

STARPLUS[®] DHS-L[™]



*The Answer To Your
Company's Growing
Communication Needs*

STARPLUS®
DHS-L™

Digital Key Telephone System

User Guide

Issue 2 - October 2001

Release	Date	Changes
1	6-00	Initial product release
2	10-01	Content clarification

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Contents

General Description	1
Digital Key Telephones	1
Direct Station Selector (DSS) Console	4
General Conventions	5
DHS-L Features	5
Soft Button Prompts	6
Feature Code Table	7
System Numbering Plan	12
Alarm Clock	13
Extension	13
Attendant Administration	15
System Service Mode	15
Time	16
Automatic Busy Redial (ABR)	16
Background Music	17
Call Announce	17
Call Back	18
Cancel	19
Call Forward	20
Call Forward Modes	20
LCD Display	21
Busy	24
Call External Forward (or ECF)	24
Cancel	25
Direct (All Call)	26
Follow To (from your station)	27
Follow Me (from another station)	27
Forced Intercom Call Forward (DND)	28
No Answer	29
Caller Identification (ICLID)	31

Name/Number Caller ID	32
Call Park	33
Answer	34
Call Pickup	35
Direct	35
Group	35
Camp On	36
Busy CO Line	36
Busy Station	38
Class of Service (COS)	39
Day/Night	39
CO Line	40
Assignment	40
Dialing Type Selection	40
Automatic Selection	40
CO-Use Indication	42
Conference	43
Supervised	43
Unsupervised (CO Line Conference)	45
Distinctive Ringing	46
Do Not Disturb (DND)	47
DND Override (Attendant Only)	48
DSS Console	48
Forced Tone Ringing	49
Hold	50
Automatic	50
Call Abandon (Loop Supervision)	51
Call Answer/Select	52
Exclusive	53
Reminder Time	54
System	54
Hot Dial Pad	55

Hot Line (Ring Down)	56
Cancel	56
Intercom Call	57
Intrusion (Privacy)	58
Release	59
Last Number Redial (LNR)	60
Message	62
Outgoing	62
Premise (Messages)	65
Message Waiting	67
Music-on-Hold (MOH)	70
Muted Ringing	70
Night Service	70
Page	71
Allow/Deny	72
Meet Me	73
Pause	74
Save Dialed Number (SDN)	75
Speed Dialing (ABBR)	76
Station Feature Status Check	78
Time	79
Station Lock/Unlock	80
Transfer	82
UCD Group (Hunt)	84
Station	84
User Saved Number Redial (USNR)	85
Voice Announce (Hands-Free or Tone)	86
Voice Mail	87
Button	87
Dialing Ratio	88
Integration	88
Monitor	89

Voice Recorder	92
Hotel/Motel – Attendant/Operator Features	93
SLT Features and Operation	96

Figures

Enhanced Key Telephone	2
Executive Key Telephone	3
DSS Console	4
Soft Buttons	6

Tables

Feature Access Codes	7
System Default Numbering Plan	12
Call Forward Programming	20
Dial Pad Key Programming	65
Available Outgoing Pre-Programmed Messages	65
Available Premise Pre-programmed Messages	67
Voice Announce	87
Hotel/Motel Features	95
SLT Feature Access Codes	98

General Description

Digital Key Telephones

The *DHS-L* supports two proprietary digital key telephones (*Enhanced* and *Executive*). These key telephones support hot key pad for dialing digits at any time.

Each telephone is equipped with an Additional Device Port (ADP) located on the underside of the phone for user-friendly connection of analog devices (answering machines, faxes, modems, cordless telephones, etc.). An analog adapter is required for this port to be equipped for use as an extension of the system.



The ADP jack of any telephone may be wired for connection to the main telephone CO line for use as a power failure standard telephone interface in the event of a power outage.

Both telephones are fully equipped for hands-free, speakerphone operation. They have a total of 28 buttons. Eight of these buttons are for fixed functions. Twenty user-programmable feature buttons provide dual color LED with pre-assigned default settings for quick power up operation. These buttons are arranged in five rows and four columns. Beginning at the top left button they are assigned the following default values; Station 201-272, 301-372, CO line 700-795, HF/Tone and Message Waiting.

Enhanced Key Telephone

The Enhanced Key Telephone is also equipped with a 12-key Dial Pad for dialing intercom numbers, system feature codes and telephone network numbers on CO lines.

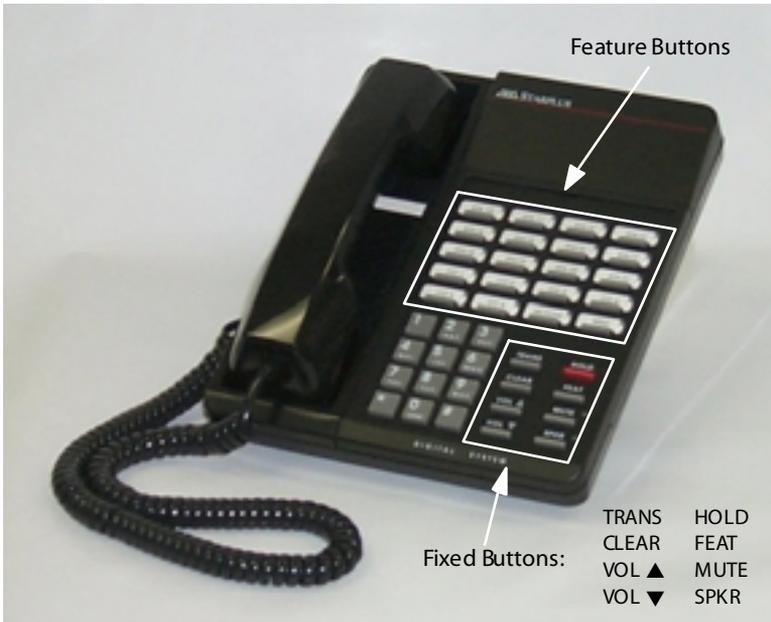


Figure 1: Enhanced Key Telephone

Executive Key Telephone

The Executive Key Telephone model has a 2 x 16, 32-character Super Twist LCD display, with three interactive Soft Buttons to enhance system features operation.

The Super Twist LCD eliminates the need for contrast adjustment and enhances angled viewing position clarity of displayed data. A visual reference to call progress and call duration, as well as time and date information, is displayed. The display also enables the Executive Key Telephone user to send and receive visual advisory and callback messages.



Figure 2: Executive Key Telephone

Direct Station Selector (DSS) Console

A Direct Station Selector (DSS) Console is also available on the **DHS-L**. Four DSS Consoles may be assigned to a station. Each DSS Console uses one Digital Station Port.

The DSS Console buttons are programmed by the Station User using the FEAT + # + 4 command, then pressing the button on the DSS to be programmed.

Features are separated into two distinct categories for programming on a button: CO line or station.

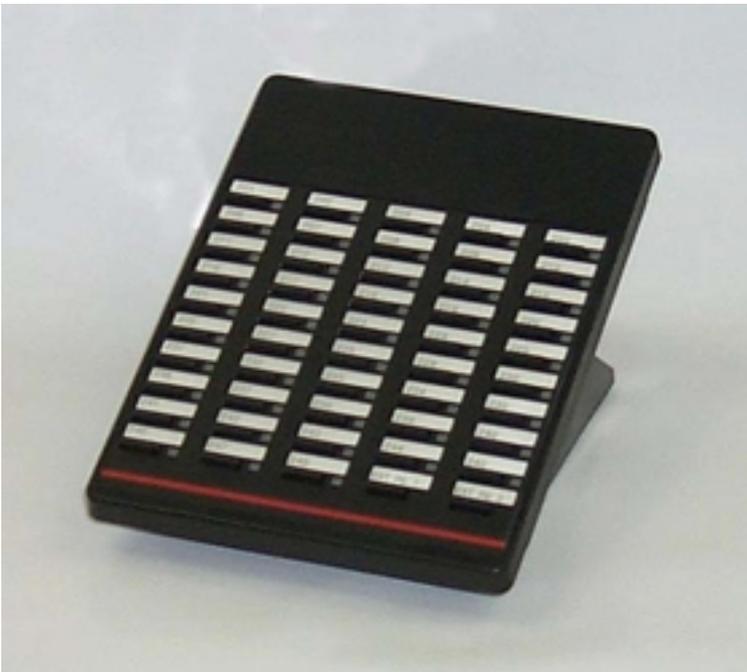


Figure 3: DSS Console

General Conventions

DHS-L Features

System Access -- System resources are accessed using directory numbers to dial access the resource (station numbering, UCD Group numbering, etc.).

- The [**FEAT**] button joined with dial key codes will appear throughout the text. This button is used to access most system features.
- Press the [**CLEAR**] button to cancel the current operation.

One-Button Access -- Any feature or resource code may be stored for one-button access under an available Programmable Feature Button.

LCD Prompts -- Operation steps are oriented for the *Executive* Key Telephone since the interactive LCD prompts encompass all *Executive* Key Telephone functions.

Soft Button Display -- Three LCD interactive Soft Buttons are positioned beneath the display on the *Executive* Key Telephone.

- These buttons are used during feature operation for interactive display prompt menus.
- For orientation purposes, the Soft Buttons may be referred to as the left, center and right Soft Buttons.

Programming Mode -- System programming can be executed at any idle *Executive* Key Telephone. Only one station may enter the system programming mode at any time.

- Valid programming is confirmed with a single beep tone from the speaker.
- Invalid programming is alerted with a double beep tone.

Soft Button Prompts

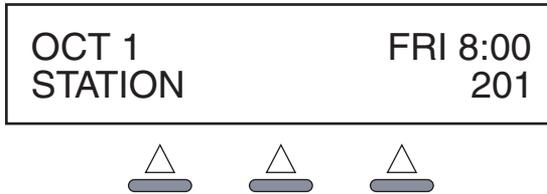


Figure 4: Soft Buttons

bksp: When the new programming data entry is not desired, the station user may press the backspace [bksp] button to erase the last data entered and return to the immediately preceding prompt.

save: When the new data is entered, the system will check the entered data automatically. If the entry is invalid, the prompt will be refreshed. The station user must press the store [save] button to confirm entry and continue with the next prompt item.

chg: Press the change [chg] button to modify the current prompted item. If the data/message to be changed is generated by the system itself, the current programming item will be replaced by new data (toggled between YES and NO, or cycled through several data/messages) when the user presses the [chg] button.

next: Repeated depressions of the [next] button will present the next selection or the next programmable item within the current category.

back: Repeated depressions of the [back] button operate similarly to the [next] button where the previous programming category is selected, or the previous programming item within the current category is selected.

show: Press the display [show] button to enter into detailed item feature programming of a specific category, or to display current programmed content of the feature.

clear: The [clear] button can be used at anytime in system programming. Depressing this button aborts any programming in progress and returns the Executive Key Telephone to an idle state.

