 - Trunk Groups (page 482)
Set up Trunk Groups if you want Speed Dial to use or overflow to Trunk Groups.

Program 1101 - System Speed Dial Numbers (page 489)
Enter System Speed Dial bin names and numbers.

Program 1701 - System Speed Dial Key (page 495)
Assign a programmable key on an extension as a System Speed Dial key (code 14). You assign the key to specific System Speed Dial bin (normally 200-299).

Program 1701 - Personal Speed Dial Key (page 495)
Assign a programmable key on an extension as a Personal Speed Dial key (code 15). You assign the key to a specific Personal Speed Dial bin (e.g., 701-720).

Program 1702 - Personal Speed Dial (page 498)
Enter Personal Speed Dial bin names and numbers. An extension user can also enter their Personal Speed Dial numbers from their own telephone.

Program 1704 - System Speed Dial Key (page 504)
Assign a programmable key on an extension as a System Speed Dial key (code 14). You assign the key to specific System Speed Dial bin (normally 200-299).

Program 1704 - Personal Speed Dial Key (page 504)
Assign a programmable key on an extension as a Personal Speed Dial key (code 15). You assign the key to a specific Personal Speed Dial bin (e.g., 701-720).

Program 1802 - Speed Dial Block (page 515)
Assign a Speed Dial block (1-62) to an extension.

Program 1803 - Extension Line Access Assignments (page 519)
For each extension, assign the access options for each trunk (0 = No access, 1 = Incoming only, 2 = Outgoing only, 3 = Full access).
Other Related Features

Central Office Calls, Placing (page 83)
You can store outside numbers in Speed Dial bins for quick access to frequently called numbers.

Check Key (page 91)
Check Personal Speed Dial bin assignments.

Direct Station Selection (DSS) Console (page 119)
The DSS Console Personal Speed Dial bins are the same as the extension to which the console is attached. This means that DSS Consoles that share the same block number still have unique Personal Speed Dial.

Voice Over (page 408)
An extension user can Voice Over after calling a co-worker by using Personal Speed Dial.

Feature Operation

Personal Speed Dial

<table>
<thead>
<tr>
<th>User Programmable Feature</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Feature</strong></td>
</tr>
<tr>
<td>Speed Dial, Personal</td>
</tr>
</tbody>
</table>

The shaded row below shows the fixed slot software User Programmable Feature.

To program a Personal Speed Dial number:

1. With universal slot software: Dial #SP
   - With fixed slot software: Press ICM and dial ##.
   - With fixed slot software, Intercom dial tone comes on - then goes off.
   - SPK flashes slowly.

2. Dial the Personal Speed Dial bin number (701-720).
   - OR
   - Press Personal Speed Dial Key (for bins 1-10).
   - OR
   - Press DIAL and the Personal Speed Dial Key for bins 11-20.

3. Press HOLD.

4. Enter the trunk number you want the system to use when dialing your stored number (1-48).
   - OR
   - Enter the Trunk Group number you want the system to use when dialing your stored number (i.e., 90-98 for Trunk Groups 0-8).
   - OR
   - Press ICM if you want to enter Intercom codes.
Speed Dial

5. Press **HOLD**.
6. Enter the number you want to store (up to 30 digits long).
   If storing Intercom codes, you can enter any valid dial sequence consisting of the digits 0-9, # and *.
   To insert a pause, press **MIC**. To insert a Flash, press **FLASH**.
7. Press **HOLD**.
8. Enter a name for the Speed Dial number
   *For help on programming names, see Keys for Entering Names on page 419.*
9. Press **HOLD**.
10. Repeat from step 2 to program another bin number.
    **OR**
    Press **SPK** to exit.

To dial a Personal Speed Dial number:
1. Press **ICM** and dial #.
   - Intercom dial tone comes on - then goes off.
   - **SPK** and **ICM** on.
2. Dial the Personal Speed Dial bin number (701-720).
   *The stored number dials out. To chain Personal Speed Dial bins, wait for the first bin to dial out and then press the second bin key.*

For one-button access to your Personal Speed Dial numbers:
1. Press Personal Speed Dial Key for bins 1-10.
   **OR**
   Press **DIAL** then Personal Speed Dial key for bins 11-20.
   **OR**
   Press Programmable Function key for Personal Speed Dial bin.
   *The stored number dials out.*

System Speed Dial

### User Programmable Feature

<table>
<thead>
<tr>
<th>Feature</th>
<th>Mnemonic</th>
<th>Operation</th>
<th>Access Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>Speed Dial, System</td>
<td>ICM + ## + 200-299</td>
<td><strong>#SP</strong> + Dial System Speed Dial bin number (e.g., 200) + <strong>HOLD</strong> + Enter outside line (e.g., 1), line group (e.g., 90), or <strong>ICM</strong> for Intercom feature + <strong>HOLD</strong> + Name + <strong>HOLD</strong> + Press another bin key or <strong>SPK</strong> to exit.</td>
<td>N/A</td>
</tr>
<tr>
<td>Speed Dial, System</td>
<td><strong>#SP</strong></td>
<td><strong>#SP</strong> + Dial System Speed Dial bin number (e.g., 200) + <strong>HOLD</strong> + Enter outside line (e.g., 1), line group (e.g., 90), or <strong>ICM</strong> for Intercom feature + <strong>HOLD</strong> + Name + <strong>HOLD</strong> + Press another bin key or <strong>SPK</strong> to exit.</td>
<td>4 and 5</td>
</tr>
</tbody>
</table>

To program a System Speed Dial number:
1. With universal slot software: Dial **#SP**
   **OR**
   With fixed slot software: Press **ICM** and dial ##.
   - Intercom dial tone comes on - then goes off.
   - **SPK** flashes slowly.
2. Dial the System Speed Dial bin number (normally 200-299).
3. Press **HOLD**.
4. Enter the trunk number you want the system to use when dialing your stored number (1-48).
   OR
   Enter the Trunk Group number you want the system to use when dialing your stored number (i.e., 90-98 for Trunk Groups 0-8).
   OR
   Press **ICM** if you want to enter Intercom codes.
5. Press **HOLD**.
6. Enter the number you want to store (up to 30 digits long).
   You can enter any combination of the digits 0-9, # and *. To store a pause with your Speed Dial number, press **MIC**. To insert a Flash, press **FLASH**.
7. Press **HOLD**.
8. Enter a name for the Speed Dial number
   For help on programming names, see Keys for Entering Names on page 419.
9. Press **HOLD**.
10. Repeat from step 2 to program another bin number.
    OR
    Press **SPK** to exit.

**To dial a System Speed Dial number:**
1. Press **ICM** and dial #.
   Intercom dial tone comes on - then goes off.
   SPK and ICM on.
2. Dial the System Speed Dial bin number (normally 200-299).
   OR
   Press Programmable Function Key for System Speed Dial bin.
   The stored number dials out.

**To chain Speed Dial bins:**
1. Access the first Speed Dial bin and wait for the number to dial out.
2. Press another Personal Speed Dial bin key.
   OR
   Press a Personal or System Speed Dial Programmable Function Key.
   OR
   Press a DSS Console Personal or System Speed Dial Key.
3. Repeat step 2 to chain additional numbers.
Split (Alternate)

Description

With Split, an extension user can split (alternate) between a current call and a new call. Split lets the extension user easily alternate between the calls without joining (Conferencing) the parties together.

Conditions
None

Default Setting
Split disabled (no Split keys programmed).

Programming Guide

Step-by-step guide for setting up Split

Step 1: Should keyset be able to Split between calls?

If yes
• In Program 1701 - Split Key (page 496), assign a Programmable Function Key as a Split key (code 20).
  OR
• In Program 1704 - Split Key (page 504), assign a DSS Console key as a Split key (code 20).
• In Program 1701 - Split Key (page 496), do not assign a Programmable Function Key as a Split key (code 20).
  OR
• In Program 1704 - Split Key (page 504), do not assign a DSS Console key as a Split key (code 20).

If no

Programming List

Program 1701 - Split Key (page 496)
Assign a Programmable Function Key as a Split key (code 20).
Program 1704 - Split Key (page 504)
Assign a DSS Console key as a Split key (code 20).
Split (Alternate)

Other Related Features

Call Waiting / Camp-On (page 66)
Camp-On lets an extension user know that a call is waiting to be answered. The user can Split between the waiting call and their current call.

Direct Station Selection (DSS) Console (page 119)
A DSS Console can have a Split key.

Off-Hook Signaling (page 255)
An extension user can alternate between their active call and their waiting call.

Feature Operation

To Split between your current Intercom call and a new Intercom call:
Your extension must have a Split Programmable Function Key.
1. Press HOLD to place your current Intercom call on Hold, then hang up.
2. Place or answer Intercom call.
   Intercom Callback ring from waiting Intercom call.
   ICM slow flash.
3. Press the Split key to switch between your two Intercom calls.

To Split between your current trunk call and an Intercom call:
Your extension must have a Split Programmable Function Key.
1. Press ICM to place trunk call on Hold, then hang up.
   Intercom Callback ring from waiting Intercom call.
   Line key flutter on (green). ICM slow flash.
2. Place or answer waiting Intercom call.
3. Press the Split key to switch between the Intercom call and the trunk call.
   Repeat this step to alternate between the callers.

To Split between your current Intercom call and a trunk call:
Your extension must have a Split Programmable Function Key.
1. Press HOLD to place your current Intercom call on Hold.
2. Answer trunk call.
   Conversation with trunk caller.
   ICM slow flash.
3. Press the Split key to switch between your two calls.

To Split between your current trunk call and a waiting trunk call:
Your extension must have a Split Programmable Function Key.
1. Press ICM to place your current trunk call on Hold, then hang up.
2. Place or answer new trunk call.
   Conversation with trunk caller.
   Line key on (green) for active call, flutter on (green) for call on Hold.
3. Press the Split key to switch between your two calls.
Description

LCCPU 01.00.00 Available.
LCCPU 02.00.00 DTMF supervisory tones play through the keyset handset or speaker whenever the user lifts the handset. Supervisor tones play whether the keyset is on-hook, on a call or in the programming mode.

System keysets provide a host of sophisticated extension features.

The system offers 22-Button Display, 22-Button Standard, 34-Button Display, and 34-Button Super Display keyset telephones.

22-Button Display Telephone

The 22-Button Display Telephone features a 2-by-20 alphanumeric display with 4 Interactive Soft Keys for intuitive feature access, 10 Personal Speed Dial bin keys, 12 Programmable Function Keys and 14 fixed feature keys. It also provides a built-in speakerphone, Dual LEDs and a built-in desk stand.

22-Button Standard Telephone

The 22-Button Telephone also has 10 Personal Speed Dial bin keys, 12 Programmable Function Keys and 14 fixed feature keys. It also provides a built-in speakerphone, Dual LEDs and a built-in desk stand. It does not, however, have a 2-line display and Interactive Soft Keys.
34-Button Display Telephone

The 34-Button Display Telephone features a 2-line, 20 character display with 4 Interactive Soft Keys for intuitive feature access, 10 Personal Speed Dial bin keys, 24 Programmable Function keys and 14 fixed feature keys. It also offers a built-in speakerphone, Dual LEDs, and a built-in desk stand. The 34-Button Display Telephone is compatible with the optional REJ Recording Jack.

34-Button Super Display

The 34-Button Super Display Telephone is the system’s premier telephone instrument. It features an 8-line, 20-character display with 12 interactive keys that provide intuitive call processing. The Super Display also offers 24 user-customizable programmable function keys for one-button access to a host of sophisticated features. The 14 fixed feature keys provide quick access to the vast array of standard features. The Super Display is compatible with the optional REJ Recording Jack.

Ring/Message Lamp

Each keyset has a Ring/Message Lamp. Located on the upper right of the keyset faceplate, the Ring/Message Lamp indicates for the following features:

<table>
<thead>
<tr>
<th>For this feature:</th>
<th>The lamp does this:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Central Office Calls, Answering</td>
<td>Flashes slow (green) as call rings</td>
</tr>
<tr>
<td>Direct Inward Line</td>
<td>Flashes slow (green) as call rings</td>
</tr>
<tr>
<td>Hold</td>
<td>Flashes slow (green) during Hold recall</td>
</tr>
<tr>
<td>Intercom</td>
<td>Flashes slow (green) as call rings</td>
</tr>
<tr>
<td>Message Waiting</td>
<td>Flashes fast (red) when user has a Message Waiting indication left</td>
</tr>
<tr>
<td>Park</td>
<td>Flashes slow (green) during Park recall</td>
</tr>
<tr>
<td>Transfer</td>
<td>Flashes slow (green as call rings) and during Transfer recall</td>
</tr>
<tr>
<td>Voice Mail</td>
<td>Flashes fast (red) when messages are waiting in mailbox</td>
</tr>
</tbody>
</table>
Station Instruments

**Conditions**
None

**Default Setting**
All extensions set up as 22-Button Display keysets (circuit type 02)

---

**Programming List**

Program 1801 - Extension Circuit Type (page 507)
Assign the correct circuit type for each extension:
- 01 = 22-Button Standard
- 02 = 22-Button Display
- 06 = 34-Button Display
- 09 = 34-Button Super Display

---

**Other Related Features**
None

---

**Feature Operation**
Refer to the individual features in this manual.
Station Message Detail Recording

Description

Station Message Detail Recording (SMDR) provides a record of the system’s trunk calls. Typically, the record outputs to a customer-provided printer, terminal or SMDR data collection device. SMDR allows you to monitor the usage at each extension and trunk. This makes charge-back and traffic management easier. SMDR includes both incoming and outgoing calls, and can be turned off system-wide or selectively for each trunk.

The SMDR call record outputs when the call completes. The system assigns the SMDR record to the last extension on the call. For example, if extension 306 answers the call, talks for 20 minutes, and then Transfers the call to extension 302, extension 302 “owns” the entire call record as soon as they hang up.

When connecting SMDR, use cable P/Ns 80893 and 85980 to connect the 8-pin DIN connector on the CPU to the 9-pin COM port on the customer-provided laptop or data collection device. By default, the data rate is 19200 baud (9600 baud in fixed slot), 8 data bits, 1 stop bit and no parity (typically referred to as 9600 8N1).

The system buffers 50 SMDR call records. When the SMDR buffer fills, new call records will overwrite previously buffered call records.

Sample SMDR Report

Following is a sample SMDR report:

Station Message Detail Recording
05/07/1999 09:10P

<table>
<thead>
<tr>
<th>Sta</th>
<th>Lin</th>
<th>Number Dialed</th>
<th>Account</th>
<th>Start</th>
<th>Duration</th>
<th>T</th>
</tr>
</thead>
<tbody>
<tr>
<td>306</td>
<td>01</td>
<td>12039265400</td>
<td>09:10:18P</td>
<td>00:00:05</td>
<td>OUT</td>
<td></td>
</tr>
<tr>
<td>306</td>
<td>01</td>
<td>19055072888</td>
<td>09:10:48P</td>
<td>00:01:13</td>
<td>OUT</td>
<td></td>
</tr>
<tr>
<td>301</td>
<td>02</td>
<td>-</td>
<td>09:12:13P</td>
<td>00:01:12</td>
<td>IN</td>
<td></td>
</tr>
<tr>
<td>304</td>
<td>01</td>
<td>-</td>
<td>09:12:07P</td>
<td>00:01:20</td>
<td>IN</td>
<td></td>
</tr>
<tr>
<td>306</td>
<td>01</td>
<td>18003651928</td>
<td>09:15:38P</td>
<td>00:00:14</td>
<td>OUT</td>
<td></td>
</tr>
</tbody>
</table>

Note: In fixed slot systems, the last column is only 1 character long (O = Outgoing and I = Incoming).
SMDR Report Definitions

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sta</td>
<td>The extension that placed or answered the call</td>
</tr>
<tr>
<td>Lin</td>
<td>The trunk used for the call</td>
</tr>
<tr>
<td>Number Dialed</td>
<td>For outgoing calls, the number dialed on the trunk (up to 20 digits)</td>
</tr>
<tr>
<td>Account</td>
<td>Account code</td>
</tr>
<tr>
<td>Start</td>
<td>The time the call was initially answered</td>
</tr>
<tr>
<td>Duration</td>
<td>The total duration of the call</td>
</tr>
<tr>
<td>T</td>
<td>In Fixed Slot:</td>
</tr>
<tr>
<td></td>
<td>O = Outgoing trunk call</td>
</tr>
<tr>
<td></td>
<td>I = Incoming trunk call</td>
</tr>
<tr>
<td></td>
<td>In U Slot:</td>
</tr>
<tr>
<td></td>
<td>OUT = Outgoing trunk call</td>
</tr>
<tr>
<td></td>
<td>IN = Incoming trunk call</td>
</tr>
<tr>
<td></td>
<td>RNA = trunk that rang but was not answered</td>
</tr>
</tbody>
</table>

SMDR Report Format

<table>
<thead>
<tr>
<th>Line</th>
<th>Character</th>
<th>Field</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>1-32</td>
<td>STATION MESSAGE DETAIL RECORDING</td>
</tr>
<tr>
<td></td>
<td>33,34</td>
<td>Carriage return, line feed</td>
</tr>
<tr>
<td>2</td>
<td>1-10</td>
<td>Date (mm/dd/yyyy)</td>
</tr>
<tr>
<td></td>
<td>11</td>
<td>Space</td>
</tr>
<tr>
<td></td>
<td>12-16</td>
<td>Time (hh:mm:ss)</td>
</tr>
<tr>
<td></td>
<td>17</td>
<td>A (for am) or P (for pm)</td>
</tr>
<tr>
<td></td>
<td>18,19</td>
<td>Carriage return, line feed</td>
</tr>
<tr>
<td>3</td>
<td>1,2</td>
<td>Carriage return, line feed</td>
</tr>
</tbody>
</table>
### SMDR Report Format (Page 2 of 3)

<table>
<thead>
<tr>
<th>Line</th>
<th>Character</th>
<th>Field</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Call Record Header</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>1-3</td>
<td>- characters</td>
</tr>
<tr>
<td></td>
<td>4</td>
<td>+ character</td>
</tr>
<tr>
<td></td>
<td>5-7</td>
<td>- characters</td>
</tr>
<tr>
<td></td>
<td>8</td>
<td>+ character</td>
</tr>
<tr>
<td></td>
<td>9-40</td>
<td>- characters</td>
</tr>
<tr>
<td></td>
<td>41</td>
<td>+ character</td>
</tr>
<tr>
<td></td>
<td>42-51</td>
<td>- characters</td>
</tr>
<tr>
<td></td>
<td>52</td>
<td>+ character</td>
</tr>
<tr>
<td></td>
<td>53-61</td>
<td>- characters</td>
</tr>
<tr>
<td></td>
<td>62</td>
<td>+ character</td>
</tr>
<tr>
<td></td>
<td>63-70</td>
<td>- characters</td>
</tr>
<tr>
<td></td>
<td>71</td>
<td>+ character</td>
</tr>
<tr>
<td><strong>U Slot</strong></td>
<td>72-74</td>
<td>- characters</td>
</tr>
<tr>
<td><strong>Fixed Slot</strong></td>
<td>72</td>
<td>- character</td>
</tr>
<tr>
<td>2</td>
<td>1-3</td>
<td>Sta</td>
</tr>
<tr>
<td></td>
<td>4</td>
<td></td>
</tr>
<tr>
<td></td>
<td>5-7</td>
<td>Lin</td>
</tr>
<tr>
<td></td>
<td>8</td>
<td></td>
</tr>
<tr>
<td></td>
<td>9-40</td>
<td></td>
</tr>
<tr>
<td></td>
<td>41</td>
<td></td>
</tr>
<tr>
<td></td>
<td>42-51</td>
<td></td>
</tr>
<tr>
<td></td>
<td>52</td>
<td></td>
</tr>
<tr>
<td></td>
<td>53-61</td>
<td></td>
</tr>
<tr>
<td></td>
<td>62</td>
<td></td>
</tr>
<tr>
<td></td>
<td>63-70</td>
<td>Duration</td>
</tr>
<tr>
<td></td>
<td>71</td>
<td></td>
</tr>
<tr>
<td><strong>U Slot</strong></td>
<td>72</td>
<td>Space</td>
</tr>
<tr>
<td></td>
<td>73</td>
<td>T</td>
</tr>
<tr>
<td></td>
<td>74</td>
<td>Space</td>
</tr>
<tr>
<td><strong>Fixed Slot</strong></td>
<td>72</td>
<td>T</td>
</tr>
</tbody>
</table>
### SMDR Report Format (Page 3 of 3)

<table>
<thead>
<tr>
<th>Line</th>
<th>Character</th>
<th>Field</th>
</tr>
</thead>
<tbody>
<tr>
<td>3</td>
<td>1-3</td>
<td>- characters</td>
</tr>
<tr>
<td></td>
<td>4</td>
<td>+ character</td>
</tr>
<tr>
<td></td>
<td>5-7</td>
<td>- characters</td>
</tr>
<tr>
<td></td>
<td>8</td>
<td>+ character</td>
</tr>
<tr>
<td></td>
<td>9-40</td>
<td>- characters</td>
</tr>
<tr>
<td></td>
<td>41</td>
<td>+ character</td>
</tr>
<tr>
<td></td>
<td>42-51</td>
<td>- characters</td>
</tr>
<tr>
<td></td>
<td>52</td>
<td>+ character</td>
</tr>
<tr>
<td></td>
<td>53-61</td>
<td>- characters</td>
</tr>
<tr>
<td></td>
<td>62</td>
<td>+ character</td>
</tr>
<tr>
<td></td>
<td>63-70</td>
<td>- characters</td>
</tr>
<tr>
<td></td>
<td>71</td>
<td>+ character</td>
</tr>
<tr>
<td>U Slot</td>
<td>72-74</td>
<td>- characters</td>
</tr>
</tbody>
</table>

### Call Record

<table>
<thead>
<tr>
<th>Line</th>
<th>Character</th>
<th>Field</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>1-3</td>
<td>Extension number</td>
</tr>
<tr>
<td></td>
<td>4</td>
<td>character</td>
</tr>
<tr>
<td></td>
<td>5-7</td>
<td>Trunk number (2 digits, right justified, preceded by one space)</td>
</tr>
<tr>
<td></td>
<td>8</td>
<td>character</td>
</tr>
<tr>
<td></td>
<td>9-40</td>
<td>Number dialed (up to 20 characters, right justified, preceded by spaces)</td>
</tr>
<tr>
<td></td>
<td>41</td>
<td>character</td>
</tr>
<tr>
<td></td>
<td>42-51</td>
<td>Account Code (right justified, preceded by spaces)</td>
</tr>
<tr>
<td></td>
<td>52</td>
<td>character</td>
</tr>
<tr>
<td></td>
<td>53-61</td>
<td>Start time of call (hh:mm:ssA or P)</td>
</tr>
<tr>
<td></td>
<td>62</td>
<td>character</td>
</tr>
<tr>
<td></td>
<td>63-70</td>
<td>Duration of call (hh:mm:ss)</td>
</tr>
<tr>
<td></td>
<td>71</td>
<td>character</td>
</tr>
<tr>
<td>U Slot</td>
<td>72-74</td>
<td>Type of call</td>
</tr>
<tr>
<td>Fixed Slot</td>
<td>72</td>
<td>Type of call</td>
</tr>
</tbody>
</table>

### Conditions

None

### Default Setting

SMDR output disabled.
Step-by-step guide for setting up SMDR

Step 1: Should system output SMDR?

- In Program 0301 - SMDR Port (page 427), enter 1 to enable SMDR at the CPU RS-232-C port.
- In Program 0301 - CPU Baud Rate (page 427), enter 1-5 to set the baud rate on the RS-232-C port to match the requirements of the connected SMDR device.
- In Program 0301 - SMDR Port (page 427), enter 0 to prevent the CPU from outputting SMDR.

Step 2: Should the SMDR report include the header?

- In Program 0301 - Print SMDR Header (page 427), enter Y to enable the SMDR header.
- In Program 0301 - Print SMDR Header (page 427), enter N to disable the SMDR header.

Step 3: Should a specific trunk be included in the SMDR report?

- In Program 1001 - Print SMDR (page 479), enter Y to have the system include the trunk in the SMDR report.
- In Program 1001 - Print SMDR (page 479), enter N to have the system exclude the trunk from the SMDR report.

Programming List

Program 0301 - CPU Baud Rate (page 427)
Assign the baud rate for the RS-232-C port on the CPU. The options are 1 (1200), 2 (2400), 3 (4800), 4 (9600) and 5 (19200). You can also use Ctrl + Break from a laptop connected to the CPU RS-232-C port to step through the available baud rates.

Program 0301 - SMDR Port (page 427)
Enter 1 to enable SMDR output from the CPU RS-232-C port, or enter 0 to disable SMDR at the CPU RS-232-C port.

Program 0301 - Print SMDR Header (page 427)
Enter Y to have the beginning of the SMDR report include the column header data. Enter N to have the SMDR report only include the call data (without the header).

Program 1001 - Print SMDR (page 479)
Enter Y to have the SMDR report include calls on the trunk. Enter N to have the SMDR report exclude calls on the trunk.
Other Related Features

Call Timer (page 63)
The Call Timer also helps users keep track of their time on the phone.

Caller ID (page 72)
Caller ID prints out on the SMDR report.

Time and Date (page 364)
Time and date appear on the SMDR report.

Transfer (page 376)
The system assigns the SMDR record to the last extension on the call. For example, if extension 306 answers the call, talks for 20 minutes, and then Transfers the call to extension 302, extension 302 “owns” the entire call record as soon as they hang up.

Year 2000 Compliance (page 413)
The SMDR report displays four digits for the year (i.e., 2000, 2001).

Feature Operation

SMDR is automatic once enabled.
Description

LCCPU 01.00.00
LCCPU 02.00.00

Not available.
System Diagnostics

Description

LCCPU 01.00.00
LCCPU 02.00.00
Not available.

To check your system's software version:

1. Do not lift the handset, do not press SPK, and do not press ICM.
2. Dial 8.

*Your system’s software version displays.*
System Identification

Description

LCCPU 01.00.00  Available.
LCCPU 02.00.00  Available.

Store the site name and telephone number in the system database.

The system administrator can enter the site name and telephone number into the system database. This information is saved into system memory and will appear on system diagnostic reports, once available.

Conditions
None

Default Setting
No entries.

Programming Guide

Step-by-step guide for setting up System Identification

Step 1: Do you want to enter a site name for the system?

If yes
• In Program 0302 - Company Name (page 428), enter the name for the site (up to 14 characters).

If no

Step 2: Do you want to enter the contact telephone number for the site

If yes
• In Program 0302 - Company Phone Number (page 428), enter the site telephone number (up to 14 characters).
• In Program 0302 - Company Phone Number (page 428), do not enter the site telephone number.

If no

Programming List

Program 0302 - Company Name (page 428)
14 Enter the name of the company (up to 14 characters) at which the system is installed. The name appears on top of various system reports.
System Identification

Program 0302 - Company Phone Number (page 428)
Enter the number that the system should call to report a fault. This is not the number of the company where the system is installed. It is the number of the remote service center.

Other Related Features

Automatic Fault Reporting (page 40)
System Diagnostics (page 336)
The company name and phone number will display on system diagnostic reports.

Feature Operation
None
### Description

You can use PC Card P/N 85880 or P/N 80050-V**.** (with system software preloaded) to back up and restore your site data. Each PC card can store up to 12 complete data bases. In addition, you can assign a name (up to 10 characters long) to each stored data base.

The PC Card provides a permanent, non-volatile backup of all the site’s programming. If you have backed up your site data to a PC Card, for example, you can easily restore all site programming after an extended power failure.

Backup and Restore also allows an installer to back up systems of varying software levels onto the same PC card. For example, they can store a system at software level 00.01.14 in one address, 00.01.16C in another address, and 00.01.16F in a third address. If the system is inadvertently mis-programmed on site, the installer can quickly have the system up and running once restored from the PC card data.

### Conditions

If you use PC Card P/N 80050-V**.** (with system software preloaded) to load a new version of system software, your system will restart with the factory loaded (default) program entries. Any existing site-specific programming is automatically erased.

### Default Setting

No data bases stored.

### Programming Guide

**Step-by-step guide for setting up System Programming Backup and Restore** (Page 1 of 2)

**Step 1: Do you want to back up the site data to a PC Card?**

- **If yes**
  - In Program 9906 - Database Save (page 544), back up the site data to one of the 12 available PC card addresses.
  - Refer to the system Hardware Manual for additional information on using the PC card for backup and restore.
  - In Program 9906 - Database Save (page 544), do not back up the site data to the PC card.

- **If no**
System Programming Backup and Restore

Step-by-step guide for setting up System Programming Backup and Restore (Page 2 of 2)

Step 2: Do you want to restore the site data from a PC card.

If yes

• In Program 9907 - Database Load (page 546), restore the site data from one of the 12 available PC card addresses.
• Make sure the software level of the stored database matches the software level of the system.
• Refer to the system Hardware Manual for additional information on using the PC card for backup and restore.

If no

• In Program 9907 - Database Load (page 546), do not restore the site data from the PC card.

Programming List

Program 9906 - Database Save (page 544)
Save (back up) site data to a PC card.
Program 9907 - Database Load (page 546)
Restore (load) site data from a PC card.

Other Related Features

Automatic Fault Reporting (page 40)
System Diagnostics (page 336)
If the system diagnostics report a critical fault that requires a CPU change or system initialization, the installer can quickly restore site programming from the PC card.
Battery Backup (page 50)
In the event of commercial AC power failure, the battery on the CPU PCB provides short-term backup of system memory and the system time and date (Real Time Clock).

Feature Operation

None
The following system programs are available:

**Program 0100 - Class of Service** (page 420)
  - Program 0101 - Class of Service Options (page 420)

**Program 0200 - Tenant Options** (page 424)
  - Program 0201 - Tenant Option Programming (page 424)

**Program 0300 - System Options** (page 426)
  - Program 0301 - System Options (Part 1) (page 426)
  - Program 0302 - System Identification (page 428)

**Program 0400 - Timers** (page 431)
  - Program 0401 - System Timers (page 431)
  - Program 0402 - Trunk Timers (page 434)
  - Program 0403 - Station Timers (page 441)
  - Program 0404 - Analog Station Timers (page 444)

**Program 0500 - System Numbering** (page 447)
  - Program 0501 - Numbering Plan (page 447)
  - Program 0504 - Trunk Port Extension Numbers (Fixed Slot) (page 451)
  - Program 0505 - Station Port Extension Numbers (Fixed Slot) (page 454)
  - Program 0510 - ACD/UCD Master Extension Numbers and Names (page 460)
  - Program 0511 - Ring Group Master Extension Numbers and Names (page 462)

**Program 0600 - Toll Restriction** (page 464)
  - Program 0601 - Toll Restriction Options (page 464)

**Program 0800 - Display Messages** (page 472)
  - Program 0801 - Selectable Display Messages (page 472)

**Program 1000 - Trunk Programming** (page 474)
  - Program 1001 - Trunk Port Description (page 474)
  - Program 1002 - Trunk Groups (page 482)
  - Program 1003 - Trunk Options (page 484)

**Program 1100 - Speed Dial** (page 489)
  - Program 1101 - System Speed Dial Numbers (page 489)
  - Program 1102 - Speed Dial Block Assignment (page 491)

**Program 1700 - Key Programming** (page 493)
  - Program 1701 - Programmable Function Key Assignments (page 493)
  - Program 1702 - Personal Speed Dial (page 498)
  - Program 1703 - DSS Key Assignment (page 500)
  - Program 1704 - DSS Console Key Assignment (page 501)
System Programming List

Program 1800 - Extension Options (page 507)
  Program 1801 - Extension Port Description (page 507)
  Program 1802 - Extension Options (Part 1) (page 513)
  Program 1803 - Extension Line Access Assignments (page 519)
  Program 1804 - Extension Trunk Group Access (page 522)
  Program 1805 - Ring Assignments (page 524)
  Program 1807 - Extension Options (Part 2) (page 527)

Program 9800 - System Utilities, Part 1 (page 531)
  Program 9801 - Copy Command (page 531)

Program 9900 - System Utilities, Part 2 (page 535)
  Program 9901 - Reset Station Port (page 535)
  Program 9902 - Slot Assignment (page 536)
  Program 9905 - Password (page 543)
  Program 9906 - Database Save (page 544)
  Program 9907 - Database Load (page 546)
  Program 9999 - System Initialization (page 547)
System Programming Password Protection

**Description**

| LCCPU 01.00.00 | Available. |

Control access to system programming.

The system controls access to the programmable options according to the programming password the administrator enters. There are three password levels:

<table>
<thead>
<tr>
<th>Logging On with this Password:</th>
<th>Gives you access to these programs:</th>
</tr>
</thead>
</table>
| System Administrator 1 (level 1)  
Password = 0000 | Program 0302 - System Identification (page 428)  
Program 1101 - System Speed Dial Numbers (page 489) |
| System Administrator 2 (level 1)  
Password = 9999 | Program 0302 - System Identification (page 428)  
Program 0801 - Selectable Display Messages (page 472)  
Program 1101 - System Speed Dial Numbers (page 489)  
Program 1701 - Programmable Function Key Assignments (page 493)  
Program 1702 - Personal Speed Dial (page 498)  
Program 1703 - DSS Key Assignment (page 500) |
| Installer (level 3)  
Password - 372000 | All |

**Conditions**

None

**Default Setting**

See the table above.

**Programming List**

Program 9905 - Password (page 543)

Review the complete list of programmable options.

**Other Related Features**

System Programming Backup and Restore (page 339)

Backup your system programming to a PC card provides for a permanent, non-volatile backup of all the site’s programming.

System Programming List (page 341)

Review the complete list of programmable options.

**Feature Operation**

None
System Timers

Description

Use the system-side timers to tailor the system to the site’s requirements.

The system-wide timers allow the administrator system performance to meet the specific application requirements. Review the table below for a description of each timer.

Following is a summary of the Program 0401 - System Timers (page 431) options.

Table 10: Program 0401 - System Timers (Page 1 of 2)

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
<th>Default</th>
</tr>
</thead>
<tbody>
<tr>
<td>Park Orbit</td>
<td>Use this timer to set how long a call stays in System Park Orbit before it recalls the extension that parked it. This timer if for orbits 60-67 only. The recall for orbits 68 and 69 is fixed at 5 minutes.</td>
<td>60 sec.</td>
</tr>
<tr>
<td>Modem Reserve</td>
<td>Use this timer to set how long the system reserves a modem, once requested by an extension user, from the modem pool before returning in to the pool.</td>
<td>30 sec.</td>
</tr>
<tr>
<td>Transfer Recall</td>
<td>Use this timer to set how long a transferred call rings the destination extension before recalling the extension from which it was initially transferred. This option pertains to all idle extensions, as well as busy multibutton extensions. Note that this timer does not control how long a transferred call rings a busy operator.</td>
<td>30 sec. (fixed slot) 20 sec. (u slot)</td>
</tr>
<tr>
<td>Intercom Inter-digit</td>
<td>When an extension user places a call, they must dial each succeeding digit within this interval.</td>
<td>6 sec.</td>
</tr>
<tr>
<td>Meet-Me Conference</td>
<td>When a user initiates a Meet-Me Conference, the system waits this interval for the Paged party to join the call.</td>
<td>30 sec.</td>
</tr>
<tr>
<td>Dialing Pause</td>
<td>For Speed Dial, the system waits this interval when it encounters a pause in a Speed Dial bin.</td>
<td>1 sec.</td>
</tr>
<tr>
<td>Page Duration</td>
<td>Use this timer to set the maximum length of Page announcements.</td>
<td>30 sec.</td>
</tr>
<tr>
<td>Door Unlock</td>
<td>When a single line (2500 type) user hookflashes while talking to a Door Box, the Door Box strike opens for this interval.</td>
<td>30 sec.</td>
</tr>
<tr>
<td>DIL No Answer</td>
<td>This timer sets how long a DIL rings an idle extension before Key Ring occurs. Key Ring rings all extensions programmed to ring for that line.</td>
<td>15 sec.</td>
</tr>
</tbody>
</table>


Table 10: Program 0401 - System Timers (Page 2 of 2)

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
<th>Default</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trunk Revert</td>
<td>This timer sets how long Hold Recall rings the extension that placed the call on hold before Key Ring occurs. Key Ring rings all extensions programmed to ring for that line. This timer also sets how long a Transfer Recall rings the extension that initially transferred the call before Key Ring occurs.</td>
<td>15 sec.</td>
</tr>
<tr>
<td>Trunk Delay Ring</td>
<td>Use this timer to set how long the system waits before ringing an extension that has the Delayed Ringing option enabled.</td>
<td>10 sec.</td>
</tr>
<tr>
<td>Trunk Overflow</td>
<td>Information to be provided.</td>
<td>20 sec.</td>
</tr>
<tr>
<td>Centrex Type Feature Key Delay</td>
<td>This timer sets how long the system waits when it finds a Centrex delay (i.e., D) programmed in a Centrex Feature Key.</td>
<td>50 sec.</td>
</tr>
<tr>
<td>ACD/UCD Overflow</td>
<td>This timer sets when UCD overflow occurs. When all UCD agents are busy, a queued call rings for this interval and then overflows to the UCD Overflow destination.</td>
<td>60 sec</td>
</tr>
<tr>
<td>Number of Password Attempts</td>
<td>Use this option to set how many times the system allows a user to enter the incorrect programming password before locking them out.</td>
<td>3</td>
</tr>
<tr>
<td>Program Lockout Time</td>
<td>Once the system locks out a user, it will wait this interval before allowing the user to reenter the programming mode.</td>
<td>10 sec.</td>
</tr>
<tr>
<td>Force Program Exit</td>
<td>If a telephone in the programming mode is inactive longer than this interval, the system automatically cancels the programming mode and makes the telephone idle.</td>
<td>10 sec.</td>
</tr>
</tbody>
</table>

Conditions
None

Default Setting
See the table above.

Programming List

Program 0401 - System Timers (page 431)
The system-wide timers allow the administrator system performance to meet the specific application requirements.
System Timers

Other Related Features

Refer to the following for related feature information:
Program 0401 - System Timers (page 431)

Feature Operation

None
Adjustable station timers allow the system to more precisely meet the site requirements.

The system provides many station timers that the administrator can customize. Review the tables below for a description of each station timer.

Following is a summary of the Program 0403 - Station Timers (page 441).

### Table 11: Program 0403 - Station Timers (Page 1 of 2)

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
<th>Default</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Hold Recall</strong></td>
<td>Use this timer to set how long a call stays on Hold before it recalls the extension that initially placed it on Hold.</td>
<td>60 sec.</td>
</tr>
<tr>
<td><strong>Exclusive Hold</strong></td>
<td>Use this timer to set how long a call stays on Exclusive Hold before it recalls the extension that initially placed it on Exclusive Hold.</td>
<td>90 sec.</td>
</tr>
<tr>
<td><strong>Camp-On</strong></td>
<td>Use this timer to set how long a transferred call camps-on to a busy single line phone before recalling the extension that initially transferred the call.</td>
<td>60 sec.</td>
</tr>
<tr>
<td><strong>Call Forward Ring No Answer</strong></td>
<td>When Call Forwarding Ring No Answer is enabled, this timer sets how long a forwarded call rings an unanswered extension before routing to the forwarding destination. Also use this timer to set how long a transferred call rings a busy operator extension before recalling the extension from which it was initially transferred. <em>Note that this timer does not control how long a transferred call rings any other busy extension.</em></td>
<td>10 sec.</td>
</tr>
<tr>
<td><strong>Call Waiting Tone Interval</strong></td>
<td>Use this timer to set the interval between Call Waiting tones. Also use this timer to set the interval between Off Hook Signaling alert tones.</td>
<td>10 sec.</td>
</tr>
<tr>
<td><strong>Call Coverage Delay</strong></td>
<td>For extensions with Delayed Ringing Call Coverage keys, this timer sets how long a call flashes the key at an extension before it starts to ring.</td>
<td>10 sec.</td>
</tr>
<tr>
<td><strong>Hook flash Transfer</strong></td>
<td>This timer is currently not implemented.</td>
<td>2 sec.</td>
</tr>
<tr>
<td><strong>Hook Flash Disconnect</strong></td>
<td>This timer is currently not implemented.</td>
<td>12 sec.</td>
</tr>
</tbody>
</table>
Table 11: Program 0403 - Station Timers (Page 2 of 2)

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
<th>Default</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Extended Rings</td>
<td>If an extension’s Class of Service enables Extended Ringing, use the timer to set the duration of the Extended Ringing.</td>
<td>20 sec.</td>
</tr>
<tr>
<td>Drop Pulse Send</td>
<td>Use this timer to set the duration of the ASTU PCB drop pulse. This pulse is sent from the ASTU PCB to the connected analog device to initiate a disconnect.</td>
<td>300 mS</td>
</tr>
<tr>
<td>DTMF Detect</td>
<td>Use this timer to set the DTMF detection threshold for single line (analog device) ports. If the analog device sends a DTMF signal longer than this interval, the system recognizes it as a valid DTMF tone and decodes it. If the DTMF signal is equal to or less than this interval, the system ignores it.</td>
<td>70 mS</td>
</tr>
<tr>
<td>Ring No Answer Hunt</td>
<td>Use this timer to set the Extension Hunting Ring No Answer Time. A call will ring a hunt group member extension for this interval before automatically cycling to the next extension in the group.</td>
<td>10 sec.</td>
</tr>
</tbody>
</table>
Following is a summary of the Program 0404 - Analog Station Timers (page 444).