Feature Code Table

Table 1: Feature Access Codes

Feature	LCD	Non-Display
ALARM CLOCK		
Cancel (prior to alarm)	F+[*]+[9]+[2]	F+[*]+[9]+[2]
Extension	F+[9]+[2]	F+[9]+[2] + HHMM +(1-2)
ATTENDANT ADMIN	F+[#]+[0]+(1-6)+[save] +psswrđ (0000)	N/A
AUTO BUSY REDIAL (ABR)	F+[7]+[8]	F+[7]+[8]
BACKGROUND MUSIC		
Enable	[801] or [802]	[801] or [802]
Disable	[CLEAR]	[CLEAR]
CALL ANNOUNCE		
Allow (hands-free)	F+[9]+[8]	F+[9]+[8]
Cancel	F+[*]+[9]+[8]	F+[*]+[9]+[8]
CALL BACK	[Extñ]+[#]	[Extñ]+[#]
Cancel (All)	F+[#]+[#]	F+[#]+[#]
Cancel (Single)	F+[*]+[#]+[#]+extñ	F+[*]+[#]+[#]+extñ

Table 1: Feature Access Codes

Feature	LCD	Non-Display
CALL FORWARD		
All	F+[2]	F+[2]+[2]+(station)
Busy	F+[2]	F+[2]+[1]+(station)
Cancel	F+[2]	F+[*]+(fwd type)
DND (Transfer)	F+[2]	F+[2]+[7]+(station)
DND (to Attd while ringing)	F+[4]	F+[4]
External	F+[2]	F+[2]+[6]+ (extrnl nbr) + [HOLD]
Follow To	F+[2]	F+[2]+[5]+(station)
Follow Me	F+[2]	F+[2]+[3]+(station) + (psswrđ)
Follow Me Cancel	F+[2]	F+[*]+[2]+[3]+(station)+(psswrđ)
No Answer	F+[2]	F+[2]+[4]+(station) +[xx]
CALL PARK		
Receive	F+[7]+[3]+(station)	N/A
CALL PICKUP		
Direct	(station)+[6]	(station)+[6]
Group	(station)+(460-489)	(station) +(460-489)
CALLER ID	F+[#]+[0]+[1]+(0000) +[next]+[chg]+[CLEAR] +F+[#]+[*]+ psswrđ (#######)+[show] +[next] (to ICLID) +[show]+[show] +(700-771)+[show] +(1-8)	N/A
CAMP ON		
Busy CO Line	busy+[CAMP]	busy+[4]
Busy Station	busy+[next]+[CAMP]	busy+[4]

Table 1: Feature Access Codes

Feature	LCD	Non-Display
CO LINE		
Automatic Selection	F+[9]+[5]	F+[9]+[5]+(0 or 1)
CONFERENCE		
Supervised	F+[6]+[0]	F+[6]+[0]
Forced Release	[forced]	F+[7]+[4]
Talk Privately	[private]	F+[5]+[7]
Unsupervised (CO Line Conference)	F+[7]+[7]	F+[7]+[7]
Unsupervised (CO Line Conference Rejoin)	F+[6]+[0]	F+[6]+[0]
DISTINCTIVE RING	F+[#]+[7]	F+[#]+[7]+(1-4)
DO NOT DISTURB (DND)	F+[4]	F+[4]
DSS/BLF KEY PROG.	F+[#]+[4]	N/A
FEATURE BUTTON		
Key Programming Numbers	F+[#]+[3]	F+[#]+[3]+ (programmable btn)+[1]+(directory nbr)+[HOLD]
Feature Codes	F+[#]+[3]	F+[#]+[3]+ (programmable btn)+[2]+[FEAT] +(code)+ [HOLD]
Inquiry	F+[#]+[3]	N/A
Erase	F+[#]+[3]	F+[#]+[3]+ (programmable btn) +[HOLD]
FLASH		
CO Line	F+[3]	F+[3]
HOLD		
Automatic Allow	F+[9]+[4]	F+[9]+[4]
Cancel	F+[*]+[9]+[4]	F+[*]+[9]+[4]

Table 1: Feature Access Codes

Feature	LCD	Non-Display
HOT DIAL PAD		
Allow/Deny (toggles)	F+[#]+[6]	F+[#]+[6]
HOT LINE	F+[9]+[*]	F+[9]+[*]
Cancel	F+[*]+[9]+[*]	F+[*]+[9]+[*]
INTRUSION (Privacy)	busy+[next]+[intru]	busy+[8]
LAST NUMBER REDIAL (LNR)	F+[8]	F+[8]
MESSAGE WAIT	[msg] or [Ext]+[9]	[Ext]+[9]
Answer	[reply] or (F+[9]+[6])	F+[9]+[6]
Cancel (incoming)	F+[*]+[9]+[6]	F+[*]+[9]+[6]
Cancel (sent)	F+[*]+[9]+[6]+(station)	F+[*]+[9]+[6]+(station)
MUTE	[MUTE] or F+[7]+[6]	[MUTE] or F+[7]+[6]
Muted Ringing	F+[7]+[6]	F+[7]+[6]
PAGE		
Internal (All Groups)	[400]	[400]
External	[820] or [821]	[820] or [821]
All Call (Internal)	[425]	[425]
Group	[4]+(01-24)	[4]+(01-24)
Answer	F+[5]+[9]	F+[5]+[9]
Station (Allow/Deny)	F+[#]+[9]	F+[#]+[9]
PAUSE	F+[7]+[0]	F+[7]+[0]
SAVE DIALED NUMBER (SDN)	F+[5]+[1]	F+[5]+[1]
SPEED DIAL		
To Store	F+[1]	F+[1]+(bin nbr)+ phone nbr+[HOLD]
To Dial	(Station: 500-549, System: 600-699)	(Station: 500-549, System: 600-699)
To Erase	F+[1]	F+[1]+(bin nbr) +[HOLD]

Table 1: Feature Access Codes

Feature	LCD	Non-Display
STATION		
Feature Status	F+[#]+[8]	N/A
Lock	F+[9]+[7]	F+[9]+[7]+(psswrd)+[#]
Unlock	F+[9]+[7]	F+[9]+[7]+(psswrd)+[*]
Change Password	F+[9]+[7]	F+[9]+[7]+(psswrd)+(new psswrd)
TRANSFER		
One-Button	pre-programmed [DSS] btn	
Screened	[HOLD]+station/Hunt group nbr (wait for answer)+[TRANS]	
Unscreened	[HOLD]+station/hunt group nbr+[TRANS]	
Voice Mail	[HOLD]+(VM Hunt group nbr)+mailbox nbr+[TRANS]	
USER SAVED NUMBER REDIAL (USNR)	F+[5]+[*]	N/A
VOICE MAIL - Call Screen	F+[6]+[4]	F+[6]+[4]
VOICE RECORDER	F+[6]+[7]	F+[6]+[7]

System Numbering Plan
Table 2: System Default Numbering Plan

Parameters	Number/Range
Call Pickup Group	460-483
CO Line Access T1 Channel Access	700-771 772-795
Extension	1 --> B2 --> 201-272 301-372
LCR	1
Loud Bell	810-811
Music Source	801 or 802
Paging External Paging Paging Zone Access	820-821 400-425
Speed Dial Personal Speed Dial Number Access (ABBR number) System Speed Dial Number Access	500-549 600-699
Station Hunt Group	430-453
Virtual Number Access	830-859

Alarm Clock

Extension

Description

You may activate your own private alarm on your telephone to remind you of special appointments, events, etc.

Operation

ENHANCED TELEPHONES --

To turn ON a signaling alarm:

1. Press [FEAT].
2. Dial [9] + [2].
3. Dial HHMM (HH = hour, MM = minute for a 24-hr clock).
4. Press [1] for one time, or [2] for always.

When the alarm time is reached, you will hear tone ringing.

To turn OFF a signaling alarm:

Pickup the handset and replace.

To cancel the alarm clock feature prior to alarm activation:

1. Press [FEAT].
2. Dial [*] + [9] + [2].

EXECUTIVE TELEPHONES --

To turn ON a signaling alarm:

1. Press [FEAT].
2. Dial [9] + [2].
3. Press CHG.
4. Dial HHMM where HH is hour, MM is minute (24-hour clock).
5. Press [SAVE].
6. Press soft button 1 for one time activation, or soft button 2 for always.

To turn OFF a signaling alarm:

When the alarm time is reached, you will hear tone ringing and the display will show:

ALARM ack	REACHED
--------------	---------

Press [ack].

To cancel the alarm clock feature prior to alarm activation:

1. Press [FEAT].
2. Dial [*] + [9] + [2].

Conditions

- The alarm clock will be canceled automatically after the alarm time is reached.
- The Executive Telephone display will be unchanged until [ack] is pressed or when the telephone is used for another call.

Attendant Administration

Description

Attendant Administration is used to set the features Service Mode (Day/Night/Time), system date and time, and system speed dial.

Operation

1. Press [FEAT].
2. Dial [#] + [0]. The display shows:

TENANT GROUP :__
bksp save chg

3. Dial [1-6].
4. Press [save].
5. Enter password (0000).
6. Press [show].

System Service Mode

Operation

1. Press [svc]. The display shows:

SERVICE MODE CHG
back next show

2. Press [show] to select between DAY1, DAY2, DAY3, NIGHT, and TIME.
3. Press [CLEAR] to exit programming or [back] to change other features.
4. Press [next] to select RS-232, then select between RMP or ICLID.

Time

Provided to set system time and date information. Use prompts displayed to set fields:

- YEAR
- MONTH
- DAY
- WEEKDAY
- HOUR
- MINUTE



System Time can be set through Attendant Administration using the Attendant Station password.

Automatic Busy Redial (ABR)

Description

Automatic Busy Redial (ABR) may be used to redial the last number. The system will automatically dial the number and then monitors the line for a busy signal. If a busy signal is detected, the system ends the call and attempts to dial the number again. The redial cycle will continue until the maximum number of attempts designated in programming is reached.

Operation

1. Press [FEAT].
2. Dial [7] + [8]. An Executive Telephone will display:

CO LINE X
- -> 01 / 08



The system will continue redial attempts until busy tone is no longer detected, or the maximum number of attempts is reached, or any other feature is used on the telephone.

Background Music

Description

When your telephone is idle and the feature is enabled and activated, you can hear background music (BGM) through the speaker. The BGM automatically turns OFF when you receive or make a call. BGM turns on again when the telephone is idle.

Operation

To activate BGM:

Dial [801] or [802].

To end BGM (idle):

Press [clear].



*If a feature button is programmed for BGM, the lamp for that button will not light to indicate BGM is activated. Hearing the BGM will be your confirmation that the feature is activated. The **DHS-L** supports 2 BGM Channels.*

Call Announce

Description

This feature provides several beeps to alert you of an incoming intercom call. After the beeps, the telephone is automatically connected to the intercom in a hands-free mode.

Operation

To enable Call Announce:

Press [FEAT] + [9] + [8].

To cancel Call Announce:

Press [FEAT] + [*] + [9] + [8].

Call Back

Description

This feature allows you to queue a station which is busy, in Do Not Disturb (DND), or idle. When you send a Call Back to a busy station, the Call Back process will begin when the busy station hangs up.

Operation

Call the station that you want to queue. An *Executive* telephone will display the following according to the status of the telephone you are calling:

When station you are calling is in Tone Ringing mode.

CALLING	STA	xxx
cb ck	msg	

When station you are calling is busy.

STA	xxx	BUSY
cb ck	msg	next

Press soft button for callback.

STA	xxx	WAIT
cb ck	msg	

ENHANCED TELEPHONES --

To send a Call Back:

1. Press [EXT].
2. Dial [#].

To answer a Call Back:

When the Call Back process begins, your telephone will ring a special Call Back ring for 30 seconds. Lift the handset or press [SPKR].

EXECUTIVE TELEPHONES --

To answer a Call Back:

1. When the Call Back process begins your, telephone will ring a special Call Back ring for 30 seconds. The display will show:

CALL BACK TO xxx
reply del

2. Lift the handset or press [SPKR],

-or-

Press [reply] to continue the Call Back. The display will show:

CALLING STA xxx
cbck msg

3. If you press [del] in Step 2, the Call Back will be canceled and the display will show:

CALL BACK DELETE

Cancel

To cancel an All Call Back request (*Enhanced/Executive* telephones):

Press [FEAT] + [#] + [#].

To cancel a Single Call Back request (*Enhanced/Executive* telephones):

Press [FEAT] + [*] + [#] + [#] + (station number).

Conditions

The station you are calling must be busy or in the Tone Ringing mode. Call Back will be denied when there is already a Call Back request at the called station.

Call Forward

There are many Call Forward choices:

- Forward calls when your telephone is idle.
- Forward calls when your telephone is busy.
- Forward your calls when there is no answer.
- Use the Follow Me feature to receive calls at a temporary location and activate the feature remotely from another station.
- Combine busy and no answer call conditions for forwarding calls.
- Forward Intercom calls, incoming CO and transferred CO calls.



Regardless of whether the station where calls are being forwarded is a key telephone or single line telephone, the user at the forwarded station will hear special Intercom Reminder tone signifying that Call Forward is activated.

Call Forward Modes

ENHANCED TELEPHONES --

Use these programming code combinations to activate the desired Call Forward feature.

Table 3: Call Forward Programming

All Call Forward (DIRECT/FWD)	Press [FEAT] + [2] + [2] + (station number)
Busy Call Forward	Press [FEAT] + [2] + [1] + (station number)
Cancel	Press [FEAT] + [*] + (fwd code)
DND Forward	Press [FEAT] + [2] + [7] + (station number)
DND Forward (To Attendant)	Press [FEAT] + [4]

Table 3: Call Forward Programming

External Call Forward	Press [FEAT] + [2] + [6] + (external number) + [HOLD]
Follow To (FOLLOW/FWD)	Press [FEAT] + [2] + [5] + (station number)
Follow Me Call Forward	Press [FEAT] + [2] + [3] + (station number) + (password)
Follow Me Call Forward Cancel	Press [FEAT] + [*] + [2] + [3] + (station number) + (password)
No Answer Call Forward	Press [FEAT] + [2] + [4] + (station number) + [xx] ^a

a. xx = Time after which call forwards - 10, 20, 30, 40, or 50 seconds

LCD Display

When any type of station call forwarding is invoked, the LCD display will indicate the call forwarding mode. The display mode is optional; the Call Forward Display defaults to ON.

EXECUTIVE TELEPHONES --

1. Press [FEAT].
2. Then dial [2]. The display shows:

CALL FORWARD direct busy next
--

3. Press [direct], the display shows:

DIRECT FORWARD ___ bksp save chg

4. Press [busy], the display shows:

BUSY FORWARD ___ bksp save chg

5. Press [next], the display shows:

```
CALL FORWARD
n_ans  ext  next
```

6. Press [n_ans], the display shows:

```
NO_ANS FWD ___
bksp  save  chg
```

7. Press [ext], the display shows:

```
___
bksp  save  chg
```

8. Press [next], the display shows:

```
CALL FORWARD
follow  DND
```

9. Press [follow], the display shows:

```
FOLLOW ME
preset  remote
```

10. Press [DND], the display shows:

```
DND FORWARD
bksp  save  chg
```

11. Press [preset], the display shows:

```
[FOLLOW] TO ___  
bksp  save  chg
```

12. Press [remote], the display shows:

```
REMOTE SELECTION  
del  set
```

13. Press [del], the display shows:

```
[CANCEL] FM ___  
bksp  save  chg
```

14. Press [set], the display shows:

```
[FOLLOW] FM ___  
bksp  save  chg
```

Operation

1. Press [FEAT].
2. Dial [2]. The display shows:

```
CALL FORWARD  
direct  busy  next
```

Busy

1. Press [busy]. The display shows:

BUSY FORWARD	---
bks p	save chg

2. Dial the station number where calls will be forwarded, then press [save].

*Call External Forward (or ECF)***Description**

The External Call Forward (ECF) feature allows a station with a ringing assignment to forward all calls to an off-site location.

Programming

1. Press [FEAT] + [2].
2. Press [next].
3. Press [ext].
4. Dial the number to be forwarded to.
5. Press [save].

ECF programming has two data fields:

- SERVICE - Allows feature to operate only during certain system modes of operation.
- TALK TIME - The preset time limit of the ECF call. ECF may be discontinued prior to the expiration of the TALK TIME by the remote party by dialing [0] + [#] at any time during the ECF call, or [0] + [*] to extend it.

Default

The *DHS-L* default settings of associated ECF data fields are:

- SERVICE = Always
- TALK TIME = 5

Cancel

1. Any call forward mode can be canceled at the station that is forwarded by pressing [FEAT] + [2]. The display will indicate DELETE FORWARD. Let's assume that you are Station 210 and Station 212 is Busy Call Forwarded to Station 216.
2. Call Station 212, which is busy on another intercom call.
3. Your call is forwarded to Station 216 and you hear ringback tone. At an Executive Telephone, your display shows:

CALLING STA	216
cbck msg	

4. If Station 216 is also busy, you will hear a busy tone. At an Executive Telephone the display shows:

CALL FORWARD
direct busy next

At Station 216 ringing is heard and the display reads:

STA 210 CALLING
212 CFW



Call Forward can be pre-programmed on any feature button. When active, the lamp on the assigned CALL FORWARD button will light on the Enhanced Telephones. On an Executive Key Telephone, the display can be programmed to show the station or group to which it is forwarded.

Conditions

- When Call Forward is active at any telephone, Special (stutter) Dial Tone is heard when the user accesses intercom dial tone.
- After programming Call Forward, the Call Forward message defaults to display on the LCD.

- Call Forward cannot be programmed for more than three stations in series. For instance, if Station (A) forwards to Station (B) and Station (B) forwards to Station (C), Station (C) cannot forward calls.
- Any number of stations may be programmed for Call Forward to the same destination, simultaneously.
- All Call Forward will forward all intercom calls, regardless of busy/idle state.
- Call Forward No Answer shows a timer value on the display of an Executive Key Telephone which allows the station to adjust the time a call will ring before it forwards. This option remains displayed until some other action is taken at the telephone.
- Follow Me Forward must be canceled at the station where calls were forwarded.

Direct (All Call)

1. Press [FEAT] + [2]. The display shows:

CALL FORWARD direct follow
--

2. Press [direct]. The display shows:

DIRECT FORWARD ___ bksp save chg

3. Dial the station number where all calls will be forwarded, then press [save].

Follow To (from your station)

1. Press [follow]. The display shows:

```
FOLLOW ME
preset  remote
```

2. Press [preset]. The display shows:

```
FOLLOW TO
bksp  save  chg
```

3. Dial the station number from which calls are to be forwarded.
4. Press [save].

Follow Me (from another station)

1. Press [follow]. The display shows:

```
FOLLOW ME
preset  remote
```

2. Press [remote]. The display shows:

```
REMOTE SELECTION
                del  set
```

3. Press [set]. The display shows:

```
FOLLOW FROM  ____
bksp  save  chg
```

4. Enter the station number and press [save]. A confirmation tone is heard and the display shows:

```
PSWD : _  
bksp save chg
```

5. Dial the password for that station.
6. Press [save].

Conditions

If the station identified is in Do Not Disturb, Follow Me Call Forward will not be allowed and the message STATION XXX DND will be displayed.

Forced Intercom Call Forward (DND)

Description

Tone ringing intercom calls can be immediately forwarded to the attendant by pressing the DND button.

Operation

1. When your telephone is set to Tone Ring and another station is calling you, an Executive Telephone will display:

```
STA xxx CALLING
```

2. Press [FEAT].

To transfer the incoming intercom call to the attendant, dial [4]. An *Executive* telephone will display:

```
DO NOT DISTURB
```

Conditions

- If the intercom (ICM) call in progress is with the attendant, Forced Intercom Call Forward will not operate. When DND is enabled, standard DND operation is followed.
- If forced DND is activated, the operation is treated as if the calling party makes a new ICM call to the attendant.
- You cannot activate Forced Intercom Call Forward if Call Forward is already enabled.

No Answer

1. Press [n_ans]. The display will show:

NO_ANS FWD TO
bksp save chg

2. Dial the station number where calls will be forwarded, then press [save].
3. Optional: Press CHG until desired value is displayed.

Programming

Each CO line in the system may be pre-programmed for a specific forward destination. CO Line Preset Call Forward is similar to No Answer Forward operation in that a timer (CO P-FWD TIME) is preset for all CO lines marked for this forward. When a CO line rings into the system the timer is started. If the timer expires before the call is answered, the designated preset forward destination begins to ring in addition to other programmed ringing locations.