Table 12: Program 0404 - Analog Station Timers (Page 1 of 2)

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
<th>Default</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Country Data</strong></td>
<td>Use this option to define the country of use and the codec digitizing method for ASTU PCBs. This timer</td>
<td>00 (xy)</td>
</tr>
<tr>
<td></td>
<td>consists of two bits (xy), with bit x defining the country and bit y defining the digitization method. For example, the default entry 00 is for North America (x=0) and u-law digitization method (y=0). Do not change this entry from its default value (00).</td>
<td></td>
</tr>
<tr>
<td><strong>Rotary Dial Type</strong></td>
<td>Use this option to define the rotary dial pulsing method for the system’s ASTU PCBs. Do not change</td>
<td>Standard (0)</td>
</tr>
<tr>
<td></td>
<td>this entry from its default value (01).</td>
<td></td>
</tr>
<tr>
<td><strong>Loop Current</strong></td>
<td>Use this option to set the maximum allowed loop current for the system’s ASTU PCBs. Normally choose</td>
<td>25mA (0)</td>
</tr>
<tr>
<td></td>
<td>25mA for short loops and 35mA for long loops. In general, a long loop is 3000 feet or longer and a short loop is less than 3000 feet.</td>
<td></td>
</tr>
<tr>
<td><strong>Ringing Frequency</strong></td>
<td>Use this option to define the AC ringing frequency for the system’s ASTU PCBs. Do not change this</td>
<td>20 Hz (1)</td>
</tr>
<tr>
<td></td>
<td>entry from its default value (20 Hz).</td>
<td></td>
</tr>
<tr>
<td><strong>Minimum Break Time</strong></td>
<td>This timer defines the minimum amount of time the loop must be opened to properly decode the dial pulse digits sent from analog devices connected to ASTU PCBs. Change this value only if the connected analog devices are set to dial at a rate other than 10 PPS.</td>
<td>2 (10 mS)</td>
</tr>
<tr>
<td><strong>Maximum Break Time</strong></td>
<td>This timer defines the maximum amount of time the loop must be opened to properly decode the dial pulse digits sent from analog devices connected to ASTU PCBs. Change this value only if the connected analog devices are set to dial at a rate other than 10 PPS.</td>
<td>20 (100 mS)</td>
</tr>
<tr>
<td><strong>Minimum Make Time</strong></td>
<td>This timer defines the minimum amount of time the loop must be closed to properly decode the dial pulse digits sent from analog devices connected to ASTU PCBs. Change this value only if the connected analog devices are set to dial at a rate other than 10 PPS.</td>
<td>2 (10 mS)</td>
</tr>
<tr>
<td><strong>Maximum Make Time</strong></td>
<td>This timer defines the maximum amount of time the loop must be closed to properly decode the dial pulse digits sent from analog devices connected to ASTU PCBs. Change this value only if the connected analog devices are set to dial at a rate other than 10 PPS.</td>
<td>20 (100 mS)</td>
</tr>
</tbody>
</table>
### System Timers, Stations

#### Table 12: Program 0404 - Analog Station Timers (Page 2 of 2)

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
<th>Default</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Minimum Hookflash Time</strong></td>
<td>For ASTU PCBs, this timer defines the minimum amount of time the loop must be opened before the system starts to detect a transfer or hang up sequence. Open loop intervals shorter than the setting are ignored by the ASTU PCB.</td>
<td>21 (105 MS)</td>
</tr>
<tr>
<td><strong>Maximum Hookflash Time</strong></td>
<td>For ASTU PCBs, this timer defines the maximum amount of time the loop can be opened in order for the system to detect a Transfer sequence. Open loop intervals longer than the setting are interpreted as hang up.</td>
<td>200 (1000 mS / 1 second)</td>
</tr>
<tr>
<td><strong>Minimum Ground Flash Time</strong></td>
<td>For ground start applications with ASTU PCBs, this timer sets the amount of time a ground must be applied before the system detects a transfer sequence. The ASTU uses this timer when analog telephones use ground Transfer instead of open loop Transfer. <em>This timer is not used in North America. Do not change this timer from its default value.</em></td>
<td>21 (105 mS)</td>
</tr>
<tr>
<td><strong>Minimum Off-Hook Time</strong></td>
<td>For ASTU PCBs, this timer defines how long a connected analog device must remain off-hook before the system recognizes the off-hook status.</td>
<td>21 (105 mS)</td>
</tr>
<tr>
<td><strong>Off-Hook Guard Time</strong></td>
<td>The ASTU PCB waits this interval after an analog device hangs up before accepting any additional input from the device. This timer helps prevent erroneous detection due to hardware stabilization.</td>
<td>60 (300 mS)</td>
</tr>
<tr>
<td><strong>Dial Pulse Guard Timer</strong></td>
<td>The ASTU PCB waits this interval between dial pulse digits before attempting to detect any additional DP digits. This timer helps prevent erroneous DP dialing due to hardware stabilization.</td>
<td>70 (350 mS)</td>
</tr>
<tr>
<td><strong>Loop Disconnect Time</strong></td>
<td>When the far end disconnects, the ASTU PCB opens the loop to the connected analog device for this interval.</td>
<td>40 (200 mS)</td>
</tr>
<tr>
<td><strong>Ring/MW Wait Period Time</strong></td>
<td>This timer determines the ringing sequence for the devices connected ASTU PCBs. Because of power consumption, it is not possible to ring all analog devices on an ASTU simultaneously. Instead, the card is divided into 4 groups with two ports in each group. Ringing cycles between the 4 groups, ringing each group for this interval.</td>
<td>15 (750 mS)</td>
</tr>
</tbody>
</table>

**Conditions**

None

**Default Setting**

Refer to the charts above.
System Timers, Stations

Programming List

Program 0403 - Station Timers (page 441)
Customize general station timers.
Program 0404 - Analog Station Timers (page 444)
Customize analog station timers.

Other Related Features

Refer to the following for related feature information:
Program 0403 - Station Timers (page 441)
Program 0404 - Analog Station Timers (page 444)

Feature Operation
None
System Timers, Trunks

**Description**

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
<th>Default</th>
</tr>
</thead>
<tbody>
<tr>
<td>Camp-On</td>
<td>Information to be provided.</td>
<td>60 sec.</td>
</tr>
<tr>
<td>Line Response</td>
<td>When the system fails to detect loop current on a trunk, it will wait this interval before marking the trunk as defective. Be sure the value you enter is compatible with the local telco. If you set this value too short, the system may mark properly functioning trunks as defective. If too long, defective trunks may be left in service.</td>
<td>100 (10 seconds)</td>
</tr>
<tr>
<td>Dial Tone Detect</td>
<td>When the system seizes a line to place a Speed Dial call, it waits this interval for dial tone before outdialing the call. The system requires that the first dial tone be at least 0.5 seconds long and the second dial tone to be at least 2.5 seconds long. Be sure the value you enter is compatible with the local telco. If you set this value too short, the system may not seize properly functioning trunks. If too long, there will be too long a delay before the system skips over a defective trunk.</td>
<td>10 (1 second)</td>
</tr>
<tr>
<td>PBX/Centrex Flash</td>
<td>Use this timer to set the Flash interval. When a user flashes a trunk, the system opens the trunk circuit for this interval. For accurate flash function, be sure to set this interval for compatibility with the connected telco or PBX/Centrex. If you set this interval too short, the telco may not always register the flash. If too long, inadvertent disconnects may occur.</td>
<td>800 mS</td>
</tr>
</tbody>
</table>

The system provides many trunk timers that the administrator can customize. Review the table below for a description of each trunk timer.

Following is a summary of the **Program 0402 - Trunk Timers** (page 434). Refer also to:

- *Rules for Detecting Normal CO (Single) Ring* on page 356.
- *Rules for Detecting Special (Double) Ring* on page 356.
- *Rules for Detecting Loop Current* on page 357.

Customize critical trunk timers for compatibility with the connected telco or PBX/Centrex.
## System Timers, Trunks

**Table 13: Program 0402 - Trunk Timers** (Page 2 of 5)

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
<th>Default</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Flash Disconnect</strong></td>
<td>TBD</td>
<td>2496mS</td>
</tr>
<tr>
<td><strong>Force Idle (Trunk Guard Time)</strong></td>
<td>Use this timer to set the guard time for trunks. When the system disconnects a trunk (e.g., after a user hang up), the system keeps the line idle until this timer expires. The Trunk Guard Time helps prevent call collisions. If you set this interval too short, call collisions may occur. If too long, there will be unnecessary delays before you can use the trunk for a new call.</td>
<td>25 (2.5 sec) (fixed slot) 10 (1 sec) (u slot)</td>
</tr>
<tr>
<td><strong>PBX Pause</strong></td>
<td>This timer is not currently available.</td>
<td>0</td>
</tr>
<tr>
<td><strong>Minimum Ring Detection Timer</strong></td>
<td>Use this timer to set the threshold for ring detection. If the ring signal is longer than this interval, the system interprets the signal as valid ringing. If the signal is equal to or shorter than this interval, the system ignores the ringing. Be sure the value you enter is compatible with the local telco. If you set this value too short, the system may detect line spikes and anomalies as ringing. If too long, the system may not properly interpret a valid ringing signal.</td>
<td>104 mS</td>
</tr>
<tr>
<td><strong>DP Make Timer</strong></td>
<td>Use this timer to set the duration of the Dial Pulse Make signal (i.e., relay closed). This is the “on” time in a Dial Pulse digit. Set this timer for compatibility with the connected telco or PBX/Centrex. Keep in mind that there are three components of a Dial Pulse digit: Make interval, Break interval and Interdigit interval. An improper setting may cause misdialing.</td>
<td>40 mS</td>
</tr>
<tr>
<td><strong>DP Break Timer</strong></td>
<td>Use this timer to set the duration of the Dial Pulse Break signal (i.e., relay open). This is the “off” time in a Dial Pulse digit. Set this timer for compatibility with the connected telco or PBX/Centrex. Keep in mind that there are three components of a Dial Pulse digit: Make interval, Break interval and Interdigit interval. An improper setting may cause misdialing.</td>
<td>60 mS</td>
</tr>
<tr>
<td><strong>DP Interdigit Timer</strong></td>
<td>Use this timer to set the duration of the Dial Pulse Interdigit signal (i.e., relay open time between each digit). Set this timer for compatibility with the connected telco or PBX/Centrex. Keep in mind that there are three components of a Dial Pulse digit: Make interval, Break interval and Interdigit interval. An improper setting may cause misdialing.</td>
<td>800 mS</td>
</tr>
</tbody>
</table>
### System Timers, Trunks

#### Table 13: Program 0402 - Trunk Timers (Page 3 of 5)

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
<th>Default</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Manual DTMF Tone On</strong></td>
<td>This timer sets the duration of DTMF digits for trunk calls manually dialed by an extension user. This is required because the system buffers the digits the user dials. Set this timer for compatibility with the connected telco or PBX/Centrex. If you set this interval too short, the telco or PBX/Centrex may not be able to properly detect the DTMF digit. If too long, outbound dialing is unnecessarily slowed down.</td>
<td>150 mS</td>
</tr>
<tr>
<td><strong>Manual DTMF Tone Off</strong></td>
<td>This timer sets the duration of the interval between DTMF digits for trunk calls manually dialed by an extension user. This is required because the system buffers the digits the user dials. Note that this is the minimum DTMF Tone off time guaranteed by the system. Set this timer for compatibility with the connected telco or PBX/Centrex. If you set this interval too short, the telco or PBX/Centrex may not be able to set up to receive the next DTMF digit. If too long, outbound dialing is unnecessarily slowed down.</td>
<td>50 mS</td>
</tr>
<tr>
<td><strong>Speed Dial DTMF Tone On</strong></td>
<td>This timer sets the duration of DTMF digits for Speed Dial trunk calls automatically dialed by the system. Set this timer for compatibility with the connected telco or PBX/Centrex. If you set this interval too short, the telco or PBX/Centrex may not be able to properly detect the DTMF digit. If too long, outbound dialing is unnecessarily slowed down.</td>
<td>100 mS</td>
</tr>
<tr>
<td><strong>Speed Dial DTMF Tone Off</strong></td>
<td>This timer sets the duration the quiet time between DTMF digits for Speed Dial trunk calls automatically dialed by the system. Set this timer for compatibility with the connected telco or PBX/Centrex. If you set this interval too short, the telco or PBX/Centrex may not be able to set up to receive the next DTMF digit. If too long, outbound dialing is unnecessarily slowed down.</td>
<td>100 mS</td>
</tr>
<tr>
<td><strong>Loop Current Detection Time</strong></td>
<td>For loop start trunks, loop current must be present for this interval before the system seizes the trunk. Set this interval for compatibility with the connected telco or PBX/Centrex. If you set this interval too short, the system may inadvertently seize unstable trunks. If too long, the system may not properly seize a valid trunk.</td>
<td>800 mS</td>
</tr>
<tr>
<td><strong>Codec Digitizing Method</strong></td>
<td>Use this option to set the system’s codec companding method type for the trunk. <strong>Be sure this option is always set to 0 (µ-law companding enabled).</strong> Do not set this option to 1 (A-law companding enabled).</td>
<td>0 (µ-law)</td>
</tr>
</tbody>
</table>
### Table 13: Program 0402 - Trunk Timers (Page 4 of 5)

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
<th>Default</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Setting for International Rotary Disk</strong></td>
<td>Set this option for compatibility with the type of rotary dial (500 type) telephone used. <em>Be sure to always set this option to 0.</em></td>
<td>0 (US standard)</td>
</tr>
</tbody>
</table>
| **Far End Disconnect**              | Use this timer to set the loop disconnect interval for trunk calls. If the system detects a loop current interruption longer than this interval it assumes the telco has disconnected the trunk. It then returns the trunk to idle.  
Set this interval for compatibility with the connected telco or PBX/Centrex. If you set this interval too short, the system may inadvertently disconnect valid trunks. If too long, the system may leave trunks connected that it should tear down. | 300 mS        |
| **Minimum Single Ring Detection Timer** | The system uses this timer to detect valid ringing signal from the connected telco or PBX. Valid single ring must be longer than this interval.                                                               | 504 mS        |
| **Minimum Double Ring Detection Off Timer** | The system uses this timer to detect valid double ring from the connected PBX. Valid double ring must be longer than this interval.                                                                  | 104 mS        |
| **Maximum Double Ring Detection Off Timer** | The system uses this timer to detect valid double ring from the connected PBX. Valid double ring must be less than this interval.                                                                 | 304 mS        |
| **Ringing Signal End Detect Timer** | If the ringing signal on a trunk call is interrupted for longer than this interval, the system assumes ringing has stopped and terminates the call.  
Set this option for compatibility with the connected telco or PBX Centrix. If this interval is set to short, valid ringing will be inadvertently cut off. If too long, the system will leave the call set up even after ringing has stopped. | 6016 mS       |
| **Caller ID Detection Timer**       | This option is currently not used.                                                                                                                                                                          | 3268 mS       |
| **Ground Start Timer**              | Before the system can start a ground start trunk, the telco’s tip ground must be present for longer than this interval.  
Set this interval for compatibility with the connected telco or PBX/Centrex. If you set this interval too short, the system may inadvertently start a trunk it should not set up. If too long, the system may not start trunks that are functioning normally. | 800 mS        |
| **Pause Timer**                     | This timer is currently not used.                                                                                                                                                                           | 3008 mS       |
| **DP Mute Timer**                   | Information to be provided.                                                                                                                                                                                  | 8 mS          |
**System Timers, Trunks**

**Table 13: Program 0402 - Trunk Timers** (Page 5 of 5)

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
<th>Default</th>
</tr>
</thead>
<tbody>
<tr>
<td>P.F. Recovery Detect Timer</td>
<td>When the ATRU PCB recovers from a power failure, it checks the power failure trunk (trunk 1) for loop current for the P.F. Recovery Detect interval. If loop current is detected, it assumes the Power Failure Telephone is still connected and does not tear down the call. If loop current is not detected, the ATRU PCB switches the trunk out of the power failure mode.</td>
<td>3008 mS</td>
</tr>
</tbody>
</table>

**Rules for Detecting Normal CO (Single) Ring**

1. The ring signal must be longer than the Minimum Ring Detection Timer (normally 104 mS).
2. The ring signal must also be longer than the Minimum Single Ring Detection Timer (normally 504 mS).
3. The interval between ring bursts must not be longer than the Ringing Signal End Detection Timer (normally 6016 mS).

**Rules for Detecting Special (Double) Ring**

(This option is normally not required and is intended for only for certain Centrex/PBX applications)
1. The ring signal must be longer than the Minimum Ring Detection Timer (normally 104 mS).
2. The ring signal must be shorter than the Minimum Single Ring Detection Timer (normally 504 mS).
3. The off interval between the two double rings must be greater than the Minimum Double Ring Detection Off Timer (normally 104 mS) but less than the Maximum Double Ring Detection Off Timer (normally 304 mS).
4. The interval between the second burst of a ring cycle and the first burst of the next cycle must not be longer than the Ringing Signal End Detection Timer (normally 6016 mS).

Rules for Detecting Loop Current

1. When the system seizes a trunk, it will wait the Line Response Time (normally 10 seconds) for loop current. (If it doesn’t detect loop current, it marks the trunk as defective. If it does detect loop current, it will proceed to step 2 below.) Note that Line Response Time is a system timer. (not a trunk timer).
2. Once loop current is detected, it must be present for the Loop Current Detection Time (normally 800 mS).
3. If loop current is interrupted for longer than the Far End Disconnect Time (normally 300 mS), the system disconnects the call.
System Timers, Trunks

**Conditions**
None

**Default Setting**
Refer to the chart above.

**Programming List**
Refer to the chart above.

**Other Related Features**
Refer to the following for related feature information:
Program 0402 - Trunk Timers (page 434)

**Feature Operation**
None
Tandem Trunking / Unsupervised Conference

Description

Join two callers in Conference, leave the call and let their conversation continue.

Tandem Trunking allows an extension user to join two outside callers in a trunk-to-trunk conference. The extension user can then drop out of the call, leaving the trunks in an Unsupervised Conference. The extension user that established the Conference is not part of the conversation. The Conference continues until either outside party hangs up.

Tandem Trunking uses a Conference circuit. The following table shows the system’s Conference capacities:

<table>
<thead>
<tr>
<th>Description</th>
<th>Capacity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Conference circuits</td>
<td>32</td>
</tr>
<tr>
<td>Maximum simultaneous users in Conference</td>
<td>32</td>
</tr>
<tr>
<td>(total of all Conferences system-wide)</td>
<td></td>
</tr>
<tr>
<td>Maximum simultaneous conferences</td>
<td>8</td>
</tr>
<tr>
<td>Maximum parties in any one Conference</td>
<td>8</td>
</tr>
<tr>
<td>(trunks and/or extensions)</td>
<td></td>
</tr>
</tbody>
</table>

The system’s 32 Conference circuits are dynamically allocated as users request them.

Conditions
None

Default Setting
Tandem Trunking disabled.
Chapter 1: Features

Program 0402 - Far End Disconnect (page 438)
Set the Far End Disconnect time for compatibility with the local telco.

Program 1003 - Tandem Trunk (page 485)
Enabled (Y) or disable (N) the trunk’s ability to be included in an Unsupervised Conference. Only one of the trunks in the tandem call must have this option enabled.

Other Related Features

The following features also allow different types of multiple party calls:

- Barge In (Intrusion) (page 48)
  An extension user can Barge In on a tandem call.
- Conference (page 99)
- Group Listen (page 173)
- Meet-Me Conference (page 234)
- Privacy Release Groups (page 279)

- Forced Trunk Disconnect (page 167)
  An extension user can end an Unsupervised Conference by using Forced Trunk Disconnect on one of the trunks in the tandem call.

Feature Operation

To set up a tandem call (Unsupervised Conference):

1. Establish trunk call.
   - Conversation with caller.
   - Line Key or Loop Key on.
2. Press **CONF**.
   - Intercom dial tone.
   - [ICM](#) on and Line/Loop Key flashing.
   > Your caller hears Music On Hold (if installed) while they wait for you to set up the Conference.

3. Place or answer trunk call
   OR
   Retrieve trunk call from Park Orbit.

4. Press **CONF** to set up the Conference.
   - Conversation with your conferenced callers.
   - Line/Loop Keys on (green).
   > If you cannot add additional parties to your Conference, you have exceeded the system's Conference limit.

5. Hang up.
   - N/A
   - Line/Loop Keys on (red)
   > If the outside parties disconnect, the trunks you selected do not have Tandem Trunking capability.

**To disconnect a tandem call (using Forced Trunk Disconnect):**

1. Press line key for busy trunk.
   OR
   - Press **ICM** and dial the trunk’s Direct Trunk Access code (e.g., 401 for trunk 1).
     - Busy tone.
     - Line/Loop Key on (red).
   > Refer to Direct Trunk Access for the specifics.

2. Dial # to disconnect the line.
   The tandem call disconnects.

**To Barge In on a tandem call:**

1. Press line key for busy trunk.
   OR
   - Press **ICM** and dial the trunk’s Direct Trunk Access code (e.g., 401 for trunk 1).
     - Busy tone.
     - Line/loop key on (red).
   > Refer to Direct Trunk Access for the specifics.

   - You hear two beeps and you join the tandem call.
   - Line/loop keys on (green).
   > You can optionally place the Conference on hold. Your callers hear Music on Hold (if installed) while waiting on Hold. Press **CONF** to reinstate the Conference.
Tenant Service

Description

| LCCPU 01.00.00 | Not available. |
| LCCPU 02.00.00 |               |
## Description

| LCCPU 01.00.00 | LCCPU 02.00.00 | Not available. |
Time and Date

Description

The system Time and Date appears on:
- Display Telephones
- Station Message Detail Recording reports

The system administrator can change the time and date from the system programming mode. Although the data is entered in 24-hour format, it always displays in 12-hour format (e.g., 1300 = 1:00PM).

Conditions
The system retains the time and date after a system reset or short term power failure.

Default Setting

- 01:00:00 (1:00AM)
- 01/01/1998 (Thursday, January 1, 1998)

Step-by-step guide for setting up Time and Date

Step 1: Do you want to change the system time?

- In Program 0302 - Time (page 428), enter the new system time (HH:MM:SS in 24 hour format).
- In Program 0302 - Time (page 428), do not change the system time.

Step 2: Do you want to change the system date?

- In Program 0302 - Date (page 429), enter the new system date (MM:DD:YYYY). For example, enter 01012000 for January 1, 2000.
- In Program 0302 - Date (page 429), do not change the system date.
Programming List

Program 0302 - Time (page 428)
Enter the system time.
Program 0302 - Date (page 429)
Enter the system date.

Other Related Features

Automatic Route Selection (page 45)
ARS uses the date and time when routing calls.

Battery Backup (page 50)
The battery on the CPU PCB backs up the CPU Real Time Clock for 10-14 days.

Station Message Detail Recording (page 329)
Time and date appear on the SMDR report.

Year 2000 Compliance (page 413)
The system is fully Y2K (year 2000) compliant. The year always displays as four digits and the system correctly recognizes leap years.

Feature Operation

<table>
<thead>
<tr>
<th>Feature</th>
<th>Mnemonic</th>
<th>Operation</th>
<th>Access Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>Time and Date</td>
<td>#TD</td>
<td>#TD + Enter time in 24-hour clock using hours (2 digits), minutes (2 digits) and seconds (2 digits) + HOLD + Enter date using month (2 digits), day (2 digits) and year (4 digits) + HOLD + SPK to exit.</td>
<td>4 and 5</td>
</tr>
</tbody>
</table>
Toll Restriction

Description

**LCCPU 01.00.00**
LCCPU 02.00.00 | Available.

Use Toll Restriction to help you control the costs of outgoing long distance calls.

Toll Restriction limits the numbers an extension user may dial. By allowing extensions to place only certain types of calls, the system administrator can control long distance costs. The system applies Toll Restriction according to an extension’s Toll Restriction Level. For each of the 7 Toll Restriction Levels, the administrator can enable or disable the following options.

- **Active Dial Pad (Continuous Dialing)**
  Active Dial Pad continuously enables the telephone dial pad. This is important if co-workers typically use dial-up services (such as automated banking) or frequently dial into Voice Mail systems. With Active Dial Pad disabled, the system disables the telephone dial pad 6 seconds after the user has dialed their last digit. Toll Restriction controls Active Dial Pad for both incoming and outgoing calls.

- **N11 Dialing**
  N11 Dialing enables or disables an extension’s ability to use N11 services such as directory assistance (411) and repair (611). Consider enabling this option if the connected telco charges by the call (i.e., meters) these services. **Note that the system never restricts a user from dialing 911 or 1 + 911.** (Toll Restriction uses the NPA Dialing table to control 1 + N11 dialing.)

- **0 + Dialing**
  0 + Dialing enables or disables an extension’s ability to manually dial 0 + (operator assisted) calls. These calls typically include collect calls and credit card calls. Be sure to disable this option if you don’t want co-workers making these types of calls. The setting of 0 + Dialing does not affect the operation of international dialing (see the option immediately following).

- **International (011) Dialing**
  Use the International Dialing option to restrict extension access to high-cost international (011) dialing. You can, for example, enable international dialing for high priority users and executives while disabling international dialing for all other co-workers.

- **Equal Access (10XXX) Dialing**
  Equal Access allows users to select long distance carriers other than your primary carrier. Your primary carrier is the long distance provider you access when you seize a trunk and dial 1. To reach another provider, dial 10 and that provider’s three-digit code (e.g., 10321). The system does not restrict the numbers dialed after the Equal Access code, but can prevent users from dialing specific 10XXX codes. Enter the codes you want to deny or allow in the 10XXX Toll Restriction Table.

- **NXX Dialing**
  NXX Dialing provides restriction for calls not exceeding 7 digits that begin with the digits 2-9. These are typically local exchanges. Enter the codes you want to deny or allow in the NXX Dialing Toll Restriction Table. You might want to prevent local calling to all exchanges that are not in the immediate vicinity of your company.

- **NPA Dialing**
NPA Dialing performs 3-digit analysis on numbers dialed that exceed 7 digits and are not 0+, 011, or 10XXX calls. Enter the codes you want to deny or allow in the NPA Dialing Toll Restriction Table. To control long distance costs, for example, you might want to limit NPA calls to in-state or neighboring state area codes. Note that if a number is allowed or denied by NPA Dialing, it can be further allowed or denied by 6-Digit Analysis below.

- **6-Digit Analysis (NPA + NXX translation)**
  The 6-Digit Analysis option evaluates both the NPA and NXX component of the number dialed. Enter the 6-digit codes you want to deny or allow in the 6-Digit Analysis Toll Restriction Table. This option allows for more flexible Toll Restriction assignments. For example, you can allow calls only to the area code and exchange for your out-of-state branch and restrict all other exchanges within that area code.

Refer to the *Toll Restriction Rules* table for additional routing information.

**Conditions**
None

**Default Setting**
- Toll Restriction disabled (Toll Level 0 assigned to all extensions).

For Toll Levels 1-7 (once assigned):
- Active Dial enabled (Yes).
- N11 Dialing enabled (Yes).
- 0+ Dialing enabled (Yes).
- International Dialing enabled (Yes).
- Equal Access (10+XXX) Dialing disabled (allow table with no entries).
- NXX Dialing disabled (allow table with no entries).
- NPA Dialing disabled (allow table with no entries).
- 6-Digit Analysis disabled (allow table with no entries)

**Programming List**

**Program 0601 - Program Toll Restriction** (page 464)
Use this option to program Toll Restriction. (You must always use the following option to initialize Toll Restriction before using it for the first time.)

**Program 0601 - Initialize Toll Restriction** (page 464)
Use this option to initialize Toll Restriction. You must always initialize Toll Restriction before using if for the first time. If you have already programmed Toll Restriction, initializing will erase all your entries and reinstate the default Toll Restriction values.

**Program 0601 - Toll Restriction Level** (page 464)
Use this option to select the Toll Restriction level you want to program. The entries that follow pertain to the Toll Restriction Level you select in this option.

**Toll Level Rules**

1. Toll Level follows the day/night mode of the trunk used for the call. If a trunk is terminated to Key Ring in *Program 1003 - Direct Termination (Day)* (page 484), an extension’s Night key controls the day/night mode of the trunk. (A uniquely programmed Night key controls the day/night mode of trunks terminated to UCD Hunting or Ring Groups.) If a trunk is terminated to an extension in *Program 1003 - Direct Termination (Day)* (page 484), the extension’s DND key controls the day/night mode of the trunk.
2. If a trunk has **1001: Override Extension Toll Level** enabled (Y), the system uses the Toll Level assigned to the trunk in **1001: Trunk Toll Level**. The entries are 1-7, 0 = no Toll Restriction applied.

3. If a trunk has **Program 1001 - Override Extension Toll Restriction** (page 479) disabled (N), and the trunk is in the day mode, the system uses the Toll Level assigned in **Program 1801 - Extension Toll Level Day** (page 508). The entries are 1-7, 0 = no Toll Restriction applied.

4. If a trunk has **Program 1001 - Override Extension Toll Restriction** (page 479) disabled (N), and the trunk is in the night mode, the system uses the Toll Level assigned in **Program 1801 - Extension Toll Level Night** (page 509). The entries are 1-7, 0 = no Toll Restriction applied.

5. When an extension user with Toll Restriction enabled flashes a trunk, the system enforces toll Restriction on any digits the user dials from the new dial tone. For example, if an extension user cannot dial 203 926 5400 before they flash, they cannot dial 203 926 5400 after they flash.

Program 0601 - Active Dial Pad (page 464)

Enable (Y) or disable (N) Active Dial Pad (continued dialing). With Active Dial Pad enabled, the telephone outputs a digit over the trunk each time the user presses a dial pad key. With Active Dial Pad disabled, the system turns off the extension’s dial pad six seconds after the user dials their last digit. Toll Restriction controls Active Dial Pad for both incoming and outgoing calls.

Program 0601 - N11 Dialing (page 464)

Enable (Y) or disable (N) N11 Dialing. If disabled, the system terminates the call on the third digit of an N11 call. The system never restricts 911 calls. To control 0NN and 1 + 0NN calls, refer to the 0 + Dialing and International Dialing options below. Toll Restriction controls 1 + N11 calls through the NPA Dialing table.

Program 0601 - 0 + Dialing (page 465)

Enable (Y) or disable (N) 0 + dialing. If enabled, the telephone can dial operator assisted calls and credit card calls. If disabled, the system terminates the call as soon as the user dials 0.

Program 0601 - International Dialing (page 465)

Enable (Y) or disable (N) International Dialing. If enabled, the system can directly dial 011 international calls. If disabled, the system terminates the call as soon as the user dials 01.

Program 0601 - Equal Access Dialing (page 465)

This option allows/prevents an extension user from directly dialing Equal Access (10XXX) calls. The system compares the 10XXX code the user dials to the 10XXX table that you program. You can set up the table as an allow or deny table. If set up as an allow table, the system will allow only those codes you enter into the table, and deny all others. If set up as a deny table, the system will deny only those codes you enter into the table, and allow all others. (Note that if you want to do 6-Digit Analysis on an NPA, be sure the NPA Dialing Table doesn’t restrict the code.)
Program 0601 - 6-Digit Analysis (page 466)

This option enables/disables 6-Digit Analysis. With 6-Digit Analysis, the system restricts a call according to the NPA and NXX the user dials. If 6-Digit Analysis is allowed, the system compares the NPA and NXX code the user dials to the 6-Digit Table that you program. You can set up the table as an allow or deny table. If set up as an allow table, the system will allow only those codes you enter into the table, and deny all others. If set up as a deny table, the system will deny only those codes you enter into the table, and allow all others. (Note that if you want to do 6-Digit Analysis on an NPA, be sure the NPA Dialing Table doesn’t restrict the code.)

Additional Toll Restriction Programming Notes

- Valid Toll Restriction table entries are the digits 0-9. Use * as a wild card to represent any digit 0-9. For example 20* = 200 through 209.
- The system provides a total of 600 Toll Restriction Elements. Each element corresponds to a 3-digit Toll Restriction Table entry. For example, the 10XXX Table, NXX Dialing Table, and the NPA Dialing Table use one element for each entry. The 6-Digit Analysis Table uses two elements for each entry.
- To set up a global deny table (i.e., denies all entries), you have two choices:
  - Set up an allow table and leave it empty.
  - Set up a deny table and enter *** (3-digit entry) or ****** (6-Digit Analysis entry).
- To set up a global allow table (i.e., allows all entries), you have two choices:
  - Set up a deny table and leave it empty.
  - Set up an allow table and enter *** (3-digit entry) or ****** (6-Digit Analysis entry).

**Toll Restriction Rules**

**Step 1:** Has caller dialed 911 or 1911?

- **If yes**
  - The system allows the call.
- **If no**
  - Wait for caller to dial 3 or more digits, then go to next step.
Step 2: Has the caller dialed 0 as the first digit?

- **If yes**
  - If the 0 + Dialing option is Y, and the International Dialing option is also Y, the system allows the call.
  - If the 0 + Dialing option is Y, the International Dialing option is N, and the first 2 digits are 01, the system restricts the call.
  - If the 0 + Dialing option is N, the International Dialing option is Y, and the first 2 digits are 01, the system allows the call.
  - If the 0 + Dialing option is N, the International Dialing option is Y, and the first 2 digits are not 01, the system restricts the call.
  - If the 0 + Dialing option is N, and the caller just dials 0, the system restricts the call.
  - Go to the next step.

- **If no**

Step 3: Has the caller dialed an N11 number (e.g., 311, 411, 611, 811)?

- **If yes**
  - If the N11 Dialing option is Y, the system allows the call.
  - If the N11 Dialing option is N, the system checks to see if the digits dialed are 911 or 1911. If they are, the system allows the call. If they are not, the system denies the call.
  - Go to the next step. (Toll Restriction uses the NPA Dialing Table to restrict 1 + N11 numbers.)

- **If no**

Step 4: Does the number dialed begin with 1 or 2-9?

- **If 1**
  - Go to step 5 below.

- **If 2-9**
  - Go to step 8 below.
Step 5: Has caller dialed a 10XXX Equal Access number (e.g., 10320)

If yes:

The system currently supports 5-digit (10XXX) Equal Access. It does not support 7-digit (10XXXXX) Equal Access.

If the Equal Access Table is an allow table:
• The system denies the call if the number dialed is not in the table.
• The system allows the call if the number dialed is in the table.

If the Equal Access Table is a deny table:
• The system denies the call if the number dialed is in the table.
• The system allows the call if the number dialed is not in the table.

Go to the next step.

If no:

Step 6: If the number dialed is not an Equal Access Code, the system looks at the NPA Dialing Table.

The system currently looks at the first four digits dialed and compares them to the NPA Dialing table.

If the NPA Dialing Table is an allow table:
• If the number dialed is not in the table, the system checks the 6-Digit Analysis Table in step 7 below. If the number is not allowed in the 6-digit table, the system denies the call.
• If the number dialed is in the table, the system goes to the step 7 below to further analyze the dialed number. If the number is not denied by the 6-digit table, the system allows the call.

If the NPA Dialing Table is a deny table:
• If the number dialed is in the table, the system checks the 6-Digit Analysis Table in step 7 below. If the number is not allowed in the 6-digit table, the system denies the call.
• If the dialed number is not in the table, the system goes to the step 7 below to further analyze the dialed number. If the number is not denied by the 6-digit table, the system allows the call.
Toll Restriction

Step 7: Before denying or allowing the call based on the NPA Dialing Table, the system looks at the 6-Digit Analysis Table (i.e., uses NPA + NNX analysis).

If the number dialed is accepted by the NPA Dialing Table above, the system waits for 7 digits and then compares them to the 6-Digit Analysis Table entries.

If the 6-Digit Analysis Table is an allow table:
• The system denies the call if the number dialed is not in the table.
• The system allows the call if the number dialed is in the table.

If the 6-Digit Analysis Table is a deny table:
• The system denies the call if the number dialed is in the table.
• The system allows the call if the number dialed is not in the table.

Step 8: If the first digit dialed is 2-9, the system waits for timeout or for more than 7 digits.

If the dialing times out before more than 7 digits are dialed, the system looks at the NXX Dialing Table.

If the NXX Dialing Table is an allow table:
• The system denies the call if the NXX portion of the number dialed is not in the table.
• The system allows the call if the NXX portion of the number dialed is in the table.

If the NXX Dialing Table is a deny table:
• The system denies the call if the NXX portion of the number dialed is in the table.

The system allows the call if the NNX portion of the number dialed is not in the table.

If more than 7 digits are dialed, the system goes back to step 6 and reanalyzes the NPA Dialing Table and the 6-Digit Analysis Table.

Other Related Features

Direct Trunk Access (page 129)
Direct Trunk Access does not bypass Toll Restriction.

Flash (page 162)
When an extension user with Toll Restriction enabled flashes a trunk, the system enforces toll Restrictin on any digits the user dials from the new dial tone. For example, if an extension user cannot dial 203 926 5400 before they flash, they cannot dial 203 926 5400 after they flash.
Toll Restriction

Forced Trunk Disconnect (page 167)
Forced Trunk Disconnect does not bypass Toll Restriction.

Last Number Redial (page 223)
Last Number Redial will not store a number denied by Toll Restriction.

Private Line (page 282)
Toll Restriction restricts Private Lines just like any other trunk.

Save Number Dialed (page 305)
Save Number Dialed will not store a number denied by Toll Restriction.

Speed Dial (page 314)
The system enforces Toll Restriction on Speed Dial numbers as they are dialed, not as they are stored.

Feature Operation

Toll Restriction operation is automatic.
Toll Restriction Override

Description

LCCPU 01.00.00
LCCPU 02.00.00

Not available.
Description

LCCPU 01.00.00
LCCPU 02.00.00

Not available.
Transfer

Description

Send the trunk call you are on to a co-worker.

Transfer permits an extension user to send (i.e., extend) an active trunk call to any other extension in the system, a Ring Group, UCD Hunting Group or Voice Mail. With Transfer, any extension user can quickly send a call to the desired co-worker. A call a user transfers automatically recalls if not picked up at the destination extension. If still unanswered, the call diverts to Key Ring. This assures that users do not lose or inadvertently abandon their transfers.

The system allows the following types of transfers:

- **Screened Transfer**
  The transferring user announces the call to the destination before hanging up.

- **Unscreened Transfer**
  The transferring party extends the call without an announcement.

The system cannot Transfer Intercom calls.

**Conditions**

None

**Default Setting**

Enabled
Step-by-step guide for setting up Transfer
(Page 1 of 2)

Step 1: Does an unanswered Transfer ring the destination extension long enough before recalling the extension that initially transferred it?

- For non-operator extensions:
  
  In Program 0401 - Transfer Recall (page 431), leave the Transfer Recall interval at it’s currently assigned value.

- For operators:
  
  In Program 0403 - Call Forward Ring No Answer (page 441), leave the Call Forward Ring No Answer interval at it’s currently assigned value.

- For non-operator extensions:
  
  In Program 0401 - Transfer Recall (page 431), change the Transfer Recall interval to meet the site requirements.

- For operators:
  
  In Program 0403 - Call Forward Ring No Answer (page 441), change the Call Forward Ring No Answer interval to meet the site requirements.

If yes

If no

Step 2: If a transferred call is not picked up, recalls the transferring extension, and is still not picked up, does it divert to Key Ring after the proper interval?

- In Program 0401 - Trunk Revert (page 432), leave the Trunk Revert interval at it’s currently assigned value.

- In Program 0401 - Trunk Revert (page 432), change the Trunk Recall interval to meet the site requirements.

If yes

If no

Step 3: If a user transfers a call into a busy UCD Hunting group, does it divert to the overflow destination (if programmed) after the proper interval?

- In Program 0401 - ACD/UCD Overflow (page 432), leave the ACD/UCD Overflow interval at it’s currently assigned value.

- In Program 0401 - ACD/UCD Overflow (page 432), change the ACD/UCD Overflow interval to meet the site requirements.

If yes

If no
Transfer

Step-by-step guide for setting up Transfer
(Page 2 of 2)

Step 4: While a transferred caller is waiting to be picked up, should they hear Music on Hold instead of ringback?

If yes

- In Program 0201 - Music on Hold (page 424), enter Y for this option to enable Music on Hold system-wide.
- Program 0201 - MOH on Transfer (page 424), enter Y for this option to enable Music on Hold for transferred callers.
- In Program 0201 - MOH on Transfer (page 424), enter N for this option to disable Music on Hold for transferred callers.

If no

Programming List

Program 0201 - Music on Hold (page 424)
Enter Y for this option to enable Music on Hold system-wide (if you also enabled MOH on Transfer below).

Program 0201 - MOH on Transfer (page 424)
Enter Y for this option to enable Music on Hold for transferred callers.

Program 0401 - Transfer Recall (page 431)
Set how long a transferred call rings the destination extension before recalling the extension from which it was initially transferred. This option pertains to all idle extensions, as well as busy multibutton extensions. Note that this timer does not control how long a transferred call rings a busy operator.

Program 0401 - Trunk Revert (page 432)
Sets how long a Transfer Recall rings the extension that initially transferred the call before Key Ring occurs. Key Ring rings all extensions programmed to ring for that line.

Program 0401 - ACD/UCD Overflow (page 432)
Set how long a transferred call (or DIL) camps on to a busy UCD Hunt Group before ringing the overflow destination.

Program 0403 - Call Forward Ring No Answer (page 441)
Set how long a transferred call rings a busy operator extension before recalling the extension from which it was initially transferred. Note that this timer does not control how long a transferred call rings any busy non-operator extension.

Other Related Features

Call Forwarding (page 55)
Call Forwarding will reroute transferred calls.

Call Coverage Keys (page 51)
An extension user can Transfer a call to the covered extension by pressing the Call Coverage key.

Call Waiting / Camp-On (page 66)
Transfer can automatically Camp-On to a busy extension.

Direct Station Selection (DSS) (page 116)
You can press your DSS key to Transfer a call instead of dialing a co-worker’s extension number.

Do Not Disturb (page 137)
DND blocks Transfer.
Transfer

Extended Ringing (page 145)
With Extended Ringing enabled, transferred trunks ring the destination extension for the Number of Extended Rings before recalling the transferring extension.

Extension Hunting (page 147)
Trunk calls transferred to a Terminal or Circular Hunting group member activate hunting. In addition, trunk calls transferred to a UCD group master number activate hunting.

Group Call Pickup (page 169)
A trunk call transferred to an extension in a Pickup Group activates Group Call Pickup.

Group Ring (page 175)
An extension user can Transfer a call to a Ring Group master number. If unanswered, the call will continue to ring the group until a member picks it up.

Hold (page 188)
If an extension receiving a screened Transfer answers the screen and immediately hangs up (before the transferring extension), the call goes on Exclusive Hold at the transferring extension.

Hotline (page 192)
An extension user can Transfer a call to their Hotline partner by pressing their Hotline key.

Intercom (page 214)
The system cannot Transfer Intercom calls.

Key Ring (page 219)
An unanswered call transferred to an extension diverts to Key Ring if unanswered at the transferring extension.

Music on Hold (page 245)
With Music on Hold enabled, transferred callers can optionally listen to ringback or MOH while their call waits at the transfer destination.

Off-Hook Signaling (page 255)
An extension user can Transfer their current call to a co-worker or Voice Mail and then answer the waiting call. In addition, transferred calls can initiate Off-Hook Signaling.

Reverse Voice Over (page 296)
While idle, an extension user cannot use their Reverse Voice Over key to Transfer calls.

Station Message Detail Recording (page 329)
The system assigns the SMDR record to the last extension on the call. For example, if extension 306 answers the call, talks for 20 minutes, and then Transfers the call to extension 302, extension 302 “owns” the entire call record as soon as they hang up.

Voice Over (page 408)
An extension user can Voice Over after making a Screened Transfer and hearing busy/ring tone.

Feature Operation

To Transfer your call:

You cannot Transfer Intercom calls.

1. Do not hang up.
2. Press ICM.
3. Dial your co-worker’s extension.
   OR
   Press a DSS key.
   OR
   Dial a Ring Group or UCD Hunting group master number.
4. Announce call to make a Screened Transfer.
   OR
Press the flashing line key to return to the call if your co-worker doesn’t want it (i.e., rejects your screen).

OR

Hang up to send the call through Unscreened.

The call will recall to you if unanswered at the destination extension. If you don’t answer the recall, it diverts to Key Ring.

To Transfer your call to a co-worker’s mailbox:

1. Do not hang up.
2. Press **ICM**.

   ![Intercom dial tone.](image)

   ![ICM and SPK on](image)

   You can press your Call Coverage or Hotline key instead of **ICM**.
3. Dial your co-worker’s extension.
4. Press **MW**.
5. Hang up.
Trunk Group Routing

Description

With Trunk Group Routing enabled, an extension user can just press ICM and dial 9 to place a trunk call. Trunk Group Routing automatically selects the first available trunk in the extension’s programmed “dial 9” trunk group. This simplifies placing calls in systems that have a lot of trunks for outgoing calls. Rather than press one of many line keys, the user just dials 9 instead.

Conditions

Systems using Trunk Groups or Trunk Group Access should use the hybrid FCC registration number (i.e., the number that ends in MF-E). Look at the label on the bottom of your equipment cabinet for more information.

Default Setting

- In fixed slot, Trunk Group Routing (dial 9) is assigned to trunk group 1.
- In universal slot, Trunk Group Routing (dial 9) is assigned to trunk group 0.

Programming Guide

Step-by-step guide for setting up Trunk Group Routing (Page 1 of 2)

Step 1: Should dial 9 capability be available system-wide?

If yes

- In Program 0501 - Single Digit Access (page 450), enter Y.

If no

- In Program 0501 - Single Digit Access (page 450), enter N.
Trunk Group Routing

Step-by-step guide for setting up Trunk Group Routing (Page 2 of 2)

Step 2: Should extension have dial 9 capability?

If yes

- In Program 1802 - Station’s Dial 9 Group (page 514), assign a trunk group that has valid, installed trunks to which the extension has access. Also review the steps below.
- In Program 1002 - Trunk Groups (page 482), assign installed trunks to the extension’s dial 9 trunk group assigned above.
- In Program 1802 - Station’s Dial 9 Group (page 514), assign a trunk group that does not have valid, installed trunks to which the extension has access.

If no

Step 3: Check the trunk and trunk group access options for the extension.

- In Program 1803 - Extension Line Access Assignments (page 519), be sure the extension has either outgoing access (2) or full access (3) for some of the trunks in their dial 9 group.
- In Program 1804 - Extension Trunk Group Access (page 522), be sure to enable (Y) access to the extension’s dial 9 group.

Programming List

Program 0501 - Single Digit Access (page 450)
Enter Y to enable user’s to dial 9 for their specified trunk group. Enter N to require users to dial 9 followed by the Trunk Group number (0-8).

Program 1002 - Trunk Groups (page 482)
Program installed trunks into the trunk group you want to designate as an extension’s dial 9 group in Program 1802 - Station’s Dial 9 Group on page 514 below.

Program 1802 - Station’s Dial 9 Group (page 514)
Assign the extension’s dial 9 trunk group.

Program 1803 - Extension Line Access Assignments (page 519)
To make outgoing call, make sure the extension has either outgoing access (2) or full access (3) for the trunk.

Program 1804 - Extension Trunk Group Access (page 522)
Make sure the extension has access to the trunk group specified in Program 1802 - Station’s Dial 9 Group on page 514.

Other Related Features

Central Office Calls, Placing (page 83)
Review this feature for other ways to place trunk calls.

Trunk (Line) Queuing / Trunk Callback (page 384)
An extension user camp-on or leave a Callback if all trunks in the dial 9 group are busy.
With Trunk Group Routing disabled, extension users can optionally dial 90-98 to place calls on trunk groups 0-8.

**Feature Operation**

**To place a call over a trunk group:**

1. Lift handset.
2. Press ICM.
   - Intercom dial tone.
   - ICM on.
   - Trunk dial tone.
   - Line key on.
   
   *If you don’t hear dial tone as soon as you dial 9, your system does not have Trunk Group Routing enabled. See Central Office Calls, Placing on page 83 for more.*

   *If you hear busy tone after dialing 9, all the trunks in your dial 9 group are busy. You can dial 2 to wait in line for a trunk to become free, or dial 2 to have an available trunk call you back. See Trunk (Line) Queuing / Trunk Callback on page 384 for more.*

4. Dial outside number.
Description

When all trunks are busy, **Trunk Queuing** lets a user wait in line for a trunk to become free. **Trunk Callback** will automatically call the user back when a trunk is available.

**Trunk Queuing**

Trunk Queuing permits an extension user to queue (wait in line) on hook for a busy trunk or trunk group to become free. The system recalls the queued extension as soon as the trunk is available. The user does not have to manually retry the trunk later.

**Trunk Callback**

After queuing for a trunk, the extension user just hangs up to convert the Trunk Queue into a Trunk Callback. When the trunk becomes free, the system automatically recalls the extension. As soon as the extension user answers the callback ring, the system connects the extension to the trunk.

An extension user can leave a Trunk Callback for many trunks. The system processes the callbacks as the trunks become free. In addition, many extensions can leave a Trunk Callback for the same trunk. The system processes the Trunk Callbacks on a first-in/first-out (FIFO) basis.

If an extension user leaves a Trunk Callback request and then fails to answer the callback ring within four rings, the system cancels the Callback.

**Trunk Queuing Priority**

Selected extensions can have Trunk Queuing Priority enabled in their Class of Service. If more than one extension queues for a busy trunk, the system services the extension with Trunk Queuing Priority first. If more than one extension with priority is queued for the same busy trunk, the system services the priority extensions on a first-in/first-out (FIFO) basis.

**Conditions**

A system reset or power failure cancels all Trunk Callbacks system-wide.

**Default Setting**

- Trunk (Line) Queuing / Trunk Callback enabled for attendants (COS 1), but disabled for all other extensions (COS 2-15).
- Trunk Queuing Priority disabled for all extensions (COS 1-15).
Trunk (Line) Queuing / Trunk Callback

Programming Guide

Step-by-step guide for setting up Trunk (Line) Queuing / Trunk Callback

Step 1: Should extension be able to queue for a busy trunk?

If yes
- In Program 0101 - Camp-On to Busy Line (page 421), enter Y to enable Trunk (Line) Queuing.

If no
- In Program 0101 - Camp-On to Busy Line (page 421), enter N to disable Trunk (Line) Queuing.

Step 2: Should extension have Trunk Queuing Priority?

If yes
- In Program 0101 - Trunk (Line) Queuing Priority (page 421), enter Y to enable Trunk Queuing Priority.

If no
- In Program 0101 - Trunk (Line) Queuing Priority (page 421), enter N to disable Trunk Queuing Priority.

Step 3: Assign Class of Service to extensions.

- In Program 1801 - Extension Class of Service Assignment (page 508), assign Class of Service to extensions.

Programming List

Program 0101 - Trunk (Line) Queuing Priority (page 421)
- In an extension’s Class of Service, enter Y to enable Trunk (Line) Queuing Priority.

Program 0101 - Camp-On to Busy Line (page 421)
- In an extension’s Class of Service, enter Y to allow camping on to a busy trunk.

Program 1801 - Extension Class of Service Assignment (page 508)
- Assign Class of Service to extensions.

Other Related Features

Callback (page 69)
- An extension user can Camp-On to a busy co-worker then hang up to turn the Camp-On into a Callback.

Call Waiting / Camp-On (page 66)
- Camp-On lets an extension user Camp-On to a busy extension.

Central Office Calls, Answering (page 77)
- If a trunk is ringing an extension because of a prior Callback, and then receives a new trunk call, it will start ringing for the new call. The Callback request is then queued.
Trunk (Line) Queuing / Trunk Callback

Central Office Calls, Placing (page 83)
An extension user can queue for a busy trunk, or queue and hang up to leave a callback for a busy trunk.

Last Number Redial (page 223)
If all trunks are busy and Last Number Redial cannot go through, the user can dial 2 a queue for a trunk to become free. If the user hangs up, the system converts the queue to a Trunk Callback.

Save Number Dialed (page 305)
If an extension user presses their Save key and hears busy, they can dial 2 to wait in line for the trunk to become available. The system will automatically redial the call. However, if the user hangs up to convert the queue to a Trunk Callback, the system will not redial the saved call once the trunk connects.

Feature Operation

To queue for a busy trunk:
1. Press line key for busy trunk.
   OR
   Press ICM and dial the trunk’s Direct Trunk Access code (e.g., 401 for trunk 1).
   ✨ Busy tone.
   ✅ Line/loop key on (red).
2. Dial 2; do not hang up.
   ✨ Busy tone stops.
   ✅ ICM and SPK on.
   If you hang up, the system converts your queue to a Trunk Callback.
3. When the trunk becomes free, you are automatically connected.
   • If you initially queued for the trunk, you hear trunk dial tone so you can place your call again.
   • If you left a Trunk Callback, you hear Trunk Callback ring. If you answer within four rings, you will hear dial tone from the trunk. You can then place your call again.
4. Place your outside call.
Trunk Groups

Description

Extension users can optionally dial trunk group access codes 90-98 to select trunk groups 0-8 for outgoing calls. This is helpful in applications that have different services arranged into trunk groups. For example, dialing 90 could access a group of DDD trunks for local calls, and dialing 91 could access a group of WATS trunks for long distance calls. (Note that systems with Trunk Group Routing (page 381) enabled cannot also dial trunk group access codes 90-98.)

When a user dials a trunk group access code (90-98), the system selects the lowest number in the group that is available. If that trunk is busy, it automatically selects the next highest trunk. If all trunks in the group are busy, the user can optionally queue for a trunk to become free. See Trunk (Line) Queuing / Trunk Callback (page 384) for more.

Systems using Trunk Groups or Trunk Group Access should use the hybrid FCC registration number (i.e., the number that ends in MF-E). Look at the label on the bottom of your equipment cabinet for more information.

Conditions

Systems using Trunk Groups or Trunk Group Access should use the hybrid FCC registration number (i.e., the number that ends in MF-E). Look at the label on the bottom of your equipment cabinet for more information.

Default Setting

- Dialing 90-98 for trunk groups 0-8 is disabled because single digit access (dial 9) is enabled.
- In fixed slot, Trunk Group Routing (dial 9) is assigned to trunk group 1.
  In universal slot, Trunk Group Routing (dial 9) is assigned to trunk group 0.
## Trunk Groups

### Programming Guide

#### Step-by-step guide for setting up Trunk Groups

<table>
<thead>
<tr>
<th>Step 1: Should extension be able to dial codes 90-98 to place calls on trunk group.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>If yes</strong></td>
</tr>
<tr>
<td><strong>If no</strong></td>
</tr>
</tbody>
</table>

- In *Program 0501 - Single Digit Access* (page 450), enter N to disable single digit access (dial 9).
- In *Program 1002 - Trunk Groups* (page 482), assign trunks to trunk groups.
- In *Program 0501 - Single Digit Access* (page 450), enter Y to enable single digit access (dial 9).

<table>
<thead>
<tr>
<th>Step 2: Should extension be able to access all installed trunks in all trunk groups for placing calls (via codes 90-98)?</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>If yes</strong></td>
</tr>
<tr>
<td><strong>If no</strong></td>
</tr>
</tbody>
</table>

- In *Program 1803 - Extension Line Access Assignments* (page 519), assign either outgoing (2) or full (3) access to each trunk the extension *should* be able to use for outgoing calls.
- In *Program 1804 - Extension Trunk Group Access* (page 522), be sure the extension has access (Y) to each trunk group it *should* be able to use for outgoing calls.
- In *Program 1803 - Extension Line Access Assignments* (page 519), assign either no (0) or incoming (1) access to each trunk the extension *should not* be able to use for outgoing calls.
- In *Program 1804 - Extension Trunk Group Access* (page 522), be sure the extension has no access (N) to each trunk group it *should not* be able to use for outgoing calls.

### Programming List

- **Program 0501 - Single Digit Access** (page 450)
  Enter N to disable single digit access. With single digit access disabled, an extension user can dial 90-98 to access trunk groups 0-8.
- **Program 1002 - Trunk Groups** (page 482)
  Assign trunks to Trunk Groups (0-8).
- **Program 1803 - Extension Line Access Assignments** (page 519)
  For each extension, assign the access options for each trunk (0 = No access, 1 = Incoming only, 2 = Outgoing only, 3 = Full access). This feature may not require access - check into this when the feature is working.
- **Program 1804 - Trunk Group Access** (page 522)
  For each extension, enter Y to allow or N to prevent outgoing trunk group access. The system always allows incoming trunk group access.
Other Related Features

Loop Keys (page 229)
Switched and Fixed Loop Keys use the system’s Trunk Groups.

Trunk Group Routing (page 381)
With Trunk Group Routing enabled, extension users can press ICM and dial 9 to place outgoing calls.

Feature Operation

To place a call over a trunk group:

1. Lift handset.
2. Press ICM.
   - Intercom dial tone.
   - ICM on.
3. Dial trunk group code (90-98).
   - Trunk dial tone.
   - Line key on.
   *If you hear dial tone as soon as you dial 9, your system has Trunk Group Routing enabled. See Trunk Group Routing on page 381 for more.*
4. Dial outside number.
Trunk Timers

Description

LCCPU 01.00.00
LCCPU 02.00.00
Available. See System Timers, Trunks on page 352 for more.
User Programmable Features

Description

<table>
<thead>
<tr>
<th>LCCPU 01.00.00</th>
<th>Basic User Programmable Features available. Access is fixed (enabled) at each extension.</th>
</tr>
</thead>
<tbody>
<tr>
<td>LCCPU 02.00.00</td>
<td>Extensive User Programmable Features available. Access depends on an extension’s programmed access level.</td>
</tr>
</tbody>
</table>

Extension users can set up their telephones to meet their own unique requirements.

User Programmable Features allow an extension user to customize their telephone to work just the way they want. With User Programmable Features, there is no need to rely on a System Administrator or Communications Manager to set up each phone. These User-Programmable Features include:

- **Direct Station Selection (DSS) Assignment**
  See *Direct Station Selection (DSS)* on page 116 for more.
- **Headset Mode**
  See *Headset Compatibility* on page 186 for more.
- **Hotline Key Assignment**
  See *Hotline* on page 192 for more.
- **Off Hook Signaling Setup**
  See *Off-Hook Signaling* on page 255 for more.
- **Paging (Incoming)**
  See *Paging* on page 264 for more.
- **Prime Line Assignment**
  See *Prime Line Preference* on page 274 for more.
- **Programmable Function Key Assignment**
  See *Programmable Function Keys* on page 286 for more.
- **Programmable Function Key Ringing** (Call Coverage Keys, Group Call Pickup Keys, and Line Keys)
  See *Call Coverage Keys* on page 51 for more.
  See *Group Call Pickup* on page 169 for more.
  See *Line Keys* on page 225 for more.
- **Ringing Line Preference**
  See *Ringing Line Preference* on page 302 for more.
- **Speed Dial Bin Setup** (Personal and System)
  See *Speed Dial* on page 314 for more.
  *Note that in U Slot systems, the ##2 and ##7 Speed Dial procedures are no longer available.*
- **Time and Date**
  See *Time and Date* on page 364 for more.
- **Voice Announce** (For incoming Intercom calls)
  See *Intercom* on page 214 for more.
- **Voice Over**
  See *Voice Over* on page 408 for more.

1 Feature only available in universal slot systems.
### Table 14: User Programmable Features

<table>
<thead>
<tr>
<th>Feature</th>
<th>Mnemonic</th>
<th>Operation</th>
<th>Access Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>Call Coverage</td>
<td>#RC</td>
<td># + R C + Press Call Coverage key repeatedly to select ringing mode</td>
<td>N/A</td>
</tr>
<tr>
<td>DSS</td>
<td>#BLF</td>
<td>#BLF + Press DSS key + HOLD + Enter extension + VOL Up + Program another key or SPK to exit.</td>
<td>1-5</td>
</tr>
<tr>
<td>Group Call Pickup</td>
<td>#RG</td>
<td># + R G + Press Group Call Pickup key repeatedly to select ringing mode</td>
<td>N/A</td>
</tr>
<tr>
<td>Headset</td>
<td>#HS</td>
<td>#HS + Y to enable or N to disable + SPK to exit</td>
<td>3-5</td>
</tr>
<tr>
<td>Hotline</td>
<td>#HL</td>
<td>#HL + Press flashing Hotline key + Enter extension for new Hotline partner + HOLD (in 02.00.00) + Program another Hotline key or SPK to exit.</td>
<td>3-5</td>
</tr>
<tr>
<td>Line Keys</td>
<td>#RL</td>
<td># + R L + Press Line Key repeatedly to select ringing mode</td>
<td>N/A</td>
</tr>
<tr>
<td>Off Hook Signaling</td>
<td>#OHS</td>
<td>#OHS + Select mode (C=Outside line, D=DSS, I=ICM) + Select option (see below) + SPK to exit.</td>
<td>3-5</td>
</tr>
<tr>
<td></td>
<td></td>
<td><em>Outside line options:</em> C=Camp On tone, O=Off Hook Ringing, 0 = None</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td><em>Intercom options:</em> C=Camp On, O=Off Hook Ringing, V=Voice Over, 0 = None</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td><em>DSS Options:</em> C=Camp On, O=Off Hook Ringing, 0 = None</td>
<td></td>
</tr>
<tr>
<td>Paging (Incoming)</td>
<td>#VP</td>
<td>#VP + Y to enable or N to disable + SPK to exit</td>
<td>3-5</td>
</tr>
<tr>
<td>Prime Line Assignment</td>
<td>#PLA</td>
<td>#PLA + Press one of your flashing programmable keys or ICM + SPK to exit.</td>
<td>3-5</td>
</tr>
<tr>
<td>Programmable Function Key Assignments</td>
<td>#KP</td>
<td>#KP + Press key you want to program + HOLD + ICM + Press VOL Up or VOL Down to select key option + HOLD + Enter any additional data (if required) + Press VOL Up or VOL Down to select another key to program, or SPK to exit.</td>
<td>3-5</td>
</tr>
</tbody>
</table>
## User Programmable Features

### Table 14: User Programmable Features

<table>
<thead>
<tr>
<th>Feature</th>
<th>Mnemonic</th>
<th>Operation</th>
<th>Access Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>Programmable Function Key Ringing</td>
<td>#RAC</td>
<td><em>Call Coverage Keys</em>: #RAC + Call Coverage Key repeatedly to select ringing mode + SPK to exit. Call Coverage Keys flash as follows: Lamp only=On red, Immediate ring=On green, Delay ring=Fast flash green.</td>
<td>2-5</td>
</tr>
<tr>
<td></td>
<td>#RAL</td>
<td><em>Outside Line Keys</em>: #RAL + Line Key repeatedly to select ringing mode + SPK to exit. Line keys flash as follows: Lamp only=On red, Immediate ring=On green, Delay ring=Fast flash green.</td>
<td>2-5</td>
</tr>
<tr>
<td></td>
<td>#RAP</td>
<td><em>Group Call Pickup Keys</em>: #RAP + Group Call Pickup Key repeatedly to select ringing mode + SPK to exit. Group Call Pickup Keys flash as follows: Lamp only=On red, Immediate ring=On green, Delay ring=Fast flash green.</td>
<td>2-5</td>
</tr>
<tr>
<td>Ringing Line Preference</td>
<td>#RLP</td>
<td>#RLP + Y to enable or N to disable + SPK to exit.</td>
<td>2-5</td>
</tr>
<tr>
<td>Speed Dial, Personal</td>
<td>ICM + ## + 200-299</td>
<td></td>
<td>N/A</td>
</tr>
<tr>
<td>Speed Dial, Personal</td>
<td>#SP</td>
<td>#SP + Press bin key (for bins 701-710) or DIAL then bin key (for bins 711-720) + HOLD + Enter outside line (e.g., 1), line group (e.g., 90), or ICM for Intercom feature + HOLD + Number to store + HOLD + Name + HOLD + Press another bin key or SPK to exit.</td>
<td>1-5</td>
</tr>
<tr>
<td>Speed Dial, System</td>
<td>ICM + ## + 701-720</td>
<td></td>
<td>N/A</td>
</tr>
<tr>
<td>Speed Dial, System</td>
<td>#SP</td>
<td>#SP + Dial System Speed Dial bin number (e.g., 200) + HOLD + Enter outside line (e.g., 1), line group (e.g., 90), or ICM for Intercom feature + HOLD + Number to store + HOLD + Name + HOLD + Press another bin key or SPK to exit.</td>
<td>4 and 5</td>
</tr>
<tr>
<td>System Program Access</td>
<td>#<em>#</em></td>
<td>#<em>#</em> + Enter programming password</td>
<td>3-5</td>
</tr>
<tr>
<td>Time and Date</td>
<td>#TD</td>
<td>#TD + Enter time in 24-hour clock using hours (2 digits), minutes (2 digits) and seconds (2 digits) + HOLD + Enter date using month (2 digits), day (2 digits) and year (4 digits) + HOLD + SPK to exit.</td>
<td>4 and 5</td>
</tr>
<tr>
<td>Voice Announce (for your incoming Intercom calls)</td>
<td>#IV or #IR</td>
<td># + IV to enable voice-announce for your incoming Intercom calls # + IR to enable ringing for your incoming Intercom calls</td>
<td>N/A</td>
</tr>
</tbody>
</table>
# User Programmable Features

## Table 14: User Programmable Features

<table>
<thead>
<tr>
<th>Feature</th>
<th>Mnemonic</th>
<th>Operation</th>
<th>Access Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>Voice Announce (for your incoming Intercom calls)</td>
<td>#VA</td>
<td>#VA + V for voice announce or R for ring + SPK to exit.</td>
<td>3-5</td>
</tr>
</tbody>
</table>

### Conditions

None

### Default Setting

- Extension 300 has it’s access level fixed at 5. (This means that by default only extension 300 can dial #TD to change the system time and date.)
- All other extensions have access level 3.

### Programming List

**Program 1801 - Access Level** (page 509)

Use this option to set an extension’s access level (1-5). Access level 5 has the most capability (see the tables above). Access level 1 has the least capability. By default, extension 300 has it’s access level fixed at 5. All other extensions have Access Level 3.

### Other Related Features

See features listed under Description heading above.

### Feature Operation

See tables under Description heading above.
Description

LCCPU 01.00.00
LCCPU 02.00.00
Not available.
Voice Mail

Description

Voice Mail ends the frustration of and cost of missed calls, inaccurate written messages and telephone tag, freeing up the company’s receptionists and secretaries for more production work.

The system is fully compatible with Nitsuko’s NVM-Series Voice Mail with Automated Attendant Systems. These systems provide telephone users with comprehensive Voice Mail and Automated Attendant features. Automated Attendant automatically answers the system’s incoming calls. After listening to a customized message, an outside caller can dial a system extension or use Voice Mail. Integrated Voice Mail enhances the telephone system with the following features:

Call Forwarding to Voice Mail
An extension user can forward their calls to Voice Mail. Once forwarded, calls to the extension connect to that extension’s mailbox. The caller can leave a message in the mailbox instead of calling back later. Forwarding can occur for all calls immediately, for unanswered calls or when the extension is busy, or just for unanswered calls.

Leaving a Message
Voice Mail lets a keyset extension user easily leave a message at an extension that is unanswered, busy in Do Not Disturb. The caller just presses their Voice Mail key to leave a message in the called extension’s mailbox. There is no need to call back later.

Transferring to Voice Mail
By using Transfer to Voice Mail, an extension user can Transfer a call to the user’s own or a coworker’s mailbox. After the Transfer goes through, the caller can leave a message in the mailbox.

Conversation Record
While on a call, an extension user can have Voice Mail record the conversation. The keyset user just presses their Voice Mail Record Key. Once recorded, the Voice Mail stores the conversation as a new message in the user’s mailbox. After calling their mailbox, a user can save, edit or delete the recorded conversation. The ability to use Conversation Record is controlled by an extension’s Class of Service.

Personal Answering Machine Emulation
A keyset user can have their idle extension emulate a personal answering machine. This lets Voice Mail screen their calls, just like their answering machine at home. If activated, the extension’s incoming calls route to the user’s subscriber mailbox. Once the mailbox answers, the user hears two alert tones followed by the caller’s incoming message. The keyset user can then:
  - Let the call go through to their mailbox.
  - Intercept the call before it goes to their mailbox.

Voice Mail Overflow
If Voice Mail automatically answers trunks, Voice Mail Overflow can reroute those trunks to an extension, Ring Group or UCD Hunting group when all Voice Mail ports are busy. During periods of high traffic, this prevents the outside calls from ringing Voice Mail for an inordinate amount of
Voice Mail

Without overflow, the outside calls ring Voice Mail until a port becomes available or the outside caller hangs up.

In addition, Voice Mail can be the overflow destination for the following types of calls (refer to the individual features for the specifics):

- **Direct Inward Line** (page 109)
  A trunk that directly rings an extension can overflow to Voice Mail.

- **Extension Hunting** (page 147)
  A trunk that rings an Extension Hunting group can overflow to Voice Mail.

- **Group Ring** (page 175)
  A trunk that rings a group of extensions can overflow to Voice Mail.

- **Key Ring** (page 219)
  A trunk ringing extension’s line keys can overflow to Voice Mail.

**Message Center Mailbox**

A Message Center Mailbox is a mailbox shared by more than one extension. Any keyset that has a Message Center Key for the shared mailbox can:

- Listen to the messages stored in the mailbox.
- Transfer calls to the shared mailbox.
- Use many other Voice Mail features previously available only at an extension’s individual mailbox.

A Message Center Mailbox helps co-workers that work together closely - such as members of the same Pickup Group. For example, the group supervisor can send important messages to the shared Message Center Mailbox, to which any group member can respond when time allows. Each group member’s Message Center Key flashes when messages are waiting.

**Interactive Soft Key Shows New Messages**

The Display and Super Display Telephone interactive soft keys show the number of new messages in the user’s mailbox. For example, if a Display Telephone user has 2 new messages in their mailbox, their Voice Mail soft key shows: VM02. If a Super Display Telephone user has 2 new messages in their mailbox, their Voice Mail soft key shows V-MAIL 02. The new message count resets to 00 as soon as the user calls their mailbox (regardless of whether the new messages were listened to). The message count returns when the system updates the MW key on the phone.

**Note on NVM-Series Voice Mail Configuration**

If your NVM-Series Voice Mail does not have DS2000 as a menu selection in IN - INSTALL SYSTEM, do the following:

- **Set up the Voice Mail database.**
  1. Select IN - Install System
  2. Reinstall the Voice Mail for DS01/VS (24 x 72) and customize the trunk numbers to begin with 401.

- **Change the Voice Mail Call Pickup String.**
  1. Select CU - Customize Database.
  2. Select SO - System Options.
  3. Change the Call Pickup String option to W**.

- **Change the Voice Mail Park and Page String.**
  1. Select CU - Customize Database.
2. Select **MO - Mailbox Options**
3. Enter the extension’s mailbox number (e.g., 300 for extension 300).
4. For the mailbox selected (e.g., 300), change the **Park/Paging string** option to: FW**nnn/*10
   (where nnn is the extension’s number).
   
   For extension 300, for example, the string would be FW**300/*10.

- **Change the Voice Mail Off Hook Call Announce and Ringdown Strings.**
  The **Ringdown String** is required for Voice Mail Call Announce options 1, 2 and 3. The **Off Hook Call Announce String** is required for Voice Mail Call Announce Options 2 and 3.

1. Select **CU - Customize Database**.
2. Select **SO - System Options**.
3. Change the **Off Hook Call Announce String** option to: 9P@A|2.
   This option may not be available on all Voice Mail systems.
4. Change the **Ringdown String** to B (DTMF digit B).
   This option may not be available on all Voice Mail systems.

Refer to your NVM-Series Documentation for additional details.

**Conditions**

- If an extension has a flashing MW lamp and the system resets or power fails, the MW key continues to flash after the system restarts.
- When using ASTU PCBs, the number of Voice Mail ports you can install is limited by available system DTMF receivers.
- When the system rings an idle Voice Mail port, it will continue to ring the port until answered. The call will not cycle to a another member of the UCD Group (as it will for voice calls).

**Default Setting**
Voice Mail not installed.

---

**Programming Guide**

**Step-by-step guide for setting up Voice Mail**
(Page 1 of 5)

**Step 1: Make sure you have analog ports reserved for Voice Mail.**

- If you are using a 2-OPX Module, be sure to enter type 21 in **Program 1801 - Extension Circuit Type** (page 507). The 2-OPX Module must be P/N 92177A.
- If you are using ports on an ASTU PCB, be sure to enter type 15 in **Program 1801 - Extension Circuit Type** (page 507).
- Following the instructions in your Voice Mail documentation, connect the analog ports to Voice Mail system.
Step 2: Assign a UCD Hunt Group for Voice Mail.

- **Group Number** (page 460), select an available UCD Hunt Group for Voice Mail.
- In **Hunt Group Master Number** (page 460), assign a master number to the hunt group you designate for Voice Mail.

Step 3: Enable Voice Mail programming.

- In **Program 0201 - Voice Mail Installed** (page 425), enter Y. (Entering N enables Message Waiting.)
- In **Program 0201 - Voice Mail Master Extension Number** (page 425), enter the Voice Mail master extension number (e.g., 700).

Step 4: Set up the Voice Mail ports.

- In **Program 1802 - Voice Mail Port** (page 515), enter Y for each analog extension connected to Voice Mail.
- In **Program 1807 - Hunt Type** (page 528), enter hunt type 05 (for UCD hunting) for each analog extension connected to Voice Mail.
- In **Program 1807 - Hunt Master Number** (page 528), enter the Voice Mail UCD Group master number (assigned in step 2 above) for each analog extension connected to Voice Mail.

Step 5: Do you want the Voice Mail Automated Attendant to answer trunk calls?

If yes

- In **Program 1003 - Direct Termination (Day)** (page 484), enter the Voice Mail master extension number (e.g., 700). The Automated Attendant will now also answer calls at night.

If no

- In **Program 1003 - Direct Termination (Day)** (page 484), make sure the trunk is not terminated to the Voice Mail master extension number.
Step 6: Do you want the Voice Mail Automated Attendant to answer trunk calls only at night?

If yes

- In Program 1003 - Direct Termination (Day) (page 484), make sure the trunk is not terminated to the Voice Mail master extension.
- In Program 1003 - Direct Termination (Night) (page 485), enter the Voice Mail master extension number (e.g., 700). The Automated Attendant will now also answer calls when the system is in the night mode.
- In Program 1003 - Direct Termination (Day) (page 484), make sure the trunk is not terminated to the Voice Mail master extension number.
- Program 1003 - Direct Termination (Night) (page 485), make sure the trunk is not terminated to the Voice Mail master extension.

If no

Step 7: When all VoiceMail ports are busy, do you want Automated Attendant calls to ring a designated overflow destination?

If yes

- In Overflow Destination (page 460), enter the Voice Mail overflow destination. The destination can be an extension, Ring Group master number of a UCD Group master number.

If no

- In Overflow Destination (page 460), press CLEAR to remove the overflow destination.

Step 8: When all VoiceMail ports are busy, do calls wait for the proper interval before ringing the overflow destination?

If yes

- In Program 0401 - ACD/UCD Overflow (page 432), leave the ACD/UCD Overflow interval at its currently assigned value.

If no

- In Program 0401 - ACD/UCD Overflow (page 432), change the ACD/UCD Overflow interval to meet the site requirements.

Step 9: Do calls ring the Voice Mail overflow destination for the proper interval before diverting to Key Ring?

If yes

- In Program 0401 - DIL No Answer (page 432), leave the DIL No Answer interval at its currently assigned value.

If no

- In Program 0401 - DIL No Answer (page 432), change the DIL No Answer interval to meet the site requirements.
Step 10: Should extension have Conversation Record capability?

If yes

- If you want the Conversation Record key on the keyset:
  In Program 1701 - Voice Mail Record Key (page 495), assign a keyset programmable key as a Voice Mail Record key (code 17).
- If you want the Conversation Record key on the DSS Console:
  In Program 1704 - Voice Mail Record Key (page 504), assign a DSS Console key as a Voice Mail Record key (code 17).
- In Program 0101 - Conversation Record (page 423), enter Y to enable Conversation Record in an extension’s Class of Service.
- In Program 1801 - Extension Class of Service Assignment (page 508), assign Class of Service to extensions.

If no

- In Program 1701 - Voice Mail Record Key (page 495), make sure a keyset key is not assigned as a Voice Mail Record key (code 17).
- In Program 1704 - Voice Mail Record Key (page 504), make sure a DSS Console key is not assigned as a Voice Mail Record key (code 17).
- In Program 0101 - Conversation Record (page 423), enter Y to enable Conversation Record in an extension’s Class of Service.
- In Program 1801 - Extension Class of Service Assignment (page 508), assign Class of Service to extensions.

Step 11: Should extension have access to a Message Center?

If yes

- If you want the Message Center key on the keyset:
  In Program 1701 - Message Center Key (page 496), assign a keyset programmable key as a Message Center key (code 24). You must also enter the Message Center mailbox number (300-395). The Message Center can be an installed or uninstalled extension.
- If you want the Message Center key on the DSS Console:
  In Program 1704 - Message Center Key (page 505), assign a DSS Console key as a Message Center key (code 24). You must also enter the Message Center mailbox number (300-395). The Message Center can be an installed or uninstalled extension.
• In Program 1701 - Message Center Key (page 496), make sure a keyset key is not assigned as a Message Center key (code 24).
• In Program 1704 - Message Center Key (page 505), make sure a DSS Console key is not assigned as a Message Center key (code 22).
Call Forwarding Timers and Voice Mail

The following diagrams show how the system implements various timers when handling calls transferred from Voice Mail.

**Transferred Trunk Call to Forwarded Extension**

- Extension A transfers trunk to extension B, which is forwarded Busy/No Answer (type 2) to extension C.

  **Call Forwarding Timers and Voice Mail**

  The following diagrams show how the system implements various timers when handling calls transferred from Voice Mail.

- **Transferred Trunk Call to Forwarded Extension**
  - Extension A transfers trunk to extension B, which is forwarded Busy/No Answer (type 2) to extension C.
  - The trunk rings extension B for the Transfer Recall time. See *Transfer on page 376* for more.
  - In unanswered, the call then rings extension C (the forward destination) for the Call Forward Ring No Answer time. See *Call Forwarding on page 55* for more.
  - If still unanswered, the call rings the extension that initially transferred the call (A) for the Call Forward Ring No Answer time.

- **If still unanswered, call diverts to Key Ring**

**Programming List**

- **Program 0101 - Conversation Record** (page 423)
  - Enter Y to enable Conversation Record in an extension’s Class of Service. If enabled, the user can press either their Conversation Record key or the RECORD soft key to initiate recording.
  - If disabled (N), the user cannot record conversations into their mailbox.

- **Program 0201 - Voice Mail Installed** (page 425)
  - Enter Y to enable Voice Mail.

- **Program 0201 - Voice Mail Master Extension Number** (page 425)
  - Enter the number of the Voice Mail master extension (e.g., 700).

- **Program 0401 - DIL No Answer** (page 432)
  - A call rings the Voice Mail overflow destination for this interval before diverting to Key Ring.

- **Program 0401 - ACD/UCD Overflow** (page 432)
  - When all Voice Mail ports are busy, a call rings the overflow destination after this interval.

- **Program 0510 - Group Number** (page 460)
  - Select an available UCD Hunt Group and assign the master number (100-899, excluding trunk extension numbers 401-448).

- **Program 0510 - Hunt Group Master Number** (page 460)
  - Assign the Voice Mail overflow destination. The destination can be an extension, Ring Group Master Number, or UCD Group Master Number.

- **Program 1003 - Direct Termination (Day)** (page 484)
  - To have the Voice Mail Automated Attendant answer the trunk in the day or at night, assign the Voice Mail master number (e.g., 700) as the day termination.
Program 1003 - Direct Termination (Night) (page 485)
To have the Voice Mail Automated Attendant answer the trunk at night (if it has a different termination in the day), assign the Voice Mail Master number (e.g., 700) as the night termination. If the day termination above is the Voice Mail master, the system ignores the assignment in this program.

Program 1701 - Voice Mail Record Key (page 495)
Assign a programmable key on an extension as a Voice Mail Record key (code 17).

Program 1701 - Message Center Key (page 496)
Assign a programmable key as a Voice Mail Message Center key (code 24). The option is the extension number assigned as the Message Center (300-395). The Message Center can be an installed or uninstalled extension.

Program 1704 - Voice Mail Record Key (page 504)
Assign a programmable key on an extension as a Voice Mail Record key (code 17).

Program 1704 - Message Center Key (page 505)
Assign a programmable key as a Voice Mail Message Center key (code 24). The option is the extension number assigned as the Message Center (300-395). The Message Center can be an installed or uninstalled extension.

Program 1801 - Extension Circuit Type (page 507)
Enter 15 for each Voice Mail analog port connected to an ASTU PCB.
Enter 21 for each Voice Mail analog port connected to a 2-OPX Module.

Program 1801 - Extension Class of Service Assignment (page 508)
Assign Class of Service to extensions.

Program 1802 - Voice Mail Port (page 515)
Enter Y for each analog extension connected to Voice Mail.

Program 1807 - Hunt Type (page 528)
For each extension designated as a Voice Mail port in Program 1802 - Voice Mail Port (page 515), enter hunt type 05 (for UCD hunting).

Program 1807 - Hunt Master Number (page 528)
Enter the extension hunting group master number created for Voice Mail in Program 0510 - Hunt Group Master Number (page 460).

Other Related Features

Attendant Position (page 35)
- TRF transfers to the attendant from the Voice Mail Automated Attendant flash the Operator Call key and the Ring Indicator lamp. The call does not flash a line/loop key. (Note that Ringing Line Preference will not pick up a call ringing the attendant’s Call Queue key.)
- UTRF transfers to the attendant from the Voice Mail Automated Attendant flash the trunk’s line/loop key and the Ring Indicator lamp.

Call Forwarding (page 55)
You can forward calls Voice Mail.

Caller ID (page 72)
Caller ID fully integrates with NVM-Series Voice Mail systems.

Direct Inward Line (page 109)
- The Voice Mail Automated Attendant will answer a DIL terminated to the Voice Mail Master Number.
- If a DIL is terminated to the Voice Mail master number, a System Mode key (code 18 + the Voice Mail number) controls the night mode status of the DIL.

Direct Station Selection (DSS) Console (page 119)
A DSS Console can have Voice Mail Record and Message Center keys.
Voice Mail

**Extension Hunting** (page 147)
- To set up extension overflow to Voice Mail:
  - In Program 1807 - Hunt Type on page 528, enter Hunt Type 3.
  - In Program 1807 - Hunt Destination on page 528, designate the Voice Mail master number as the Hunt Destination.

Unanswered calls, in addition to calls to the extension while it is busy or in DND, route to the extension’s mailbox.

- For Terminal and Circular Hunting, unsupervised transfers (UTRF) from the Voice Mail Automated Attendant route like trunk calls. Supervised transfers (TRF) from the Voice Mail Automated Attendant route like Intercom calls. In either case, unanswered calls eventually route to the initially called extension’s mailbox.

**Message Waiting** (page 237)
A system can have either Voice Mail or Message Waiting activated — not both.

**Ringdown Extension** (page 300)
If the Ringdown destination is the Voice Mail master number, the Ringdown Extension user hears the Voice Mail main greeting (“Please enter your mailbox number”) after the call connects.

---

### Feature Operation

#### Calling Your Mailbox

**To call your mailbox:**

*Your Voice Mail key flashes fast when you have new messages in your mailbox. Your display shows the number of new messages in your mailbox.*

1. Press **ICM**.
   - Dial tone.
   - **ICM** and **SPK** on.
2. Press **MW**.
   - OR
   - Dial Voice Mail master number (e.g., 700) followed by your mailbox number.
   - Your mailbox number is normally the same as your extension number. You may optionally dial a co-worker’s mailbox – or use this procedure to call your mailbox from a co-worker’s phone.
3. If requested by Voice Mail, enter your security code.
   - Your **MW LED** goes out.

#### Leaving a Message

**To leave a message in a mailbox of an unanswered extension:**

*The extension you call can be busy, in DND or unanswered.*

1. Press **MW**.
   - The Voice Mail system will prompt you to leave a message.

#### Forwarding Calls to your Mailbox

**To activate or cancel Call Forwarding:**

1. Press **ICM**.
   - Dial tone.
   - **ICM** and **SPK** on.
Voice Mail

2. Dial *3.
   - Dial tone stops.
   - ICM and SPK on.
3. Dial Call Forwarding type:
   - 0 = Cancel forwarding
   - 2 = Busy/No Answer
   - 4 = Immediate
   - 6 = No answer
4. Press MW.
5. Press SPK to hang up.
   *Your DND key is on while your calls are forwarded.*

Transferring Calls to a Mailbox

To Transfer your active call to a mailbox:

Method A

1. Press ICM.
   - Dial tone.
   - ICM and SPK on.
2. Dial the number of the mailbox to receive the Transfer (e.g., 301 for extension 301).
   *This number can be your mailbox number (if you’re away from your desk) or a co-worker’s mailbox number.*
3. Press MW.
4. Press SPK to hang up.
   *Voice Mail will prompt your caller to leave a message in the mailbox you selected.*

Method B

1. Press ICM.
   - Dial tone.
   - ICM and SPK on.
2. Press DSS key for co-worker’s extension + MW.
3. Press SPK to hang up.
   *Voice Mail will prompt your caller to leave a message in the mailbox you selected.*

Method C

1. Press keyset or DSS Console Hotline or Call Coverage key.
   - Dial tone.
   - ICM and SPK on.
2. Press MW.
3. Press SPK to hang up.
   *Voice Mail will prompt your caller to leave a message in the mailbox you selected.*

Recording your call

To record your active call in your mailbox:

*Only one party on a call can use Conversation Record at any one time. This includes Intercom calls and Conference calls.*

1. Press Voice Mail Record key.
The key lights green while the system calls your mailbox. Once recording begins, the key flashes fast you and your caller hear the voice prompt “Recording.” You can also have a Record key on your DSS Console. It lights red while the system calls your mailbox and flashes fast once recording begins.

Personal Answering Machine Emulation

To activate Answering Machine Emulation:
1. Press ICM.
   Dial tone.
   ICM and SPK on.
2. Dial *3.
   Dial tone stops.
   ICM and SPK on.
3. Dial 7.
4. Dial Answering Machine Emulation option (2 or hang up to forward all calls, 8 to forward just trunk calls).
5. Press SPK to hang up.

To cancel Answering Machine Emulation:
1. Press ICM.
   Dial tone.
   ICM and SPK on.
2. Dial *30.
   Dial tone.
   ICM and SPK on.
3. Press SPK to hang up.

When Answering Machine Emulation broadcasts your caller’s message, you can:
- Do nothing to have the caller’s message automatically recorded in your mailbox,
- Lift the handset to intercept the call and speak to your caller.

Checking Your Messages

To check your messages:
1. Press MW.
   You see: Number of MSG = n (where n is the number of new messages in your mailbox).

Using the Message Center

The Message Center key flashes fast (green) when there are new messages not listened to in the Message Center mailbox.
1. Press SPK or lift handset.
2. Press the Message Center key.
3. If requested by Voice Mail, enter the security code for the Message Center mailbox.
   Your MW LED goes out.
Voice Over

Description

Voice Over lets a user get through to a keyset extension user busy on a handset call. With Voice Over, the busy keyset extension user hears an alert tone followed by the voice of the interrupting party. The keyset extension user can respond to the interrupting party without being heard by the original caller. If desired, the keyset extension user can easily switch between their original caller and the interrupting co-worker. The original caller and the interrupting party can never hear each other’s conversation.

Voice Over could help a lawyer, for example, waiting for an urgent call. While on a call with another client, the lawyer’s paralegal could announce the urgent call as soon as it comes in. The lawyer could then give the paralegal instructions on how to handle the situation — all without the original client hearing the conversation.

Either a keyset or SLT can initiate a Voice Over, but only a keyset can receive a Voice Over.

Voice Over uses a system Conference circuit. The following table shows the system’s Conference capacities:

<table>
<thead>
<tr>
<th>Description</th>
<th>Capacity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Conference circuits</td>
<td>32</td>
</tr>
<tr>
<td>Maximum simultaneous users in Conference</td>
<td>32</td>
</tr>
<tr>
<td>(total of all Conferences system-wide)</td>
<td></td>
</tr>
<tr>
<td>Maximum simultaneous conferences</td>
<td>8</td>
</tr>
<tr>
<td>Maximum parties in any one Conference</td>
<td>8</td>
</tr>
<tr>
<td>(trunks and/or extensions)</td>
<td></td>
</tr>
</tbody>
</table>

The system’s 32 Conference circuits are dynamically allocated as users request them.

Conditions
None

Default Setting
Disabled

Programming List

Program 1802 - Off-Hook Signaling for Intercom Calls (page 513)
Enter 3 for each extension that should be able to receive Voice Over.
Other Related Features

**Call Coverage Keys** (page 51)
An extension can Voice Over after calling a co-worker by pressing their Call Coverage key.

**Conference** (page 99)
An extension user cannot Voice Over to a co-worker busy on a Conference call.

**Direct Station Selection (DSS)** (page 116)
An extension can Voice Over after using Direct Station Selection to call a co-worker.