There are three data fields associated to CO Line Preset Call Forward:

- CO P-FWD TIME—One timer referenced by all CO lines set for Preset Forward.
- COxxx DEST—Destination set for the CO line being programmed.

- COxxx VMID—A 6-digit field that can be programmed with a digit string used when the forward destination is a VM type Hunt Group. This digit string can be used to divert the CO caller to the correct voice mail menu prompt. There is a COxxx VMID field for each CO line.

Preset CO Line Transfer

1. Press [FEAT] + [#] + [*].
2. Press [#####].
3. Press [next]. The display shows:

CO LINE back next show

4. Press [show]. The display shows:

SHOW LINE : ___ bksp show chg

5. Enter CO line number, then press [show]. The display shows:

ANSWER POSITION back show chg

6. Press [show]. The display shows:

CO PRE DEST : NULL back next chg

7. Press [chg].
8. Enter desired station number, then press [save].
9. Press [clear] when completed.

Default

The *DHS-L* default settings of associated CO Line Preset Call Forward data fields are:

- CO P-FWD TIME = 30
- CO XXX DEST = Empty
- CO XXX VMID = Empty

Programmable Range

CO Line Preset Forward data fields:

- CO P-FWD TIME = 10/20/30/40/50/60 sec
- CO XXX DEST = 201-272, 301-372 Stations, 430-459 Hunt / VM Groups
- CO XXX VMID = 0-9 *#P(F4) (six digits maximum)

Caller Identification (ICLID)

Description

Incoming Caller Identification (ICLID) is an optional service offered by the local telephone company. When properly equipped, the *DHS-L* will display this caller ID information.

Executive telephones that are assigned to ring for this incoming line will display the caller data while the call is ringing.

The key system operation of this feature is dependent on the feature first being activated from the Telephone Central Office (CO) so that the number/name of the calling party will be delivered over the individual tip and ring of the CO lines during the first silent interval between ringing.

The features implemented are:

- 1 -- Calling number or name display on initial ring-in of a line on the display keysets.
- 2 -- Incoming call number/name recording on the SMDR printout.
- 3 -- Retaining a list of the last 100 Unanswered Calls in a table for user access.

Name/Number Caller ID

Description

The calling party numbers should be displayed if available on incoming caller ID calls.

Operation

Incoming call originally appears as shown);

Vodavi Communic

202-123-4567

Calling Number/Name Display

Essentially, whenever an incoming call is received at the system, the name and number received along with the ringing signal will be stored in the line control tables and used at various points in the processing of the call.

The primary function implies that the calling name/number will be displayed (if available) at any point where the LINE RINGING is displayed in the system.



If two lines are ringing in at the same time, the display will show the oldest line information.

Call Park

Description

This feature allows you to have calls parked at your telephone that can be retrieved from any telephone in the system. Calls are parked and retrieved by dialing the Call Park code followed by the pre-assigned station number.

Operation

During a call on Line 1:

1. Dial [FEAT] + [7] + [3]. At an *Executive* telephone, the display will show:



CALL PARK ___

2. Dial the station number. For example, if station 201 is dialed, the display at an *Executive* telephone will show:



CALL PARK TO 201

3. If a call is currently parked at station 201, the display will show:



PARK 201 IS BUSY

Conditions

- Each telephone/station has one personal station number used to park one CO line call.
- From your telephone, you can park a call at any station number, even if a key telephone is not assigned to that park number.

- Calls can be retrieved from any station, regardless of model or button assignments.
- CO Lines that have been parked are on System Hold and may be accessed by any station.

Answer

Operation

You may retrieve a parked call by using one of the following methods:

1. Dial [FEAT] + [7] + [3] followed by the associated station number (201-272, 301-372),
-or-
2. Press the flashing CO line button (if the CO line for the parked call appears on the telephone).

To retrieve a parked call (*Executive* telephones ONLY):

1. Press [FEAT].
2. Dial [7] + [3]. At an *Executive* telephone, the display will show:

CALL PICKUP ____

3. Dial the station number where the call is parked.

Conditions

- Any station can retrieve a parked CO line, even if the station is normally not allowed to access or receive a call on that line.
- A user invokes Call Park Answer and has no CO line button for the line retrieved from call park may use Hold Call Answer to place call on hold and retrieve call from hold.

Call Pickup

Description

You may answer calls ringing at another station using the Direct Call Pick Up or Group Call Pick Up feature. If multiple calls are ringing at a station, a priority list determines which call will be answered first.

Direct

1. Enter station number.
2. Dial [6]. At an *Executive Telephone*, the display will show:

DIRECT PICKUP

Group

1. Enter station number.
2. Dial [460-483].



The Call Pickup feature code may be programmed on any programmable feature button.

Camp On

Busy CO Line

Description

This feature allows you to Camp On a busy CO line and reserve that CO line for use when it becomes available.

This feature eliminates the need for you to continually observe the line status for availability. You may only have one Camp On active at any time.

Operation

ENHANCED TELEPHONES --

1. Press the busy line button. You will hear busy tone.
2. Dial [4]. You will hear error tone if the line is already camped-on. You will hear ringing when the line becomes available and the lamp for the line will flash.

EXECUTIVE TELEPHONES --

1. Press the busy line button. The display shows:

CO LINE	x	BUSY
camp		

2. Press [camp]. The display shows:

CAMP ON CO LN	x
---------------	---

3. If the line is already camped-on, the display shows:

CAMP ON FAILURE

4. You will hear ringing when the line becomes available and the display will show:

LN x

CO LINE x

To cancel:

Hang up handset. The display will show:

CO LINE CAMP DEL

Conditions

- CO lines can be camped-on by one station at a time.
- Stations can Camp On one busy CO line at a time.
- The Camp On Alerting Ring Time is 30 seconds. If the camp on goes unanswered during the 30 second ring time, the camp on is canceled.
- CO lines that have been camped will recall the Camp On initiator. The camped CO line will become available to other stations if the camped station fails to answer within 30 seconds.
- Camp On at a station using a Pooled Group button for access of CO lines, is the same as that of a station with CO line button appearances, except that, to answer a Camp On, the user must lift the handset to be connected to the camped CO line.
- During the time that the Camp On is recalling the initiator, a new incoming call will take precedence over Camp On and will be answered when the station goes off-hook.
- If Camp On invoked, CO or station must remain off-hook.

Busy Station

Description

Camp On is used to privately alert a busy station for immediate consultation. Camp On alert tone is heard at the busy station every 30 seconds as a reminder. The party currently speaking with the busy station does not hear the tone.

Operation

ENHANCED TELEPHONES --

While listening to the busy tone after calling a station, dial [4].

EXECUTIVE TELEPHONES --

1. While listening to the busy tone after calling a station, the display will show:

STA	xxx	BUSY
cbck	msg	next

2. Press [next]. The display will show:

STA	xxx	BUSY
camp	voice	

3. Press [camp]. The display will show:

CAMP ON TO xxx

You will hear a confirmation tone, followed by, Music-On-Hold (if equipped) until your Camp On is answered. When the camped-on station places the current call on hold, or hangs up, the Camp On will ring at the station.

4. If the camped-on station has already received a Camp On from a different station, your Camp On will be denied; you will hear an error tone and the display will show:

CAMP ON FAILURE

Conditions

- Each station can have only one Camp On at a time.

Class of Service (COS)

Day/Night

Description

The system provides eight COSs for assignment of outside line dialing privileges. Each station may be assigned one Day COS and one Night COS. The station COS is primarily used for restriction and control of long distance dialing.

System Speed Dial is specially linked with COS such that all speed dial bins override toll restriction programming in the toll restriction tables. It should be noted that stations assigned COS (0-7) have access to all System Speed Dial Bins (600-699).



The highest level COS is 0 (the most dialing privilege) and the lowest COS level (least dialing privilege) is 7.

Operation

Station COS is assigned in system programming and is not a feature that requires specific operating instructions. A station's COS will determine what digit sequences may be dialed on CO lines. Refer to "[CO-Use Indication](#)".

CO Line

Assignment

Description

CO Line Assignment allows complete flexibility of CO line access privileges.

Each station in the system may be programmed to be allowed or denied access of any of the CO lines.

Dialing Type Selection

Dialing type is a selection of either Tone (DTMF) dialing or Pulse (Rotary) dialing.

Default

The Dialing Type is set for Tone (DTMF) Dialing, and can be toggled from Tone/Pulse.

Automatic Selection

Description

This feature allows you to access a specific outside line or intercom (ICM) automatically when you lift the handset or press [SPKR].

A line will not be accessed automatically when your telephone is receiving an incoming call (outside or intercom) or a line is recalling at your telephone. However, you may override this incoming call priority operation by pre-selecting an outgoing line before lifting the handset.

Operation

ENHANCED TELEPHONES --

1. Press [FEAT]
2. Dial [9] + [5] + [0 or 1] + (Route number) + [9].
3. Dial the following codes to select the item you want the telephone to access automatically: [0] - intercom, [1] - specific CO line number or route number from Route Table.
4. Dial desired CO number (700-795).

EXECUTIVE TELEPHONES --

1. Press [FEAT].
2. Dial [9] + [5]. The display shows:

SELECT	:	ICM
ICM	line	route

3. Select [ICM], the display shows:

SELECT ICM

4. Select [line], the display shows:

DIR #	:	----
bksp	save	chg

5. Press [save], the display shows:

```

LINE   :   xxx
dir number

```

6. Select [route], the display shows:

```

DIR #   :   ___
bksp   save   chg

```

To cancel Automatic Selection:

ENHANCED TELEPHONES --

1. Press [FEAT].
2. Dial [*] + [9] + [5].

EXECUTIVE TELEPHONES --

1. Press [FEAT].
2. Dial [*] + [9] + [5].

Conditions

- A Line Programmed for Automatic Line Selection must be programmed as available for access in system programming.
- When Automatic Line Selection is set to EMPTY, you will not hear a dial tone when you lift the handset or press [SPKR]. However, you may still dial intercom numbers.

CO-Use Indication

Description

When you are using a CO line, the associated lamp will light green and flash at a double-wink rate at your telephone. This lamp will light steady red at other telephones.

Conference

Supervised

Description

The system can accommodate 8 four-member (party) conferences simultaneously. Conference combinations may consist of two CO lines maximum and any number of stations to a maximum of four members.

One inside key telephone station is the controller of the conference and constitutes one conference member.



Before a conference can be established with a maximum of four members, a three-member conference must first be established.