**Headset Compatibility** (page 186)
An extension user cannot Voice Over to a co-worker in the headset mode.

**Hotline** (page 192)
An extension cannot Voice Over after calling a co-worker by pressing their Hotline key.

**Intercom** (page 214)
An extension user can Voice Over to a co-worker busy on an Intercom call.

**Message Waiting** (page 237)
An extension user cannot leave a Message Waiting after using Voice Over.

**Off-Hook Signaling** (page 255)
When a user is busy on a call, Off-Hook Signaling indicates that another caller is trying to get through.

**Single Line Telephones** (page 311)
An SLT can initiate a Voice Over but cannot receive a Voice Over.

**Speed Dial** (page 314)
An extension user can Voice Over after calling a co-worker by using Personal Speed Dial.

**Transfer** (page 376)
An extension user can Voice Over after making a Screened Transfer and hearing busy/ring tone.

Feature Operation

To initiate a Voice Over to a busy extension:

*You can only leave a Voice Over if you hear busy/ring tone.*

1. Dial **9**.
   - Two beeps, then you can speak with your co-worker.
   - N/A

To respond to a Voice Over alert tone to your extension:

- Two beeps while on a handset call.
- N/A.

1. Press and hold **MIC**.
   - Release MIC to talk to your initial caller. You can repeat this procedure as long as the Voice Over initiator doesn’t hang up.
Voice Prompting Messages

Description

| LCCPU 01.00.00 | Not available. | LCCPU 02.00.00 |
**Volume Controls**

**Description**

Easily adjust the volume of ringing, Paging and other features.

A keyset user can press VOL ‹ and VOL › to adjust the volume of the following features while they are active. Note that the categories grouped together are the same control. For example, adjusting Intercom ringing also adjusts trunk ringing.

- Incoming Intercom and trunk ringing¹ ²
- Background Music, Paging, Handsfree speaker, and incoming Intercom voice announcements broadcast through your telephone speaker¹
- Handset/headset receiver volume¹
- Off Hook Ringing¹ ²
- Incoming Voice Over announcement

¹These features retain the volume levels set by the keyset user.
²These features retain the user-set volume levels after a system reset or power-down.

There are six steps in the Volume Control adjustment range. This makes it easier for the keyset user to set up just the right volume levels.

**Conditions**

Off hook and On hook ringing user-set levels are retained after a system reset.

**Default Setting**

Enabled

**Programming List**

None

**Other Related Features**

**Alphanumeric Display** (page 29)

While the telephone is idle, pressing VOL ‹ and VOL › adjusts the contrast of the 22-Button and 34-Button telephone display. Note that 34-Button Super Display telephones do not provide a contrast adjustment. A system reset or power down returns the user-set contrast setting to a median level.

**Call Waiting / Camp-On** (page 66)

The extension user cannot adjust the volume of incoming Camp On tone.

**Intercom** (page 214)

The default Intercom (station-to-station) gain is 0 dB. While on an Intercom call, use VOL ‹ and VOL › to change this setting.
Feature Operation

To adjust the volume of a feature while it is active:

While your keyset is active, press VOL ▲ and VOL ▼ adjusts the display contrast.

1. Press VOL ▲ and VOL ▼.
Year 2000 Compliance

Description

LCCPU 01.00.00
LCCPU 02.00.00
Available.

The system is fully Y2K (Year 2000) compliant.

The system provides Year 2000 Compliance. The change of the date from one century to the next is handled by the system software and is no different than the change from one year to the next. The day following 12/31/1999 will be 01/01/2000. The system will process the leap year correctly and will not require an upgrade or reprogramming. In addition, the SMDR report will properly show the years in the 21st century.

Conditions
None

Default Setting
Year 2000 Compliance always enabled.

Programming List
None

Other Related Features

Station Message Detail Recording (page 329)
The SMDR report displays four digits for the year (i.e., 2000, 2001).

Time and Date (page 364)
The system is fully Y2K (year 2000) compliant. The year always displays as four digits and the system correctly recognizes leap years.

Feature Operation
None
Chapter 2
Programming

Before You Start Programming

Before Reading This Section

This section provides you with detailed information about the system programs. By changing a program, you change the way the feature associated with that program works. In this section, you find out about each program, the features that the program affects and how to enter the program data into system memory.

Do not start customizing your system without first reading Section 1, Features.

When you want to customize a feature, find it in Section 1 and learn about it. (If you have trouble finding the feature, try cross-referencing it in the Index at the back of this book.) Section 1 will tell you what programs you have to change to get the operation you want. Then, look the program up in this section if you have any questions about how to enter the data.

How to Use This Section

This section lists each program in numerical order. For example, Program 0101 is at the beginning of the section and Program 9905 is at the end. The information on each program is subdivided into the following headings:

Description

*Description* tells what the program is. Along with the Description are the *Conditions* which describe any limits or special considerations that may apply to the program, get an overview of the feature. For the Default Settings of each programmable option, refer to the information provided with each program. When you first install the system, it uses the Default Setting for all programs.

In each program description there are is a *Software History* icon which summarizes how the program works with different system software levels:
This is the Software History icon. Since Nitsuko America is constantly enhancing your system, all options may not be available in all software levels. Read this text to find out the specifics.

**Telephone Programming Instructions**

*Telephone Programming Instructions* shows you how to enter the program’s data into system memory. For example:

1. Enter the programming mode.
2. 0101 + HOLD

*tells you to enter the programming mode, dial 0101 from the telephone dial pad and then press the HOLD key. After you do, you will see the message “COS NUM?xx” on the telephone display. To learn how to enter the programming mode, see How to Enter the Programming Mode below.*

---

**How to Enter the Programming Mode**

To enter the programming mode:

1. Go to any working display telephone.
   *In a newly installed system, use extension 300 (port 1).*
2. Do not lift the handset.
3. Press ICM.
4. # * # *
5. Dial the system password + HOLD

*Refer to the following table for the default system passwords.*

<table>
<thead>
<tr>
<th>Password Level</th>
<th>Password</th>
<th>Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>System Administrator 1</td>
<td>0000</td>
<td>1</td>
</tr>
<tr>
<td>System Administrator 2</td>
<td>9999</td>
<td>2</td>
</tr>
<tr>
<td>Installer</td>
<td>372000</td>
<td>3</td>
</tr>
</tbody>
</table>

*To change the passwords, use Program 9905 - Password on page 543.*

---
How to Exit the Programming Mode

To exit the programming mode:

1. When you see:

```
USER: nnn
ENTER PROGRAM?
```

OR

```
nnnn VER nn.nn.nn
PASSWORD:
```

Press and release the hookswitch.

OR

Press SPK.

If you don’t see one of the above prompts, press CONF until you do.

When you exit programming, the system automatically stores your entries in Random Access Memory (RAM).

Using Keys to Move Around in the Programs

Once you enter the programming mode, use the keys in the following chart to enter data, edit data and move around in the menus.

### Table 16: Keys for Entering Data

<table>
<thead>
<tr>
<th>Use this key:</th>
<th>When you want to:</th>
</tr>
</thead>
<tbody>
<tr>
<td>0-9, # and *</td>
<td>Enter data into the program.</td>
</tr>
<tr>
<td>HOLD</td>
<td>Complete the programming step you just made (like pressing Enter on a PC keyboard). When a program entry displays, press HOLD to accept the entry (i.e., bypass the entry without changing it).</td>
</tr>
</tbody>
</table>
### Table 16: Keys for Entering Data

<table>
<thead>
<tr>
<th>Use this key:</th>
<th>When you want to:</th>
</tr>
</thead>
<tbody>
<tr>
<td>CONF</td>
<td>Complete the programming step you just made (like pressing <em>Enter</em> on a PC keyboard) and back up one step in the program.</td>
</tr>
<tr>
<td>LND</td>
<td>Delete the entry to the left (like pressing <em>Backspace</em> on a PC keyboard). To delete an entire name entry (without backspacing over each letter), just reenter the name without pressing LND first.</td>
</tr>
<tr>
<td>CLEAR</td>
<td>Erase the entire command line you just entered and undefine the entry.</td>
</tr>
<tr>
<td>CHECK</td>
<td>Erase the entry you just made and replace it with the prior stored entry.</td>
</tr>
<tr>
<td>VOL ▲</td>
<td>Scroll forward through a list of entries in a program. If you enter data and then press this key, the system accepts the data before scrolling forward to the next entry.</td>
</tr>
<tr>
<td>VOL ▼</td>
<td>Scroll backward through a list of entries in a program. If you enter data and then press this key, the system accepts the data before scrolling backward to the previous entry.</td>
</tr>
<tr>
<td>ICM</td>
<td>Enable the scroll mode. When you press this key and it lights, you can then press VOL ▲ and VOL ▼ to scroll through the options. To choose the displayed value, press HOLD.</td>
</tr>
</tbody>
</table>

---

### Connecting a PC or Printer

Information to be provided.
Programming Names and Text Messages

Several programs reference require you to enter text. Use the following chart when entering and editing text.

Table 17: Keys for Entering Names

<table>
<thead>
<tr>
<th>Press this key:</th>
<th>Then one of these keys to enter the character in the white cell:</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>&amp;</td>
</tr>
<tr>
<td>2</td>
<td>A B C</td>
</tr>
<tr>
<td>3</td>
<td>D E F</td>
</tr>
<tr>
<td>4</td>
<td>G H I</td>
</tr>
<tr>
<td>5</td>
<td>J K L</td>
</tr>
<tr>
<td>6</td>
<td>M N O</td>
</tr>
<tr>
<td>7</td>
<td>P Q R S</td>
</tr>
<tr>
<td>8</td>
<td>T U V</td>
</tr>
<tr>
<td>9</td>
<td>W X Y Z</td>
</tr>
<tr>
<td>0</td>
<td>SPACE</td>
</tr>
<tr>
<td>*</td>
<td></td>
</tr>
<tr>
<td>#</td>
<td></td>
</tr>
</tbody>
</table>

To enter characters in lower case (e.g., e instead of E), press MW before pressing the key in the first shaded column. Use LND to backspace over (erase) any characters you want to correct.

1In software versions prior to 02.00.00, the codes for 1 + 2, 1 + 3, and 1 + 4 were not available.
0100 - Class of Service
0101 - Class of Service Options

Description

LCCPU 01.00.00
Available.

LCCPU 02.00.00
Enables the following options:
- CLID Display
- 2nd Call CLID (Extension Level Call Waiting Caller ID)
- 3rd Party Caller ID

Use Program 0101 - Class of Service Programming to set up the Class of Service options. The system has 15 Classes of Service, numbered 1-15. You assign Classes of Service to extensions in Program 1801: Extension Class of Service Assignment on page 508. Many extensions can have the same Class of Service. Class of Service 1 is normally reserved for the attendant (port 1).

Note: If you are doing extensive programming, you may find Program 9801 - Copy Command (page 531) saves you time when customizing this option.

Conditions
None

Table 18: Program 0101 - Class of Service Options

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
<th>Entries</th>
<th>Default</th>
</tr>
</thead>
<tbody>
<tr>
<td>Off-Premise Call Forward</td>
<td>Use this option to enable or disable an extension’s ability to use Off-Premise Call Forwarding.</td>
<td>OFF PREM FWRD?</td>
<td>N</td>
</tr>
<tr>
<td></td>
<td>• See Call Forwarding, Off-Premise on page 61 for more.</td>
<td>Y = Enable</td>
<td>N</td>
</tr>
<tr>
<td></td>
<td>• N = Disable</td>
<td>N = Disable</td>
<td></td>
</tr>
<tr>
<td>Barge-In (Intrusion)</td>
<td>Use this option to enable or disable an extension’s ability to Barge In on a co-worker.</td>
<td>BREAK-IN?</td>
<td>COS 1 = Y</td>
</tr>
<tr>
<td></td>
<td>• See Barge In (Intrusion) on page 48 for more.</td>
<td>Y = Enable</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• N = Disable</td>
<td>N = Disable</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>COS 2-15 = N</td>
<td></td>
</tr>
<tr>
<td>Camp-On to Busy Extension</td>
<td>Use this option to enable or disable an extension’s ability to Camp-On to a busy extension. Enter Y to allow the extension to Camp-On to a busy co-worker. Enter N to prevent the extension from Camping-On to a busy co-worker. Entering N also automatically converts an extension’s Camp On to Callback.</td>
<td>CAMP-ON BUSY EXT?</td>
<td>Y</td>
</tr>
<tr>
<td></td>
<td>• See Call Waiting / Camp-On on page 66 for more.</td>
<td>Y = Enable</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• See Callback on page 69 for more.</td>
<td>N = Disable</td>
<td></td>
</tr>
<tr>
<td>Internal Call Forwarding</td>
<td>Use this option to enable or disable an extension’s ability to use Internal Call Forwarding.</td>
<td>CALL FORWARDING?</td>
<td>Y</td>
</tr>
<tr>
<td></td>
<td>• See Alternate Attendant on page 32 for more.</td>
<td>Y = Enable</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• See Call Forwarding on page 55 for more.</td>
<td>N = Disable</td>
<td></td>
</tr>
</tbody>
</table>
## Table 18: Program 0101 - Class of Service Options

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
<th>Entries</th>
<th>Default</th>
</tr>
</thead>
<tbody>
<tr>
<td>System Speed Dial Access</td>
<td>Use this option to enable or disable an extension’s ability to access System Speed Dial.</td>
<td>SYS SPDL ACCESS?</td>
<td>Y</td>
</tr>
<tr>
<td></td>
<td>• See System Speed Dial on page 314 for more.</td>
<td>Y = Enable</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>N = Disable</td>
<td></td>
</tr>
<tr>
<td>Extended Ring</td>
<td>Use this option to enable or disable Extended Ringing at the extension.</td>
<td>EXTENDED RING?</td>
<td>N</td>
</tr>
<tr>
<td></td>
<td>• See Extended Ringing on page 145 for more.</td>
<td>Y = Enabled</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>N = Disable</td>
<td></td>
</tr>
<tr>
<td>Privacy</td>
<td>Use this option to enable or disable Privacy at the extension.</td>
<td>PRIVACY?</td>
<td>N</td>
</tr>
<tr>
<td></td>
<td>• See Privacy on page 277 for more.</td>
<td>Y = Enable</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>N = Disable</td>
<td></td>
</tr>
<tr>
<td>Trunk (Line) Queuing Priority</td>
<td>Use this option to enable or disable Trunk (Line) Queuing Priority at the extension. If more than one extension with Priority is queued on a busy trunk, the system services the Priority extensions on a first-queued, first-served basis. • See Trunk Queuing Priority on page 384 for more.</td>
<td>LINE Q PRIORITY?</td>
<td>N</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Y = Enable</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>N = Disable</td>
<td></td>
</tr>
<tr>
<td>Forced Trunk Disconnect</td>
<td>Use this option to enable or disable an extension’s ability to use Forced Trunk Disconnect.</td>
<td>FORCE DISCONNECT?</td>
<td>COS 1 = Y</td>
</tr>
<tr>
<td></td>
<td>• See Forced Trunk Disconnect on page 167 for more.</td>
<td>Y = Enable</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>N = Disable</td>
<td></td>
</tr>
<tr>
<td>Camp-On to Busy Line</td>
<td>Use this option to enable or disable an extension’s ability to Camp-On to a busy trunk.</td>
<td>CAMP ON TO LINES?</td>
<td>COS 1 = Y</td>
</tr>
<tr>
<td></td>
<td>• See Trunk (Line) Queuing / Trunk Call-back on page 384 for more.</td>
<td>Y = Enable</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>N = Disable</td>
<td></td>
</tr>
<tr>
<td>Initiate All Call Page</td>
<td>Use this option to enable or disable an extension’s ability to make an All Call Paging</td>
<td>PAGE ALL CALL?</td>
<td>Y</td>
</tr>
<tr>
<td></td>
<td>announcement.</td>
<td>Y = Enable</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• See Paging on page 264 for more.</td>
<td>N = Disable</td>
<td></td>
</tr>
<tr>
<td>Access Page Zone 1</td>
<td>Use this option to enable or disable an extension’s ability to make a Paging announcement</td>
<td>PAGE ZONE 1?</td>
<td>Y</td>
</tr>
<tr>
<td></td>
<td>into zone 1.</td>
<td>Y = Enable</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• See Paging on page 264 for more.</td>
<td>N = Disable</td>
<td></td>
</tr>
<tr>
<td>Access Page Zone 2</td>
<td>Use this option to enable or disable an extension’s ability to make a Paging announcement</td>
<td>PAGE ZONE 2?</td>
<td>Y</td>
</tr>
<tr>
<td></td>
<td>into zone 2.</td>
<td>Y = Enable</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• See Paging on page 264 for more.</td>
<td>N = Disable</td>
<td></td>
</tr>
<tr>
<td>Access Page Zone 3</td>
<td>Use this option to enable or disable an extension’s ability to make a Paging announcement</td>
<td>PAGE ZONE 3?</td>
<td>Y</td>
</tr>
<tr>
<td></td>
<td>into zone 3.</td>
<td>Y = Enable</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• See Paging on page 264 for more.</td>
<td>N = Disable</td>
<td></td>
</tr>
</tbody>
</table>
# 0100 - Class of Service

## 0101 - Class of Service Options

### Table 18: Program 0101 - Class of Service Options

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
<th>Entries</th>
<th>Default</th>
</tr>
</thead>
</table>
| Access Page Zone 4      | Use this option to enable or disable an extension’s ability to make a Paging announcement into zone 4.  
• See Paging on page 264 for more.                                                                                                                  | PAGE ZONE 4?     | Y         |
| Access Page Zone 5      | Use this option to enable or disable an extension’s ability to make a Paging announcement into zone 5.  
• See Paging on page 264 for more.                                                                                                                   | PAGE ZONE 5?     | Y         |
| Access Page Zone 6      | Use this option to enable or disable an extension’s ability to make a Paging announcement into zone 6.  
• See Paging on page 264 for more.                                                                                                                   | PAGE ZONE 6?     | Y         |
| Access Page Zone 7      | Use this option to enable or disable an extension’s ability to make a Paging announcement into zone 7.  
• See Paging on page 264 for more.                                                                                                                   | PAGE ZONE 7?     | Y         |
| Silent Monitor          | Use this option to enable or disable an extension’s ability to use Silent Monitor.  
• See Monitor / Silent Monitor on page 242 for more.                                                                                               | SILENT MONITOR?  | N         |
| Flash for Single Line Sets | • Not currently supported.                                                                                                                              | FLASH FOR SLT?   | N         |
| ACD Supervisor          | • This option is currently not implemented.                                                                                                            | ACD SUPERVISOR?  | N         |
| Single Ring for Single Line Sets | • Use this option to enable or disable single ring for single line telephones. This option only applies to single line telephones. See Central Office Calls, Answering on page 77 for more. | SINGLE RING?     | N         |
| View System Alarms      | Use this option to enable or disable an extension’s ability to view the system alarms.  
• See Attendant Position on page 35 for more.                                                                                                         | VIEW SYS ALARMS? | COS 1 = N |
|                         |                                                                                                                                                                                                             |                  | COS 2-15 = N |
| Automatic Hold          | Use this option to enable or disable Automatic Hold at an extension.  
• See Hold on page 188 for more.                                                                                                                    | AUTO HOLD?       | COS 1 = N |
|                         |                                                                                                                                                                                                             |                  | COS 2-15 = N |
| Activate Night Mode     | Use this option to enable or disable an extension’s ability to activate Night Service.  
• See Night Service / Night Ring on page 250 for more.                                                                                               | ACTIVATE NITES?  | COS 1 = Y |
|                         |                                                                                                                                                                                                             |                  | COS 2-15 = N |
Telephone Programming Instructions

1. Enter the programming mode.
2. 0101 + HOLD

   0101:CLASS OF SERVIC
   COS NUM?XX

3. Dial the Class of Service you want to program (1-15) + HOLD
4. Press VOL ▲ or VOL ▼ to scroll to the option you want to change + HOLD
5. Enter Y or N for displayed option + HOLD
6. Press VOL ▲ or VOL ▼ to scroll to another option.
   OR
   Press HOLD to return to step 3 and select another Class of Service.
   OR
   Press HOLD twice to return to step 2 and enter another program number.

---

**Table 18: Program 0101 - Class of Service Options**

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
<th>Entries</th>
<th>Default</th>
</tr>
</thead>
<tbody>
<tr>
<td>Direct Trunk Access</td>
<td>Use this option to enable or disable an extension’s ability to use Direct Trunk Access. Note that enabling Direct Trunk Access allows the user to bypass Toll Restriction. • See Central Office Calls, Placing on page 83 for more.</td>
<td>DIRECT TRK ACCEES?</td>
<td>Y = Enable</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>N = Disable</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>COS 1 = Y</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>COS 2-15 = N</td>
</tr>
<tr>
<td>Remote Call Forwarding/Alternate Attendant</td>
<td>• This option is currently not implemented.</td>
<td>REMOTE FWRD?</td>
<td>Y = Enable</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>N = Disable</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>COS 1 = Y</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>COS 2-15 = N</td>
</tr>
<tr>
<td>Soft Keys</td>
<td>Use this option to enable or disable a display set’s Interactive Soft Keys. • See Interactive Soft Keys on page 195 for more.</td>
<td>SOFTKEYS</td>
<td>Y = Enable</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>N = Disable</td>
</tr>
<tr>
<td>Conversation Record</td>
<td>Use this option to enable or disable an extension’s ability to record conversations into their Voice Mail mailbox. If enabled, the user can press either their Conversation Record key or RECORD soft key to initiate recording. • See Voice Mail on page 396 for more.</td>
<td>RECORD CONV</td>
<td>Y = Enable</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>N = Disable</td>
</tr>
<tr>
<td>CLID Display</td>
<td>Use this option to enable or disable Caller ID. • See Caller ID on page 72 for more.</td>
<td>CLID DISPLAY?</td>
<td>Y = Enable</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>N = Disable</td>
</tr>
<tr>
<td>2nd CALL CLID (Extension Level Call Waiting Caller ID)</td>
<td>Use this option to enable or disable Second Call Caller ID. • See Caller ID on page 72 for more.</td>
<td>2nd CALL CLID?</td>
<td>Y = Enable</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>N = Disable</td>
</tr>
<tr>
<td>3rd Party Caller ID</td>
<td>Use this option to enable or disable Third Party Call Caller ID Check. • See Caller ID on page 72 for more.</td>
<td>3rd PARTY CLID?</td>
<td>Y = Enable</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>N = Disable</td>
</tr>
</tbody>
</table>

---

**DS2000 Software Manual**
Description

Use Program 0201 - Tenant Option Programming to set up various options for Tenant Groups.

Conditions
None

Table 19: Program 0201 - Tenant Options

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
<th>Entries</th>
<th>Default</th>
</tr>
</thead>
<tbody>
<tr>
<td>Call Waiting (Camp-On) Tone</td>
<td>Use this option to enable or disable system wide Call Waiting Tones (double beeps). • See Call Waiting / Camp-On on page 66 for more.</td>
<td>CALL WAIT?</td>
<td>Y</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Y = Enable</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>N = Disable</td>
<td></td>
</tr>
<tr>
<td>Handsfree Reply on Intercom Calls</td>
<td>Use this option to enable or disable system-wide Handsfree Reply for voice-announced Intercom calls. If you enable this option, you must also enable Voice-Announced Intercom Calls below. • See Handsfree and Handsfree Answer-back on page 182 for more.</td>
<td>HF REPLY ON ICM?</td>
<td>Y</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Y = Enable</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>N = Disable</td>
<td></td>
</tr>
<tr>
<td>Voice-Announced Intercom Calls</td>
<td>Use this option to enable or disable system-wide voice-announced Intercom calls. You must enable this option if you have Handsfree Reply on Intercom Calls enabled above. If you disable this option, extension users can only receive ringing Intercom calls. • See Handsfree and Handsfree Answer-back on page 182 for more.</td>
<td>VOICE ANN ICM?</td>
<td>Y</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Y = Enable</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>N = Disable</td>
<td></td>
</tr>
<tr>
<td>Automatic Handsfree</td>
<td>Use this option to enable or disable Automatic Handsfree system-wide. • See Automatic Handsfree on page 41 for more. • See Handsfree and Handsfree Answer-back on page 182 for more.</td>
<td>AUTO HANDSFREE?</td>
<td>Y</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Y = Enable</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>N = Disable</td>
<td></td>
</tr>
<tr>
<td>Music on Hold</td>
<td>Use this option to enable or disable Music on Hold system wide. • See Music on Hold on page 245 for more.</td>
<td>ENBLE MOH?</td>
<td>Y</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Y = Enable</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>N = Disable</td>
<td></td>
</tr>
<tr>
<td>MOH on Transfer</td>
<td>Use this option to enable or disable MOH for transferred calls system-wide. If enabled, transferred callers hear Music on Hold while waiting. If disabled, transferred callers hear ringback. • See Transfer on page 376 for more.</td>
<td>MOH ON TRANSFER?</td>
<td>Y</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Y = Enable</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>N = Disable</td>
<td></td>
</tr>
</tbody>
</table>
**Telephone Programming Instructions**

1. Enter the programming mode.
2. 0201 + HOLD

   **0101: TENANT OPTIONS CALL WAIT?XX**

3. Enter Y or N for the displayed option.
   OR
   Press VOL ▲ or VOL ▼ to scroll to the option you want to change + HOLD
4. Enter Y or N for displayed option + HOLD
5. Press VOL ▲ or VOL ▼ to scroll to another option.
   OR
   Press HOLD to return to step 2 and enter another program number.
**Description**

Use **Program 0301 - System Options** to set up various options system-wide options.

**Conditions**

None

**Table 20: Program 0301 - System Options**

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
<th>Entries</th>
<th>Default</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Operators</td>
<td>Use this option to set the number of operators (attendants) in the system. The system can have up to four operators.</td>
<td>NUM OF OPERATORS? 1-4</td>
<td>01</td>
</tr>
<tr>
<td>Operator 1 Extension</td>
<td>Use this option to assign the 1st operator’s extension number.</td>
<td>OPERATOR 1 EXT? Enter any valid extension number</td>
<td>300</td>
</tr>
<tr>
<td>Operator 2 Extension</td>
<td>Use this option to assign the 2nd operator’s extension number. Before assigning this option, be sure you have entered the correct number in the Number of Operators option.</td>
<td>OPERATOR 2 EXT? Enter any valid extension number</td>
<td>Undefined</td>
</tr>
<tr>
<td>Operator 3 Extension</td>
<td>Use this option to assign the 3rd operator’s extension number. Before assigning this option, be sure you have entered the correct number in the Number of Operators option.</td>
<td>OPERATOR 3 EXT? Enter any valid extension number</td>
<td>Undefined</td>
</tr>
<tr>
<td>Operator 4 Extension</td>
<td>Use this option to assign the 4th operator’s extension number. Before assigning this option, be sure you have entered the correct number in the Number of Operators option.</td>
<td>OPERATOR 4 EXT? Enter any valid extension number</td>
<td>Undefined</td>
</tr>
<tr>
<td>Number of Digits in a System Speed Dial Code</td>
<td>Use the option to assign the number of digits the system uses to designate System Speed Dial bins (2, 3 or 4). With 2-digit bins, the system has 10 bins numbered 20-29. With 3-digit bins, the system has 100 bins numbered 200-299. With 4-digit bins, the system has 1000 bins numbered 2000-2999.</td>
<td>SYS SPDL CODE DGTS? 2 = 2-digit (20-29) 3 = 3-digit (200-299) 4 = 4-digit (2000-2999)</td>
<td>3</td>
</tr>
</tbody>
</table>
### Telephone Programming Instructions

1. Enter the programming mode.
2. **0301 + HOLD**
   
   **0301: SYSTEM OPTIONS**
   
   **NUM OF OPERATORS?**
   
3. Enter Y or N for the displayed option.
   
   OR
   
   Press **VOL ▲** or **VOL ▼** to scroll to the option you want to change + **HOLD**
4. Enter Y or N for displayed option + **HOLD**
5. Press **VOL ▲** or **VOL ▼** to scroll to another option.
   
   OR
   
   Press **HOLD** to return to step 2 and enter another program number.

---

### Table 20: Program 0301 - System Options

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
<th>Entries</th>
<th>Default</th>
</tr>
</thead>
<tbody>
<tr>
<td>CPU Baud Rate</td>
<td>Use this option to set the speed of the LCCPU PCB RS-232-C port. You may want to connect a PC or SMDR printer to this port. • See <em>Connecting a PC or Printer</em> on page 418 for more. • See <em>Station Message Detail Recording</em> on page 329 for more.</td>
<td>LCCPU BAUD RATE?</td>
<td>4 (9600) (Fixed Slot) 5 (19200) (U Slot)</td>
</tr>
<tr>
<td>SMDR Port</td>
<td>Use this option to specify the port the system uses for SMDR. • See <em>Connecting a PC or Printer</em> on page 418 for more. • See <em>Station Message Detail Recording</em> on page 329 for more.</td>
<td>SMDR PORT?</td>
<td>0</td>
</tr>
<tr>
<td>Print SMDR Header</td>
<td>Use this option to include or exclude the header from the SMDR report. • See <em>Connecting a PC or Printer</em> on page 418 for more. • See <em>Station Message Detail Recording</em> on page 329 for more.</td>
<td>PRINT SMDR HEADR?</td>
<td>Y</td>
</tr>
</tbody>
</table>
Description

Use Program 0302- System Identification enter information about the system and to set the Time and Date. This information is used in various system reports.

Conditions
None

Table 21: Program 0302 - System Identification Options

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
<th>Entries</th>
<th>Default</th>
</tr>
</thead>
<tbody>
<tr>
<td>Company Name</td>
<td>Use this option to enter your company’s name. The name prints in system reports. • See System Identification on page 337 for more.</td>
<td>NAME? 24 characters max (For instructions on entering names, see Keys for Entering Names on page 419.)</td>
<td>No entry</td>
</tr>
<tr>
<td>Company Phone Number</td>
<td>Use this option to enter your company’s phone number. This is the number the system will call to report a problem (not the system’s number). You must enter a trunk access code (9, 9X or #9XX) before the number. For more information about trunk access codes, see Central Office Calls, Placing on page 83. • See System Identification on page 337 for more.</td>
<td>PHONE? 24 digits max, using: 0-9, # and * P = Pause T = Tone Detection F = Flash D = Delay</td>
<td>No entry</td>
</tr>
<tr>
<td>System Type</td>
<td>This option displays your system’s type. It shows DS-2000. You cannot edit this option. • See System Identification on page 337 for more.</td>
<td>SYSTYP: Automatically displayed.</td>
<td>DS-2000</td>
</tr>
<tr>
<td>Software Version</td>
<td>This option displays your system’s software level. It is for viewing only. You cannot edit this option. • See System Identification on page 337 for more.</td>
<td>S/W VER: Automatically displayed.</td>
<td>Depends on software level</td>
</tr>
<tr>
<td>Time</td>
<td>Use this option to set the system time. Enter data using the 24-hour format HH:MM:SS. For example, 13:00:00 = 1:00 PM. • See Time and Date on page 364 for more.</td>
<td>TIME? HH:MM:SS HH = Hours (0-24) MM = Minutes (0-59) SSS = Seconds Enter in 24-hour format</td>
<td>Current time</td>
</tr>
</tbody>
</table>
Telephone Programming Instructions

1. Enter the programming mode.
2. 0302 + HOLD

3. Enter the system name (up to 14 characters) + VOL ▲.
   (Refer to Programming Names and Text Messages on page 419 if you need help in entering names)
   OR
   Press VOL ▲ to scroll to the next option.

4. Enter the site phone number (up to 14 digits) + VOL ▲.
   OR
   Press VOL ▲ to scroll to the next option.

5. Press VOL ▲ to scroll to the next option.

6. Press VOL ▲ to scroll to the next option.

7. Enter the system time (HH:MM:SS in 24-hour format) + VOL ▲.
   OR
   Press VOL ▲ to scroll to the next option.

8. Enter the system date (MM:DD:YYYY) + VOL ▲.
   OR
   Press VOL ▲ to scroll to the next option.

---

### Table 21: Program 0302 - System Identification Options

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
<th>Entries</th>
<th>Default</th>
</tr>
</thead>
</table>
| Date   | Use this option to enter the system Time and Date. The system shows Time and Date on telephone displays and in various system reports.  
  • See Time and Date on page 364 for more. | DATE?  
MM-DD-YY  
MM = Month (1-12)  
DD = Day (1-31)  
YYYY = Year (e.g., 2000) | Current date |

---

**Telephone Programming Instructions**

1. Enter the programming mode.
2. 0302 + HOLD

3. Enter the system name (up to 14 characters) + VOL ▲.
   (Refer to Programming Names and Text Messages on page 419 if you need help in entering names)
   OR
   Press VOL ▲ to scroll to the next option.

4. Enter the site phone number (up to 14 digits) + VOL ▲.
   OR
   Press VOL ▲ to scroll to the next option.

5. Press VOL ▲ to scroll to the next option.

6. Press VOL ▲ to scroll to the next option.

7. Enter the system time (HH:MM:SS in 24-hour format) + VOL ▲.
   OR
   Press VOL ▲ to scroll to the next option.

8. Enter the system date (MM:DD:YYYY) + VOL ▲.
   OR
   Press VOL ▲ to scroll to the next option.
OR

Press CONF to exit the program.
Use **Program 0401 - System Timers** to enter the values for system-wide timers. **Conditions**

None

### Description

LCCPU 01.00.00
LCCPU 02.00.00

Table 22: Program 0401 - System Timers

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
<th>Entries</th>
<th>Default</th>
</tr>
</thead>
</table>
| Park Orbit      | Use this timer to set how long a call stays in System Park Orbit before it recalls the extension that parked it. This timer if for orbits 60-67 only. The recall for orbits 68 and 69 is fixed at 5 minutes. • See Park on page 269 for more. | PARK RECALL?  
1-9999 sec.  
0 = Disabled | 60 sec.                     |
| Modem Reserve   | Use this timer to set how long the system reserves a modem, once requested by an extension user, from the modem pool before returning in to the pool, • See Computer Telephony Integration on page 98 for more. • See System Diagnostics on page 336 for more. | MODEM RESERVE?  
1-9999 sec.  
0 = Disabled | 30 sec.                     |
| Transfer Recall | Use this timer to set how long a transferred call rings the destination extension before recalling the extension from which it was initially transferred. This option pertains to all idle extensions, as well as busy multibutton extensions. Note that this timer does not control how long a transferred call rings a busy operator. • See Transfer on page 376 for more. | TRANSFER RECALL?  
1-9999 sec.  
0 = Disabled | 30 sec (Fixed Slot)  
20 seconds (U Slot) |
| Intercom Inter-digit | When an extension user places a call, they must dial each succeeding digit within this interval. • See Intercom on page 214 for more. • | ICM INTERDIGIT?  
1-9999 sec.  
0 = Disabled | 6 sec.                     |
| Meet-Me Conference | When a user initiates a Meet-Me Conference, the system waits this interval for the Paged party to join the call. • See Meet-Me Conference on page 234 for more. | MEET ME CONF?  
1-9999 sec.  
0 = Disabled | 30 sec.                     |
| Dialing Pause   | For Speed Dial, the system waits this interval when it encounters a pause in a Speed Dial bin. • See Speed Dial on page 314 for more. | DIALING PAUSE?  
1-9999 sec.  
0 = Disabled | 1 sec.                     |
## 0401 - System Timers

### Table 22: Program 0401 - System Timers

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
<th>Entries</th>
<th>Default</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Page Duration</strong></td>
<td>Use this timer to set the maximum length of Page announcements.</td>
<td>PAGE DURATION? 1-9999 sec. 0 = Disabled</td>
<td>30 sec.</td>
</tr>
<tr>
<td></td>
<td>• See Paging on page 264 for more.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Door Unlock</strong></td>
<td>This timer sets the interval that the CPRU PCB relay remains closed after a keyset user activates (closes) the relay. After this interval, the CPRU relay automatically returns to its open (idle) state. • See Door Box on page 139 for more.</td>
<td>DOOR UNLOCK? 1-9999 sec. 0 = Disabled</td>
<td>30 sec.</td>
</tr>
<tr>
<td><strong>DIL No Answer</strong></td>
<td>This timer sets how long a DIL rings an idle extension before Key Ring occurs. Key Ring rings all extensions programmed to ring for that line. • See Direct Inward Line on page 109 for more.</td>
<td>DIL NO ANSWER? 1-9999 sec. 0 = Disabled</td>
<td>15 sec.</td>
</tr>
<tr>
<td><strong>Trunk Revert</strong></td>
<td>This timer sets how long Hold Recall rings the extension that placed the call on hold before Key Ring occurs. Key Ring rings all extensions programmed to ring for that line. • See Hold on page 188 for more. • See Key Ring on page 219 for more. This timer also sets how long a Transfer Recall rings the extension that initially transferred the call before Key Ring occurs. • See Transfer on page 376 for more.</td>
<td>TRUNK REVERT? 1-9999 sec. 0 = Disabled</td>
<td>15 sec.</td>
</tr>
<tr>
<td><strong>Trunk Delay Ring</strong></td>
<td>Use this timer to set how long the system waits before ringing an extension that has the Delayed Ringing option enabled. • See Central Office Calls, Answering on page 77 for more. • See Delayed Ringing on page 103 for more.</td>
<td>TRK DELAY RING? 1-9999 sec. 0 = Disabled</td>
<td>10 sec.</td>
</tr>
<tr>
<td><strong>Trunk Overflow</strong></td>
<td>• Information to be provided.</td>
<td>TRUNK OVERFLOW? 1-9999 sec. 0 = Disabled</td>
<td>20 sec.</td>
</tr>
<tr>
<td><strong>Centrex Type Feature Key Delay</strong></td>
<td>This timer sets how long the system waits when it finds a Centrex delay (i.e., D) programmed in a Centrex Feature Key. • See PBX/Centrex Compatibility on page 273 for more.</td>
<td>CENTRX FTR DLY? 1-9999 sec. 0 = Disabled</td>
<td>50 sec.</td>
</tr>
<tr>
<td><strong>ACD/UCD Overflow</strong></td>
<td>This timer sets when UCD overflow occurs. When all UCD agents are busy, a queued call rings for this interval and then overflows to the UCD Overflow destination. • See Extension Hunting on page 147 for more.</td>
<td>ACD/UCD OVRFLOW? 1-9999 sec. 0 = Disabled</td>
<td>60 sec.</td>
</tr>
</tbody>
</table>
### Table 22: Program 0401 - System Timers

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
<th>Entries</th>
<th>Default</th>
</tr>
</thead>
</table>
| Number of Password Attempts | Use this option to set how many times the system allows a user to enter the incorrect programming password before locking them out.  
|                             | • See System Programming List on page 341 for more.                          | PSWD ATTEMP NUM?         | 3         |
| Program Lockout Time        | Once the system locks out a user, it will wait this interval before allowing the user to reenter the programming mode.  
|                             | • See System Programming List on page 341 for more.                          | PROGRAM LOCKOUT?         | 10 sec.   |
|                             |                                                                           | 1-9999 sec.              |           |
|                             |                                                                           | 0 = Disabled              |           |
| Force Program Exit          | If a telephone in the programming mode is inactive longer than this interval, the system automatically cancels the programming mode and makes the telephone idle.  
|                             | • See System Programming List on page 341 for more.                          | FORCE PROG EXIT?         | 10 sec.   |
|                             |                                                                           | 1-9999 sec.              |           |
|                             |                                                                           | 0 = Disabled              |           |

#### Telephone Programming Instructions

1. Enter the programming mode.
2. **0401 + HOLD**
3. Enter data for the displayed timer + HOLD.
   
   OR
   
   Press **VOL ▲** or **VOL ▼** to scroll to the timer you want to change + **HOLD**
4. Enter data for the displayed timer + **HOLD**
5. Press **VOL ▲** or **VOL ▼** to scroll to another timer.

   OR

   Press **HOLD** to return to step 2 and enter another program number.
Description

LCCPU 01.00.00
LCCPU 02.00.00
Available.

Use Program 0402- Trunk Timers to enter the values for trunk timers.

Conditions
None

Table 23: Program 0402 - Trunk Timers

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
<th>Entries</th>
<th>Default</th>
</tr>
</thead>
<tbody>
<tr>
<td>Camp-On</td>
<td>• Information to be provided.</td>
<td>CAMP ON? 0-9999 sec.</td>
<td>60 sec.</td>
</tr>
<tr>
<td>Line Response</td>
<td>When the system fails to detect loop current on a trunk, it will wait this interval before marking the trunk as defective. Be sure the value you enter is compatible with the local telco. If you set this value too short, the system may mark properly functioning trunks as defective. If too long, defective trunks may be left in service. • See System Timers, Trunks on page 352 for more.</td>
<td>LINE RESPONSE? 4-1020 in 100 mS increments (e.g., 4 = 400 mS, 10 - 1000 mS)</td>
<td>100 (10 seconds)</td>
</tr>
<tr>
<td>Dial Tone Detect</td>
<td>When the system seizes a line to place a Speed Dial call, it waits this interval for dial tone before outdialing the call. The system requires that the first dial tone be at least 5 seconds long and the second dial tone to be at least 2.5 seconds long. Be sure the value you enter is compatible with the local telco. If you set this value too short, the system may not seize properly functioning trunks. If too long, there will be too long a delay before the system skips over a defective trunk. • See Speed Dial on page 314 for more. • See System Timers, Trunks on page 352 for more.</td>
<td>DL TONE DETECT? 0-9999 in 100 mS increments (e.g., 10 = 1 second, 100 = 10 seconds)</td>
<td>10 (1 second)</td>
</tr>
</tbody>
</table>
### Program 0402 - Trunk Timers

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
<th>Entries</th>
<th>Default</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>PBX/Centrex Flash</strong></td>
<td>Use this timer to set the Flash interval. When a user flashes a trunk (manually or in a Speed Dial number), the system opens the trunk circuit for this interval. For accurate flash function, be sure to set this interval for compatibility with the connected telco or PBX/Centrex. If you set this interval too short, the telco may not always register the flash. If too long, inadvertent disconnects may occur. • See <em>Flash</em> on page 162 for more. • See <em>PBX/Centrex Compatibility</em> on page 273 for more. • See <em>Speed Dial</em> on page 314 for more. • See <em>System Timers, Trunks</em> on page 352 for more.</td>
<td>FLASH PBX? 16-4080 mS</td>
<td>800 mS</td>
</tr>
<tr>
<td><strong>Flash Disconnect</strong></td>
<td>• TBD</td>
<td>FLASH DISC.? 16-4080 mS</td>
<td>2496 mS</td>
</tr>
<tr>
<td><strong>Force Idle (Trunk Guard Time)</strong></td>
<td>Use this timer to set the guard time for trunks. When the system disconnects a trunk (e.g., after a user hang up), the system keeps the line idle until this timer expires. The Trunk Guard Time helps prevent call collisions. If you set this interval too short, call collisions may occur. If too long, there will be unnecessary delays before you can use the trunk for a new call. • See <em>System Timers, Trunks</em> on page 352 for more.</td>
<td>FORCE IDLE? 10-9999 in 100 mS increments (e.g., 10 = 1 second)</td>
<td>25 (2.5 sec) (Fixed Slot) 10 (1 sec) (U Slot)</td>
</tr>
<tr>
<td><strong>PBX Pause</strong></td>
<td>• This timer is not currently available.</td>
<td>PBX PAUSE? 0-9999 sec. 0 = No pause</td>
<td>0</td>
</tr>
<tr>
<td><strong>Minimum Ring Detection Timer</strong></td>
<td>Use this timer to set the threshold for ring detection. If the ring signal is longer than this interval, the system interprets the signal as valid ringing. If the signal is equal to or shorter than this interval, the system ignores the ringing. Be sure the value you enter is compatible with the local telco. If you set this value too short, the system may detect line spikes and anomalies as ringing. If too long, the system may not properly interpret a valid ringing signal. • See <em>System Timers, Trunks</em> on page 352 for more.</td>
<td>MIN RING DET? 8-2040 mS</td>
<td>104 mS</td>
</tr>
</tbody>
</table>
### Table 23: Program 0402 - Trunk Timers

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
<th>Entries</th>
<th>Default</th>
</tr>
</thead>
<tbody>
<tr>
<td>DP Make Timer</td>
<td>Use this timer to set the duration of the Dial Pulse Make signal (i.e., relay closed). This is the “on” time in a Dial Pulse digit. Set this timer for compatibility with the connected telco or PBX/Centrex. Keep in mind that there are three components of a Dial Pulse digit: Make interval, Break interval and Interdigit interval. An improper setting may cause misdialing. • See System Timers, Trunks on page 352 for more.</td>
<td>PULSE DIAL MAKE?</td>
<td>4-1020 mS</td>
</tr>
<tr>
<td>DP Break Timer</td>
<td>Use this timer to set the duration of the Dial Pulse Break signal (i.e., relay open). This is the “off” time in a Dial Pulse digit. Set this timer for compatibility with the connected telco or PBX/Centrex. Keep in mind that there are three components of a Dial Pulse digit: Make interval, Break interval and Interdigit interval. An improper setting may cause misdialing. • See System Timers, Trunks on page 352 for more.</td>
<td>PULSE DIAL BRK?</td>
<td>4-1020 mS</td>
</tr>
<tr>
<td>DP Interdigit Timer</td>
<td>Use this timer to set the duration of the Dial Pulse Interdigit signal (i.e., relay open time between each digit). Set this timer for compatibility with the connected telco or PBX/Centrex. Keep in mind that there are three components of a Dial Pulse digit: Make interval, Break interval and Interdigit interval. An improper setting may cause misdialing. • See System Timers, Trunks on page 352 for more.</td>
<td>PULSE INTRDIGIT?</td>
<td>100-9999 mS</td>
</tr>
<tr>
<td>Manual DTMF Tone On</td>
<td>This timer sets the duration of DTMF digits for trunk calls manually dialed by an extension user. This is required because the system buffers the digits the user dials. Set this timer for compatibility with the connected telco or PBX/Centrex. If you set this interval too short, the telco or PBX/Centrex may not be able to properly detect the DTMF digit. If too long, outbound dialing is unnecessarily slowed down. • See System Timers, Trunks on page 352 for more.</td>
<td>MAN DTMF ON?</td>
<td>10-2550 mS</td>
</tr>
</tbody>
</table>
### Table 23: Program 0402 - Trunk Timers

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
<th>Entries</th>
<th>Default</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Manual DTMF Tone Off</strong></td>
<td>This timer sets the duration of the interval between DTMF digits for trunk calls manually dialed by an extension user. This is required because the system buffers the digits the user dials. Note that this is the minimum DTMF Tone off time guaranteed by the system. Set this timer for compatibility with the connected telco or PBX/Centrex. If you set this interval too short, the telco or PBX/Centrex may not be able to set up to receive the next DTMF digit. If too long, outbound dialing is unnecessarily slowed down. • See System Timers, Trunks on page 352 for more.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
|                         | MANB DTMF OFF?  
10-2550 mS                                                                                                                                    |                          | 50 mS   |
| **Speed Dial DTMF Tone On** | This timer sets the duration of DTMF digits for Speed Dial trunk calls automatically dialed by the system. Set this timer for compatibility with the connected telco or PBX/Centrex. If you set this interval too short, the telco or PBX/Centrex may not be able to properly detect the DTMF digit. If too long, outbound dialing is unnecessarily slowed down. • See Speed Dial on page 314 for more. • See System Timers, Trunks on page 352 for more. |
|                         | SPDL DTMF ON?  
10-2550 mS                                                                                                                                    |                          | 100 mS  |
| **Speed Dial DTMF Tone Off** | This timer sets the duration the quiet time between DTMF digits for Speed Dial trunk calls automatically dialed by the system. Set this timer for compatibility with the connected telco or PBX/Centrex. If you set this interval too short, the telco or PBX/Centrex may not be able to set up to receive the next DTMF digit. If too long, outbound dialing is unnecessarily slowed down. • See Speed Dial on page 314 for more. • See System Timers, Trunks on page 352 for more. |
|                         | SPDL DTMF ON?  
10-2550 mS                                                                                                                                    |                          | 100 mS  |
0400 - Timers

0402 - Trunk Timers

Table 23: Program 0402 - Trunk Timers

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
<th>Entries</th>
<th>Default</th>
</tr>
</thead>
<tbody>
<tr>
<td>Loop Current Detection Time</td>
<td>For loop start trunks, loop current must be present for this interval before the system seizes the trunk. Set this interval for compatibility with the connected telco or PBX/Centrex. If you set this interval too short, the system may inadvertently seize unstable trunks. If too long, the system may not properly seize a valid trunk. • See System Timers, Trunks on page 352 for more.</td>
<td>LOOP CURRENT? 4-1020 mS</td>
<td>800 mS</td>
</tr>
<tr>
<td>Codec Digitizing Method</td>
<td>Use this option to set the system’s codec companding method type for the trunk. Be sure this option is always set to 0 (µ-law companding enabled). Do not set this option to 1 (A-law companding enabled). • See System Timers, Trunks on page 352 for more.</td>
<td>CODEC A/D TYPE? 0 = µ-law 1 = A-law</td>
<td>0 (µ-law)</td>
</tr>
<tr>
<td>Setting for International Rotary Disk</td>
<td>Set this option for compatibility with the type of rotary dial (500 type) telephone used. Be sure to always set this option to 0. • See System Timers, Trunks on page 352 for more.</td>
<td>DP FOR INT’L? 0 = US standard 1 = Norwegian 2 = Swedish</td>
<td>0 (US standard)</td>
</tr>
<tr>
<td>Far End Disconnect</td>
<td>Use this timer to set the loop disconnect interval for trunk calls. If the system detects a loop current interruption longer than this interval it assumes the telco has disconnected the trunk. It then returns the trunk trunk to idle. Set this interval for compatibility with the connected telco or PBX/Centrex. If you set this interval too short, the system may inadvertently disconnect valid trunks. If too long, the system may leave trunks connected that it should tear down. • See System Timers, Trunks on page 352 for more.</td>
<td>FAR END DISC.? 4-1020 mS</td>
<td>300 mS</td>
</tr>
<tr>
<td>Minimum Single Ring Detection Timer</td>
<td>The system uses this timer to detect valid ringing signal from the connected telco or PBX. Valid single ring must be longer than this interval. • See System Timers, Trunks on page 352 for more.</td>
<td>SNGL RG MIN DET? 8-2040 mS</td>
<td>504 mS</td>
</tr>
</tbody>
</table>
### Minimum Double Ring Detection Off Timer
The system uses this timer to detect valid double ring from the connected PBX. Valid double ring must be longer than this interval.

- See System Timers, Trunks on page 352 for more.

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
<th>Entries</th>
<th>Default</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Minimum Double Ring Detection Off Timer</strong></td>
<td>The system uses this timer to detect valid double ring from the connected PBX. Valid double ring must be longer than this interval.</td>
<td><strong>DBL RG MIN OFF?</strong> 8-2040 mS</td>
<td>104 mS</td>
</tr>
</tbody>
</table>

### Maximum Double Ring Detection Off Timer
The system uses this timer to detect valid double ring from the connected PBX. Valid double ring must be less than this interval.

- See System Timers, Trunks on page 352 for more.

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
<th>Entries</th>
<th>Default</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Maximum Double Ring Detection Off Timer</strong></td>
<td>The system uses this timer to detect valid double ring from the connected PBX. Valid double ring must be less than this interval.</td>
<td><strong>DBL RG MAX OFF?</strong> 8-2040 mS</td>
<td>304 mS</td>
</tr>
</tbody>
</table>

### Ringing Signal End Detect Timer
If the ringing signal on a trunk call is interrupted for longer than this interval, the system assumes ringing has stopped and terminates the call.

Set this option for compatibility with the connected telco or PBX CENTRIX. If this interval is set to short, valid ringing will be inadvertently cut off. If too long, the system will leave the call set up even after ringing has stopped.

- See System Timers, Trunks on page 352 for more.

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
<th>Entries</th>
<th>Default</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Ringing Signal End Detect Timer</strong></td>
<td>If the ringing signal on a trunk call is interrupted for longer than this interval, the system assumes ringing has stopped and terminates the call. Set this option for compatibility with the connected telco or PBX CENTRIX. If this interval is set to short, valid ringing will be inadvertently cut off. If too long, the system will leave the call set up even after ringing has stopped.</td>
<td><strong>SIGNAL STOP DET?</strong> 64-16320 mS</td>
<td>6016 mS</td>
</tr>
</tbody>
</table>

### Caller ID Detection Timer
This option is currently not used.

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
<th>Entries</th>
<th>Default</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Caller ID Detection Timer</strong></td>
<td>This option is currently not used.</td>
<td><strong>CID DETECT</strong> 64-16320 mS</td>
<td>3268 mS</td>
</tr>
</tbody>
</table>

### Ground Start Timer
Before the system can start a ground start trunk, the telco’s tip ground must be present for longer than this interval.

Set this interval for compatibility with the connected telco or PBX CENTRIX. If you set this interval too short, the system may inadvertently start a trunk it should not set up. If too long, the system may not start trunks that are functioning normally.

- See System Timers, Trunks on page 352 for more.

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
<th>Entries</th>
<th>Default</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Ground Start Timer</strong></td>
<td>Before the system can start a ground start trunk, the telco’s tip ground must be present for longer than this interval.</td>
<td><strong>GROUNDING</strong> 16-4080 mS</td>
<td>800 mS</td>
</tr>
</tbody>
</table>

### Pause Timer
This timer is currently not used.

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
<th>Entries</th>
<th>Default</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Pause Timer</strong></td>
<td>This timer is currently not used.</td>
<td><strong>PAUSE</strong> 64-16320 mS</td>
<td>3008 mS</td>
</tr>
</tbody>
</table>

### DP Mute Timer
Information to be provided.

- See System Timers, Trunks on page 352 for more.

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
<th>Entries</th>
<th>Default</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>DP Mute Timer</strong></td>
<td>Information to be provided.</td>
<td><strong>DP MUTE</strong> 4-1020 mS</td>
<td>8 mS</td>
</tr>
</tbody>
</table>
Table 23: Program 0402 - Trunk Timers

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
<th>Entries</th>
<th>Default</th>
</tr>
</thead>
<tbody>
<tr>
<td>P.F. Recovery Detect Timer</td>
<td>When the ATRU PCB recovers from a power failure, it checks the power failure trunk (trunk 1) for loop current for the P.F. Recovery Detect interval. If loop current is detected, it assumes the Power Failure Telephone is still connected and does not tear down the call. If loop current is not detected, the ATRU PCB switches the trunk out of the power failure mode. • See System Timers, Trunks on page 352 for more.</td>
<td>PF RECOVERY 64-16320 mS</td>
<td>3008 mS</td>
</tr>
</tbody>
</table>

**Telephone Programming Instructions**

1. Enter the programming mode.
2. 0402 + HOLD
3. Enter data for the displayed timer + HOLD.
   OR
   Press VOL ▲ or VOL ▼ to scroll to the timer you want to change + HOLD
4. Enter data for the displayed timer + HOLD
5. Press VOL ▲ or VOL ▼ to scroll to another timer.
   OR
   Press HOLD to return to step 2 and enter another program number.
Description

LCCPU 01.00.00  Available.
LCCPU 02.00.00

Use Program 0403 - Station Timers to enter the values for station timers.

Conditions

None

Table 24: Program 0403 - Station Timers

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
<th>Entries</th>
<th>Default</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hold Recall</td>
<td>Use this timer to set how long a call stays on Hold before it recalls the extension that initially placed it on Hold. • See Hold on page 188 for more.</td>
<td>HOLD RECALL? 0-9999 sec.</td>
<td>60 sec.</td>
</tr>
<tr>
<td>Exclusive Hold</td>
<td>Use this timer to set how long a call stays on Exclusive Hold before it recalls the extension that initially placed it on Exclusive Hold. • See Hold on page 188 for more.</td>
<td>EX-HOLD RECALL? 0-9999 sec.</td>
<td>90 sec.</td>
</tr>
<tr>
<td>Camp-On</td>
<td>• Information to be provided.</td>
<td>CAMP-ON? 0-9999 sec.</td>
<td>60 sec.</td>
</tr>
<tr>
<td>Call Forward Ring No Answer</td>
<td>When Call Forwarding Ring No Answer is enabled, this timer sets how long a forwarded call rings an unanswered extension before routing to the forwarding destination. In addition, use this timer to set how long a transferred call rings a busy operator extension before recalling the extension from which it was initially transferred. Note that this timer does not control how long a transferred call rings any other busy extension. This timer also sets how long a call will ring an idle UCD Hunting group member before cycling to the next member of the group. • See Call Forwarding on page 55 for more. • See Extension Hunting on page 147 for more.</td>
<td>FWRD NO ANSWER? 0-9999 sec.</td>
<td>10 sec.</td>
</tr>
</tbody>
</table>
Table 24: Program 0403 - Station Timers

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
<th>Entries</th>
<th>Default</th>
</tr>
</thead>
<tbody>
<tr>
<td>Call Waiting Tone Interval</td>
<td>Use this timer to set the interval between Call Waiting tones.</td>
<td>CL WAIT INTIRVL? 0-9999 sec.</td>
<td>10 sec.</td>
</tr>
<tr>
<td></td>
<td>• See Call Waiting / Camp-On on page 66 for more.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Also use this timer to set the interval between Off Hook Signaling alert tones.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• See Off-Hook Signaling on page 255 for more.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Call Coverage Delay</td>
<td>For extensions with Delayed Ringing Call Coverage keys, this timer sets how long a call flashes the key at an extension before it starts to ring.</td>
<td>CL CVR DLY RING? 0-9999 sec.</td>
<td>10 sec.</td>
</tr>
<tr>
<td></td>
<td>• See Call Coverage Keys on page 51 for more.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hook flash Transfer</td>
<td>• This timer is currently not implemented.</td>
<td>HOOK FLASH XFER? 0-9999 sec.</td>
<td>2 sec.</td>
</tr>
<tr>
<td>Hook Flash Disconnect</td>
<td>• This timer is currently not implemented.</td>
<td>FLSH DISCONNECT? 0-9999 sec.</td>
<td>12 sec.</td>
</tr>
<tr>
<td>Number of Extended Rings</td>
<td>If an extension’s Class of Service enables Extended Ringing, use the timer to set the duration of the Extended Ringing.</td>
<td>EXTENDED RING? 0-9999 sec.</td>
<td>20 sec.</td>
</tr>
<tr>
<td></td>
<td>• See Extended Ringing on page 145 for more.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Drop Pulse Send</td>
<td>Use this timer to set the duration of the ASTU PCB drop pulse. This pulse is sent from the ASTU PCB to the connected analog device to initiate a disconnect.</td>
<td>DROP PULSE SEND? 0-9999 mS</td>
<td>300 mS</td>
</tr>
<tr>
<td></td>
<td>• See Off-Premise Extensions / On-Premise SLT Extensions on page 257 for more.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>DTMF Detect</td>
<td>Use this timer to set the DTMF detection threshold for single line (analog device) ports. If the analog device sends a DTMF signal longer than this interval, the system recognizes it as a valid DTMF tone and decodes it. If the DTMF signal is equal to or less than this interval, the system ignores it.</td>
<td>DTMF DETECT? 0-9999 mS</td>
<td>70 mS</td>
</tr>
<tr>
<td></td>
<td>• See Off-Premise Extensions / On-Premise SLT Extensions on page 257 for more.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Telephone Programming Instructions

1. Enter the programming mode.
2. 0403 + HOLD
   
   **0403:STATION TIMERS**
   HOLD RECALL?

3. Enter data for the displayed timer + HOLD.
   OR
   Press VOL ▲ or VOL ▼ to scroll to the timer you want to change + HOLD

4. Enter data for the displayed timer + HOLD

5. Press VOL ▲ or VOL ▼ to scroll to another timer.
   OR
   Press HOLD to return to step 2 and enter another program number.

---

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
<th>Entries</th>
<th>Default</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ring No Answer Hunt</td>
<td>Use this timer to set the Extension Hunting Ring No Answer Time. A call will ring a hunt group member extension for this interval before automatically cycling to the next extension in the group. • See Extension Hunting on page 147 for more.</td>
<td>RG NO ANS HUNT?</td>
<td>10 sec.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>0-9999 sec.</td>
<td></td>
</tr>
</tbody>
</table>

Table 24: Program 0403 - Station Timers
Description

Use **0404: Analog Station Timers** to set parameters and timers for ASTU PCBs.

### Conditions

None

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
<th>Entries</th>
<th>Default</th>
</tr>
</thead>
</table>
| Country Data        | Use this option to define the country of use and the codec digitizing method for ASTU PCBs. This timer consists of two bits (xy), with bit x defining the country and bit y defining the digitization method. For example, the default entry 00 is for North America (x=0) and u-law digitization method (y=0). **Do not change this entry from its default value (00).** | COUNTRY DATA? xy  
  x= 0 (North America), 1 (International) or 2 (Japan)  
  y = 0 (u-law) or 1 (A-law) | 00 (xy) |
| Rotary Dial Type    | Use this option to define the rotary dial pulsing method for the system’s ASTU PCBs. **Do not change this entry from its default value (01).** | ROTARY TYPE?  
  0 = Standard (1-10)  
  1 = Norwegian (9-1, 10)  
  2 = Swedish (10, 1-9) | Standard (0) |
| Loop Current        | Use this option to set the maximum allowed loop current for the system’s ASTU PCBs. Normally choose 25mA for short loops and 35mA for long loops. In general, a long loop is 3000 feet or longer and a short loop is less than 3000 feet. | LOOP CURRENT  
  0 = 25mA (short loop)  
  1 = 35 mA (long loop) | 25mA (0) |
| Ringing Frequency   | Use this option to define the AC ringing frequency for the system’s ASTU PCBs. **Do not change this entry from its default value (20 Hz).** | RINGING FREQ?  
  0 = 25 Hz  
  1 = 20 Hz  
  2 = 16 Hz | 20 Hz (1) |
| Minimum Break Time  | This timer defines the minimum amount of time the loop must be opened to properly decode the dial pulse digits sent from analog devices connected to ASTU PCBs. **Change this value only if the connected analog devices are set to dial at a rate other than 10 PPS.** | MIN BREAK TIME?  
  1-255  
  (5-1275 mS in 5 mS increments [e.g., 2 = 10mS, 3 = 15 mS, 4 = 20 mS]) | 2 (10 mS) |
| Maximum Break Time  | This timer defines the maximum amount of time the loop must be opened to properly decode the dial pulse digits sent from analog devices connected to ASTU PCBs. **Change this value only if the connected analog devices are set to dial at a rate other than 10 PPS.** | MAX BREAK TIME?  
  1-255  
  (5-1275 mS in 5 mS increments [e.g., 2 = 10mS, 3 = 15 mS, 4 = 20 mS]) | 20 (100 mS) |
### Minimum Make Time

This timer defines the minimum amount of time the loop must be closed to properly decode the dial pulse digits sent from analog devices connected to ASTU PCBs. *Change this value only if the connected analog devices are set to dial at a rate other than 10 PPS.*

<table>
<thead>
<tr>
<th>MIN MAKE TIME?</th>
<th>Entries</th>
<th>Default</th>
</tr>
</thead>
<tbody>
<tr>
<td>1-255</td>
<td>5-1275 mS in 5 mS increments [e.g., 2 = 10 mS, 3 = 15 mS, 4 = 20 mS]</td>
<td>2 (10 mS)</td>
</tr>
</tbody>
</table>

### Maximum Make Time

This timer defines the maximum amount of time the loop must be closed to properly decode the dial pulse digits sent from analog devices connected to ASTU PCBs. *Change this value only if the connected analog devices are set to dial at a rate other than 10 PPS.*

<table>
<thead>
<tr>
<th>MIN MAKE TIME?</th>
<th>Entries</th>
<th>Default</th>
</tr>
</thead>
<tbody>
<tr>
<td>1-255</td>
<td>5-1275 mS in 5 mS increments [e.g., 2 = 10 mS, 3 = 15 mS, 4 = 20 mS]</td>
<td>20 (100 mS)</td>
</tr>
</tbody>
</table>

### Minimum Hookflash Time

For ASTU PCBs, this timer defines the minimum amount of time the loop must be opened before the system starts to detect a transfer or hang up sequence. Open loop intervals shorter than the setting are ignored by the ASTU PCB.

<table>
<thead>
<tr>
<th>MIN FLASH TIME?</th>
<th>Entries</th>
<th>Default</th>
</tr>
</thead>
<tbody>
<tr>
<td>1-255</td>
<td>5-1275 mS in 5 mS increments [e.g., 2 = 10 mS, 3 = 15 mS, 4 = 20 mS]</td>
<td>21 (105 mS)</td>
</tr>
</tbody>
</table>

### Maximum Hookflash Time

For ASTU PCBs, this timer defines the maximum amount of time the loop can be opened in order for the system to detect a Transfer sequence. Open loop intervals longer than the setting are interpreted as hang up.

<table>
<thead>
<tr>
<th>MAX FLASH TIME?</th>
<th>Entries</th>
<th>Default</th>
</tr>
</thead>
<tbody>
<tr>
<td>1-255</td>
<td>5-1275 mS in 5 mS increments [e.g., 2 = 10 mS, 3 = 15 mS, 4 = 20 mS]</td>
<td>200 (1000 mS / 1 second)</td>
</tr>
</tbody>
</table>

### Minimum Ground Flash Time

For ground start applications with ASTU PCBs, this timer sets the amount of time a ground must be applied before the system detects a transfer sequence. The ASTU uses this timer when analog telephones use ground Transfer instead of open loop Transfer. *This timer is not used in North America. Do not change this timer from its default value.*

<table>
<thead>
<tr>
<th>MIN GND TIME?</th>
<th>Entries</th>
<th>Default</th>
</tr>
</thead>
<tbody>
<tr>
<td>1-255</td>
<td>5-1275 mS in 5 mS increments [e.g., 2 = 10 mS, 3 = 15 mS, 4 = 20 mS]</td>
<td>21 (105 mS)</td>
</tr>
</tbody>
</table>

### Minimum Off-Hook Time

For ASTU PCBs, this timer defines how long a connected analog device must remain off-hook before the system recognizes the off-hook status.

<table>
<thead>
<tr>
<th>MIN GND TIME?</th>
<th>Entries</th>
<th>Default</th>
</tr>
</thead>
<tbody>
<tr>
<td>1-255</td>
<td>5-1275 mS in 5 mS increments [e.g., 2 = 10 mS, 3 = 15 mS, 4 = 20 mS]</td>
<td>21 (105 mS)</td>
</tr>
</tbody>
</table>

### Off-Hook Guard Time

The ASTU PCB waits this interval after an analog device hangs up before accepting any additional input from the device. This timer helps prevent erroneous detection due to hardware stabilization.

<table>
<thead>
<tr>
<th>OFF HOOK GUARD?</th>
<th>Entries</th>
<th>Default</th>
</tr>
</thead>
<tbody>
<tr>
<td>1-255</td>
<td>5-1275 mS in 5 mS increments [e.g., 2 = 10 mS, 3 = 15 mS, 4 = 20 mS]</td>
<td>60 (300 mS)</td>
</tr>
</tbody>
</table>
### 0400 - Timers

#### 0404 - Analog Station Timers

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
<th>Entries</th>
<th>Default</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dial Pulse Guard Timer</td>
<td>The ASTU PCB waits this interval between dial pulse digits before attempting to detect any additional DP digits. This timer helps prevent erroneous DP dialing due to hardware stabilization.</td>
<td>DIAL GUARD? 1-255 (5-1275 mS in 5 mS increments [e.g., 2 = 10 mS, 3 = 15 mS, 4 = 20 mS])</td>
<td>70 (350 mS)</td>
</tr>
<tr>
<td>Loop Disconnect Time</td>
<td>When the far end disconnects, the ASTU PCB opens the loop to the connected analog device for this interval.</td>
<td>LOOP DISC TIME? 1-255 (5-1275 mS in 5 mS increments [e.g., 2 = 10 mS, 3 = 15 mS, 4 = 20 mS])</td>
<td>40 (200 mS)</td>
</tr>
<tr>
<td>Ring/MW Wait Period Time</td>
<td>This timer determines the ringing sequence for the devices connected ASTU PCBs. Because of power consumption, it is not possible to ring all analog devices on an ASTU simultaneously. Instead, the card is divided into 4 groups with two ports in each group. Ringing cycles between the 4 groups, ringing each group for this interval.</td>
<td>RING/MW PERIOD? 1-255 (50-12750 mS in 50 mS increments [e.g., 2 = 100 mS, 3 = 150 mS, 4 = 200 mS])</td>
<td>15 (750 mS)</td>
</tr>
</tbody>
</table>

### Telephone Programming Instructions

1. Enter the programming mode.
2. 0404 + HOLD
   - Option: 0403:ASTU TIMERS
   - COUNTRY DATA?
3. Enter data for the displayed timer + HOLD.
   - OR
   - Press VOL ▲ or VOL ▼ to scroll to the timer you want to change + HOLD
4. Enter data for the displayed timer + HOLD
5. Press VOL ▲ or VOL ▼ to scroll to another timer.
   - OR
   - Press HOLD to return to step 2 and enter another program number.
Description

Use Program 0501 - Numbering Plan to customize the system’s number plan. For each dialed digit (0-9, excluding # and *), assign a Function Type and an Expected Digits entry. Function Type defines the digit’s function in the system (see the table below).

<table>
<thead>
<tr>
<th>Function Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Operator Access</td>
</tr>
<tr>
<td>2</td>
<td>Intercom and Direct Trunk Access</td>
</tr>
<tr>
<td>3</td>
<td>Trunk Group Access</td>
</tr>
</tbody>
</table>

Expected Digits sets how many digits the system expects to receive when the digit string begins with selected digit. For example, digit 3 has Function Type 2 and Expected Digits 3. This means that digits 300-399 are Intercom numbers.

Refer to Flexible Numbering Plan on page 164 for more on customizing the system’s number plan.

Conditions

None

Table 25: Program 0501 - Numbering Plan

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
<th>Entries</th>
<th>Default</th>
</tr>
</thead>
</table>
| Digit 0 Options | Use this option to define the function type for dial strings beginning with 0. These strings are normally used for telephone system operator access (1).  
• See Attendant Position on page 35 for more.  
• See Intercom on page 214 for more. | OPER  
1 = OPER  
2 = EXT  
3 = LN GRP | 1 (OPER) |
| Digit 1 Options | Use this option to define the function type for dial strings beginning with 1. These strings are normally reserved for Intercom access (2).  
• See Intercom on page 214 for more. | EXT  
1 = OPER  
2 = EXT  
3 = LN GRP | 2 (EXT) |
|               | Use this option to define the total length of dial strings beginning with 0. These strings are normally two digits long (2).  
• See Attendant Position on page 35 for more.  
• See Intercom on page 214 for more. | EXPECTED DGTS  
1-3 | 2 |
|               | Use this option to define the function type for dial strings beginning with 1. These strings are normally reserved for Intercom access (2).  
• See Intercom on page 214 for more. | EXPECTED DGTS  
1-3 | 3 |
## Table 25: Program 0501 - Numbering Plan

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
<th>Entries</th>
<th>Default</th>
</tr>
</thead>
</table>
| **Digit 2 Options** | Use this option to define the function type for dial strings beginning with 2. These strings are normally reserved for Intercom access (2).  
• See Intercom on page 214 for more. | EXT  
1 = OPER  
2 = EXT  
3 = LN GRP | 2 (EXT) |

Use this option to define the total length of dial strings beginning with 2. These strings are normally three digits long (3).  
• See Intercom on page 214 for more.  

“2” EXPECTED DGTS”  
1-3  
3

| **Digit 3 Options** | Use this option to define the function type for dial strings beginning with 3. These strings are by default assigned to Intercom access (2).  
• See Intercom on page 214 for more. | EXT  
1 = OPER  
2 = EXT  
3 = LN GRP | 2 (EXT) |

Use this option to define the total length of dial strings beginning with 3. These strings are normally three digits long (3).  
• See Intercom on page 214 for more.  

“3” EXPECTED DGTS”  
1-3  
3

| **Digit 4 Options** | Use this option to define the function type for dial strings beginning with 4. These strings are by default assigned to Direct Trunk Access (2).  
• See Central Office Calls, Placing on page 83 for more.  
• See Direct Trunk Access on page 129 for more. | EXT  
1 = OPER  
2 = EXT  
3 = LN GRP | 2 (EXT) |

Use this option to define the total length of dial strings beginning with 4. These strings are normally three digits long (3).  
• See Central Office Calls, Placing on page 83 for more.  
• See Direct Trunk Access on page 129 for more.  

“4” EXPECTED DGTS”  
1-3  
3

| **Digit 5 Options** | Use this option to define the function type for dial strings beginning with 5. These strings are normally reserved for Intercom access (2).  
• See Intercom on page 214 for more. | EXT  
1 = OPER  
2 = EXT  
3 = LN GRP | 2 (EXT) |

Use this option to define the total length of dial strings beginning with 5. These strings are normally three digits long (3).  
• See Intercom on page 214 for more.  

“5” EXPECTED DGTS”  
1-3  
3
<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
<th>Entries</th>
<th>Default</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Digit 6 Options</strong></td>
<td>Use this option to define the function type for dial strings beginning with 6. These strings are normally reserved for Intercom access (2). • See Intercom on page 214 for more.</td>
<td><strong>EXT</strong>&lt;br&gt;1 = OPER&lt;br&gt;2 = EXT&lt;br&gt;3 = LN GRP</td>
<td>2 (EXT)</td>
</tr>
<tr>
<td></td>
<td>Use this option to define the total length of dial strings beginning with 6. These strings are normally three digits long (3). • See Intercom on page 214 for more.</td>
<td>“6” EXPECTED DGTS”&lt;br&gt;1-3</td>
<td>3</td>
</tr>
<tr>
<td><strong>Digit 7 Options</strong></td>
<td>Use this option to define the function type for dial strings beginning with 7. These strings are normally reserved for Intercom access (2). • See Intercom on page 214 for more.</td>
<td><strong>EXT</strong>&lt;br&gt;1 = OPER&lt;br&gt;2 = EXT&lt;br&gt;3 = LN GRP</td>
<td>2 (EXT)</td>
</tr>
<tr>
<td></td>
<td>Use this option to define the total length of dial strings beginning with 7. These strings are normally three digits long (3). • See Intercom on page 214 for more.</td>
<td>“7” EXPECTED DGTS”&lt;br&gt;1-3</td>
<td>3</td>
</tr>
<tr>
<td><strong>Digit 8 Options</strong></td>
<td>Use this option to define the function type for dial strings beginning with 8. These strings are normally reserved for Intercom access (2). • See Intercom on page 214 for more.</td>
<td><strong>EXT</strong>&lt;br&gt;1 = OPER&lt;br&gt;2 = EXT&lt;br&gt;3 = LN GRP</td>
<td>2 (EXT)</td>
</tr>
<tr>
<td></td>
<td>Use this option to define the total length of dial strings beginning with 8. These strings are normally three digits long (3). • See Intercom on page 214 for more.</td>
<td>“8” EXPECTED DGTS”&lt;br&gt;1-3</td>
<td>3</td>
</tr>
<tr>
<td><strong>Digit 9 Options</strong></td>
<td>Use this option to define the function type for dial strings beginning with 9. These strings are normally reserved to trunk access (3). • See Automatic Route Selection on page 45 for more. • See Central Office Calls, Placing on page 83 for more. • See Trunk Group Routing on page 381 for more. • See Trunk Groups on page 387 for more.</td>
<td><strong>LN GRP</strong>&lt;br&gt;1 = OPER&lt;br&gt;2 = EXT&lt;br&gt;3 = LN GRP</td>
<td>3 (LN GRP)</td>
</tr>
</tbody>
</table>
Telephone Programming Instructions

1. Enter the programming mode.
2. 0501 + HOLD

   **0501:NUMBERING PLAN**
   
   **“0” FUNCTION TYP?**

3. Enter data for the displayed option + VOL ▲.
   OR
   Press VOL ▲ or VOL ▼ to scroll to the option you want to change + HOLD
4. Enter data for the displayed option + HOLD
5. Press VOL ▲ or VOL ▼ to scroll to another option.
   OR
   Press CONF to return to step 2 and enter another program number.

---

**Table 25: Program 0501 - Numbering Plan**

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
<th>Entries</th>
<th>Default</th>
</tr>
</thead>
<tbody>
<tr>
<td>Single Digit Access</td>
<td>Use this option to enable or disable single digit access. If enabled (Y), users can dial 9 to select their assigned dial 9 Trunk Group. If disabled, users must dial 9 followed by the Trunk Group number (0-8 for Trunk Groups 0-8). • See <em>Central Office Calls, Placing</em> on page 83 for more. • See <em>Trunk Group Routing</em> on page 381 for more.</td>
<td>SINGL DGT ACCESS? Y or N</td>
<td>Y</td>
</tr>
</tbody>
</table>
Description

Use Program 0504- Trunk Port Extension Numbers to assign extension numbers to trunk ports. The extension numbers you enter must be unique and not overlap extension numbers used for extensions, ACI ports, DCI ports and Extension Hunting master numbers.

Ports 001 -016 are the system’s physical trunk ports.

Conditions

None

Table 26: Program 0504 - Trunk Port Extension Numbers (Fixed Slot)

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
<th>Entries</th>
<th>Default</th>
</tr>
</thead>
</table>
| Extension Number| For the trunk port selected, use this option to enter the extension number associated with the port.  
  • See Central Office Calls, Placing on page 83 for more.  
  • See Flexible Numbering Plan on page 164 for more. | EXT NUM? | Not assigned |
| Name            | For the trunk port selected, this option shows the name associated with the port.  
  • See Names for Extensions and Trunks on page 248 for more. | NAME?   | View only  |

Telephone Programming Instructions

1. Enter the programming mode.

2. 0504 + HOLD

3. Enter the number of the trunk port you want to program (01-32) + HOLD.

4. Enter the number of the extension you want assigned to the port.
   OR
   Press HOLD to leave the entry unchanged.

The previously programmed extension number displays.

The previously programmed name displays.
5. Return to step 3 and enter another trunk port.
   OR
   Press HOLD to return to step 2 and enter another program number.
Description

LCCPU 01.00.00  See the previous program.
LCCPU 02.00.00  Available.

Use Program 0504- View Extension to view the extension assignments for each port (circuit) for each PCB.

Conditions

None

Table 27: Program 0504 - View Extension (U Slot)

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
<th>Entries</th>
<th>Default</th>
</tr>
</thead>
<tbody>
<tr>
<td>Extension Number</td>
<td>Use this option to select the trunk (401-448) or extension (300-395) you want to view. • See Flexible Numbering Plan on page 164 for more.</td>
<td>EXT NUM?</td>
<td>Not assigned</td>
</tr>
<tr>
<td>Slot and Circuit Assignment</td>
<td>This option displays the Main Equipment Cabinet slot number and port (circuit) assignment for the extension selected in the option above.</td>
<td>SLOT:n  CIRCUIT:n View only</td>
<td>View only</td>
</tr>
</tbody>
</table>

Telephone Programming Instructions

1. Enter the programming mode.
2. 0504 + HOLD

0504:VIEW EXTENSION
EXT NUM?

3. Enter the number of the trunk (401-448) or extension (300-395) you want to view + HOLD.

0504:EXTENSION:nnn
SLOT:n  CIRCUIT:n

The slot and circuit for the extension or trunk you selected displays.
SLOT is the Main Equipment Cabinet slot where the extension or trunk is located. CIRCUIT is the port (circuit) on the PCB assigned to the slot.

4. Press HOLD and return to step 3 above to view another extension or trunk.
   OR
   Press CONF to exit.
Description

Use Program 0505 - Station Port Extension Numbers to assign extension numbers to station ports. The extension numbers you enter must be unique and not overlap extension numbers used for trunks, ACI ports, DCI ports and Extension Hunting master numbers.

- Ports 001-096 are the system’s physical extension ports.

Conditions

None

Table 28: Program 0505 - Station Port Extension Numbers (Fixed Slot)

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
<th>Entries</th>
<th>Default</th>
</tr>
</thead>
</table>
| Extension Number| For the station port selected, use this option to enter the extension number associated with the port.  
|                 | • See Flexible Numbering Plan on page 164 for more.                         | EXT NUM?  | Not assigned                  |
| Name            | For the station port selected, this option shows the name associated with the port.  
|                 | • See Names for Extensions and Trunks on page 248 for more.                 | NAME?     | View only                     |

Telephone Programming Instructions

1. Enter the programming mode.
2. 0505 + HOLD
3. Enter the number of the station port you want to program (01-96) + HOLD.

   0505:STA ID-PT:nnn
   EXT NUM?nnn

   (The previously programmed extension number displays.

4. Enter the number of the extension you want assigned to the port + HOLD.
   OR
   Press HOLD to leave the entry unchanged.
   OR
   Press CLEAR + HOLD to undefine the selected port (see comment below).

   0505:STA ID-PT:nnn
   NAME?(name)

   If you are swapping ports that are within the extension number range (e.g., 300-395), press CLEAR to undefine the two ports you want to swap before reprogramming them. If you don’t undefine the ports first, you will see the message EXT ALREADY EXISTS!
5. Return to step 3 and enter another station port.
   OR
   Press **HOLD** to return to step 2 and enter another program number.
Description

Use Program 0505 - Extension Assignment to change the extension or trunk number assigned to a port (circuit) on an installed PCB.

Conditions

None

Table 29: Program 0505 - Extension Assignment (U Slot)

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
<th>Entries</th>
<th>Default</th>
</tr>
</thead>
</table>
| Slot Number     | Use this option to select the Main Equipment Cabinet slot that has the extension or trunk you want to change.  
|                 | • See Flexible Numbering Plan on page 164 for more.                         | SLOT NUMBER?| Not assigned           |
| Circuit Number  | For the slot selected in the previous option, use this option to select the port (circuit) you want to change. | CIRCUIT NUM?| Not assigned           |
| Extension Number| Use this option to enter the extension number for the port (circuit) selected in the previous option. The extension number you choose must be from the pool of unassigned extensions. | EXT NUM?    | Extension ports 1-80 are assigned to extensions 300-379.  
|                 |                                                                             |             | Trunk ports 1-48 are assigned to trunks 401-448,    |
Telephone Programming Instructions

1. Enter the programming mode.
2. 0505 + HOLD
   
   **0505:EXT ASSIGNMENT**
   **SLOT NUMBER?**

3. Enter the Main Equipment Cabinet slot number (1-8) for the trunk (401-448) or extension (300-395) you want to view + HOLD.
   
   **0505:SLOT:n**
   **CIRCUIT NUM?**

   The first line of the display shows the slot you selected.

4. For the slot selected, enter the number of the port (circuit) you want to change + HOLD.
   
   **0505:SLOT:n CIR::**
   **EXT NUM?nnn**

   For example, the 16DSTU plugged into slot 1 has 16 circuits numbered 1-16.
   
   The currently programmed extension number for slot and circuit you selected displays.

5. Enter a new extension number from the pool of unassigned extensions (e.g., extension 380 in the default database) + HOLD.
   
   **0505:SLOT:n CIR:**
   **EXT NUM?nnn**

   If the number is already assigned to another extension, you see EXTENSION ASSIGNED! Press HOLD and start over again from step 3.

6. Return to step 3 and enter another extension to change.

   OR

   Press CONF to exit.
Description

LCCPU 01.00.00
LCCPU 02.00.00  | Not available.
Description

- LCCPU 01.00.00
- LCCPU 02.00.00

Not available.
0500 - System Numbering

0510 - ACD/UCD Master Extension Numbers and Names

Description

Use **Program 0510 - ACD/UCD Master Extension Numbers and Names** to assign extension numbers and names to the ACD/UCD master extensions. The system can have up to eight ACD/UCD groups (1-8). The extension numbers you enter must be unique and cannot be a physical port (e.g., 300).

Conditions

None

Table 30: Program 0510 - ACD/UCD Master Extension Numbers and Names

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
<th>Entries</th>
<th>Default</th>
</tr>
</thead>
<tbody>
<tr>
<td>Group Number</td>
<td>Use this option to select the ACD/UCD group you want to program.</td>
<td>GROUP NUM?</td>
<td>N/A</td>
</tr>
</tbody>
</table>
| Hunt Group Master Number   | Use this option to enter the master extension number associated with the group selected.  
  • See *Automatic Call Distribution (ACD)* on page 39 for more. 
  • See *Flexible Numbering Plan* on page 164 for more. 
  • See *Extension Hunting* on page 147 for more. | EXT NUM?      | Group 1 = 700 (for Voice Mail). 
  All other groups are not assigned. |
| Overflow Destination       | Use this option to assign the ACD/UCD Group overflow destination.            | OVERFLOW DEST?| Not assigned                 |
  • See *Extension Hunting* on page 147 for more. |                                                             |               |                              |
| Name                       | Use this option to enter the name associated with the group selected.        | NAME?         | Not assigned                 |
  • See *Automatic Call Distribution (ACD)* on page 39 for more. 
  • See *Extension Hunting* on page 147 for more. 
  • When entering names, use *Table 17: Keys for Entering Names* on page 419. |                                                             |               |                              |

Telephone Programming Instructions

1. Enter the programming mode.
2. 0510 + HOLD
   0510:ACD ID
   GROUP NUM?

3. Enter the number of the group you want to program (1-8) + HOLD.
   0510:ACD ID-GROUP:nn
   EXT NUM?nn

   The previously programmed extension number displays.

4. Enter the number of the extension you want assigned to the group.
   OR
   Press HOLD to leave the entry unchanged.
   0510:ACD ID-GROUP:nn
   NAME?(name)

   The previously programmed name displays.

5. Enter the name for the group (10 character maximum) + HOLD
   OR
   Press HOLD to leave the displayed name unchanged.
   0510:ACD ID
   GROUP NUM?

6. Return to step 3 and enter another group.
   OR
   Press HOLD to return to step 2 and enter another program
Description

LCCPU 01.00.00 Available.
LCCPU 02.00.00 Available.

Use Program 0511- Ring Group Master Extension Numbers and Names to assign extension numbers and names to the Ring Group master extensions. The system can have up to eight Ring Groups (1-8). The extension numbers you enter must be unique and not overlap extension numbers used for trunks, extensions, ACI ports, DCI ports or Extension Hunting master numbers.

Conditions
None

Table 31: Program 0511 - Ring Group Master Extension Numbers and Names

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
<th>Entries</th>
<th>Default</th>
</tr>
</thead>
</table>
| Extension Number | Use this option to enter the extension number associated with the Ring Group selected.  
• See Central Office Calls, Answering on page 77 for more.  
• See Flexible Numbering Plan on page 164 for more.  
• See Ring Groups on page 299 for more. | EXT NUM? | Not assigned |
| Name           | Use this option to enter the name associated with the Ring Group selected.  
• See Central Office Calls, Answering on page 77 for more.  
• See Ring Groups on page 299 for more.  
• When entering names, use Table 17: Keys for Entering Names on page 419. | NAME?   | Not assigned |

Telephone Programming Instructions

1. Enter the programming mode.
2. 0511 + HOLD

0511:RING GROUP ID
GROUP NUM?

3. Enter the number of the group you want to program (1-8) + HOLD.

0511:RING GROUP:nn
EXT NUM?nnn

The previously programmed extension number displays.