To establish a conference while on a line:

1. Press [HOLD]. The current call is placed on hold and intercom dial tone is heard.
2. Press another line button.
3. Dial the second party. (Repeat Steps 1-3 to add a third party).
4. To join the parties in a conference, Press [FEAT].
5. Dial [6] + [0]. The display shows:

CONFERENCE

6. You will hear a confirmation tone and momentarily the display will change to:

LNx ss
private forced

To add a fourth party:

1. Press [HOLD].
2. Dial the fourth party.
3. Press [FEAT].
4. Dial [6] + [0].

The conference initiator may force-release a conference member or talk privately with a conference member.

ENHANCED TELEPHONES --

To force-release:

1. Press [FEAT].
2. Dial [7] + [4].
3. Dial the station number or press the line button to release.

To talk privately (*connects second party, places third party on hold*):

1. Press [FEAT].
2. Dial [5] + [7].
3. Dial the station number or press the line button to talk privately.

EXECUTIVE TELEPHONES --

To force release or talk privately:

1. Press [private] or [forced].
2. Dial the station number or press the line button to release or talk privately.



Any conference feature code may be programmed on any available programmable feature button.

Conditions

- The station who establishes a conference is called the controlling party, and only the controlling party is allowed to invite or forcibly release any attending internal or external party, or to setup a private talk with any one attending party.

- When adding new parties to a conference and while speaking privately to a particular conference member, other members of the conference will be connected to Music-On-Hold.
- Conference can only be established at a key telephone.
- Each of the calls involved in a holding conference will be placed on Exclusive Hold.

Unsupervised (CO Line Conference)

Description

This feature allows you (as the conference controller) to exit a conference, yet enable two outside lines also engaged in the conference to continue their conversation.

Operation

1. Two CO lines are conferenced (F+[6]+[0]) at your station:

LNx LNx private forced

2. Press [FEAT].
3. Dial [7] + [7]. At an Executive Telephone, the following display will be seen momentarily.

UNSUPERVISED CNF

4. If no further action is taken, the display returns to idle status. At this time, the two lines are conferenced.

To rejoin the unsupervised conference:

1. At your station, press [FEAT].
2. Dial [6] + [0].

Conditions

- New conference parties may only be added when the conference controller is a member of the conference.
- If an outside line hangs up, the line will be released.

Distinctive Ringing

Description

You may choose from four distinctive ringing tones to signal incoming calls. This allows you to easily distinguish your calls from calls ringing at other stations near you.

Operation

ENHANCED TELEPHONES --

1. Press [FEAT].
2. Dial [#] + [7].
3. Dial a ringing tone code (1-4).

EXECUTIVE TELEPHONES --

1. Press [FEAT].
2. Dial [#] + [7]. You will hear the current ringing tone. The display will show:

RING TYPE : 1
 chg

3. Press [chg]. You will hear the new ringing tone. The display will show:

```

RING TYPE : 2
           chg
  
```



The Distinctive Ringing feature code may be programmed on a programmable feature button.

Do Not Disturb (DND)

Description

DND allows you to temporarily block and discontinue ringing from incoming CO calls and intercom calls. You can activate DND while your telephone is idle or busy. Some stations with a higher COS may override a station's DND condition.

Operation

1. Press [FEAT].
2. Dial [4]. You will hear a confirmation tone and an Executive Telephone displays:

```

DO NOT DISTURB
  
```

3. Repeat Steps 1 and 2 to cancel DND. You will hear a confirmation tone on an Executive Telephone. The display will show the following prior to returning to the idle display message:

```

DND DELETE
  
```



The DND feature code may be programmed on a programmable feature button.

DND Override (Attendant Only)

Dial [ext] and press [3].

Conditions

- At any time while your telephone is idle, you may immediately divert an incoming tone ringing intercom call to the attendant by using the DND feature.
- Your DSS/BLF button on other key telephones will flash when you activate DND.
- May cause analog VM integration situations, such as recalling at main attendant instead of the intended voice mailbox.

DSS Console

Description

Four DSS consoles may be assigned to a station. Each DSS Console uses one digital station port. Up to 48 DSS consoles may be installed on a system.

Features are separated into three distinct categories for programming on a button: CO line, station, or feature.

Operation

EXECUTIVE TELEPHONES --

To program DSS console buttons:

1. Press [FEAT].
2. Dial [#] + [4].
3. Press programmable feature button.
4. Press [chg].
5. Dial desired directory number (201-272, 301-372, 700-795).
6. Press [save].

To erase contents of a programmable feature button:

1. Press [FEAT].
2. Dial [#] + [4].
3. Press programmable feature button.
4. Dial [0].
5. Press [HOLD].

Forced Tone Ringing

Description

In certain environments where background noise is predominant or where speaker volume has been minimized, a station in Voice Announce mode may not hear your voice when you place an intercom call. This situation may be averted by using the Forced Tone Ringing feature. After connection to a Voice Announce station, you may change the alert signal at the called station from Voice Announce to Tone Ring.

Operation

1. You have just placed an intercom call to a station in Voice Announce mode and cannot get a response. At an Executive Telephone, the display shows:

VOICE STA xxx
msg

2. Dial [*] to change the alert signal at the called station from Voice Announce to Tone Ringing. At an Executive Telephone, the display shows:

STA xxx
cbck msg

3. A Tone Ringing alert signal is sent and continues at the call station until answered.
4. If your call remains unanswered, you may dial [*:] again to return to Voice Call Announce mode.

Conditions

- If you want to leave a Call Back request at a called station that doesn't answer, the alert signal must be set for Tone Ringing.

Hold

Automatic

Description

You may enable this feature on your telephone to simplify call handling, avoid accidental lost calls, and assist call transfers. Automatic Hold will occur when you skip from line button to line button or intercom call to outside call and vice-versa.

For instance, if you are currently on a call on Line 1 and press Line 2, the call on Line 1 will be placed on Hold automatically. The need to press [HOLD] is eliminated, except if you want to place a call on Exclusive Hold. This feature is ideal for attendant operation. You can answer an incoming call and then press the desired DSS/BLF button to place the intercom call and put the line on hold in one action.

Operation

To enable:

1. Press [FEAT].
2. Dial [9] + [4].

During a telephone conversation on a line or an intercom call:

Press a different line button. The first call is automatically placed on Exclusive Hold.



The Automatic Hold feature places a call on Exclusive Hold.

To disable:

1. Press [FEAT].
2. Dial [*] + [9] + [4].

Conditions

- If you access an idle line and skip to another line before dialing, the first line will not be automatically placed on Hold.
- If you have the Automatic Hold feature programmed on a feature button, the feature button lamp will light when the feature is enabled.
- You can only see members of another Tenant group when a call is transferred to you by that Tenant group.

Call Abandon (Loop Supervision)

Description

Each CO line has a programming option that directs the system to monitor distant party disconnect or False Hold conditions. This is a useful network feature in busy office environments where the inside party accidentally presses the [HOLD], [ICM] or [DSS] button while expecting the outside line conversation to be concluded.

Anytime the system detects a disconnect signal from the Central Office, an existing Hold condition will be released, freeing that line for future inbound traffic.

Operation

1. While connected to any CO line:



2. Press [HOLD].

Conditions

- The CO line must have loop supervision interrupt signal from the local carrier upon disconnect by the outside party. All types of Hold like System Hold, Exclusive Hold and Conference Hold are related to the Hold Call Abandon feature.
- Certain Central Offices do not provide loop supervision.
- If the outside held party disconnects, the system will automatically release the held CO line.

At default, Call Abandon is enabled for all CO lines.



If using CO lines for paging or external devices, assign devices to lowest available line.

Call Answer/Select

Description

Call Answer allows a user to place and retrieve calls ON and OFF of hold by simply pressing the HOLD button. When multiple calls are holding at the station, Call Answer will access the CO line that has been holding for the longest period of time while placing the current call on hold. Call Answer works for all CO lines regardless of the station CO line button programming.

Operation

Press [HOLD]. A currently connected call will be placed on hold. If there was a previously held call, this call is now connected.

Conditions

- Call Answer will also operate for intercom calls placed on hold.
- If the person on Hold hangs up, the system will automatically release the held CO line.
- Line appearance is not required for station to put call on hold.

*Exclusive***Description**

When using the [FEAT] button and the [HOLD] button together, you may place an outside call on private hold. The held line will appear in use at other stations.

Operation

1. Press [FEAT].
2. Press [HOLD].

Default

The *DHS-L* Exclusive Hold Time is set to four minutes, and is variable from 0-8 minutes (where 0 is infinite).

Conditions

- The Exclusive Hold Timer must be set before programming Exclusive Hold feature.
- When you place a CO line call on Exclusive Hold, the green lamp for that line at your telephone will flash fast and the red lamp will light steady at other stations.
- A CO line call will be placed on System Hold after the Exclusive Hold time expires. You will hear a tone alerting you that the timer has expired and your call is now on System Hold. The green lamp at your telephone will flash slowly and the red lamp at other stations will begin to flash slowly.
- Exclusive Hold is used only for CO line calls.
- The Exclusive Hold duration is programmable from 1-8 minutes in system programming.

Reminder Time

Description

The system provides a programmable timer to remind you that a call has been left on System or Exclusive Hold. When enabled, you will hear one ring tone repeated each time the selected time expires.



The Hold Reminder time is system programmable and can be set for: 0 (disabled), 10, 30, 60, 90 seconds.

Conditions

- Hold Reminder applies to both intercom and CO line calls.
- Hold Reminder applies to CO line calls that are on System Hold, Exclusive Hold or Screened Transfer Hold.

System

Description

You may place any CO line on System Hold by one button operation of [HOLD]. When you place a line on System Hold, the green lamp for that line will flash at the I-Hold rate. This System Hold line will flash the red lamp at all other stations.

Operation

While on a line, the green lamp for that line is I-Use flashing (double wink rate):

Press [HOLD]. The green lamp now flashes at a slow rate and the call is placed on System Hold.



Any party who is placed on Hold will hear music, only if available through the external music source connection.

Conditions

- Pressing [HOLD] will place a conference on Exclusive Hold if you are the controlling party and you temporarily exit to add another party.
- When an intercom call (conference) is placed on Hold, the steady lamp indication of the other station(s) will not change.
- I-Hold Indication allows you to distinguish between a call you placed on hold at your telephone and calls placed on hold at other telephones.

When you place a call on System Hold, the associated line lamp will flash at the System Hold rate but will light green. The same held CO line at other stations will flash at the System Hold rate but will light red.

Hot Dial Pad

Description

When the Hot Dial Pad feature is enabled, the telephone keypad can be operated while the telephone receiver is on-hook. When this feature is not enabled, the telephone keypad can only be operated when the telephone receiver is off-hook.