4. Enter the number of the extension you want assigned to the group.
   OR
Press HOLD to leave the entry unchanged.

```
0511:RING GROUP:nn
NAME?(name)
```

The previously programmed name displays.

5. Enter the name for the group (10 character maximum) + HOLD
   OR
   Press HOLD to leave the displayed name unchanged.

```
0511:RING GROUP ID
GROUP NUM?
```

6. Return to step 3 and enter another group.
   OR
   Press HOLD to return to step 2 and enter another program.
Description

Use **Program 0601 - Toll Restriction Options** to assign Toll Restriction options to each of the seven Toll Levels (1-7). When you assign a Toll Level to an extension, the extension uses the options set up in this program.

**Conditions**

None

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
<th>Entries</th>
<th>Default</th>
</tr>
</thead>
</table>
| Program Toll Restriction| Use this option to program Toll Restriction. (You must always use the following option to initialize Toll Restriction before using it for the first time.)  
  • See Toll Restriction on page 366 for more. | PROG-P  
  P = Program | N/A |
| Initialize Toll Restriction| Use this option to initialize Toll Restriction. You must always initialize Toll Restriction before using it for the first time. If you have already programmed Toll Restriction, initializing will erase all your entries and reinstate the default Toll Restriction values.  
  • See Toll Restriction on page 366 for more. | INIT-I  
  I = Initialize | N/A |
| Toll Restriction Level  | Use this option to select the Toll Restriction level you want to program. The entries that follow pertain to the Toll Restriction Level you select in this step.  
  • See Toll Restriction on page 366 for more. | TOLL LEVEL  
  1-7 | 1 |
| Active Dial Pad         | Use this option to enable or disable Active Dial Pad (continuous dialing) for trunk calls.  
  • See Toll Restriction on page 366 for more. | ACTIVE DIAL PAD?  
  Y = Enable  
  N = Disable | Y |
| N11 Dialing             | Use this option to enable or disable dial N11 services such as directory assistance (411) and repair (611). This option does not restrict 911 or 1 + 911 calls. These calls are always allowed.  
  • See Toll Restriction on page 366 for more. | N11 DIALING?  
  Y = Enable  
  N = Disable | Y |
### Table 32: Program 0601 - Toll Restriction Options

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
<th>Entries</th>
<th>Default</th>
</tr>
</thead>
<tbody>
<tr>
<td>0 + Dialing</td>
<td>Use this option to enable or disable an extension’s ability to manually dial 0+(operator assisted) calls.</td>
<td>0 + DIALING? &lt;br&gt;Y = Enable &lt;br&gt;N = Disable</td>
<td>Y</td>
</tr>
<tr>
<td></td>
<td>• See Toll Restriction on page 366 for more.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>International Dialing</td>
<td>Use this option to enable or disable 011 (international) dialing.</td>
<td>INT’L DIAL? &lt;br&gt;Y = Enable &lt;br&gt;N = Disable</td>
<td>Y</td>
</tr>
<tr>
<td></td>
<td>• See Toll Restriction on page 366 for more.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Equal Access Dialing</td>
<td>This option allows/prevents an extension user from directly dialing Equal Access (10XXX) calls.</td>
<td>10+XXX DIALING ALLOW OR DENY TABLE? &lt;br&gt;A = Allow Table &lt;br&gt;D = Deny Table</td>
<td>A</td>
</tr>
<tr>
<td></td>
<td>The system compares the 10XXX codes the user dials to the 10XXX table that you program.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• See Toll Restriction on page 366 for more.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• See Toll Restriction Rules on page 369 for more.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Enter A to set the table up as an allow table, or D to set the table up as a deny table.</td>
<td>ADD-A/VIEW-V/DEL-D &lt;br&gt;A = Add a code to the table &lt;br&gt;D = Delete a code from the table &lt;br&gt;V = View the table entries</td>
<td>N/A</td>
</tr>
<tr>
<td></td>
<td>• D to convert an existing allow table into a deny table, or enter A to convert an existing deny table into an allow table.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>NXX Dialing</td>
<td>This option allows/prevents an extension user from directly dialing NXX (local exchange) calls.</td>
<td>NXX DIALING ALLOW OR DENY TABLE? &lt;br&gt;A = Allow Table &lt;br&gt;D = Deny Table</td>
<td>A</td>
</tr>
<tr>
<td></td>
<td>The system compares the NXX codes the user dials to the NXX table that you program.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• See Toll Restriction on page 366 for more.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• See Toll Restriction Rules on page 369 for more.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Enter A to set the table up as an allow table, or D to set the table up as a deny table.</td>
<td>ADD-A/VIEW-V/DEL-D &lt;br&gt;A = Add a code to the table &lt;br&gt;D = Delete a code from the table &lt;br&gt;V = View the table entries</td>
<td>N/A</td>
</tr>
<tr>
<td></td>
<td>• D to convert an existing allow table into a deny table, or enter A to convert an existing deny table into an allow table.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### Telephone Programming Instructions

To quickly locate the procedure for a Toll Restriction option, go to the steps listed below:

- To select the Toll Level you want to program, go to step 4.
- To enable or disable Active Dial Pad, go to step 5.
- If setting up N11 Dialing, go to step 6.
- When enabling or disabling 0+ Dialing, go to step 7.
- For International Dialing options, go to step 8.
- When programming Equal Access (10XXX) Dialing, go to step 9.
- If you want to configure NXX Dialing, go to step 12.
- To select the NPA Dialing options, go to step 15.
- To set up 6-Digit Analysis, go to 18.

---

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
<th>Entries</th>
<th>Default</th>
</tr>
</thead>
</table>
| **NPA Dialing**      | This option allows/prevents an extension user from directly dialing NPA (area code) calls. The system compares the NPA codes the user dials to the NPA table that you program. | NPA DIALING ALLOW OR DENY TABLE?  
  A = Allow Table  
  D = Deny Table | A (Allow table) |
|                      | • See Toll Restriction on page 366 for more.  
  • See Toll Restriction Rules on page 369 for more. |  
  • Enter A to set the table up as an allow table, or D to set the table up as a deny table.  
  • D to convert an existing allow table into a deny table, or enter A to convert an existing deny table into an allow table. | ADD-A/VIEW-V/DEL-D  
  A = Add a code to the table  
  D = Delete a code from the table  
  V = View the table entries | N/A |
| **6-Digit Analysis** | This option enables/disables 6-Digit Analysis. With 6-Digit Analysis, the system restricts a call according the NPA and NXX the user dials. The system compares the codes the user dials to the 6-Digital Analysis table that you program. | 6 DGT ANALYSIS ALLOW OR DENY TABLE?  
  A = Allow Table  
  D = Deny Table | A (Allow table) |
|                      | • See Toll Restriction on page 366 for more.  
  • See Toll Restriction Rules on page 369 for more. |  
  • Enter A to set the table up as an allow table, or D to set the table up as a deny table.  
  • D to convert an existing allow table into a deny table, or enter A to convert an existing deny table into an allow table. | ADD-A/VIEW-V/DEL-D  
  A = Add a code to the table  
  D = Delete a code from the table  
  V = View the table entries | N/A |
1. Enter the programming mode.
2. 0601 + HOLD.
   
   **0601:TOLL RESTRICT**
   **PROG-P / INIT-I?**
   
3. Enter P (7) to program Toll Restriction and go to the next step.
   
   **0601:TOLL RESTRICT**
   **TOLL LEVEL?1**
   
   OR
   Enter I (4) + HOLD to initialize Toll Restriction and return to the previous step.
   
   **0601:TOLL RESTRICT**
   **TABLES INITIALIZED!**

   You must always initialize Toll Restriction when programming it for the first time. If you initialize an existing Toll Restriction setup, you’ll return all your programmed entries to their factory-installed initial values.

**Toll Level**

4. Enter the Toll Level you want to program (1-7) + HOLD
   
   OR
   Press HOLD to select the currently displayed Toll Level.
   
   **0601:TOLL LEVEL:n**
   **ACTIVE DIAL PAD?n**

   The options that follow pertain to the Toll Level selected.

**Active Dial Pad**

5. Enter Y to enable or N to disable Active Dial Pad + VOL ▲.
   
   OR
   Press VOL ▲ to select the currently displayed value.
   
   **0601:TOLL LEVEL:n**
   **N11 DIALING?nnn**

   The previously programmed value displays.

**N11 Dialing**

6. Enter Y to enable or N to disable N11 Dialing + VOL ▲.
   
   OR
   Press VOL ▲ to select the currently displayed value.
   
   **0601:TOLL LEVEL:n**
   **0 + DIALING?nnn**

   The previously programmed value displays.

**0+ Dialing**

7. Enter Y to enable or N to disable 0+ Dialing + VOL ▲.
   
   OR
   Press VOL ▲ to select the currently displayed value.
   
   **0601:TOLL LEVEL:n**
   **INT’L DIAL?nnn**

   The previously programmed value displays.
### 0600 - Toll Restriction

#### 0601 - Toll Restriction Options

#### International Dialing
8. Enter Y to enable or N to disable International Dialing +\texttt{VOL ▲}.

   OR

Press\texttt{VOL ▲} to select the currently displayed value.

\begin{verbatim}
0601:10+XXX DIALING
ALLOW OR DENY TABLE?
\end{verbatim}

The previously programmed table type displays \((A = \text{allow}, D = \text{deny})\).

#### Equal Access (10XXX) Dialing
9. Enter A to set up the table as an allow table.

   OR

Enter D to set up the table as a deny table.

\begin{verbatim}
0601:10+XXX ALLOW TBL
ADD-A/VIEW-V/DEL-D?
\end{verbatim}

OR

\begin{verbatim}
0601:10+XXX DENY TBL
ADD-A/VIEW-V/DEL-D?
\end{verbatim}

Enter D to convert an existing allow table into a deny table, or enter A to convert an existing deny table into an allow table.

10. Press A to add codes into the table.

   OR

Press D to delete codes from the table.

   OR

Press V to view the current contents of the table.

   \textit{If you press V to view the table, the bottom line of the display will show the first set of table entries. Press V to see the remaining entries. The prompt \texttt{TABLE DONE} tells you when you are at the end of the table or the table is empty. The prompt > tells you that there is additional data in the table to view.

   If you press A or D to add codes into the table, you see the prompt \texttt{DATA}. Just enter the codes you want into the table. When entering data, new data appears to the right of the previously entered data. (The system automatically assumes that every group of three digits is an entry.)}

11. When you are done entering data, press\texttt{VOL ▲} to go to the next option.

\begin{verbatim}
0601:NXX DIALING
ALLOW OR DENY TABLE?
\end{verbatim}

The previously programmed table type displays \((A = \text{allow}, D = \text{deny})\).

#### NXX Dialing
12. Enter A to set up the table as an allow table.

   OR

Enter D to set up the table as a deny table.

\begin{verbatim}
0601:NXX ALLOW TABLE
ADD-A/VIEW-V/DEL-D?
\end{verbatim}

OR

\begin{verbatim}
0601:NXX DENY TABLE
ADD-A/VIEW-V/DEL-D?
\end{verbatim}

Enter D to convert an existing allow table into a deny table, or enter A to convert an existing deny table into an allow table.

13. Press A to add codes into the table.
OR
Press D to delete codes from the table.
OR
Press V to view the current contents of the table.

If you press V to view the table, the bottom line of the display will show the first set of table entries. Press V to see the remaining entries. The prompt **TABLE DONE** tells you when you are at the end of the table or the table is empty. The prompt > tells you that there is additional data in the table to view.

If you press A or D to add codes into the table, you see the prompt **DATA**. Just enter the codes you want into the table. When entering data, new data appears to the right of the previously entered data. (The system automatically assumes that every group of three digits is an entry.)

14. When you are done entering data, press **VOL ▲** to go to the next option.

The previously programmed table type displays (A = allow, D = deny).

### NPA Dialing

15. Enter A to set up the table as an allow table.
   OR
   Enter D to set up the table as a deny table.

   Enter D to convert an existing allow table into a deny table, or enter A to convert an existing deny table into an allow table.

16. Press A to add codes into the table.
   OR
   Press D to delete codes from the table.
   OR
   Press V to view the current contents of the table.

   If you press V to view the table, the bottom line of the display will show the first set of table entries. Press V to see the remaining entries. The prompt **TABLE DONE** tells you when you are at the end of the table or the table is empty. The prompt > tells you that there is additional data in the table to view.

   If you press A or D to add codes into the table, you see the prompt **DATA**. Just enter the codes you want into the table. When entering data, new data appears to the right of the previously entered data. (The system automatically assumes that every group of three digits is an entry.)

17. When you are done entering data, press **VOL ▲** to go to the next option.

The previously programmed table type displays (A = allow, D = deny).

### 6-Digit Analysis

18. Enter A to set up the table as an allow table.
   OR
Enter D to set up the table as a deny table.

Enter D to convert an existing allow table into a deny table, or enter A to convert an existing deny table into an allow table.

19. Press A to add codes into the table.
OR
Press D to delete codes from the table.
OR
Press V to view the current contents of the table.

If you press V to view the table, the bottom line of the display will show the first set of table entries. Press V to see the remaining entries. The prompt TABLE DONE tells you when you are at the end of the table or the table is empty. The prompt > tells you that there is additional data in the table to view.

If you press A or D to add codes into the table, you see the prompt DATA. Just enter the codes you want into the table. When entering data, new data appears to the right of the previously entered data. (The system automatically assumes that every group of six digits is an entry.)

20. When you are done entering data, press VOL ▲ to go back to the Active Dial Pad option for the currently selected Toll Level.

OR
Press CONF to go back to the Program/Initialize option.

OR
Press CONF twice to exit Toll Restriction programming.
Description

LCCPU 01.00.00
LCCPU 02.00.00

Not available.
0800 - Display Messages
0801 - Selectable Display Messages

Description

Use Program 0801 - Selectable Display Messages to program the system’s 16 Selectable Display Messages. Each message can be up to 20 characters long, including a blank spaces you may want to add for readability. All messages are appendable by user-entered digits.

When entering names, use Table 17: Keys for Entering Names on page 419. When creating a new user-appendable message, consider adding a space at the end of the text portion to improve readability. In the table, the X characters reserve space for user-entered digits.

- See Selectable Display Messaging on page 307 for more.

Conditions

None

Table 33: Program 0801 - Selectable Display Messages

<table>
<thead>
<tr>
<th>Option</th>
<th>Default</th>
</tr>
</thead>
<tbody>
<tr>
<td>Message 01</td>
<td>CALL (plus 15 user entries)</td>
</tr>
<tr>
<td>Message 02</td>
<td>BACK BY (plus 12 user entries)</td>
</tr>
<tr>
<td>Message 03</td>
<td>MEETING IN RM (plus 4 user entries)</td>
</tr>
<tr>
<td>Message 04</td>
<td>OUT TO LUNCH (plus 7 user entries)</td>
</tr>
<tr>
<td>Message 05</td>
<td>GONE FOR THE DAY (plus 3 user entries)</td>
</tr>
<tr>
<td>Message 06</td>
<td>ON VACATION (plus 8 user entries)</td>
</tr>
<tr>
<td>Message 07</td>
<td>ON BUSINESS TRIP (plus 3 user entries)</td>
</tr>
<tr>
<td>Message 08</td>
<td>IN THE MEETING (plus 7 user entries)</td>
</tr>
<tr>
<td>Message 09</td>
<td>OUT UNTIL (plus 10 user entries)</td>
</tr>
<tr>
<td>Message 10</td>
<td>GONE FOR THE DAY (plus 3 user entries)</td>
</tr>
<tr>
<td>Message 11</td>
<td>Undefined (up to 20 characters)</td>
</tr>
<tr>
<td>Message 12</td>
<td>Undefined (up to 20 characters)</td>
</tr>
<tr>
<td>Message 13</td>
<td>Undefined (up to 20 characters)</td>
</tr>
<tr>
<td>Message 14</td>
<td>Undefined (up to 20 characters)</td>
</tr>
<tr>
<td>Message 15</td>
<td>Undefined (up to 20 characters)</td>
</tr>
<tr>
<td>Message 16</td>
<td>Undefined (up to 20 characters)</td>
</tr>
</tbody>
</table>
Telephone Programming Instructions

1. Enter the programming mode.
2. 0801 + HOLD

0801:DISPLAY MESSAGE
MESSAGE NUM?

3. Enter the number of the message you want to program + HOLD.

0801:DISPLAY MESSAGE
(message text)

   The previously programmed message displays.

4. Enter the new display message + HOLD.

   When entering a message, refer to 0506 - ACI/CPU Analog Port Extension Numbers and Names on page 458.

   OR

   Press HOLD to leave the current value unchanged.

0801:DISPLAY MESSAGE
MESSAGE NUM?
Description

Use Program 1001 - Trunk Port Description to program various options for trunk ports.

Note: If you are doing extensive programming, you may find Program 9801 - Copy Command (page 531) saves you time when customizing this option.

Also see Program 1003 - Trunk Options on page 484.

Conditions

Per FCC regulations, do not set 1001 - Trunk Transmit Gain on page 475 higher than 0 dB.

Table 34: Program 1001 - Trunk Port Description

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
<th>Entries</th>
<th>Default</th>
</tr>
</thead>
</table>
| Trunk Circuit Type      | Use this option to set the trunk’s circuit type. Set this option for compatibility with the connected telco or PBX.  
                          | • See Central Office Calls, Answering on page 77 for more.  
                          |         |         |
|                         | • See Central Office Calls, Placing on page 83 for more.  
                          |         |         |
|                         | • See Direct Inward Dialing on page 108 for more.  
                          |         |         |
|                         | • See Direct Inward Line on page 109 for more.  
                          |         |         |
|                         | • See Pulse to Tone Conversion on page 291 for more.  
                          | TYP?:   |         |
|                         | 00 = Uninstalled  
                          |         |         |
|                         | 51 = Loop start DTMF  
                          |         |         |
|                         | 52 = Loop start DP  
                          |         |         |
| Trunk Extension Number  | This option displays the trunk’s extension number programmed in 0504 - Trunk Port Extension Numbers (Fixed Slot) on page 451. This is for viewing only. You cannot edit this option from Program 1001.  
                          | EXT:    |         |
|                         | (View only)  
                          |         |         |
| Trunk Name              | Use this option to assign a name to the trunk port.  
                          | NAME:   |         |
|                         | • Refer to Table 17: Keys for Entering Names on page 419 when entering names.  
                          |         |         |
|                         | • See Names for Extensions and Trunks on page 248 for more.  
                          |         |         |
## 1000 - Trunk Programming
### 1001 - Trunk Port Description

**Table 34: Program 1001 - Trunk Port Description**

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
<th>Entries</th>
<th>Default</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trunk Transmit Gain</td>
<td>Use this option to set the trunk’s transmit gain. This gain setting allows you to compensate for the transmit gain characteristics of the connected telco or PBX. The setting is applied to each line seizure.</td>
<td>TRANSMIT GAIN?</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>• See Central Office Calls, Answering on page 77 for more.</td>
<td>0 = 0 dB gain</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• See Central Office Calls, Placing on page 83 for more.</td>
<td>1 = .5 dB gain</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• See Direct Inward Dialing on page 108 for more.</td>
<td>2 = 1 dB gain</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• See PBX/Centrex Compatibility on page 273 for more.</td>
<td>3 = 1.5 dB gain</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>4 = 2 dB gain</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>5 = 2.5 dB gain</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>6 = 3 dB gain</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>7 = 3.5 dB gain</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>8 = 4 dB gain</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>9 = 4.5 dB gain</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>10 = 5 dB gain</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>11 = 5.5 dB gain</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>12 = 6 dB gain</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>13 = 6.5 dB gain</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>14 = 7 dB gain</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>15 = 7.5 dB gain</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>16 = 8 dB gain</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>17 = 8.5 dB gain</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>18 = 9 dB gain</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>19 = 9.5 dB gain</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>20 = 10 dB gain</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>21 = 10.5 dB gain</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>22 = 11 dB gain</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>23 = 11.5 dB gain</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>24 = 12 dB gain</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>25 = 12.5 dB gain</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>26 = 13 dB gain</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>27 = 13.5 dB gain</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>28 = 14 dB gain</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>29 = 14.5 dB gain</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>30 = 15 dB gain</td>
<td></td>
</tr>
</tbody>
</table>
### Table 34: Program 1001 - Trunk Port Description

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
<th>Entries</th>
<th>Default</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>TRANSMIT GAIN?</strong> (Cont’d)</td>
<td></td>
<td></td>
<td>0</td>
</tr>
<tr>
<td>31</td>
<td>= .5 dB loss</td>
<td></td>
<td></td>
</tr>
<tr>
<td>32</td>
<td>= 1 dB loss</td>
<td></td>
<td></td>
</tr>
<tr>
<td>33</td>
<td>= 1.5 dB loss</td>
<td></td>
<td></td>
</tr>
<tr>
<td>34</td>
<td>= 2 dB loss</td>
<td></td>
<td></td>
</tr>
<tr>
<td>35</td>
<td>= 2.5 dB loss</td>
<td></td>
<td></td>
</tr>
<tr>
<td>36</td>
<td>= 3 dB loss</td>
<td></td>
<td></td>
</tr>
<tr>
<td>37</td>
<td>= 3.5 dB loss</td>
<td></td>
<td></td>
</tr>
<tr>
<td>38</td>
<td>= 4 dB loss</td>
<td></td>
<td></td>
</tr>
<tr>
<td>39</td>
<td>= 4.5 dB loss</td>
<td></td>
<td></td>
</tr>
<tr>
<td>40</td>
<td>= 5 dB loss</td>
<td></td>
<td></td>
</tr>
<tr>
<td>41</td>
<td>= 5.5 dB loss</td>
<td></td>
<td></td>
</tr>
<tr>
<td>42</td>
<td>= 6 dB loss</td>
<td></td>
<td></td>
</tr>
<tr>
<td>43</td>
<td>= 6.5 dB loss</td>
<td></td>
<td></td>
</tr>
<tr>
<td>44</td>
<td>= 7 dB loss</td>
<td></td>
<td></td>
</tr>
<tr>
<td>45</td>
<td>= 7.5 dB loss</td>
<td></td>
<td></td>
</tr>
<tr>
<td>46</td>
<td>= 8 dB loss</td>
<td></td>
<td></td>
</tr>
<tr>
<td>47</td>
<td>= 8.5 dB loss</td>
<td></td>
<td></td>
</tr>
<tr>
<td>48</td>
<td>= 9 dB loss</td>
<td></td>
<td></td>
</tr>
<tr>
<td>49</td>
<td>= 9.5 dB loss</td>
<td></td>
<td></td>
</tr>
<tr>
<td>50</td>
<td>= 10 dB loss</td>
<td></td>
<td></td>
</tr>
<tr>
<td>51</td>
<td>= 10.5 dB loss</td>
<td></td>
<td></td>
</tr>
<tr>
<td>52</td>
<td>= 11 dB loss</td>
<td></td>
<td></td>
</tr>
<tr>
<td>53</td>
<td>= 11.5 dB loss</td>
<td></td>
<td></td>
</tr>
<tr>
<td>54</td>
<td>= 12 dB loss</td>
<td></td>
<td></td>
</tr>
<tr>
<td>55</td>
<td>= 12.5 dB loss</td>
<td></td>
<td></td>
</tr>
<tr>
<td>56</td>
<td>= 13 dB loss</td>
<td></td>
<td></td>
</tr>
<tr>
<td>57</td>
<td>= 13.5 dB loss</td>
<td></td>
<td></td>
</tr>
<tr>
<td>58</td>
<td>= 14 dB loss</td>
<td></td>
<td></td>
</tr>
<tr>
<td>59</td>
<td>= 14.5 loss</td>
<td></td>
<td></td>
</tr>
<tr>
<td>60</td>
<td>= 15 dB loss</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Table 34: Program 1001 - Trunk Port Description

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
<th>Entries</th>
<th>Default</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trunk Receive Gain</td>
<td>Use this option to set the trunk’s receive gain. This gain setting allows you to compensate for the receive gain characteristics of the connected telco or PBX. The setting is applied to each line seizure.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• See Central Office Calls, Answering on page 77 for more.</td>
<td>RECEIVE GAIN?</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>• See Central Office Calls, Placing on page 83 for more.</td>
<td>0 = 0 dB gain</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• See Direct Inward Dialing on page 108 for more.</td>
<td>1 = .5 dB gain</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• See PBX/Centrex Compatibility on page 273 for more.</td>
<td>2 = 1 dB gain</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>3 = 1.5 dB gain</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>4 = 2 dB gain</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>5 = 2.5 dB gain</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>6 = 3 dB gain</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>7 = 3.5 dB gain</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>8 = 4 dB gain</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>9 = 4.5 dB gain</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>10 = 5 dB gain</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>11 = 5.5 dB gain</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>12 = 6 dB gain</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>13 = 6.5 dB gain</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>14 = 7 dB gain</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>15 = 7.5 dB gain</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>16 = 8 dB gain</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>17 = 8.5 dB gain</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>18 = 9 dB gain</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>19 = 9.5 dB gain</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>20 = 10 dB gain</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>21 = 10.5 dB gain</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>22 = 11 dB gain</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>23 = -11.5 dB gain</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>24 = 12 dB gain</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>25 = 12.5 dB gain</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>26 = 13 dB gain</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>27 = 13.5 dB gain</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>28 = 14 dB gain</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>29 = 14.5 dB gain</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>30 = 15 dB gain</td>
<td></td>
</tr>
<tr>
<td>Option</td>
<td>Description</td>
<td>Entries</td>
<td>Default</td>
</tr>
<tr>
<td>-----------------------------</td>
<td>-----------------------------------------------------------------------------</td>
<td>-------------------------------------------------------------------------</td>
<td>---------</td>
</tr>
<tr>
<td>Trunk Class of Service Assignment</td>
<td>Use this option to assign Class of Service (1-15) to OPX trunks and tie lines.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• See Tie Lines on page 363 for more.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
|                             | **CLASS OF SERVICE?
1-15**                                                 |                                                                         | 1       |
| PBX Line                    | Use this option to designate a trunk as a PBX line. Enable this option if the trunk connects to a PBX instead of the telco. | **PBX LINE**
Y = Enable
N = Disable                                                           | N       |
| Loop Length                 | Use this option to compensate for a trunk’s loop length. Use the short option (1) only when the system is very close to the central office or behind a PBX. Use the long option (2) for normal installations. | **LOOP LENGTH**
1 = Short loop
2 = Long loop                                                          | 2 (Long loop) |
|                             | • See Central Office Calls, Answering on page 77 for more.                  |                                                                         |         |
|                             | • See Central Office Calls, Placing on page 83 for more.                    |                                                                         |         |

### Table 34: Program 1001 - Trunk Port Description

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
<th>Entries</th>
<th>Default</th>
</tr>
</thead>
<tbody>
<tr>
<td>RECEIVE GAIN? (Cont’d)</td>
<td>31 = .5 dB loss</td>
<td></td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>32 = 1 dB loss</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>33 = 1.5 dB loss</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>34 = 2 dB loss</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>35 = 2.5 dB loss</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>36 = 3 dB loss</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>37 = 3.5 dB loss</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>38 = 4 dB loss</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>39 = 4.5 dB loss</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>40 = 5 dB loss</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>41 = 5.5 dB loss</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>42 = 6 dB loss</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>43 = 6.5 dB loss</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>44 = 7 dB loss</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>45 = 7.5 dB loss</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>46 = 8 dB loss</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>47 = 8.5 dB loss</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>48 = 9 dB loss</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>49 = 9.5 dB loss</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>50 = 10 dB loss</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>51 = 10.5 dB loss</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>52 = 11 dB loss</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>53 = 11.5 dB loss</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>54 = 12 dB loss</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>55 = 12.5 dB loss</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>56 = 13 dB loss</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>57 = 13.5 dB loss</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>58 = 14 dB loss</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>59 = 14.5 dB loss</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>60 = 15 dB loss</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### Telephone Programming Instructions

1. Enter the programming mode.
2. 1001 + HOLD

![1001:TRK DESCRIPTION TRUNK PORT?](#)

3. Enter the number of the trunk you want to program (1-48) + HOLD.

![1001:TRUNK PORT?:n TYPE?n](#)

The previously programmed value displays.

4. Enter the new trunk circuit type + VOL ▲. OR

---

**Table 34: Program 1001 - Trunk Port Description**

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
<th>Entries</th>
<th>Default</th>
</tr>
</thead>
</table>
| Trunk Toll Restriction Level  | Use this option to set the Toll Level of the trunk during the day mode. If this Toll Level is higher than the extension’s Toll Level, it may cause additional dialing restrictions. If it is lower, it will have no effect.  
  - See Toll Restriction on page 366 for more. | TOLL LEVEL? 0-7  | 0       |
| Override Extension Toll       | Use this option to “release” the Toll Restriction on a trunk. If enabled, any user can dial any number on the trunk without restriction.  
  - See Toll Restriction on page 366 for more. | OVRD EXT TL LVL?  
  Y = Toll Restriction overridden  
  N = Toll Restriction not overridden | No      |
| Print SMDR                    | Use this option to have the SMDR report include or exclude the trunk.  
  - See Station Message Detail Recording on page 329 for more. | PRINT SMDR?  
  Y = Yes (include in SMDR report)  
  N = No (exclude from SMDR report) | Yes     |
| Caller ID                     | Use this option to enable or disable Caller ID for each trunk.  
  - See Caller ID on page 72 for more. | CALLER ID?  
  Y = Yes (Caller ID allowed)  
  N = No (Caller ID prevented) | No      |
| Voice Mail Caller ID          | Use this option to enable or disable the capability of the telephone system to send Caller ID data to Voice Mail.  
  - See Caller ID on page 72 for more. | VOICE MAIL CLID?  
  Y = Yes (Trunk sends Caller ID to Voice Mail)  
  N = No (Trunk does not send Caller ID to Voice Mail) | Yes     |
Press VOL ▲ to leave the current circuit type unchanged.

To scroll through the available entries instead of entering a code in this step:
1. Press ICM (your ICM key flashes fast).
2. Press VOL ▲ OR VOL ▼ until the entry you want displays.
3. Press HOLD to assign the displayed entry to the key.

You automatically advance to the next prompt.

1001: TRUNK PORT?:n
EXT:nnn

The extension number programmed in 0504 - Trunk Port Extension Numbers (Fixed Slot) on page 451 displays. You cannot edit this option.

5. Press VOL ▲.

1001: TRUNK PORT?:n
NAME:nnnnnn

Enter the trunk name. Refer to Programming Names and Text Messages on page 419 if you need help with entering names.

6. Press VOL ▲.

1001: TRUNK PORT?:n
TRANSMIT GAIN?

OR

Press VOL ▲ to leave the transmit gain unchanged

1001: TRUNK PORT?:n
RECEIVE GAIN?

8. Enter the new receive gain + VOL ▲.

OR

Press VOL ▲ to leave the current receive gain unchanged

1001: TRUNK PORT?:n
CLASS OF SERVICE?

9. Enter the new Class of Service for the trunk + VOL ▲.

OR

Press VOL ▲ to leave the current Class of Service unchanged

1001: TRUNK PORT?:n
PBX LINE?

10. Enter Y to assign or N to unassign the line as a PBX line + VOL ▲.

OR

Press VOL ▲ to leave the current assignment unchanged

1001: TRUNK PORT?:n
LOOP LENGTH?

11. Enter 1 for short loop or 2 for long loop (the normal setting) + VOL ▲.

OR

Press VOL ▲ to leave the current assignment unchanged

1001: TRUNK PORT?:n
TOLL LEVEL?

12. Enter the new Toll Level for the trunk (1-7) + HOLD.

OR
1000 - Trunk Programming

1001 - Trunk Port Description

Press VOL ▲ to leave the current Toll Level unchanged

1001: TRUNK PORT?:n
OVRD EXT TL LVL?

Press VOL ▲ to leave the current assignment unchanged.

13. Enter Y + VOL ▲ to override (release) Toll Restriction for the trunk.
   OR
   Enter N + VOL ▲ to enforce the extension’s Toll Restriction.
   OR
   Press VOL ▲ to leave the current assignment unchanged.

1001: TRUNK PORT?:n
PRINT SMDR?

14. Enter Y + VOL ▲ to have calls on the trunk included on the SMDR report.
   OR
   Enter N + VOL ▲ to have the calls excluded from the SMDR report.
   OR
   Press VOL ▲ to leave the current assignment unchanged.

1001: TRUNK PORT?:n
TYPE?nnnnnnnn

15. Enter new circuit type data for the selected trunk.
   OR
   Press CONF to select another trunk.
   OR
   Press CONF twice to exit the program.
1002 - Trunk Groups

Description

Use Program 1002 - Trunk Groups to assign trunks (1-48) to trunk groups (0-8). This program also lets you assign the priority of trunks within each group. When a user seizes a trunk group, the system selects the lowest order trunk in the group first. If the lowest order trunk is busy or out of service, the system searches sequentially by order number (e.g., from order 01 to order 02) for the first available trunk.

Conditions

None

Table 35: Program 1002 - Trunk Groups

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
<th>Entries</th>
<th>Default</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trunk Group</td>
<td>Use this option to select the trunk group you want to program. A trunk can only be in one group. See Loop Keys on page 229 for more.</td>
<td>TRUNK GROUP? 0-8</td>
<td>Trunks 1-8 are not assigned to a trunk group. Trunks 9-16 are in group 0.</td>
</tr>
<tr>
<td></td>
<td>• See Trunk Group Routing on page 381 for more.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• See Trunk Groups on page 387 for more.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Order Number</td>
<td>Use this option to set the priority of the trunk within the group. When a user seizes a trunk group, the system selects the lowest priority trunk within the group first.</td>
<td>ORDER nn: TRK NUM?nn</td>
<td>The trunk’s order is the same as its port number (e.g., 1=1, 2=2).</td>
</tr>
<tr>
<td></td>
<td>• See Trunk Groups on page 387 for more.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Telephone Programming Instructions

1. Enter the programming mode.
2. 1002 + HOLD

   1002: TRUNK GROUPS
   TRUNK GROUP?

3. Select the trunk group you want to program + HOLD.

   1002: TRUNK GROUP nn
   ORDER 01: TRK NUM?nn

   The trunk currently assigned to order 01 displays.

4. Enter the trunk you want to assign to order 01 + HOLD.

   OR

   Press VOL ▲ to leave the current assignment unchanged and advance to the next entry.

5. When you are done entering data for the group, press HOLD.
6. Return to step 2 and select another trunk group to program. 
   OR 
   Press **CONF** to exit the program.
Description

LCCPU 01.00.00 Available.
LCCPU 02.00.00

Use Program 1003 - Trunk Options to program various options for trunks.

Note: If you are doing extensive programming, you may find Program 9801 - Copy Command (page 531) saves you time when customizing this option.

Also see Program 1001 - Trunk Port Description on page 474.

Conditions
None

Table 36: Program 1003 - Trunk Options (Part 2)

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
<th>Entries</th>
<th>Default</th>
</tr>
</thead>
<tbody>
<tr>
<td>Call Pickup Group</td>
<td>Use this option to have an incoming call on the trunk ring all the extensions in the assigned pickup group.</td>
<td>PICK-UP GROUP?</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>• See Group Call Pickup on page 169 for more.</td>
<td>1-8</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• 0 = Unassigned</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>Direct Termination (Day)</td>
<td>If the trunk is a Direct Inward Line, use this option to set the day termination (answering point). The DIL rings the answering point directly. This option has no effect on other types of trunks.</td>
<td>DAY TERMINATION?</td>
<td>Key Ring</td>
</tr>
<tr>
<td></td>
<td>• See Direct Inward Line on page 109 for more.</td>
<td>300-395 (extensions),</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• See Key Ring on page 219 for more.</td>
<td>UCD master number,</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Voice Mail master number, Ring Group master number or Key Ring (by pressing CLEAR)</td>
<td>Ring Group master number</td>
<td></td>
</tr>
<tr>
<td>Activate Overflow During the Day</td>
<td>Use this option to enable or disable overflow during the day mode.</td>
<td>DAY OVERFLOW?</td>
<td>N</td>
</tr>
<tr>
<td></td>
<td>• See Direct Inward Line on page 109 for more.</td>
<td>Y = Day overflow enabled</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• See Key Ring on page 219 for more.</td>
<td>N = Day overflow disabled</td>
<td></td>
</tr>
<tr>
<td>Day Overflow Destination</td>
<td>Use this option to set the overflow destination for day mode calls (including DILs).</td>
<td>DAY OVRFLW DEST?</td>
<td>300</td>
</tr>
<tr>
<td></td>
<td>• See Direct Inward Line on page 109 for more.</td>
<td>300-395 (extensions),</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• See Key Ring on page 219 for more.</td>
<td>UCD master number,</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Voice Mail master number, Ring Group master number or Key Ring (by pressing CLEAR)</td>
<td>Ring Group master number</td>
<td></td>
</tr>
</tbody>
</table>
1. Enter the programming mode.
2. 1003 + HOLD

   1003: TRUNK OPTION
   TRUNK PORT?

   Press CONF at any time to back up to the previous entry. This automatically saves
   your data entry.

3. Select the trunk port you want to program + HOLD.

   1003: TRUNK OPTION
   PICK-UP GROUP?nn

   The previously programmed Pickup Group displays.

4. Enter the number of the Pickup Group to which the trunk should belong (1-8, 0 for unas-
   signed) + HOLD.

   OR
   Press VOL ▲ to leave the current assignment unchanged and advance to the next entry.

   1003: TRUNK OPTION
   DAY TERM?nn

   The previously programmed assignment displays.

5. Enter the day mode termination for the trunk + HOLD.

   OR
   Press VOL ▲ to leave the current assignment unchanged and advance to the next entry.

   1003: TRUNK OPTION
   DAY OVERFLOW?n

   The previously programmed assignment displays.

6. Enter Y to enable or N to disable day mode ringing for the trunk + HOLD.

   OR
   Press VOL ▲ to leave the current assignment unchanged and advance to the next entry.

   1003: TRUNK OPTION
   DAY OVRFLW DEST?nnn

   The previously programmed assignment displays.

7. Enter the day mode overflow destination + HOLD.

   OR
   Press VOL ▲ to leave the current assignment unchanged and advance to the next entry.

   1003: TRUNK OPTION
   NIGHT TERM?nnn

   The previously programmed assignment displays.

8. Enter the night mode termination for the trunk + HOLD.

   OR
   Press VOL ▲ to leave the current assignment unchanged and advance to the next entry.

   1003: TRUNK OPTION
   NIGHT OVERFLOW?n

   The previously programmed assignment displays.

9. Enter Y to enable or N to disable night mode ringing for the trunk + HOLD.

   OR
   Press VOL ▲ to leave the current assignment unchanged and advance to the next entry.

   1003: TRUNK OPTION
   NT OVRFLW DEST?nnn

   The previously programmed assignment displays.

10. Enter the night mode overflow destination + HOLD.
OR
Press VOL ▲ to leave the current assignment unchanged and advance to the next entry.

11. Enter the Distinctive Ringing tone for the trunk (1-8) + HOLD.
   OR
Press VOL ▲ to leave the current assignment unchanged and advance to the next entry.

The previously programmed assignment displays.

12. Enter the MOH source for the trunk (0 = No MOH, 1 = External at CPU terminals, 2 = Tone 1 [low pitch], 3 = Tone 2 [high pitch], 4 = ACI port [currently not used]) + HOLD.
   OR
Press VOL ▲ to leave the current assignment unchanged and advance to the next entry.

The previously programmed assignment displays.

13. Enter Y to enable or N to disable Tandem Trunking capability for the trunk + HOLD.
   OR
Press VOL ▲ to leave the current assignment unchanged and advance to the next entry.
   OR
Press CONF to return to step 3 and program another trunk.
   OR
Press CONF twice to exit this program.
Description

LCCPU 01.00.00
LCCPU 02.00.00

Not available.
Use **Program 1101 - System Speed Dial Numbers** to enter numbers and names into the System Speed Dial bins. The system has up to 1000 Speed Dial bins, depending on the setting of **Program 0301 - Number of Digits in a System Speed Dial Code** on page 426.

<table>
<thead>
<tr>
<th>When Number of Digits in a System Speed Dial Code is:</th>
<th>System Speed Dial bin numbers are:</th>
<th>And the total number of System Speed Dial bins is:</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>20-29</td>
<td>10</td>
</tr>
<tr>
<td>3</td>
<td>200-299</td>
<td>100</td>
</tr>
<tr>
<td>4</td>
<td>2000-2999</td>
<td>1000</td>
</tr>
</tbody>
</table>

Speed Dial numbers can be up to x?x? digits long, use 0-9, # and *. In addition, you can enter the following for additional dialing options:

<table>
<thead>
<tr>
<th>For this option</th>
<th>Or use this telephone programming option:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pause</td>
<td>MIC</td>
</tr>
<tr>
<td>Flash</td>
<td>FLASH</td>
</tr>
</tbody>
</table>

**Conditions**

None

**Table 37: Program 1101 - System Speed Dial Numbers**

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
<th>Entries</th>
<th>Default</th>
</tr>
</thead>
<tbody>
<tr>
<td>System Speed Dial Bin</td>
<td>Use this option to select the System Speed Dial bin you want to program.</td>
<td>BIN?</td>
<td>Not assigned</td>
</tr>
<tr>
<td></td>
<td>• See <strong>Speed Dial</strong> on page 314 for more.</td>
<td>1-10</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• 1-100</td>
<td>1-100</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• 1-1000</td>
<td>1-1000</td>
<td></td>
</tr>
<tr>
<td>Line</td>
<td>Use this option to choose the trunk System Speed Dial normally selects for</td>
<td>LINE</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>the bin you are programming.</td>
<td>1-48</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• See <strong>Speed Dial</strong> on page 314 for more.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>System Speed Dial</td>
<td>For the bin selected above, use this option to enter the System Speed</td>
<td>NUM?</td>
<td>Not assigned</td>
</tr>
<tr>
<td>Number</td>
<td>Dial number. The number can be up to x?x? digits long, using 0-9, # and</td>
<td>0-9, #</td>
<td></td>
</tr>
<tr>
<td></td>
<td>*. You can also enter special characters (see the table above). Special</td>
<td>*, MIC</td>
<td></td>
</tr>
<tr>
<td></td>
<td>characters count as a single digit.</td>
<td>(Pause),</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• See <strong>Speed Dial</strong> on page 314 for more.</td>
<td>DND (Dial Tone Detect),</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• DIAL (Delay)</td>
<td>FLASH (Flash) or DIAL (Delay)</td>
<td></td>
</tr>
</tbody>
</table>
Telephone Programming Instructions

1. Enter the programming mode.

2. 1101 + HOLD

   1101: SYSTEM SPD DIAL
   BIN?nnn

   The previously programmed bin displays.

3. Press VOL ▲ to select the System Speed Dial bin you want to program (20-29, 200-299 or 2000-2999) + HOLD.

   OR

   Press HOLD to program the currently selected bin.

   1101:SPDL BIN:nnn
   LINE/GRP/ICM:nnn

4. Enter the trunk number (1-48) you want the system to use when dialing the stored number + HOLD.

   OR

   Enter the Trunk Group number (90-98 for Trunk Groups 0-8) you want the system to use when dialing the stored number + HOLD.

   OR

   Press ICM + HOLD if you want to enter Intercom codes.

   1101:SPDL BIN:nnn
   NUM?

   The System Speed Dial number previously programmed for this selected bin displays.

5. Enter the System Speed Dial number for the selected bin + HOLD.

   OR

   Press HOLD to leave the current assignment unchanged and advance to the next entry.

   1101:SPDL BIN:nnn
   NA?

6. Enter the name for the selected System Speed Dial bin + HOLD + Go back to step 3.

   OR

   Press HOLD to leave the current assignment unchanged + Go back to step 3.
Description

Use Program 1102 - Speed Dial Block Assignment to designate blocks for System and Personal Speed Dial. The system has 57 blocks, with 20 Speed Dial numbers in each block. The following chart shows how you can allocate blocks in your system, depending on the setting of Program 0301 - Number of Digits in a System Speed Dial Code on page 426. System Speed Dial can require either 1, 5 or 50 blocks. These leaves 56, 52 or 7 blocks available for extensions, respectively. If an extension wants a unique set of Personal Speed Dial numbers, it must have one unique block assigned to it.

<table>
<thead>
<tr>
<th>System bins</th>
<th>Blocks required for System Speed Dial</th>
<th>Blocks available for extensions</th>
</tr>
</thead>
<tbody>
<tr>
<td>10 (20-29)</td>
<td>1</td>
<td>56</td>
</tr>
<tr>
<td>100 (200-299)</td>
<td>5</td>
<td>52</td>
</tr>
<tr>
<td>1000 (2000-2999)</td>
<td>50</td>
<td>7</td>
</tr>
</tbody>
</table>

Table 38: Program 1102 - Speed Dial Block Assignment

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
<th>Entries</th>
<th>Default</th>
</tr>
</thead>
</table>
| Extension Speed Dial Blocks | Use this option to specify the number of blocks you want assigned to Personal Speed Dial.  
• See Speed Dial on page 314 for more. | NUM OF EXT BLKS? 1-56 | 32       |
| System Speed Dial Blocks   | Use this option to specify the number of blocks you want assigned to System Speed Dial.  
• See Speed Dial on page 314 for more. | NUM OF SYS BLKS? 1-50 | 25       |

Conditions

None

Telephone Programming Instructions

1. Enter the programming mode.
2. 1102 + HOLD
   1102: SPD1 BLK ASSNMT
   NUM OF EXT BLKS?nn
   The previously programmed entry displays.
3. Enter the number of blocks you want assigned to Personal Speed Dial + HOLD.
   OR

LCCPU 01.00.00
LCCPU 02.00.00
Available.
1100 - Speed Dial

1102 - Speed Dial Block Assignment

Press VOL ▲ to leave the current entry unchanged

1102: SPDL BLK ASSNMT
NUM OF SYS BLKS?nn

The previously programmed entry displays.

4. Enter the number of blocks you want assigned to System Speed Dial + HOLD.

OR

Press VOL ▲ to leave the current entry unchanged
**Description**

LCCPU 01.00.00  | Available - unique defaults.
LCCPU 02.00.00  | Available - unique defaults.

Use **Program 1701 - Programmable Function Key Assignments** to assign the programmable keys on a keyset. The defaults are as follows:

- **Fixed Slot Software:**
  - Keys 1-8 are line keys for trunks 1-8.
  - Keys 9 and 10 are fixed loop keys.
  - Key 11 is an auto timer key.
  - Key 12 is an All Call Page key.
  - For attendants (extension 300 by default)
    - Key 11 is a Night Key
    - Key 12 (on 22-button) or key 24 (on 34-button) is an Operator Call Key.

- **U Slot Software:**
  - Keys 1-12 are line keys for trunks 1-12.
  - Keys 13-24 are undefined.
  - For attendants (extension 300 by default)
    - Key 11 is a Night Key.
    - Key 12 (on 22-button) or key 24 (on 34-button) is an Operator Call Key.

**Note:** If you are doing extensive programming, you may find **Program 9801 - Copy Command** (page 531) saves you time when customizing this option.

**Conditions**

None

**Table 39: Program 1701 - Programmable Function Key Assignments**

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
<th>Key Code</th>
<th>Entry</th>
</tr>
</thead>
<tbody>
<tr>
<td>Undefined</td>
<td>Use this option to designate a key as undefined (no function).</td>
<td>00</td>
<td>UNDEFINED</td>
</tr>
<tr>
<td></td>
<td>• See <strong>Programmable Function Keys</strong> on page 286 for more.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Switched Loop Key</td>
<td>Use this option to assign a programmable key as a switched loop key.</td>
<td>01</td>
<td>SWITCH LOOP (01)</td>
</tr>
<tr>
<td></td>
<td>• See <strong>Loop Keys</strong> on page 229 for more.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• See <strong>Programmable Function Keys</strong> on page 286 for more.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fixed Loop Key</td>
<td>Use this option to assign a programmable key as a Fixed Loop Key.</td>
<td>02 + nn (trunk group)</td>
<td>FIXED LOOP GRP 00-08 = Trunk Groups 0-8</td>
</tr>
<tr>
<td></td>
<td>• See <strong>Loop Keys</strong> on page 229 for more.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• See <strong>Programmable Function Keys</strong> on page 286 for more.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
## 1700 - Key Programming

### 1701 - Programmable Function Key Assignments

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
<th>Key Code</th>
<th>Entry</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Line Key</strong></td>
<td>Use this option to assign a programmable key as a line key.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• See Central Office Calls, Answering on page 77 for more.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• See Central Office Calls, Placing on page 83 for more.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• See Line Keys on page 225 for more.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• See Private Line on page 282 for more.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• See Programmable Function Keys on page 286 for more.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>03 + nn (trunk number)</strong></td>
<td></td>
<td><strong>LINE</strong></td>
</tr>
<tr>
<td></td>
<td><strong>01-48 = Trunks 1-48</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Park Orbit Key</strong></td>
<td>Use this option to assign a programmable key as a Park Orbit key.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• See Park on page 269 for more.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• See Programmable Function Keys on page 286 for more.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>04 + n (Park Orbit 0-9)</strong></td>
<td></td>
<td><strong>PARK ORBIT?n</strong></td>
</tr>
<tr>
<td></td>
<td><strong>0-9 = System Park Orbits 0-9</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Hotline Key</strong></td>
<td>Use this option to assign a programmable key as a Hotline key.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• See Hotline on page 192 for more.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• See Programmable Function Keys on page 286 for more.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>05 + nnn (extension number)</strong></td>
<td></td>
<td><strong>HOTLINEEnnn</strong></td>
</tr>
<tr>
<td></td>
<td><strong>300-395 = Hotline partner’s extension number</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Call Coverage</strong></td>
<td><strong>Immediate Ring</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Use this option to assign a programmable key as an immediately ringing Call Coverage Key.</td>
<td></td>
<td><strong>CALL CVR RING</strong></td>
</tr>
<tr>
<td></td>
<td>• See Call Coverage Keys on page 51 for more.</td>
<td></td>
<td>Covered extension number, Ring Group master number, or UCD Group master number</td>
</tr>
<tr>
<td></td>
<td>• See Programmable Function Keys on page 286 for more.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>06 + nnn (extension number)</strong></td>
<td></td>
<td><strong>CALL CVR NO RING</strong></td>
</tr>
<tr>
<td></td>
<td><strong>Covered extension number, Ring Group master number, or UCD Group master number</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Call Coverage</strong></td>
<td><strong>No Ring</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Use this option to assign a programmable key as a lamp only (no ring) Call Coverage Key.</td>
<td></td>
<td><strong>CALL CVR DELAY</strong></td>
</tr>
<tr>
<td></td>
<td>• See Call Coverage Keys on page 51 for more.</td>
<td></td>
<td>Covered extension number, Ring Group master number, or UCD Group master number</td>
</tr>
<tr>
<td></td>
<td>• See Programmable Function Keys on page 286 for more.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>07 + nnn (extension number)</strong></td>
<td></td>
<td><strong>CALL CVR NO RING</strong></td>
</tr>
<tr>
<td></td>
<td><strong>Covered extension number, Ring Group master number, or UCD Group master number</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Call Coverage</strong></td>
<td><strong>Delay Ring</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Use this option to assign a programmable key as a delayed ring Call Coverage Key.</td>
<td></td>
<td><strong>CALL CVR DELAY</strong></td>
</tr>
<tr>
<td></td>
<td>• See Call Coverage Keys on page 51 for more.</td>
<td></td>
<td>Covered extension number, Ring Group master number, or UCD Group master number</td>
</tr>
<tr>
<td></td>
<td>• See Programmable Function Keys on page 286 for more.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>08 + nnn (extension number)</strong></td>
<td></td>
<td><strong>CALL CVR DELAY</strong></td>
</tr>
<tr>
<td></td>
<td><strong>Covered extension number, Ring Group master number, or UCD Group master number</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Group Pickup</strong></td>
<td><strong>Immediate Ring</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Use this option to assign a programmable key as an immediate ring Group Call Pickup key.</td>
<td></td>
<td><strong>GRP PCKUP RING</strong></td>
</tr>
<tr>
<td></td>
<td>• See Group Call Pickup on page 169 for more.</td>
<td></td>
<td>01-08 = pickup groups 1-8</td>
</tr>
<tr>
<td></td>
<td>• See Programmable Function Keys on page 286 for more.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>09 + nn (Pickup Group 01-08)</strong></td>
<td></td>
<td><strong>GRP PCKUP RING</strong></td>
</tr>
<tr>
<td></td>
<td><strong>01-08 = pickup groups 1-8</strong></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Table 39: Program 1701 - Programmable Function Key Assignments

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
<th>Key Code</th>
<th>Entry</th>
</tr>
</thead>
</table>
| Group Pickup No Ring    | Use this option to assign a programmable key as a lamp only (no ring) Group Call Pickup key.  
• See Group Call Pickup on page 169 for more.  
• See Programmable Function Keys on page 286 for more. | 10 + nn (Pickup Group 01-08) | GRP PCKUP NO RING                     |
|                         |                                                                             |                        | 01-08 = pickup groups 1-8              |
| Group Pickup Delay Ring | Use this option to assign a programmable key as a delay ring Group Call Pickup key.  
• See Group Call Pickup on page 169 for more.  
• See Programmable Function Keys on page 286 for more. | 11 + nn (Pickup Group 01-08) | GRP PCKUP DELAY                       |
|                         |                                                                             |                        | 01-08 = pickup groups 1-8              |
| Page Zone Key           | Use this option to assign a programmable key as a Page Zone key.  
• See Paging on page 264 for more.  
• See Programmable Function Keys on page 286 for more. | 13 + n (Page Zone 1-7, 0 for All Call) | PAGE ZONE                               |
|                         |                                                                             |                        | 0-7 (Page Zones 1-7 or 0 for All Call Page) |
| System Speed Dial Key   | Use this option to assign a programmable key as a System Speed Dial key. You assign the key to a specific System Speed Dial bin.  
• See Programmable Function Keys on page 286 for more.  
• See Speed Dial on page 314 for more. | 14 + nnn (System Speed Dial bin normally 200-299) | SYS SPDL BIN                           |
| Personal Speed Dial Key | Use this option to assign a programmable key as a Personal Speed Dial key. You assign the key to a specific Personal Speed Dial bin.  
• See Programmable Function Keys on page 286 for more.  
• See Speed Dial on page 314 for more. | 15 + nnn (701-720) | PERS SPDL BIN                         |
| Call Timer Key          | Use this option to assign a programmable key as a Call Timer key. There are two types of timer key: manual and automatic.  
• See Call Timer on page 63 for more.  
• See Programmable Function Keys on page 286 for more. | 16 + n (1 = Manual Call Timer, 2 = Automatic Call Timer) | CALL TIMER                             |
| Voice Mail Record Key   | Use this option to assign a programmable key as a Voice Mail Record key.  
• See Programmable Function Keys on page 286 for more.  
• See Voice Mail on page 396 for more. | 17 | RECORD                                |
### 1700 - Key Programming

#### 1701 - Programmable Function Key Assignments

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
<th>Key Code</th>
<th>Entry</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Night Key</strong></td>
<td>Use this option to assign a programmable key as a Night Key.</td>
<td>18 + CLEAR</td>
<td>SYS MODE</td>
</tr>
<tr>
<td></td>
<td>• See Night Service / Night Ring on page 250 for more.</td>
<td>(to control the system’s night mode)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• See Programmable Function Keys on page 286 for more.</td>
<td>18 + Master Number</td>
<td></td>
</tr>
<tr>
<td></td>
<td>(to control the night mode of a DIL terminated to the master number)</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Data Key</strong></td>
<td>• This option is currently not used.</td>
<td>19 + nnn (extension number)</td>
<td>DATA</td>
</tr>
<tr>
<td><strong>Split Key</strong></td>
<td>Use this option to assign a programmable key as a Split key.</td>
<td>20</td>
<td>SPLIT</td>
</tr>
<tr>
<td></td>
<td>• See Programmable Function Keys on page 286 for more.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• See Split (Alternate) on page 324 for more.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>ICM Directory Key</strong></td>
<td>Use this option to assign a programmable key as an Intercom Directory Dialing key.</td>
<td>21</td>
<td>ICM DIR</td>
</tr>
<tr>
<td></td>
<td>• See Directory Dialing on page 133 for more.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• See Programmable Function Keys on page 286 for more.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>ACD Log On Key</strong></td>
<td>• This option is currently not used.</td>
<td>22</td>
<td>ACD LOG</td>
</tr>
<tr>
<td><strong>Reverse Voice Over Key</strong></td>
<td>Use this option to assign a programmable key as a Reverse Voice Over key.</td>
<td>23 + nnn (extension number)</td>
<td>REV VOICE OVER</td>
</tr>
<tr>
<td></td>
<td>• See Programmable Function Keys on page 286 for more.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• See Reverse Voice Over on page 296 for more.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Message Center Key</strong></td>
<td>Use this option to assign a programmable key as a Message Center key.</td>
<td>24 + nnn (extension number)</td>
<td>MESSAGE CTR 300-395 (extension numbers 300-395)</td>
</tr>
<tr>
<td></td>
<td>• See Programmable Function Keys on page 286 for more.</td>
<td>Note that the extension number does not have to be an installed exten-</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• See Voice Mail on page 396 for more.</td>
<td>sion.</td>
<td></td>
</tr>
<tr>
<td><strong>Save Key</strong></td>
<td>Use this option to assign a programmable key as a Save Number Dialed key.</td>
<td>25</td>
<td>SAVE</td>
</tr>
<tr>
<td></td>
<td>• See Programmable Function Keys on page 286 for more.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• See Save Number Dialed on page 305 for more.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Telephone Programming Instructions

1. Enter the programming mode.
2. 1701 + HOLD

**1701:KEY PROGRAMMING**
3. Enter the number of the extension you want to program + HOLD
   OR
   Press HOLD to select the currently displayed extension.

4. Enter the number of the key you want to program + HOLD.
   OR
   Press VOL ▲ or VOL ▼ + HOLD to select another key to program.
   OR
   Press HOLD to select the currently displayed key.

   The previously programmed key definition displays.

5. Enter key code and options as required + VOL ▲.
   OR
   Press VOL ▲ to leave the current assignment unchanged
   OR
   Press ICM + VOL ▲ to scroll.

   To scroll through the available entries instead of entering a code in this step:
   1. Press ICM (your ICM key flashes fast).
   2. Press VOL ▲ OR VOL ▼ until the entry you want displays.
   3. Press HOLD to assign the displayed entry to the key.
      You automatically advance to the next consecutive key.

6. Enter data for another key.
   OR
   Press CONF to return to step 4 and select another key to program.
   OR
   Press CONF twice to return to step 3 and select another extension to program.
   OR
   Press CONF three times to exit the program.
Description

Use Program 1702 - Personal Speed Dial to program an extension’s Personal Speed Dial bins (1-20). Extension users can also program their Personal Speed Dial bins from their own telephone.

Note: If you are doing extensive programming, you may find Program 9801 - Copy Command (page 531) saves you time when customizing this option.

Personal Speed Dial numbers can be up to x?x? digits long, use 0-9, # and *. In addition, you can enter the following for additional dialing options:

<table>
<thead>
<tr>
<th>For this option</th>
<th>Or use this telephone programming option:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pause</td>
<td>MIC</td>
</tr>
<tr>
<td>Flash</td>
<td>FLASH</td>
</tr>
</tbody>
</table>

Conditions

None

Table 40: Program 1702 - Personal Speed Dial

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
<th>Entries</th>
<th>Default</th>
</tr>
</thead>
<tbody>
<tr>
<td>Personal Speed Dial Bin</td>
<td>Use this option to select the Personal Speed Dial bin you want to program.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• See Speed Dial on page 314 for more.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>BIN?</td>
<td>0-19</td>
<td>Not assigned</td>
</tr>
<tr>
<td>Personal Speed Dial Number</td>
<td>For the bin selected above, use this option to enter the Personal Speed Dial number. The number can be up to x?x? digits long, using 0-9, # and *. You can also enter special characters (see the table above). Special characters count as a single digit.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• See Speed Dial on page 314 for more.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>NUM?</td>
<td>Not assigned</td>
<td>Not assigned</td>
</tr>
<tr>
<td>Personal Speed Dial Name</td>
<td>Use this option to enter the name for the Personal Speed Dial bin (up to 16 characters).</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• See Speed Dial on page 314 for more.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• When entering names, see Programming Names and Text Messages on page 419.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>NA?</td>
<td>Not assigned</td>
<td>Not assigned</td>
</tr>
</tbody>
</table>

Telephone Programming Instructions

1. Enter the programming mode.
2. 1702 + HOLD
3. Press VOL ▲ to select the extension you want to program (300-395) + HOLD.
OR
Press **HOLD** to program the currently selected extension.

```
1702:STA:  
BIN?:nnn
```

4. For the extension selected, press **VOL ▲** to select the bin you want to program (700-719) + **HOLD**.

OR
Press **HOLD** to program the currently selected bin.

```
1702:SPDL BIN:nnn  
LINE/GRP/ICM:nnn
```

5. Enter the trunk number (1-48) you want the system to use when dialing the stored number + **HOLD**.

OR
Enter the Trunk Group number (90-98 for Trunk Groups 0-8) you want the system to use when dialing the stored number + **HOLD**.

OR
Press **ICM + HOLD** if you want to enter Intercom codes.

```
1702:STA:nnn BIN:nnn  
NUM?
```

*The Personal Speed Dial number previously programmed for this selected bin displays.*

6. Enter the Personal Speed Dial number for the selected bin + **HOLD**.

OR
Press **HOLD** to leave the current assignment unchanged and advance to the next entry.

```
1702:STA:nnn BIN:nnn  
NA?
```

7. Enter the name for the selected Personal Speed Dial bin + **HOLD** + Go back to step 3.

OR
Press **HOLD** to leave the current assignment unchanged + Go back to step 3.
1700 - Key Programming
1703 - DSS Key Assignment

Description

Use Program 1703 - DSS Key Assignment to program an extension’s DSS keys. Programmable Function Keys automatically become DSS keys when the user press ICM. While in the DSS mode, the extension has one button Intercom access and a Busy Lamp Field for the assigned co-worker. By default, BLF keys 1-24 are assigned to extensions 300-323.

Note: If you are doing extensive programming, you may find Program 9801 - Copy Command (page 531) saves you time when customizing this option.

Conditions

None

Table 41: Program 1703 - BLF Key Assignment

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
<th>Entries</th>
<th>Default</th>
</tr>
</thead>
<tbody>
<tr>
<td>Key Number</td>
<td>Use this option to select the key you want to program.</td>
<td>KEY? 1-24</td>
<td>Not assigned</td>
</tr>
<tr>
<td></td>
<td>• See Direct Station Selection (DSS) on page 116 for more.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>BLF Extension Assignment</td>
<td>Use this option to assign an extension to the BLF key.</td>
<td>BLF EXT NUM? 300-395</td>
<td>Not assigned</td>
</tr>
<tr>
<td></td>
<td>• See Direct Station Selection (DSS) on page 116 for more.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Telephone Programming Instructions

1. Enter the programming mode.
2. 1703 + HOLD

3. Enter the number of the station port (1-32) you want to program + HOLD

4. For the station port selected, enter the number of the key (1-24) you want to program + HOLD

   The previously programmed assignment displays.

5. Enter the number of the extension (300-395) assigned to the BLF key + HOLD
   OR
   Press VOL ▲ to leave the current assignment unchanged.
**Description**

Use Program 1704 - DSS Console Key Assignment to assign the keys for the system’s DSS Consoles. There are two types of DSS Consoles: 24-button and 110 button. For default assignments, refer to the following tables.

**Default Setting**

<table>
<thead>
<tr>
<th>DSS Console Default Assignments (Fixed Slot)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>These keys:</strong></td>
</tr>
<tr>
<td>24-Button DSS Console</td>
</tr>
<tr>
<td>1-24</td>
</tr>
<tr>
<td>110-Button DSS Console</td>
</tr>
<tr>
<td>1-32</td>
</tr>
<tr>
<td>33-48</td>
</tr>
<tr>
<td>49-59</td>
</tr>
<tr>
<td>59-78</td>
</tr>
<tr>
<td>79, 80</td>
</tr>
<tr>
<td>81-82</td>
</tr>
<tr>
<td>83-110</td>
</tr>
</tbody>
</table>
1700 - Key Programming
1704 - DSS Console Key Assignment

DSS Console Default Assignments (U Slot)

<table>
<thead>
<tr>
<th>These keys:</th>
<th>Have this function:</th>
</tr>
</thead>
<tbody>
<tr>
<td>24-Button DSS Console</td>
<td></td>
</tr>
<tr>
<td>1-24</td>
<td>Hotlines to extensions 300-323</td>
</tr>
<tr>
<td>110-Button DSS Console</td>
<td></td>
</tr>
<tr>
<td>1-80</td>
<td>Hotlines to extensions 300-379</td>
</tr>
<tr>
<td></td>
<td>Hotlines to undefined destinations.</td>
</tr>
<tr>
<td>97-96</td>
<td>Page Zones 1-3</td>
</tr>
<tr>
<td>100</td>
<td>All Call Page</td>
</tr>
<tr>
<td>101-109</td>
<td>Park Orbits 0-8</td>
</tr>
<tr>
<td>110</td>
<td>Night Key</td>
</tr>
</tbody>
</table>

Conditions
None

Table 42: Program 1704 - DSS Console Key Assignment

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
<th>Key Code</th>
<th>Entry</th>
</tr>
</thead>
<tbody>
<tr>
<td>Undefined</td>
<td>Use this option to designate a key as undefined (no function).</td>
<td>00</td>
<td>UNDEFINED (00)</td>
</tr>
<tr>
<td></td>
<td>• See Direct Station Selection (DSS) Console on page 119 for more.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Line Key</td>
<td>Use this option to assign a programmable key as a line key.</td>
<td>03 + nn (trunk number)</td>
<td>LINE?nn 01-48 = Trunks 1-48</td>
</tr>
<tr>
<td></td>
<td>• See Central Office Calls, Answering on page 77 for more.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• See Central Office Calls, Placing on page 83 for more.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• See Direct Station Selection (DSS) Console on page 119 for more.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Park Orbit Key</td>
<td>Use this option to assign a programmable key as a Park Orbit key.</td>
<td>04 + n (Park Orbit 0-9)</td>
<td>PARK ORBIT?n 0-9 = System Park Orbits 0-9</td>
</tr>
<tr>
<td></td>
<td>• See Direct Station Selection (DSS) Console on page 119 for more.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• See Park on page 269 for more.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hotline Key</td>
<td>Use this option to assign a programmable key as a Hotline key.</td>
<td>05 + nnn (extension number)</td>
<td>HOTLINE?nn 300-395 = Hotline partner’s extension number (300-395)</td>
</tr>
<tr>
<td></td>
<td>• See Direct Station Selection (DSS) Console on page 119 for more.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• See Hotline on page 192 for more.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### Table 42: Program 1704 - DSS Console Key Assignment

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
<th>Key Code</th>
<th>Entry</th>
</tr>
</thead>
</table>
| **Call Coverage Immediate Ring** | Use this option to assign a programmable key as an immediately ringing Call Coverage Key.  
• See Call Coverage Keys on page 51 for more.  
• See Direct Station Selection (DSS) Console on page 119 for more. | 06 + nnn (extension number)  | CALL CVR RING  
Covered extension number, Ring Group master number, or UCD Group master number |
| **Call Coverage No Ring**      | Use this option to assign a programmable key as a lamp only (no ring) Call Coverage Key.  
• See Call Coverage Keys on page 51 for more.  
• See Direct Station Selection (DSS) Console on page 119 for more. | 07 + nnn (extension number)  | CALL CVR NO RING  
Covered extension number, Ring Group master number, or UCD Group master number |
| **Call Coverage Delay Ring**   | Use this option to assign a programmable key as a delayed ringing Call Coverage Key.  
• See Call Coverage Keys on page 51 for more.  
• See Direct Station Selection (DSS) Console on page 119 for more. | 08 + nnn (extension number)  | CALL CVR DELAY  
Covered extension number, Ring Group master number, or UCD Group master number |
| **Group Pickup Immediate Ring** | Use this option to assign a programmable key as an immediately ringing Group Call Pickup key.  
• See Direct Station Selection (DSS) Console on page 119 for more.  
• See Group Call Pickup on page 169 for more. | 09 + nn (Pickup Group 01-08) | GRP PKUP RING  
01-16 = pickup groups 1-16 |
| **Group Pickup No Ring**       | Use this option to assign a programmable key as a lamp only (no ring) Group Call Pickup key.  
• See Direct Station Selection (DSS) Console on page 119 for more.  
• See Group Call Pickup on page 169 for more. | 10 + nn (Pickup Group 01-08) | GRP PKUP NO RING  
01-16 = pickup groups 1-16 |
| **Group Pickup Delay Ring**    | Use this option to assign a programmable key as a delay ring Group Call Pickup key.  
• See Direct Station Selection (DSS) Console on page 119 for more.  
• See Group Call Pickup on page 169 for more. | 11 + nn (Pickup Group 01-08) | GRP PKUP DELAY  
01-16 = pickup groups 1-16 |
| **Page Zone Key**              | Use this option to assign a programmable key as a Page Zone key.  
• See Direct Station Selection (DSS) Console on page 119 for more.  
• See Paging on page 264 for more. | 13 + n (Page Zone 1-7, 0 for All Call) | PAGE ZONE?  
0-7 (Page Zones 1-7 or 0 for All Call Page) |
## 1700 - Key Programming
### 1704 - DSS Console Key Assignment

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
<th>Key Code</th>
<th>Entry</th>
</tr>
</thead>
</table>
| **System Speed Dial Key** | Use this option to assign a programmable key as a System Speed Dial key. You assign the key to specific System Speed Dial bin.  
• See Direct Station Selection (DSS) Console on page 119 for more.  
• See Speed Dial on page 314 for more. | 14 + nnn (System Speed Dial bin, normally 200-299) | SYS SPDL BIN?       |
| **Personal Speed Dial Key** | Use this option to assign a programmable key as a Personal Speed Dial key. You assign the key to a specific Personal Speed Dial bin. The DSS Console shares Personal Speed Dial bins with the extension to which it is attached.  
• See Direct Station Selection (DSS) Console on page 119 for more.  
• See Speed Dial on page 314 for more. | 15 + nnn (701-720) | PERS SPDL BIN?       |
| **Voice Mail Record Key** | Use this option to assign a programmable key as a Voice Mail Record key.  
• See Direct Station Selection (DSS) Console on page 119 for more.  
• See Voice Mail on page 396 for more. | 17 | RECORD?            |
| **Night Key** | Use this option to assign a programmable key as a Night key.  
• See Direct Station Selection (DSS) Console on page 119 for more.  
• See Night Service / Night Ring on page 250 for more. | 18 + CLEAR  
(to control the system’s night mode)  
18 + Master Number  
(to control the night mode of a DIL terminated to the master number) | SYS MODE?       |
| **Data Key** | • This option is currently not used. | 19 + nnn (extension number) | DATA?                |
| **Split Key** | Use this option to assign a programmable key as a Split key.  
• See Direct Station Selection (DSS) Console on page 119 for more.  
• See Split (Alternate) on page 324 for more. | 20 | SPLIT             |
| **ICM Directory Key** | Use this option to assign a programmable key as an Intercom Directory Dialing key.  
• See Direct Station Selection (DSS) Console on page 119 for more.  
• See Directory Dialing on page 133 for more. | 21 | ICM DIR           |
| **ACD Log On Key** | • This option is currently not used. | 22 | ACD LOG           |
| **Reverse Voice Over Key** | Use this option to assign a programmable key as a Reverse Voice Over key.  
• See Direct Station Selection (DSS) Console on page 119 for more.  
• See Reverse Voice Over on page 296 for more. | 23 + nnn (extension number) | REV VOICE OVER       |

---

Table 42: Program 1704 - DSS Console Key Assignment
Telephone Programming Instructions

1. Enter the programming mode.
2. 1704 + HOLD

3. Select the block that corresponds to the DSS Console you want to program + HOLD

4. For the console selected, enter the number of the key you want to program + HOLD.
   OR
   Press VOL ▲ or VOL ▼ + HOLD to select another key to program.
   OR
   Press HOLD to select key 1.

The previously programmed key definition displays.

5. Enter key code and options as required + VOL ▲.
   OR
   Press VOL ▲ to leave the current assignment unchanged.

To scroll through the available entries instead of entering a code in this step:
1. Press ICM (your ICM key flashes fast).
2. Press VOL ▲ OR VOL ▼ until the entry you want displays.
3. Press HOLD to assign the displayed entry to the key.
   You automatically advance to the next consecutive key.

6. Enter data for another key.
   OR
   Press CONF to return to step 4 and select another key to program.
   OR
   Press CONF twice to return to step 3 and select another console.
Press **CONF** three times to exit the program.
1800 - Extension Options

1801 - Extension Port Description

Description

Use Program 1801 - Extension Port Description to set up various options for extensions. Also see Program 1802 - Extension Options (Part 1) on page 513 and Program 1807 - Extension Options (Part 2) on page 527.

Note: If you are doing extensive programming, you may find Program 9801 - Copy Command (page 531) saves you time when customizing this option.

Conditions

None

Table 43: Program 1801 - Extension Options (Part 1)

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
<th>Entries</th>
<th>Default</th>
</tr>
</thead>
<tbody>
<tr>
<td>DCI Type</td>
<td>• This option is currently not used.</td>
<td>DCI TYP?</td>
<td>0</td>
</tr>
<tr>
<td>Device Number</td>
<td>• This option is currently not used.</td>
<td>DEVICE ORDER NUM?</td>
<td>1</td>
</tr>
<tr>
<td>Extension Numbering</td>
<td>This option shows the extension number assigned to the station port. This option is view only — you cannot edit this entry. • See 0505 - Station Port Extension Numbers (Fixed Slot) on page 454 for more. • See 0506 - ACI/CPU Analog Port Extension Numbers and Names on page 458 for more. • See 0507 - DCI Extension Numbers and Names on page 459 for more. •</td>
<td>EXT: View only</td>
<td>View only</td>
</tr>
</tbody>
</table>
### 1800 - Extension Options

#### 1801 - Extension Port Description

Table 43: Program 1801 - Extension Options (Part 1)

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
<th>Entries</th>
<th>Default</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Extension Name</strong></td>
<td>Use this option to assign a name to the extension port.</td>
<td>NAME: STATION nn</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Refer to Table 17: Keys for Entering Names on page 419 when entering names.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• See Names for Extensions and Trunks on page 248 for more.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>DSS Type</strong></td>
<td>Use this option to specify the type of DSS Console plugged into the telephone (1 = 24-button, 2 = 110-button, 0 = unassigned). You cannot install more than 4 DSS Consoles.</td>
<td>DSS TYP? 0 = Uninstalled 1 = 24-Button 2 = 110 Button</td>
<td>300 = 1 301-331 = 0</td>
</tr>
<tr>
<td></td>
<td>• See Direct Station Selection (DSS) Console on page 119 for more.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>DSS Block Number</strong></td>
<td>Use this option to assign a DSS block to the console.</td>
<td>DSS BLOCK NUM? 00 = Unassigned 01-04</td>
<td>01</td>
</tr>
<tr>
<td></td>
<td>• See Direct Station Selection (DSS) Console on page 119 for more.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Door Chime</strong></td>
<td>Use this option to assign a chime pattern to a Door Box. This option is only available when Extension Circuit Type above is 10 (Door Box).</td>
<td>DOOR CHIME? 0 = Normal Ring Group ringing 1 = Low pitch chime pattern 2 = Mid range pitch chime pattern 3 = High pitch chime pattern</td>
<td>None (0)</td>
</tr>
<tr>
<td></td>
<td>• See Door Box on page 139 for more.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Relay Owner</strong></td>
<td>Use this option to assign the relay on the CPRU PCB to the Door Box. This option is only available when Extension Circuit Type above is 10 (Door Box).</td>
<td>RELAY OWNER? 0 = CPRU relay not assigned to Door Box 1 = CPRU relay assigned to Door Box</td>
<td>None</td>
</tr>
<tr>
<td></td>
<td>• See Door Box on page 139 for more.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Second Channel Option</strong></td>
<td>• This option is currently not implemented.</td>
<td>2ND CHANNEL? N = No Y = Yes</td>
<td>N</td>
</tr>
<tr>
<td><strong>Extension Class of Service Assignment</strong></td>
<td>Use this option to assign the extension’s Class of Service.</td>
<td>CLASS OF SERVICE? 1-15</td>
<td>01</td>
</tr>
<tr>
<td></td>
<td>• See Class of Service on page 93 for more.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Extension Toll Level Day</strong></td>
<td>Use this option to assign an extension’s Toll Level during the day mode.</td>
<td>STA TOLL LVL DAY? 1-7, 0 = No restriction</td>
<td>00</td>
</tr>
<tr>
<td></td>
<td>• See Toll Restriction on page 366 for more.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
1800 - Extension Options
1801 - Extension Port Description

Table 43: Program 1801 - Extension Options (Part 1)

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
<th>Entries</th>
<th>Default</th>
</tr>
</thead>
<tbody>
<tr>
<td>Extension Toll Level Night</td>
<td>Use this option to assign an extension’s Toll Level during the night mode.</td>
<td>STA TOLL_LVL NITE?</td>
<td>00</td>
</tr>
<tr>
<td></td>
<td>• See Toll Restriction on page 366 for more.</td>
<td>1-7, 0 = No restriction</td>
<td></td>
</tr>
<tr>
<td>DCI Class of Service Assignment</td>
<td>• This option is currently not used.</td>
<td>DCI COS?</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1=15</td>
<td></td>
</tr>
<tr>
<td>DCI Toll Level Day</td>
<td>• This option is currently not used.</td>
<td>DCI TOLL_LVL_DAY?</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1-7, 0 = No restriction</td>
<td></td>
</tr>
<tr>
<td>DCI Toll Level Night</td>
<td>• This option is currently not used.</td>
<td>DCI TOLL_LVL_NITE?</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1-7, 0 = No restriction</td>
<td></td>
</tr>
<tr>
<td>Access Level</td>
<td>In Universal Slot systems, use this option to set an extension’s access level for the User Programmable Features. Access level 5 has the most capability. Access level 1 has the least capability. • See User Programmable Features on page 391 for more.</td>
<td>ACCESS_LVL?</td>
<td>Extension 300 = 5 All others = 3</td>
</tr>
<tr>
<td></td>
<td></td>
<td>0-5</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Extension 300 = 5 All others = 3</td>
<td></td>
</tr>
<tr>
<td>Station Overflow Destination</td>
<td>• This option is currently not implemented.</td>
<td>OVRFLW_EXT?</td>
<td>300</td>
</tr>
<tr>
<td></td>
<td></td>
<td>300-395</td>
<td></td>
</tr>
<tr>
<td>Overflow Condition for Intercom Calls</td>
<td>• This option is currently not implemented.</td>
<td>ICM OVRFLOW_B-R-D?</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Overflow Condition for External Calls</td>
<td>• This option is currently not implemented.</td>
<td>CO OVRFLOW_B-R-D?</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Overflow Condition for DID Calls</td>
<td>• This option is currently not implemented.</td>
<td>DID OVRFLOW_B-R-D?</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Overflow Condition for Tie Line Calls</td>
<td>• This option is currently not implemented.</td>
<td>E&amp;M OVRFLOW_B-R-D?</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Telephone Programming Instructions**

1. Enter the programming mode.
2. 1801 + HOLD
   - **1801:EXTENSION PROG
     STATION PORT?**
3. Enter the number of the station port you want to program (1-32) + HOLD
   OR
   Press HOLD to select port 1 (extension 300).
   - **1801: STA PORT n
     PT TYPE?n**
1800 - Extension Options

1801 - Extension Port Description

The previously programmed value displays. See the chart above for valid circuit types.

4. Enter the new station circuit type + VOL ▲
   OR
   Press VOL ▲ to leave the current circuit type unchanged.

To scroll through the available entries instead of entering a code in this step:
1. Press ICM (your ICM key flashes fast).
2. Press VOL ▲ OR VOL ▼ until the entry you want displays.
3. Press HOLD to assign the displayed entry to the key.
   You automatically advance to the next prompt.

The previously programmed value displays. See the chart above for valid DCI types.

5. Enter the DCI circuit type (if installed) + VOL ▲
   OR
   Press VOL ▲ to leave the current entry unchanged

The previously programmed value displays.

6. Enter the software port (for 3DCI, 3ACI, VAU and VAU Expansion Modules only) + VOL ▲
   OR
   Press VOL ▲ to leave the current entry unchanged

This display shows the extension number assigned to the port. This option is view only — you cannot edit or change it.

7. Press VOL ▲.

Use this option to enter or change the extension’s name. Refer to Programming Names and Text Messages on page 419 for more.

8. Press VOL ▲.

The previously programmed value displays.

If you already have 4 DSS Consoles installed, and you try to install a 5th, you see the message: TABLE FULL. You cannot install more than 4 DSS Consoles.

9. If installed, enter the DSS Console type (00-02) + VOL ▲
   OR
   Press VOL ▲ to leave the current entry unchanged

10. If installed, enter the DSS Console block number (if installed) + VOL ▲
    OR
    Press VOL ▲ to leave the current entry unchanged

The previously programmed value displays.

11. Enter Y to enable or N to disable second channel operation + VOL ▲
    OR
    Press VOL ▲ to leave the current entry unchanged

1801: STA PORT n
CLASS OF SERVICE??n

The previously programmed value displays.

12. Enter extension’s Class of Service (1-15) + VOL ▲
    OR
    Press VOL ▲ to leave the current entry unchanged

1801: STA PORT n
STA TOLL LVL DAY??n

The previously programmed value displays.

13. Enter the extension’s day mode Toll Level (1-7, 0 = No restriction) + VOL ▲
    OR
    Press VOL ▲ to leave the current entry unchanged

1801: STA PORT n
STA TOLL LVL NITE??n

The previously programmed value displays.

14. Enter the extension’s night mode Toll Level (1-7, 0 = No restriction) + VOL ▲
    OR
    Press VOL ▲ to leave the current entry unchanged

1801: STA PORT n
DCI COS??n

The previously programmed value displays.

15. For 3DCI Modules, enter the module’s Class of Service (1-15) + VOL ▲
    OR
    Press VOL ▲ to leave the current entry unchanged

1801: STA PORT n
DCI TOLL LVL DAY??n

The previously programmed value displays.

16. For 3DCI Modules, enter the module’s day mode Toll Level (1-7, 0 = No restriction) + VOL ▲
    OR
    Press VOL ▲ to leave the current entry unchanged

1801: STA PORT n
DCI TOLL LVL NITE??n

The previously programmed value displays.

17. For 3DCI Modules, enter the module’s night mode Toll Level (1-7, 0 = No restriction) + VOL ▲
    OR
    Press VOL ▲ to leave the current entry unchanged

1801: STA PORT n
ACCESS LEVEL??n

The previously programmed value displays.

18. Enter the extension’s Access Level (0-5) + VOL ▲
    OR
1800 - Extension Options

1801 - Extension Port Description

Press VOL ▲ to leave the current entry unchanged

The previously programmed value displays.

19. Enter the extension’s overflow destination (300-395) + VOL ▲
   OR
   Press VOL ▲ to leave the current entry unchanged

The previously programmed value displays.

20. Enter the overflow condition for Intercom calls (0 = no overflow, 1 = busy, 2 = ring and 3 = delay) + VOL ▲
   OR
   Press VOL ▲ to leave the current entry unchanged

The previously programmed value displays.

21. Enter the overflow condition for trunk calls (0 = no overflow, 1 = busy, 2 = ring and 3 = delay) + VOL ▲
   OR
   Press VOL ▲ to leave the current entry unchanged

The previously programmed value displays.

22. Enter the overflow condition for DID calls (0 = no overflow, 1 = busy, 2 = ring and 3 = delay) + VOL ▲
   OR
   Press VOL ▲ to leave the current entry unchanged

The previously programmed value displays.

23. Enter the overflow condition for tie line calls (0 = no overflow, 1 = busy, 2 = ring and 3 = delay) + VOL ▲
   OR
   Press VOL ▲ to go back to the first option for this port.

The previously programmed value displays.

24. Press CONF to select another station port to program.
   OR
   Press CONF twice to exit this program.
Use Program 1802 - Extension Options (Part 1) to set up additional options for extensions. Also see Program 1801 - Extension Port Description on page 507 and Program 1807 - Extension Options (Part 2) on page 527.

Note: If you are doing extensive programming, you may find Program 9801 - Copy Command (page 531) saves you time when customizing this option.