Operation

To allow or deny (toggle) operation of the Hot Dial Pad:

Press [FEAT] + [#] + [6].

Hot Line (Ring Down)

Description

This feature allows you to use the associated enhanced, executive or single line telephone (SLT) port for automatic signaling to a predetermined destination. When the feature is enabled, the destination will be signaled whenever that telephone goes off-hook. You may hook-flash at the telephone where the feature is enabled so that you can request intercom dial tone to perform other functions and change or disable the feature when no delay time is programmed. You can set up the Hot Line feature to call another Telephone, Hunt/Voice Mail Group, Paging Zone, CO line or CO line Group.

Operation

Press [FEAT] + [9] + [*].

Cancel

Dial [FEAT] + [*] + [9] + [*].

Operation

1. Go off-hook.
2. Wait for the delay time to expire.

Conditions

- Using Hot Line to a Station, Speed Dial Bin or CO line, when not valid or programmed, results in an error tone.
- If used for 911 (emergency), it must be tested regularly to verify proper operation.

Intercom Call

Description

All intercom calls are made by dialing the station unique 3-digit **DHS-L** intercom number. If a station feature button is programmed as a BLF/DSS button, it may be used to place an intercom call.

Operation

To place an ICM call:

1. Dial the **DHS-L** 3-digit station number on the telephone dial pad.

CALLING STA xxx cbck msg

2. Ringback tone is heard or if the called station is in Voice Announce mode, a connection is automatically selected.

VOICE CALL xxx msg

3. If the called station is busy, busy tone is heard.

STA xxx BUSY cbck msg next

4. If the called busy station has Call Wait enabled, ringback tone is heard.

STA xxx WAIT cbck msg

Other Displays:

- When the station is in DND:

STA	xxx	DND
-----	-----	-----

- If the station number dialed is not connected:

OUT OF SERVICE

- If the called station is your own station number.

YOUR NUMBER

Conditions

- Intercom dial tone may be automatic upon lifting the handset or after pressing the [SPKR] button, if enabled under the Auto Line Select [FEAT] + [9] + [5] station feature.

Intrusion (Privacy)

Description

Factory default settings provide privacy for all intercom and CO line calls. These calls may not be monitored or interrupted by other stations. If the Intrusion Release are available to you may use this feature to override the Intrusion feature.

Release

Description

Intrusion Release may be enabled on a per station basis to allow up to three users to join a conversation on busy CO lines (maximum of 4 users). When Intrusion Release is enabled through programming, you may press a busy CO line button at an idle telephone to join that conversation.

Operation

ENHANCED TELEPHONES --

1. Dial the desired station number.
2. When busy signal is heard, dial [8].

EXECUTIVE TELEPHONES --

When you want to join a conversation on a busy CO line:

1. Dial the busy station number. The display shows:

```
STA XXX BUSY
msg next
```

2. When a busy tone is heard, press [next]:

```
STA XXX BUSY
camp voice intru
```

3. Press [intru]. The display shows:

```
INTRUS STA XXX
```

Release Tone

When set to Y a tone will be heard on the voice path of the in-progress call when a station joins a conversation via Intrusion Release.

When set to N, no tone is heard. Disabling the tone can be useful for monitoring of call group employees and training requirements.



Disabling of the Intrusion feature may be limited by federal, state or local law, so check the relevant laws in your area before disabling Release Tone.

Conditions

An Attendant:

- Cannot intrude on an Attendant in another Tenant group.
- Can intrude on members in another Tenant group.

A Tenant Group Member:

- Can only intrude on a member in another Tenant group when a member in one Tenant group has Intrusion Accept enabled, and another Tenant member has Intrusion Active enabled.

Last Number Redial (LNR)

Description

The Last Number Redial (LNR) feature automatically dials the last number dialed from your telephone. LNR will repeat a hook-flash in the same sequence as it was first dialed.

If a speed dial number was first dialed, LNR will dial the speed dial number and any subsequent manually dialed digits. A maximum of 16 digits can be stored in the LNR buffer for every station.

Operation

You may either choose a specific CO line for use with LNR by first pressing that CO line button or you may allow the line to be selected automatically by the LNR feature.

1. Press a line button.
2. Press [FEAT].
3. Dial [8]. The previously dialed number is dialed on the CO line selected.

In the event that all CO lines are busy, you will hear busy tone and if you have an Executive Telephone, it will display:

ALL CO LINES BUSY

If the Last Number Redial memory is empty, you will hear error tone and an Executive Telephone will display:

LNR EMPTY



The LNR feature code may be programmed on a programmable feature button.

Conditions

- Last Number Redial cannot be applied to intercom calls.
- When you activate LNR, the system will first select the previously used CO line to dial. If that CO line is busy, any idle CO line in the same CO line group will be selected. If all CO lines are busy, you will hear busy tone and an Executive Telephone will display ALL CO LINES BUSY.

- The system programming data fields Dial Wait Time and Dial Tone Detection directly affect the performance of LNR. When these features are enabled, the telephone will either wait until dial tone is detected on a CO line, or wait for a pre-programmed period of time before digits are dialed from the LNR memory on the CO line.
- To LNR immediately depends on whether tone detection is allowed or pause timers apply. If tone detection is allowed, the system will Redial the last number after CO dial tone is detected. Otherwise, the system will Redial the last number only after the pause time for tone detection is exceeded.

Message

Outgoing

Description

You can send a message waiting, a customized message, or one of 6 pre-programmed messages to other Executive Key Telephone users on the system.

Operation

When you dial another Executive Key Telephone, you will be given the option to leave a message:

STA xxx CBCK MSG

Press [msg] and the display changes to:

MESSAGE TYPE CALL ME PREPROG

To send a Message Waiting:

Press [call me].

To send a customized message:

1. Press [preprog]. The display shows:

HAVE A NICE DAY
send next

2. Press [next] until the following displays:

7 _____ EMPTY
chg

3. Press [chg]. The display shows:

—
bksp save chg

4. Spell the message (16 letters/symbols maximum) using the dial pad keys.

5. For instance, to select the letter H, press dial pad key [4] twice.

Table 4: Dial Pad Key Programming

Depressions:	1	2	3	4	5	6	7	8	9	S	0	#
1st	Q	A	D	G	J	M	P	T	W	^a	*	^b
2nd	Z	B	E	H	K	N	R	U	X			
3rd	_	C	F	I	L	O	S	V	Y			

- a. Dial Key [0] is used to select special characters.
- b. In some cases, you may wish to select letters accessed by the same dial pad key.
- After you select the first letter, dial [#] to accept that letter and advance to the next position to dial the next letter.
 - For instance, to spell TOM you would dial [8] + [6] + [6] + [6] + [#] + [6]. Dial [#] to insert a space.

To send a pre-programmed message:

1. Press [next]. The display shows:

CALL OPERATOR send next

2. Continue pressing [next] until the desired message is displayed. The programmed messages are listed in [Table 5](#).

Table 5: Available Outgoing Pre-Programmed Messages

HAVE A GOOD DAY	FRIEND VISITING
CALL OPERATOR	URGENT
CALL HOME	EMPTY (custom msg)
CALL BACK	

3. Press [send].

To view a message:

1. The Message Wait button will flash and the display shows:

MW FROM STA xxx show del

2. Press [show] to display the message sent to you.

Premise (Messages)

Description

Premise messages provides you with a method to inform intercom callers of the reason you are away from your telephone.

Operation

To program a message:

1. Press [FEAT].
2. Dial [9] + [0]. The display will show:

OUT FOR LUNCH store next

To customize a message:

1. Press [chg].
2. Use the dial pad keys to enter your personalized message. [Table 4: Dial Pad Key Programming](#) to determine how to select desired letters.

To select a pre-programmed message:

1. Press [next].

<p>OUT FOR LUNCH store next</p>

2. Continue pressing [next] until the desired message is displayed. The pre-programmed messages are as listed in [Table 6](#):

Table 6: Available Premise Pre-programmed Messages

OUT FOR LUNCH	OUT OF OFFICE
BE BACK SOON	ON VACATION
LEFT FOR THE DAY	Empty
IN A MEETING	

3. Press [store].



The Premise Message feature code may be programmed on a programmable feature button.

When another Executive Key Telephone user calls you, the message OUT FOR LUNCH will be displayed on the caller's telephone display:

<p>OUT FOR LUNCH cbck msg</p>

The caller has the option of using the Call Back feature or leaving a message for you.

Message Waiting

Description

A busy or unattended station may be notified of a call attempt via the Message Waiting feature.

Operation

ENHANCED TELEPHONES --

To send a Message Waiting:

1. Dial the station number where the message is to be left.
2. Dial [9].

To answer a Message Waiting:

1. Press [FEAT].
2. Dial [9] + [6] or press a flashing MESSAGE WAIT button (if a feature button has been programmed for Message Wait).

To cancel a Message Waiting left at your station:

1. Press [FEAT].
2. Dial [*] + [9] + [6].

To cancel a Message Waiting left at another station:

1. Press [FEAT].
2. Dial [*] + [#] + [9] + (station number).

EXECUTIVE TELEPHONES --

To send a Message Waiting:

Upon calling Station xxx and receiving no answer or busy:

STA xxx cbck msg

- or -

STA	xxx	BUSY
cbck	msg	next



[cbck] won't be displayed unless called station is in tone mode.

3. Press [msg], or press [9]. If you press [9], call me will automatically be the message type.

MESSAGE TYPE
call me preprog

4. Press [call me]. You will hear confirmation tone.

MSG	TO	STA	xxx
-----	----	-----	-----

To answer a single Message Waiting:

1. Your telephone display shows the following and the Message Waiting lamp (if a button is programmed) will flash:

MSG FROM STA	nn
reply	del

2. Press [reply] to answer the message or [del] to delete the message without replying. F + [9] + [6] can also be used to answer the message.

To answer multiple Message Waitings:

1. Your telephone display shows the following:

MSG FROM STA xxx
more reply del

2. Press [more] to review the other messages.

To cancel a Message Waiting left at your station:

1. Press [FEAT].
2. Dial [*] + [9] + [6].

To cancel a Message Waiting left at another station:

1. Press [FEAT].
2. Dial [*] + [#] + [9] + (station number).

Conditions

- The system will allow a total of 48 message waitings in the system at any one time.
- At Executive Key telephones, the message waiting indication will not be removed until [reply] or [delete] is pressed.
- Each station can leave only one message waiting at any one station; for example, Station (A) cannot leave 2 message waitings at Station (B).
- Each station may receive more than one message waiting from various stations.
- A feature button must be assigned on the Enhanced models in order to receive visual Message Waiting indication.
- Multiple messages are retrieved in the order that they were left.