### Conditions
None

### Table 44: Program 1802 - Extension Options (Part 1)

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
<th>Entries</th>
<th>Default</th>
</tr>
</thead>
<tbody>
<tr>
<td>Do Not Disturb</td>
<td>Use this option to enable or disable Do Not Disturb at the extension.</td>
<td>ALLOW DND?</td>
<td>Y</td>
</tr>
<tr>
<td></td>
<td>• See Do Not Disturb on page 137 for more.</td>
<td>Y = Enable</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>N = Disable</td>
<td></td>
</tr>
<tr>
<td>Ring Group Number</td>
<td>Use this option to assign an extension to a Ring Group.</td>
<td>RING GROUP NUM?</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>• See Group Ring on page 175 for more.</td>
<td>1-8</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• See Ring Groups on page 299 for more. This may be the same as Group Ring.</td>
<td>0 = Unassigned</td>
<td></td>
</tr>
<tr>
<td>Call Pickup Group Number</td>
<td>Use this option to assign an extension to a Pickup Group.</td>
<td>PK-UP GROUP NUM?</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>• See Group Call Pickup on page 169 for more.</td>
<td>1-8</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>0 = Unassigned</td>
<td></td>
</tr>
<tr>
<td>Privacy Release Group</td>
<td>Use this option to assign an extension to a Privacy Release Group.</td>
<td>PRIV REL GRP NUM?</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>• See Privacy on page 277 for more.</td>
<td>1-16</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>0 = Unassigned</td>
<td></td>
</tr>
<tr>
<td>Off-Hook Signaling for Intercom Calls</td>
<td>Use this option to assign an extension’s Off-Hook Signaling options for Intercom calls.</td>
<td>OHS ICM?</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>• See Voice Over on page 408 for more.</td>
<td>0 = No Off-Hook Signaling</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>1 = Call Wait beeps over speaker</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>3 = Voice Over</td>
<td></td>
</tr>
<tr>
<td>Off-Hook Signaling for Hotline Partner</td>
<td>• This option is currently not used.</td>
<td>OHS HS?</td>
<td>2</td>
</tr>
</tbody>
</table>
# 1800 - Extension Options

## 1802 - Extension Options (Part 1)

### Table 44: Program 1802 - Extension Options (Part 1)

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
<th>Entries</th>
<th>Default</th>
</tr>
</thead>
</table>
| **Off-Hook Signaling for CO Calls** | Use this option to assign an extension’s Off-Hook Signaling options for trunk calls.  
• See *Attendant Position* on page 35 for more.  
• See *Central Office Calls, Answering* on page 77 for more.  
• See *Off-Hook Signaling* on page 255 for more. | OHS CO?  
0 = No Off-Hook Signaling  
1 = Camp On tone  
2 = Off hook ringing | 1 |
| **Handsfree Reply on Intercom Calls** | Use this option to enable or disable Handsfree reply (Handsfree Answerback). Calls ring if disabled.  
• See *Handsfree and Handsfree Answerback* on page 182 for more. | HF REPLY ON ICM?  
Y = Enable  
N = Disable | Y |
| **Automatic Handsfree** | Use this option to enable or disable Automatic Handsfree.  
• See *Automatic Handsfree* on page 41 for more.  
• See *Handsfree and Handsfree Answerback* on page 182 for more. | AUTO HANDSFREE?  
Y = Enable  
N = Disable | Y |
| **Busy Lamp Field** | Use this option to enable or disable the DSS function for an extension’s Programmable Function Keys.  
• See *Direct Station Selection (DSS)* on page 116 for more. | BUSY LAMP FIELD?  
Y = Enable  
N = Disable | Y  
(Fixed Slot)  
N  
(U Slot) |
| **Line Dial Up** | Use this option to enable or disable an extension’s ability to access lines 1-48 by dialing trunk access codes #901-#916.  
• See *Central Office Calls, Placing* on page 83 for more. | LINE DIAL UP?  
Y = Enable  
N = Disable | N |
| **Station’s Dial 9 Group** | Use this option to assign the trunk group a user accesses when they dial 9 for an outside line or press a switched loop key. This option does not apply to systems with ARS installed.  
• See *Central Office Calls, Placing* on page 83 for more.  
• See *Trunk Group Routing* on page 381 for more.  
• See *Trunk Groups* on page 387 for more. | DIAL 9 GROUP?  
0-8 | 1 (Fixed slot)  
0 (U slot) |
| **Retain Trunk Volume Setting** | Currently not used. | RETAIN TRK VOL?  
Y = Enable (retain user setting)  
N = Disable (use median system setting) | Y |
Table 44: Program 1802 - Extension Options (Part 1)

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
<th>Entries</th>
<th>Default</th>
</tr>
</thead>
</table>
| Key Access to Outbound Lines | Use this option to enable or disable the extension user’s ability to press a Programmable Function Key to access and outside line.  
- See Central Office Calls, Placing on page 83 for more.  
- See Line Keys on page 225 for more.  
- See Programmable Function Keys on page 286 for more. | KEY ACESS TO LN?  
Y = Enable  
N = Disable | Y       |
| Page Zone Member              | Use this option to assign the extension to a Page Zone (1-7).  
- See Paging on page 264 for more. | PAGE ZONE MEMBER?  
Y = Include extension in Page Zone  
N = Do not include extension in Page Zone | Y       |
| BGM                           | Use this option to enable or disable Background Music at the extension.  
- See Background Music on page 46 for more. | BGM?  
Y = Enable  
N = Disable | Y       |
| Extension’s Operator          | Use this option to assign the extension’s operator. This is the co-worker the extension user reaches when they dial 0.  
- See Attendant Position on page 35 for more. | EXT’S OPERATOR?  
300-395 | 300     |
| Ring Down Destination         | Use this option to assign the extension’s Ring Down destination. To use this option, you must also enable the Ring Down option above.  
- See Ringdown Extension on page 300 for more. | RG DN DEST?  
0 = None (Ring Down disabled)  
Extension number (300-395), UCD master number, Voice Mail master number, Ring Group master number | UND     |
| Speed Dial Block              | Use this option to assign a Speed Dial block to an extension.  
- See Speed Dial on page 314 for more. | SPDL BLOCK NUMN?  
1-57 | 1       |
| Voice Mail Port               | For analog ports, use this option to assign the port as a Voice Mail port.  
- See Voice Mail on page 396 for more. | VOICE MAIL PORT?  
Y = Assigned as a Voice Mail port  
N = Not a Voice Mail port | N       |

### Telephone Programming Instructions

1. Enter the programming mode.
2. 1802 + HOLD

---

DS2000 Software Manual  Chapter 2: Programming  ◆  515
3. Enter the extension number (300-395) you want to program + HOLD
OR
Press HOLD to select extension 300.

4. Enter the Y to enable or N to disable Do Not Disturb + VOL ▲
OR
Press VOL ▲ to leave the current assignment unchanged

5. Enter the extension’s Ring Group (1-8, 0 = Unassigned) + VOL ▲
OR
Press VOL ▲ to leave the current entry unchanged

6. Enter the extension’s Pickup Group (1-8, 0 = Unassigned) + VOL ▲
OR
Press VOL ▲ to leave the current entry unchanged

7. Enter the extension’s Privacy Release Group (1-16, 0 = Unassigned) + VOL ▲
OR
Press VOL ▲ to leave the current entry unchanged

8. Enter the Off-Hook Signaling for Intercom Calls option (0 = None, 1 = Call Wait beeps over speaker, 3 = Voice Over, + VOL ▲
OR
Press VOL ▲ to leave the current entry unchanged

9. This option is currently not used. Press VOL ▲ to leave the current entry unchanged

10. Enter the Off-Hook Signaling for trunk calls (0 = None, 1 = Call Wait beeps over speaker, 2 = Off-hook ringing, + VOL ▲
OR
Press VOL ▲ to leave the current entry unchanged
1800 - Extension Options
1802 - Extension Options (Part 1)

**1802: STA PORT n**
AUTO HANDSFREE?

The previously programmed value displays.

11. Enter Y to enable or N to disable Handsfree Answerback + VOL ▲
   OR
   Press VOL ▲ to leave the current entry unchanged

**1802: STA PORT n**
BUSY LAMP FIELD?

The previously programmed value displays.

12. Enter Y to enable or N to disable Automatic Handsfree + VOL ▲
   OR
   Press VOL ▲ to leave the current entry unchanged

**1802: STA PORT n**
LINE DIAL UP?

The previously programmed value displays.

13. Enter Y to enable or N to disable the programmable key BLF mode + VOL ▲
   OR
   Press VOL ▲ to leave the current entry unchanged

**1802: STA PORT n**
DIAL 9 GROUP?

The previously programmed value displays.

14. Enter Y to enable or N to disable the extension’s ability to dial #901-#916 + VOL ▲
   OR
   Press VOL ▲ to leave the current entry unchanged

**1802: STA PORT n**
RETAIN TRK VOL?

The previously programmed value displays.

15. Enter the extension’s dial 9 trunk group (0-8) + VOL ▲
   OR
   Press VOL ▲ to leave the current entry unchanged

**1802: STA PORT n**
KEY ACCESS TO LN?

The previously programmed value displays.

16. Enter Y to retain user setting or N to use median system setting + VOL ▲
   OR
   Press VOL ▲ to leave the current entry unchanged

**1802: STA PORT n**
PAGE ZONE MEMBER?

The previously programmed value displays.

17. Enter Y to enable or N to disable programmable key access to trunks + VOL ▲
   OR
   Press VOL ▲ to leave the current entry unchanged

**1802: STA PORT n**
P DATA ZONE MEMBER?

The previously programmed value displays.

18. Enter Y to include or N to exclude the extension + VOL ▲
   OR
1800 - Extension Options

1802 - Extension Options (Part 1)

Press VOL ▲ to leave the current entry unchanged

1802: STA PORT n
BGM?nnn

The previously programmed value displays.

19. Enter Y to enable or N to disable Background Music at the extension + VOL ▲
   OR
   Press VOL ▲ to leave the current entry unchanged

1802: STA PORT n
EXT'S OPERATOR?nnn

The previously programmed value displays.

20. Enter the extension’s operator (300-395, 0 = Unassigned) + VOL ▲
   OR
   Press VOL ▲ to leave the current entry unchanged

1802: STA PORT n
RING DOWN?nnn

The previously programmed value displays.

21. Enter Y to enable or N to disable Ring Down for the extension + VOL ▲
   OR
   Press VOL ▲ to leave the current entry unchanged

1802: STA PORT n
RG DN DEST?nnn

The previously programmed value displays. If you enable Ring Down, you must assign a Ring Down destination in the next step.

22. Enter the extension’s Ring Down destination (24 digits max., 0 = Unassigned) + VOL ▲
   OR
   Press VOL ▲ to leave the current entry unchanged

1802: STA PORT n
SPDL BLOCK NUM?nn

The previously programmed value displays.

23. Enter the extension’s Speed Dial block (1-57, 0 = Unassigned) + VOL ▲
   OR
   Press VOL ▲ to leave the current entry unchanged

1802: STA PORT n
VOICE MAIL PORT?nnn

The previously programmed value displays.

24. For analog ports, enter Y to assign or N to unassign the port as a Voice Mail port + VOL ▲
   OR
   Press VOL ▲ to leave the current entry unchanged

1802: STA PORT n
ALLOW DND?nnn

The previously programmed value displays.

25. Press CONF to select another extension port.
   OR
   Press CONF twice to exit the program.
1800 - Extension Options

1803 - Extension Line Access Assignments

Description

Use Program 1803 - Extension Line Access Assignments to assign the incoming and outgoing trunk access for extensions.

Note: If you are doing extensive programming, you may find Program 9801 - Copy Command (page 531) saves you time when customizing this option.

Conditions
1800 - Extension Options

1803 - Extension Line Access Assignments

None

Table 45: Program 1803 - Extension Line Access Assignments

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
<th>Entries</th>
<th>Default</th>
</tr>
</thead>
<tbody>
<tr>
<td>Access Option</td>
<td>For each extension, use this option to assign the access option for each trunk.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• See Initial System Startup on page 9 for more.</td>
<td>NO ACCESS?</td>
<td>3 (All trunks, all extensions)</td>
</tr>
<tr>
<td></td>
<td>• See Automatic Route Selection on page 45 for more.</td>
<td>0 = No access</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• See Call Forwarding, Off-Premise on page 61 for more.</td>
<td>INCOMING ONLY?</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• See Central Office Calls, Answering on page 77 for more.</td>
<td>1 = Incoming only</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• See Central Office Calls, Placing on page 83 for more.</td>
<td>OUTGOING ONLY?</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• See Conference on page 99 for more.</td>
<td>2 = Outgoing only</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• See Direct Inward Dialing on page 108 for more.</td>
<td>FULL ACCESS?</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• See Direct Inward System Access (DISA) on page 115 for more.</td>
<td>3 = Full access</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• See Direct Trunk Access on page 129 for more.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• See Forced Trunk Disconnect on page 167 for more.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• See Group Call Pickup on page 169 for more.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• See Last Number Redial on page 223 for more.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• See Line Keys on page 225 for more.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• See Loop Keys on page 229 for more.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• See Night Service / Night Ring on page 250 for more.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• See Privacy Release Groups on page 279 for more.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• See Private Line on page 282 for more.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• See Save Number Dialed on page 305 for more.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• See Speed Dial on page 314 for more.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• See Tandem Trunking / Unsupervised Conference on page 359 for more.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• See Tie Lines on page 363 for more.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• See Trunk Group Routing on page 381 for more.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>• See Trunk Groups on page 387 for more.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Telephone Programming Instructions

1. Enter the programming mode.
2. 1803 + HOLD

1803:LINE ACCESS STATION #?nnn
3. Enter the number of the station you want to program + HOLD
   OR
   Press HOLD to select extension 300.

   \[1803: \text{STA:nnn} \quad \text{LINE NUMBER?n}\]

   *The previously programmed value displays.*

4. Enter the number of the trunk you want to program + HOLD
   OR
   Press HOLD to select trunk 1.

   \[1803: \text{STA:nnn} \quad \text{LINE:n} \quad \text{nnnnnnnnnnn}\]

   *The previously programmed value displays on the second line. The first line of the display shows the extension and trunk you are programming.*

5. Enter the access option for the trunk selected (0 = No access, 1 = Incoming only, 2 = Outgoing only, 3 = Full access) + VOL ▲
   OR
   Press VOL ▲ to leave the current unchanged.

   \[1803: \text{S_PT:n} \quad \text{LINE:n} \quad \text{nnnnnnnnnnn}\]

   *You see the options for the next consecutive trunk. The previously programmed value displays.*

6. Enter the access option for the currently selected trunk + VOL ▲
   OR
   Press CONF to select another trunk.
   OR
   Press CONF twice to select another extension port.
   OR
   Press CONF three times to exit the program.
1800 - Extension Options
1804 - Extension Trunk Group Access

Description

Use Program 1804 - Extension Trunk Group Access to assign the outgoing access to trunk groups. Incoming trunk group access is always allowed.

Note: If you are doing extensive programming, you may find Program 9801 - Copy Command (page 531) saves you time when customizing this option.

Conditions
None

Table 46: 1804 - Extension Trunk Group Access

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
<th>Entries</th>
<th>Default</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trunk Group Access</td>
<td>For each extension, use this option to assign outgoing access for each trunk group. • See Initial System Startup on page 9 for more. • See Central Office Calls, Placing on page 83 for more. • See Trunk Groups on page 387 for more.</td>
<td>LINE GROUP n:nnn Y = Allow N = Prevent</td>
<td>Y (All extensions, all trunk groups)</td>
</tr>
</tbody>
</table>

Telephone Programming Instructions

1. Enter the programming mode.
2. 1804 + HOLD

3. Enter the number of the extension you want to program + HOLD
   OR
   Press HOLD to select extension 300.

4. Enter the number of the trunk group (0-8) you want to program + HOLD
   OR
   Press HOLD to select trunk group 1.

5. Enter Y to allow or N to prevent outgoing access to the trunk group selected + VOL ▲
   OR
   Press VOL ▲ to leave the current unchanged.
You see the options for the next consecutive trunk group. The previously programmed value displays.

6. Enter Y to allow or N to prevent outgoing access to the trunk group selected. + VOL ▲
   OR
   Press CONF to select another trunk group.
   OR
   Press CONF twice to select another extension.
   OR
   Press CONF three times to exit the program.
**Description**

Use Program 1805 - Ring Assignments to set up incoming ringing for each trunk at each extension.

**Note:** If you are doing extensive programming, you may find Program 9801 - Copy Command (page 531) saves you time when customizing this option.

**Conditions**

None

---

### Table 47: 1805 - Ring Assignments

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
<th>Entries</th>
<th>Default</th>
</tr>
</thead>
</table>
| Ring Assignment | For each extension, use this option to assign the access option for each trunk.  
|             | • See Initial System Startup on page 9 for more.                            | 1 = Lamp only (day and night)                                           | 2 (All extensions, all trunks) |
|             | • See Central Office Calls, Answering on page 77 for more.                   | 2 = Ringing day and night                                               |                          |
|             | • See Delayed Ringing on page 103 for more.                                  | 3 = Night Ring only, lamp during the day                                 |                          |
|             | • See Direct Inward Dialing on page 108 for more.                            | 4 = Delay ring day and night                                             |                          |
|             | • See Direct Inward System Access (DISA) on page 115 for more.               |                                                                         |                          |
|             | • See Group Call Pickup on page 169 for more.                                |                                                                         |                          |
|             | • See Key Ring on page 219 for more.                                        |                                                                         |                          |
|             | • See Line Keys on page 225 for more.                                       |                                                                         |                          |
|             | • See Loop Keys on page 229 for more.                                       |                                                                         |                          |
|             | • See Night Service / Night Ring on page 250 for more.                       |                                                                         |                          |
|             | • See Private Line on page 282 for more.                                    |                                                                         |                          |
|             | • See Tie Lines on page 363 for more.                                       |                                                                         |                          |

---

### Telephone Programming Instructions

1. Enter the programming mode.
2. 1805 + HOLD

1805:RING ASSIGNMENT
STATION #?n

3. Enter the number of the station you want to program + HOLD OR

Press HOLD to select extension 300.

1805: STA:nnn
LINE NUMBER?n
The previously programmed value displays.

4. Enter the number of the trunk you want to program + HOLD
   OR
   Press HOLD to select trunk 1.
   
   1805:STA:nnn LINE:n
   DAY / NITE RING

   The previously programmed value displays on the second line. The first line of the display shows the extension and trunk you are programming.

5. For the extension and trunk selected, enter the ring option (1 = Lamp only (day and night), 2 = Ringing day and night, 3 = Night Ring only, lamp during the day, 4 = Delay ring day and night) + VOL ▲
   OR
   Press VOL ▲ to leave the current entry unchanged.
   
   1805:STA:nnn LINE:n
   DAY / NITE RING

   You see the options for the next consecutive trunk. The previously programmed value displays.

6. Enter the ring option for the trunk + VOL ▲
   OR
   Press CONF to select another trunk.
   OR
   Press CONF twice to select another extension.
   OR
   Press CONF three times to exit the program.
— This program is not used. —
1800 - Extension Options

1807 - Extension Options (Part 2)

Description

Use Program 1807 - Extension Features (Part 2) to additional options for extensions. Also see Program 1801 - Extension Port Description on page 507 and Program 1802 - Extension Options (Part 1) on page 513.

Note: If you are doing extensive programming, you may find Program 9801 - Copy Command (page 531) saves you time when customizing this option.

Conditions

None

Table 48: 1807 - Extension Features (Part 2)

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
<th>Entries</th>
<th>Default</th>
</tr>
</thead>
</table>
| Station Voice Announced Intercom Calls | Use this option to enable or disable incoming voice-announced Intercom calls while the extension is not in the headset mode. If disabled, all Intercom calls to the extension ring.  
  - See Handsfree and Handsfree Answerback on page 182 for more. | STA VOICE CALL | Y       |
| Headset Voice-Announced Intercom Calls | Use this option to enable or disable incoming voice-announced Intercom calls while the extension is in the headset mode.  
  - See Headset Compatibility on page 186 for more. | HDSET VOICE CALL?  
  Y = Enable  
  N = Disable  | Y       |
| Paging Through Speaker             | Use this option to enable or disable Paging through the telephone speaker.  
  - See Paging on page 264 for more. | PAGE THRU SPK?  
  Y = Enable  
  N = Disable  | Y       |
| Headset                             | Use this option to enable or disable the Headset mode.  
  - See Group Listen on page 173 for more.  
  - See Headset Compatibility on page 186 for more. | HEADSET?  
  Y = Enable  
  N = Disable  | N       |
| Ringing Line Preference             | Use this option to enable or disable Ringing Line Preference.  
  - See Ringing Line Preference on page 302 for more. | RING LINE PREF?  
  Y = Enable (i.e., enable Ringing Line Preference)  
  N = Disable (i.e., enable idle line preference)  | N       |
1800 - Extension Options
1807 - Extension Options (Part 2)

Table 48: 1807 - Extension Features (Part 2)

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
<th>Entries</th>
<th>Default</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hunt Type</td>
<td>Use this option to assign the hunt type for the extension. The options are:</td>
<td>HUNT TYPE?</td>
<td>None</td>
</tr>
<tr>
<td></td>
<td>1 = Ring No Answer Trunk (TRUNK RNA)</td>
<td>0 = None</td>
<td></td>
</tr>
<tr>
<td></td>
<td>2 = Busy/Ring No Answer Trunk (T BUSY RNA)</td>
<td>1 = Trunk RNA</td>
<td></td>
</tr>
<tr>
<td></td>
<td>3 = Busy/Ring No Answer All Calls (A BUSY RNA)</td>
<td>2 = T Busy RNA</td>
<td></td>
</tr>
<tr>
<td></td>
<td>4 = Busy Trunk (TRUNK BUSY)</td>
<td>3 = A Busy RNA</td>
<td></td>
</tr>
<tr>
<td></td>
<td>5 = Uniform Call Distribution (UCD)</td>
<td>4 = Trunk Busy</td>
<td></td>
</tr>
<tr>
<td></td>
<td>6 = Automatic Call Distribution (ACD)</td>
<td>5 = UCD</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• See Extension Hunting on page 147 for more.</td>
<td>6 = ACD</td>
<td></td>
</tr>
<tr>
<td>Hunt Destination</td>
<td>(For type 1-4 hunting only) Use this option to assign the next extension in a</td>
<td>HUNT DEST?</td>
<td>Undefined</td>
</tr>
<tr>
<td></td>
<td>a Circular or Terminal Hunt group.</td>
<td>300-395</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• See Extension Hunting on page 147 for more.</td>
<td>CLEAR = Undefined</td>
<td></td>
</tr>
<tr>
<td>Hunt Master Number</td>
<td>(For type 5 and 6 hunting only) Use this option to assign the hunt group master</td>
<td>ENTER MASTER NUM:</td>
<td>Undefined</td>
</tr>
<tr>
<td></td>
<td>number to the member extension. These numbers are set up in 0510 - ACD/UCD</td>
<td>Any valid master</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Master Extension Numbers and Names on page 460.</td>
<td>number CLEAR =</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• See Extension Hunting on page 147 for more.</td>
<td>Undefined</td>
<td></td>
</tr>
<tr>
<td>Prime Line Key</td>
<td>Use this option to assign a trunk as the extension’s Prime Line. You enter</td>
<td>PRIME LINE KEY?</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td>the Prime Line’s key number (1-24) or press ICM for Intercom Prime Line.</td>
<td>1-24</td>
<td>(Fixed Slot)</td>
</tr>
<tr>
<td></td>
<td>• See Prime Line Preference on page 274 for more.</td>
<td>0 = Unassigned</td>
<td>ICM</td>
</tr>
<tr>
<td></td>
<td></td>
<td>ICM = Intercom Prime Line</td>
<td></td>
</tr>
<tr>
<td>Walking Class of Service Security Code</td>
<td>• This option is currently not used.</td>
<td>W-COS CODE?</td>
<td>No entry</td>
</tr>
<tr>
<td></td>
<td></td>
<td>8-digits long, using 0-9, # and *.</td>
<td></td>
</tr>
</tbody>
</table>

Telephone Programming Instructions

1. Enter the programming mode.
2. 1807 + HOLD

1807:EXT OPT PART II
STATION PORT?n

3. Enter the number of the station port you want to program (1-32) + HOLD
   OR
   Press HOLD to select port 1 (extension 300).

1807:STA PORT:n
HDSET VOICE CALL?nnn

The previously programmed value displays. The top line of the display indicates the
extension port you are programming.

4. Enter Y to enable or N to disable incoming voice-announced Intercom calls while the extension is in the headset mode + VOL ▲
   OR
   Press VOL ▲ to leave the current entry unchanged.

The previously programmed value displays.

5. Enter Y to enable or N to disable Paging through the telephone speaker + VOL ▲
   OR
   Press VOL ▲ to leave the current entry unchanged.

The previously programmed value displays.

6. Enter Y to enable or N to disable Voice Over + VOL ▲
   OR
   Press VOL ▲ to leave the current entry unchanged.

The previously programmed value displays.

7. Enter Y to enable or N to disable the headset mode + VOL ▲
   OR
   Press VOL ▲ to leave the current entry unchanged.

The previously programmed value displays.

8. Enter Y to enable or N to disable Ringing Line Preference + VOL ▲
   OR
   Press VOL ▲ to leave the current entry unchanged.

The previously programmed value displays.

9. Enter the extension’s Prime Line trunk assignment (1-48, 0 = Unassigned) + VOL ▲
   OR
   Press VOL ▲ to leave the current entry unchanged.

The previously programmed value displays.

10. Enter the extension’s Prime Line trunk group assignment (0-8) + VOL ▲
    OR
    Press VOL ▲ to leave the current entry unchanged.

The previously programmed value displays.

11. Enter Y to enable or N to disable the headset mode for the extension + VOL ▲
    OR
    Press CONF to select another extension port.
OR
Press **CONF** twice times to exit the program.
Description

Use **Program 9801 - Copy Command** to copy Class of Service, extension and trunk data. You can copy data from a single source to a single destination, or from a single source to a range of COSs, extensions or trunks.

**Program 9801 - Copy Command** will copy data in the following programs:

- Program 0101: Class of Service Options
- Program 1001: Trunk Port Description
- Program 1003: Trunk Options
- Program 1701: Programmable Function Key Assignments
- Program 1702: Personal Speed Dial
- Program 1703: DSS Key Assignment
- Program 1801: Extension Port Description
- Program 1802: Extension Options (Part 1)
- Program 1803: Extension Line Access Assignments
- Program 1804: Extension Trunk Group Access
- Program 1805: Ring Assignments
- Program 1807: Extension Options (Part 2)

**Conditions**

None

**Telephone Programming Instructions**

1. Enter the programming mode.
2. 9801 + HOLD
3. Enter the number of the program in which you want to copy data.
   
   COPY: nnnn
   SOURCE nnnn
   
   *COPY displays the program you selected. SOURCE will display the trunk or extension that will be the source for the copied data.*
4. Enter the source (extension or trunk) from which you want to copy data + HOLD.
   
   COPY (program) (source)
   DEST RANGE
5. If copying to a single destination, enter the destination trunk or extension number.
   OR
   If copying to a range of extensions or trunks, enter the *lowest* numbered extension or trunk in the range.
6. Press HOLD.
   
   COPY (program) (source)
   DEST RANGE nnn-
7. If copying to a single destination, enter the enter the same destination trunk or extension you
entered in step 5 above.

OR

If copying to a range of extensions or trunks, enter the highest numbered extension or trunk in the range.

8. Press HOLD.

COPY (program) (source)
COPY COMPLETE!

9. Press CONF to select another program to copy.

OR

Press CONF twice to exit the program.
Description

Use **9802: Swap Command** to swap extensions, trunks, or slot positions. Use this option as an alternative to manual cross-connect or extensive reprogramming.

Keep the following in mind when using **9802: Swap Command**:

- The system will prevent you from swapping an extension with a trunk.
- When you swap extensions, all the programmed parameters swap also. For example, swapping keyset 301 with Voice Mail port 316 creates keyset 316 and Voice Mail port 301, with all programming intact.
- When you swap PCBs (slots), all the programmed parameters swap also.
- You cannot swap slot 1; that assignment is fixed.
- The system will not currently swap operator assignments.

Conditions

None

Telephone Programming Instructions

To swap extensions or trunks:

1. Enter the programming mode.
2. **9802 + HOLD**.
3. Enter **E**. You see:
   
   ![9802:SWAP COMMAND EXT-E / SLOT-S ?]

4. Enter the number of the first extension or trunk you want to swap + **HOLD**.
   
   ![9802:SWAP COMMAND FIRST EXT]

5. Enter the number of the second extension or trunk you want to swap + **HOLD**.
   
   ![9802:SWAP COMMAND SECOND EXT nnn &]

6. Press **HOLD** to retry to step 2 to make another swap.
   OR
   Press **HOLD + CONF** to exit.

To swap PCBs (slots):

1. Enter the programming mode.
2. **9802 + HOLD**.
   
   ![9802:SWAP COMMAND EXT-E / SLOT-S ?]
3. Enter E. You see:

```
9802:SWAP COMMAND
FIRST SLOT
```

4. Enter the number of the first PCB/slot you want to swap + HOLD.

```
9802:SWAP COMMAND
SECOND SLOT n &
```

5. Enter the number of the second PCB/slot you want to swap + HOLD.

```
9802:SWAP COMMAND
SWAPPED !
```

6. Following the instructions in your Hardware Manual, unplug the swapped PCBs/slots and plug them into their new locations.

7. Press HOLD to retrace to step 2 to make another swap.

OR

Press HOLD + CONF to exit.
Description

Use Program 9901 - Reset Station Port to reset an extension. This program also gives you the option of reviewing the status of the extension before you reset it.

Conditions
None

Telephone Programming Instructions

1. Enter the programming mode.

2. 9901 + HOLD

3. Enter the number of the station port you want to program (1-32) + HOLD
   OR
   Press HOLD to select port 1 (extension 300).

4. Press VOL ▲.

5. Press VOL ▲.

6. Enter Y + VOL ▲ to reset the station port.
   OR
   Enter N + VOL ▲ to skip to the next station port without resetting the port.
Chapter 2: Programming

**Description**

Use Program 9902 - Slot Assignment to assign PCBs to slots. Only use this program if the default U Slot configurations do not meet the site requirements. When you first install your system, the default slot assignments follow the charts below.

### 4 and 8 Slot Systems with CPU Version P/N 80025A

<table>
<thead>
<tr>
<th>Slot</th>
<th>PCB</th>
<th>Extensions</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>16DSTU</td>
<td>300-315</td>
</tr>
<tr>
<td>2</td>
<td>16DSTU</td>
<td>316-331</td>
</tr>
<tr>
<td>3</td>
<td>16DSTU</td>
<td>332-347</td>
</tr>
<tr>
<td>4</td>
<td>16DSTU</td>
<td>348-363</td>
</tr>
<tr>
<td>5</td>
<td>16DSTU</td>
<td>364-379</td>
</tr>
<tr>
<td>6</td>
<td>8 ATRU</td>
<td>401-408</td>
</tr>
<tr>
<td>7</td>
<td>8 ATRU</td>
<td>409-416</td>
</tr>
<tr>
<td>8</td>
<td>8 ATRU</td>
<td>417-424</td>
</tr>
</tbody>
</table>

If you have a 4 slot system, ignore slots 5-8 above.

### 4 Slot Systems with CPU Version P/N 80025

<table>
<thead>
<tr>
<th>Slot</th>
<th>PCB</th>
<th>Extensions</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>16DSTU</td>
<td>300-315</td>
</tr>
<tr>
<td>2</td>
<td>16DSTU</td>
<td>316-331</td>
</tr>
<tr>
<td>3</td>
<td>8 ATRU</td>
<td>401-408</td>
</tr>
<tr>
<td>4</td>
<td>8 ATRU</td>
<td>409-416</td>
</tr>
</tbody>
</table>

**Conditions**

None
Telephone Programming Instructions

Follow the guidelines below when using Program 9902: Slot Assignment.

4-Slot Cabinet Default Configuration

**Note:** Always observe the System Load Factor when configuring your system.

In a 4-slot cabinet, you can install either A series PCBs or non-A series PCBs. If you install non-A series PCBs, you must install the RFI Suppressor Assemblies as shown in your Hardware Manual. If you install A series PCBs, you *do not* need to install the RFI Suppressor Assemblies on your extension and trunk cabling. The available PCBs are:

- CPU PCB P/N 80025A and 80025
- Power Supply P/N 80005A and P/N 80005
- 16DSTU Digital Station PCB P/N 80021A and 80021
- 8 ASTU 8 Port Analog Station PCB P/N 80041A and 80041
- 4ASTU 4 Port Analog Station PCB P/N 80040A and 80040
- 8A TRU 8 Port Analog Trunk PCB P/N 80011A and 80011
- 4A TRU 4 Port Analog Trunk PCB P/N 80010A and 80010

If your 4-slot cabinet is using CPU PCB P/N 80025, it automatically loads a unique 4-slot version of system software. This software supports:

- Slots 1-4
- 24 trunks (maximum)
- 40 extensions (maximum)
- 48 ports (maximum)
- 2 16DSTU PCBs (maximum)

Following is the default PCB configuration for this unique 4-slot cabinet system software:

<table>
<thead>
<tr>
<th>Slot</th>
<th>PCB</th>
<th>Extensions</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>16DSTU</td>
<td>300-315</td>
</tr>
<tr>
<td>2</td>
<td>16DSTU</td>
<td>316-331</td>
</tr>
<tr>
<td>3</td>
<td>8 ATRU</td>
<td>401-408</td>
</tr>
<tr>
<td>4</td>
<td>8 ATRU</td>
<td>409-416</td>
</tr>
</tbody>
</table>

If your 4-slot cabinet is using CPU PCB P/N 80025A, your system will automatically load the 8-slot version of system software during startup (see below).

8-Slot Cabinet Default Configuration

**Note:** Always observe the System Load Factor when configuring your system.

Following is the default PCB configuration for your 8-slot cabinet. Note that you must always install a 16DSTU PCB in slot 1. This assignment is not programmable. The default configuration supports 24 trunks and 80 extensions (24 x 80). Your system will automatically load the system software for your 8-slot cabinet during system startup. You *do not* need to install the RFI Suppressor Assemblies on your extension and trunk cabling.

In an 8-slot cabinet, you can *only* install A series PCBs:

- CPU PCB P/N 80025A
- Power Supply P/N 80005A
- 16DSTU Digital Station PCB P/N 80021A
Using Program 9902: Slot Assignment

**Step 1: Review the Default Configuration**

1.1 Check the default configuration to see if it meets the site requirements. If it does, you won’t have to make any of the changes in the following steps.

**Step 2: Map Out Your Installation**

2.1 If you need to reconfigure your PCBs, use the table below to determine in which slots you want to install your PCBs. Be sure to assign the extension numbers. Note that the 16DSTU in slot 1 is a permanent assignment and cannot be changed.

<table>
<thead>
<tr>
<th>Slot</th>
<th>PCB</th>
<th>Description</th>
<th>Extensions</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>16DSTU</td>
<td>16 Digital Station</td>
<td>300-315</td>
</tr>
<tr>
<td>2</td>
<td>16DSTU</td>
<td></td>
<td>316-331</td>
</tr>
<tr>
<td>3</td>
<td>16DSTU</td>
<td></td>
<td>332-347</td>
</tr>
<tr>
<td>4</td>
<td>16DSTU</td>
<td></td>
<td>348-363</td>
</tr>
<tr>
<td>5</td>
<td>16DSTU</td>
<td></td>
<td>364-379</td>
</tr>
<tr>
<td>6</td>
<td>8 ATRU</td>
<td></td>
<td>401-408</td>
</tr>
<tr>
<td>7</td>
<td>8 ATRU</td>
<td></td>
<td>409-416</td>
</tr>
<tr>
<td>8</td>
<td>8 ATRU</td>
<td></td>
<td>417-424</td>
</tr>
</tbody>
</table>

**Step 3: Install the Common Equipment.**

3.1 Following the instructions in your system’s Hardware Manual, install your common equipment, system power supplies and CPU PCB. You should also plug a 16DSTU PCB into slot 1. (This is a permanent system assignment.)
Step 4: Turn on your system.

4.1 Once your system starts up, connect a display telephone assigned to the 16DSTU PCB in slot 1.

Step 5: Clear Out Existing Slot Control Programming

If the default setup does not meet the site requirements, you may have to delete some existing slot programming:

5.1 Enter ICM + #*** + 372000 to enter the programming mode.
5.2 Dial 9902 + HOLD to enter program 9902: Slot Control.
5.3 Press HOLD again. You see the programmed slot information for slot 2, or EMPTY SLOT if there is no assignment.
5.4 Press VOL ▲ or VOL ▼ to check the current assignments for slots 2-8. (Note that slot 1 is permanently assigned as a 16DSTU PCB. You cannot change this assignment.)
5.5 Access the slot you want to change and press HOLD. You see REMOVE CARD (Y/N)?
5.6 Press N to return to step 5.4 without deleting, or press Y to remove the assignment. You see: SLOT DATA WILL BE LOST! ABORT (Y/N)?
5.7 Press N. You see SLOT CONFIG CHANGED.
5.8 Press HOLD.
5.9 VOL ▲ or VOL ▼ to select another slot, or press CONF to exit program 9902.

Step 6: Programming (Adding) an Empty Slot

During programming, you may see the following error messages:

<table>
<thead>
<tr>
<th>9902 Error Message</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>ERR! NO SLOT CHANGE</td>
<td>Occurs if you are trying to assign an extension range that already exists. Also occurs if your assignment will exceed the system maximums (e.g., assigning a 7th 16DSTU).</td>
</tr>
<tr>
<td>SLOT 1 IS FIXED!</td>
<td>You are trying to change the assignment for slot 1, which is fixed for a 16DSTU PCB.</td>
</tr>
<tr>
<td>SLOT IN USE!</td>
<td>You have attempted to delete the slot that supports the extension from which you are programming.</td>
</tr>
</tbody>
</table>

6.1 Enter the programming mode and dial 9902 + HOLD to enter program 9902: Slot Control.
6.2 Press HOLD then VOL ▲ or VOL ▼ until you select the empty slot you want to program (2-8).
6.3 Press HOLD. You see ADD CARD (Y/N).
6.4 Press N + HOLD to return to step 6.2 without adding a PCB, or press Y to enter a new PCB assignment.
6.5 Press ICM, then VOL ▲ or VOL ▼ to scroll through the available circuit types for the slot selected.

OR
Enter one of the circuit types from the table below.

<table>
<thead>
<tr>
<th>Enter this:</th>
<th>For this PCB circuit type</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>Empty Slot</td>
</tr>
<tr>
<td>1</td>
<td>8 DSTU</td>
</tr>
<tr>
<td>2</td>
<td>16 DSTU</td>
</tr>
<tr>
<td>3</td>
<td>4 ASTU</td>
</tr>
<tr>
<td>4</td>
<td>8 ASTU</td>
</tr>
<tr>
<td>5</td>
<td>4 ASTU with Message Waiting (currently not available)</td>
</tr>
<tr>
<td>6</td>
<td>8 ASTU with Message Waiting (currently not available)</td>
</tr>
<tr>
<td>7</td>
<td>4 ATRU (loop start)</td>
</tr>
<tr>
<td>8</td>
<td>8 ATRU (loop start)</td>
</tr>
<tr>
<td>9</td>
<td>Empty Slot</td>
</tr>
</tbody>
</table>

6.6 When the circuit type you want displays, press HOLD. You see: FIRST EXTENSION.

6.7 Enter the first extension number for the PCB. Refer to the chart in Step 2: Map Out Your Installation above. (For example, if you have a second DSTU in slot 2, and you want the extension numbers to flow consecutively from slot 1, enter 316.) If you make an entry mistake, use LND to backspace over (erase) the incorrect entry and then enter the correct digits.

6.8 Press HOLD. You see SLOT CONFIG CHANGED!

6.10 Press HOLD twice + VOL ▲ or VOL ▼ to select another slot to program (2-8), or press CONF to exit program 9902.

**Step 7: Verify Your Slot Entries**

Use the following steps to check your 9902: Slot Control programmed entries.

7.1 Enter the programming mode and dial 9902 + HOLD to enter program 9902: Slot Control.

7.2 Press HOLD then VOL Up or VOL Down until you select the slot you want to check (1-8).

7.4 Once you’ve selected the slot you want to check, press V. The display shows the number of circuits currently displayed and the extension numbers assigned to the circuits. For example, if you plugged your first 8ATRU into slot 8, you would see:

```
SLOT:8 CIRCUIT:1-5
401 402 403 404 405
```

7.5 Press V to check any additional circuits on the PCB, press CONF + HOLD to return to step 7.2, or press CONF twice to exit program 9902.

**Step 8: Plug in Your PCBs.**

Plug in your PCBs according to the installation map (step 2) and your slot programming (step 6).
Description

LCCPU 01.00.00
LCCPU 02.00.00
Not available.
Description

LCCPU 01.00.00
LCCPU 02.00.00
Not available.
Description

Use Program 9905 - Password to change the system passwords. The table below shows the default system passwords. Turn to System Programming List on page 341 for more on the system passwords.

Table 49: Password Levels

<table>
<thead>
<tr>
<th>Password Level</th>
<th>Password</th>
<th>Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>System Administrator 1</td>
<td>0000</td>
<td>1</td>
</tr>
<tr>
<td>System Administrator 2</td>
<td>9999</td>
<td>2</td>
</tr>
<tr>
<td>Installer</td>
<td>372000</td>
<td>3</td>
</tr>
</tbody>
</table>

Conditions
None

Telephone Programming Instructions

1. Enter the programming mode.
2. 9905 + HOLD
3. Enter the level (1-3) for the password you want to change + VOL ▲
4. Enter the password for the level selected + VOL ▲
   OR
   Press VOL ▲ to leave the current entry unchanged.
5. Repeat from step 3 to enter another password level.
   OR
   Press CONF to exit the program.
Description

Use Program 9906 - Database Save to back up site data to PC Card P/N 85880 or P/N 80050-V**.**. Refer to your Hardware Manual for the specifics.

Conditions

The following table lists the PC Card Backup Error Messages that you may see when using the instructions below.

<table>
<thead>
<tr>
<th>This error message:</th>
<th>Means this:</th>
</tr>
</thead>
</table>
| No PCCARD           | The PC Card is not installed.  
                       
                       *Install the PC Card and try again.* |
| ERASE FAILED        | The system could not overwrite an existing data base on the PC Card.  
                       
                       *Repeat the procedure. If you get the message again, try another PC Card.* |
| SAVE FAILED         | The system could not save data to the PC Card.  
                       
                       *Repeat the procedure. Of you get the error message again, try another PC Card.* |

Telephone Programming Instructions

1. Insert the PC Card into the CPU.  
   *Refer to the Hardware Manual for additional information.*

2. Be sure the CPU mode switch is set to RUN.

3. Enter the programming mode.

4. 9906 + HOLD

5. Enter Y + HOLD.

   9906:DATABASE NAME

   *To quit program 9906 instead, enter N + HOLD.*

6. Enter a name for the database you want to save (up to 10 characters long).

   9906:DATABASE NAME  
   (name)

   *Refer to Programming Names and Text Messages on page 419 if you need help when entering names.*

   *Skip this step if you want to save data in an address that already has a name assigned.*

7. When you are done entering the name, press HOLD.

   9906:DB 00 (time)  
   (name) (date)
You see the address, name and date of the first data base stored. If you data bases are stored, you see:

8. The system assigns the name you entered in step 7 to the address you select below:
   - Press VOL ▲ or VOL ▼ to scroll through the 12 data base addresses (DB 00 through DB 11)
     OR
   - Skip this step to select the currently displayed data base.

9. Press HOLD.

   Normally, you see:

   The PC Card Active LED is on during backup.
   If the address you choose already has data stored in it, you see:

   - Press N + HOLD to back up to step 5.
     OR
   - Press Y + HOLD to proceed.

   You automatically exit programming when the upload completes.
9900 - System Utilities, Part 2
9907 - Database Load

Description

Use Program 9907 - Database Load to load site data previously saved to PC Card P/N 85880 or P/N 80050-V**,** into the system database. Refer to your Hardware Manual for the specifics.

Conditions

The following table lists the PC Card Load Error Messages that you may see when using the instructions below.

<table>
<thead>
<tr>
<th>This error message:</th>
<th>Means this:</th>
</tr>
</thead>
<tbody>
<tr>
<td>No PCCARD</td>
<td>The PC Card is not installed.</td>
</tr>
<tr>
<td></td>
<td>Install the PC Card and try again.</td>
</tr>
<tr>
<td>NO DATABASE</td>
<td>There is no data stored in the database address you selected. Select another database address and try again.</td>
</tr>
</tbody>
</table>

Telephone Programming Instructions

1. Insert the PC Card into the CPU. Refer to the Hardware Manual for additional information.
2. Be sure the CPU mode switch is set to RUN.
3. Enter the programming mode.
4. 9907 + HOLD

9907:DATABASE LOAD
START?

5. Enter Y + HOLD.

9907:DB 00 (time) (name) (date)

You see the name and date of the first database stored. If no databases are stored, you see:

9907:DB 00 (empty)

6. Press VOL ▲ or VOL ▼ to scroll through the 12 database addresses (DB 00 through DB 11) and select the one you want to restore.
7. When the database you want to restore displays, press HOLD. The PC Card Active LED is on during restore. You automatically exit programming when the upload completes.
Use **Program 9999 - System Initialization** to initialize the system database.

<table>
<thead>
<tr>
<th>Warning!</th>
</tr>
</thead>
<tbody>
<tr>
<td>Initializing the system erases all your programmed entries and replaces them with the factory-installed default values.</td>
</tr>
</tbody>
</table>

### Conditions
None

### Telephone Programming Instructions
1. Enter the programming mode.
2. 9999 + HOLD
   
   **9999:INITIALIZATION**  
   **INITIALIZE SYS?nnn**

3. Enter Y + HOLD to initialize the system.  
   OR  
   Enter N + HOLD to exit the program without initializing.

   *If you enter Y, the system will initialize with the factory-installed default and return to the idle state.*
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