Music-on-Hold (MOH)

Description

Any intercom or CO line call placed on Hold will hear music, if the system is equipped with an External Music Source.



Use of certain music sources for BGM or MOH may violate copyright laws.

Muted Ringing

Description

While the user is on another call, incoming ICM/CO line calls will automatically ring at a muted lower level at that station. When the station is idle, incoming calls ring at the loudness level previously programmed from the volume up/down buttons.

Operation

To mute ringing of a currently ringing incoming call:

Press [FEAT] + [7] + [6].

Night Service

Description

The system can be programmed for Night Service operation which affects incoming CO line ringing and receive assignments.

Operation

An Attendant, at any telephone in idle mode, can activate Night Service as follows:

1. Press [FEAT] + [#] + [4] to program a DSS console button.
2. Press the soft button you wish to program for night service.

3. Press [chg].
4. Press [FEAT]. The display shows:

SELECT FUNCTION
dir feat

5. Press [FEAT] + [6] + [3].
6. Then press [save].

Conditions

- Each time the Night Service code is entered, the system mode of operation changes to the opposite mode.
- When the system is in the Night Service mode, all Executive Key Telephones will display night.
- For Attendant Only -- Feature must be programmed on an feature key.

Page

Description

You can perform several types of pages:

- Internal Paging - page a group or place a system-wide internal page.
- External Paging - access external/ancillary paging equipment.
- All Call Paging - access all paging zones (internal and external).



Paging is one-way only. The Page Allow/Deny setting does not interfere with a station's ability to make a page or to establish a Meet Me page.

Operation

ENHANCED OR EXECUTIVE TELEPHONES --

To perform internal paging (All Groups):

Dial [400].

To perform external paging:

Dial [820 or 821].

To perform All Call paging (internal):

Dial [425].

To perform group paging:

1. Dial [4].
2. Dial Group Number (01-24).



Any of the paging codes may be stored on a programmable button.

Allow/Deny

Description

You can block one-way pages (internal, group, and all page) over the key telephone speaker by dialing the Page Deny code. You will still hear intercom calls and private voice announcements. Background Music, if enabled, is not affected by the Page Allow/Deny feature.

Operation

To allow page announcements:

1. Press [FEAT].
2. Dial [#] + [9]. The display will show:

PAGING ALLOW

To deny page announcements:

1. Press [FEAT].
2. Dial [#] + [9]. The display will show:



The Page Allow/Deny feature code may be stored on a feature button.

Conditions

- Stations initiating internal pages may receive error tone if not stations are available in page group. External paging in unaffected.

Meet Me

Description

Anyone paging internally or externally may be answered for a private Meet Me connection. After hearing the page, you can dial the Meet Me Page code from any telephone and be connected to the person paging. During a Meet Me Page, the internal and external paging zones are released and new pages may be initiated.

Operation

1. While a page is currently in progress, an Enhanced or Executive Telephone displays:
2. Press [FEAT].
3. Dial [5] + [9].



The Meet Me Page code may be programmed on any available feature button.

Conditions

- A page may be answered at any telephone using the Meet Me Page code, when the page announcement is heard over the telephone speaker.
- The page may be any zone page or all page.
- Meet Me Page is functional regardless of group assignments.

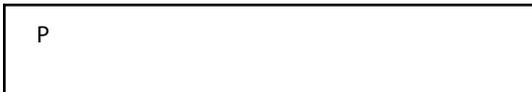
Pause

Description

You can insert a pause to generate an intentional delay in dialing on outgoing CO line calls. A pause or a combination of pauses may be stored in the Speed Dial bins to allow timed access to special services, while allowing you to monitor the progress of the call. A pause will appear as P on an Executive Telephone display. Last Number Redial will remember any pauses dialed manually.

Operation

1. During dialing on any CO line or when programming a Speed Dial bin (refer to "*Speed Dialing (ABBR)*"), press [FEAT].
2. Dial [7] + [0].



Pause may be stored on a programmable feature button and is also used in programming fields that accept a Pause character.

Save Dialed Number (SDN)

Description

Save Dialed Number (SDN) is normally used whenever you want to retain a telephone number to be dialed later. Once stored, that number will be recalled when you dial the SDN code, regardless of what feature operations or numbers have been dialed at your telephone since you stored the number.

Operation

After dialing a number that is busy or is not answered:

1. Press [FEAT].
2. Dial [5] + [1]. Atan Executive Key Telephone, the display shows:

SAVE DIALED NUM

To dial a saved number:

1. Press [FEAT].
2. Dial [5] + [1]. The telephone attempts to access the same CO line used when the number was saved. If it is busy, another CO line in the same group is accessed and the number is dialed.

Conditions

- The SDN is a maximum of 16 digits.
- If the SDN buffer is empty, the display will show NO SAVED NUMBER.
- If all CO lines are busy, the display will show ALL CO LINES BSY.



Save Dialed Number feature code may be stored on any feature button.

Speed Dialing (ABBR)

Description

Speed Dialing allows you to store frequently dialed numbers. These numbers are selected for dialing by the appropriate bin number. The feature code and bin number may be stored on any feature button for instant, one-button operation.

Each station may store 50 personal (station) speed numbers in memory (bins 500-549) consisting of up to 16 digits each.



By default, stations are not assigned speed bin numbers.

Operation

ENHANCED TELEPHONES --

To store a telephone number in a personal Speed Dial bin:

1. Press [FEAT].
2. Dial [1].
3. Dial the bin number in which to store the telephone number.
4. Dial the telephone number.
5. Press [HOLD]. You will hear confirmation tone.



Speed bins may be chained. Pauses and Flashes may be stored in Speed Dial. Chaining Pauses and Flashes each occupy one character position: Pause = [FEAT] + [7] + [0] = P; Flash = [FEAT] + [3]

To erase the contents of a Speed Dial bin:

1. Press [FEAT].
2. Dial [1].
3. Dial the bin number (500-549) to erase.
4. Press [HOLD]. You will hear confirmation tone.

Executive Key Telephone

To store a telephone number in a personal Speed Dial bin:

1. Press [FEAT].
2. Dial [1]. The display shows:

ABBR NO : __ bksp show chg

3. Dial the bin number (500-549) where you want to store the telephone number. (You can press [bksp] and [chg] to correct errors.)
4. Press [show]. The display shows the current contents of that bin:

EMPTY chg

5. Press [chg]. The display shows:

__ bksp save chg

6. Dial the telephone number to be stored (up to 16 digits).
7. Press [save].

To continue storing telephone numbers in additional bins:

Repeat Steps 3 through 5 (for *Enhanced* telephones) and 3 through 7 (for *Executive* telephones).

To erase the contents of a Speed Dial bin:

Press [save] instead of dialing a number in Step 4 (Enhanced) and Step 6 (Executive).

To exit speed dial programming:

Press [CLEAR].

To chain together Speed Dial bins:

Enter [FEAT] + [1] + [BIN #] as part of the number in any speed bin to dial that bin contents, after the contents of the current bin.

16025551212 @ 00
chg

To dial a number stored in Speed Dial:



The system automatically selects the line.

Dial the desired bin number (500-549).



By default, stations are not assigned speed bin numbers.

Conditions

- Only an Executive Key Telephone can program System Speed Dial bins using System Programming.
- If you access an empty bin, the display will show SPEED NO. IS EMPTY.

Station Feature Status Check

Description

The Executive Key Telephone user can quickly determine the status of all user-controlled features.

This feature is useful for the technician as well as the user since some feature conditions may not be evident if they are not programmed on an available programmable feature button. The current status can be observed using the soft interactive buttons.

Operation

1. Press [FEAT].
2. Dial [#] + [8]. The display shows the contents of the Last Number Redial memory.

```
55 51 21 2
      LNR   next
```

3. Press [next]. The display shows the contents of the Save Dialed Number memory.

```
51 8005 51 21 2
      SDN   next
```

4. Continue pressing [next] to display the status of the remaining features:

User Saved Number	Hot Line	Night COS	Data Auto Ans
Telephone Lock	Position	Warning Tone	ECF Operation
Data Rate 9600	Tenant	Drop Timeout	SMDR Output
Auto Hold	Pickup Group	Intrus Active	Night Svc Ext
Voice Call	Paging Group	Intrus Accept	
Page Receiving	Day COS	Intrus Tone	

Time

Description

The system provides a built-in clock to track System Time for certain features such as System Night Service Mode Change, SMDR Call Message Recording, Alarm Clock Check, etc. This clock is battery protected from power failure by a battery provided inside the KSU.

System Time can be changed at any Executive Key Telephone using the attendant password or system programming.

Station Lock/Unlock

Description

You may use this feature to prevent unauthorized outside calling from your telephone. The feature code is also used to program your private 4-digit password number. Default password = 0000.



Use of Station Lock [Feat 97] will restrict access to 911.

Operation

ENHANCED TELEPHONES --

To lock the telephone:

1. Press [FEAT].
2. Dial [9] + [7].
3. Dial your password.
4. Dial [#].

To unlock the telephone:

1. Press [FEAT].
2. Dial [9] + [7].
3. Dial your password.
4. Dial [*].

To change your password:

1. Press [FEAT].
2. Dial [9] + [7].
3. Dial your current password.
4. Dial the new password.

EXECUTIVE TELEPHONE

To program Station Lock/Unlock:

1. Press [FEAT].
2. Dial [9] + [7]. The display shows:

```
CHK PSWD__  
bksp show chg
```

3. Dial your password (default is 0000).
4. Press [show]. The display shows:

```
LOCK TELEPHONE  
pswd yes no
```

To lock the telephone:

Press [yes]. The display shows:

```
PHONE LOCKED
```

To unlock the telephone:

Press [no]. The display shows:

```
PHONE UNLOCKED
```

To change your password:

1. Press [pswd]. The display shows:

```
NEW PSWD : __  
bksp save chg
```

2. Dial your new password (up to 4 digits). The display shows:

NEW PSWD : 1234 bks p save chg

3. Press [save].



The PhoneLock feature code may be programmed on a programmable feature button.

Conditions

- When your telephone is locked you can only make intercom calls. You may still answer calls and held lines while your telephone is locked. This includes speed dial access and CO lines marked as toll override.
- If you accidentally forget your password it may be retrieved through the system database administration password.
- The Attendant designated station private password is used to enter Attendant Administration.
- If you try to make a CO line call from a locked telephone, you will hear error an tone and the display will show PHONE LOCKED.

Transfer

Description

There are four (4) types of transfer you may use: screened, un-screened, voice mail, and one-button. When you conduct a transfer, the outside line is placed on Exclusive Hold and can only be retrieved at your telephone or the telephone where you transferred the call. A screened transfer occurs when you announce the call to the person to whom you are transferring the call.

Operation

To perform an Unscreened CO line or intercom call transfer:

1. Press [HOLD].
2. Dial the station/Hunt Group number where you want to transfer the call.
3. Press [TRANS] to transfer the call unscreened.

To perform a Screened CO line or intercom call transfer:

1. Press [HOLD].
2. Dial the station/Hunt Group number where you want to transfer the call.
3. Wait for the person you called to answer.
4. Press [TRANS] to complete the call transfer.

To use One-Button Transfer:



Auto Transfer MUST first be enabled to use the One-Button Transfer method. Press [FEAT]+[5]+[4] to enable Auto Transfer.

While on a call, press the pre-programmed [DSS] button.

To transfer call to a Voice Mail Mailbox:

1. Press [HOLD].
2. Dial the voice mail Hunt group number (e.g., 430).
3. Dial the 3-digit station number of the target mailbox.
4. Press [TRANS] to complete the call transfer.



Do not press the [CLEAR] button when processing an incoming call. This will disconnect the call. The telephone will return to the idle condition following the transfer operation.

Conditions

- Ring transfer recall time for any CO line call is programmable, between 16, 30, 60, 90, and 120 seconds.
- When a transferred CO line recalls, the line number and station number where the call was transferred will be displayed.
- Once the outside line changes from Hold to Transfer status, the outside party will hear Music-on-Hold change to a system-provided Ring Backtone.

- Intercom calls that are transferred, follow the Intercom Selection mode at the destination station (Voice Announce Hands-Free or Tone Ring).
- In screened transfer, if the person that you transferred the call to answers your intercom call in Voice Announce Hands-Free mode, and does not go off-hook to connect with you on an intercom channel, the CO line will transfer ring when the transfer is completed.
- With voice mail transfers, if no VM mailbox digits are entered for transfers, no digits are sent to the VM system.
- If VM mailbox digits are entered for transfers to voice mail, the following digits are sent: XFR prefix, VM mailbox and XFR suffix.

The *DHS-L* Hour Mode Selection is in the 12-Hour Format.

UCD Group (Hunt)

Station

Description

Up to 24 hunt groups may be assigned. Each Hunt Group can contain up to 24 members. Hunt Group directory numbers are (430-459). One Hunt Group may be assigned as a Voice Mail type Hunt Group for system voice mail integrated operation. There are 3 data fields in Hunt Group programming: GROUP TYPE, GROUP MEMBER and RING ASSIGNMENT.

Operation

1. Lift handset.
2. Dial Hunt Group number.

User Saved Number Redial (USNR)

Description

When on a CO Call, the user can enter the User Saved Number Redial (USNR) feature code, allowing the entry of any other number (telephone, FAX, or even bank account number), as a scratch pad entry for future use. When the station is idle, the user can enter either the SDN ([FEAT] + [5] + [1]) and/or USNR feature codes to make a CO call and dial the number stored.

Operation

To store a USNR number while on a call:

1. Enter the desired number to be stored and press [save].
2. Press [FEAT].
3. Dial [5] + [*]. At an Executive Key Telephone, the display shows:

SAVE USNR NUM

To Dial:

1. Press [FEAT].
2. Dial [5] + [*].

Conditions

- The USNR is a maximum of sixteen (16) digits.
- If the USNR is empty, the display will show NO SAVED NUMBER.
- Station COS is applied a the time of use.



The USNR feature code may be stored on any feature button for one-button storing or dialing operation.

Voice Announce (Hands-Free or Tone)

Description

The Enhanced and Executive key telephone models provide the ability to receive incoming intercom calls in Voice Announce Hands-Free mode (VA-HF). When your telephone is in this mode, you can reply to an intercom call by using the speakerphone.

Table 7: Voice Announce

MODE	BUTTON LAMP	DISPLAY	TONE HEARD
Voice Announce Hands-Free	Red	VA-HF Mode Voice Call Allow	Single burst
Tone Ring	No lamp lit	Voice Call Deny	Single burst

Operation

When your telephone is set for VA-HF mode:

1. The call is automatically connected and your display shows:

STA	2 1 4	CALL
-----	-------	------

2. The display at the calling station reads:

VOICE CALL	2 1 1
------------	-------

Conditions

- The (SPKR) button lamp will light during hands-free operation.
- To receive intercom calls with Hands-Free, the feature must be enabled.

Voice Mail

Description

When a voice mail system is connected to the *DHS-L* via SLT ports the operation of the voice mail system can be greatly enhanced by preprogramming digit code strings that allow the caller entering voice mail to be diverted to the appropriate menu level. The code that must be entered may be different depending on the call type (CO transfer to VM, intercom call to VM, etc.). The *DHS-L* provides 13 code string fields; including ICM PREFIX, XFR PREFIX, RECORD DGT, ICM SUFFIX, XFR SUFFIX and DIS DGT.

The *DHS-L* always sends the station directory number to the voice mail system for calls that are forwarded to VM from Programming.

Button

Voice Mail button is used to retrieve voice mail messages, and will flash an LED indicator when there are messages.

Operation

EXECUTIVE TELEPHONE --

1. Press [FEAT] + [#] + [3].
2. Press the programmable button you wish to program for the message waiting indicator.
3. Press [chg]. The following options display: dir and feat.
4. Select [feat].
5. Press [FEAT] + [6] + [4].
6. Press [save].

ENHANCED TELEPHONE --

1. Press [FEAT] + [#] + [3].
2. Press the programmable button you wish to program for the message waiting indicator.
3. Press [2].

4. Press [FEAT] + [6] + [4].
5. Press [HOLD]. A confirmation tone is received.

Dialing Ratio

There are two VM Dialing Ratio parameters that may be programmed; TONE TIME and INT_DGT TIME.

Default

The *DHS-L* TONE TIME and INT_DGT TIME are set at 120 msec, and the adjustable range is from 60 - 150 msec.

Integration

Description

An ancillary voice mail device may be connected to the system, and you can program a button for access to this feature. In addition, the button provides an indication of voice messages waiting.

Operation

When the Voice Mail system has messages for any station, the Voice Mail button will flash. The display at Executive Key Telephones will show:

VM FROM MAILBOX
REPLY

To retrieve a voice mail message:

1. Press the [Voice Mail] button or press the [reply] button on an Executive Key Telephone model. The system will dial the appropriate numbers (according to programming) to the Voice Mail system.
2. Dial your password.

You may forward calls to the Voice Mail system using Call Forward and the Voice Mail Hunt Group number. Calls that you forward to Voice Mail will be forwarded to your mailbox. The person calling will hear your greeting and be prompted to leave a message. Once a message is left, the Voice Mail system will light the Voice Mail button.

The Voice Mail system must be programmed to light Voice Mail buttons as follows.

To turn ON the lamp:

1. Dial [#] + [9] + [6].
2. Dial station number.

To turn OFF the lamp:

1. Dial [#] + [*] + [9] + [6].
2. Dial station number.

Conditions

- For proper operation of the Voice Mail button, it must be programmed (refer to *"SLT Features and Operation"*, *"Message Waiting"*, and *Table 9: SLT Feature Access Codes*).
- When an answering machine is connected to the system via a 2 Port Analog Adapter and In-Band (DTMF/Touch Tone) digits must be sent to the answering machine to control its functions, the SLT port must be programmed as type VM.
- If no Voice Mail button is programmed, it will default to flex button 20 on your telephone.

Monitor

Description

Similar to a basic answering machine, you can monitor your forwarded calls at the telephone where they were forwarded during the first few seconds after they are answered by a voice mail port.

When you forward calls to voice mail, your telephone will alert you when a call is being answered at the voice mail.

Operation

When you hear the alert tone (double beep) while on a call:

1. Press [HOLD] or disconnect [CLEAR].
2. Press [FEAT].
3. Dial [6] + [4]. An Executive Telephone will display:

MONITOR	VM	CALL
yes		no

4. Press [yes] to monitor the caller leaving a message or [no] to return to idle.



When [yes] or [no] is selected, the caller continues to leave a message, unaware of the monitor feature operation.

5. If [yes] is selected, the display changes to:

MONITOR	MODE
answer	exit

6. Monitor mode is established. You may then:
 - Retrieve the caller from Voice Mail by pressing [answer].
 - Return to idle and allow the caller to continue leaving a message by pressing [exit].

ENHANCED TELEPHONES --

To enable monitoring:

1. Dial [1]. The MUTE lamp will light.
2. Dial [3] to allow the caller to exit.
3. Dial [1] to be connected to the call.

To disable monitoring:

Dial [3]. The telephone returns to an idle condition.



The feature code may be programmed on a programmable feature button. The green lamp will flash fast to indicate that the Voice Mail Monitor feature is ready.

Conditions

- You may press [MUTE] while monitoring a call to be connected to the caller.
- When you answer a call the programmed Disconnect Digits Table digits are sent to the voice mail port.
- You will hear the alert tone regardless of whether your telephone is idle or busy or in speakerphone or handset mode.
- When the new timer VM MON TIME expires the opportunity to invoke the feature has past.
- The new timer VM MON TIME is added to the Call Handling category of programming and will allow (10/20/30/40/60) second duration to be programmed.
- When you use the VM Monitor feature, a conference is established between yourself, the voice mail port associated to the call, and the caller leaving the voice mail message.
- If you are on a call when the VM Monitor alert tone signals you, you may place the call on hold to enable the VM Monitor feature.
- You may exit the VM Monitor mode by hanging up the handset, pressing [SPKR], or pressing [CLEAR].
- You may monitor only one call at a time.

Voice Recorder

Description

If you have an integrated voice mail system, this feature will allow you to record internal and external conversations.

When the Voice Recorder is activated, a conference is established between the call and the system voice mail group. The conversation is recorded in your voice mail box when the feature is enabled.

Operation

During a conversation:

1. Press [FEAT].
2. Dial [6] +[7]. An Executive telephone will display:

RECORDER SETUP

3. Once the Voice Recorder connection is established, the display will show:

RECORDING

4. Disable the feature at any time by Steps 1 and 2 above or by pressing a [programmed feature button].



Use of this feature may be interpreted as a violation of federal, state or local laws, and an invasion of privacy. Check applicable laws in your area before using this feature.



You may program a button for this feature. During the set-up, the associated lamp for that button will light steady red. When the connection is established, the lamp will light steady green.

Hotel/Motel -- Attendant/Operator Features

These Attendant/Operator features are also available for single line telephones programmed with Hotel/Motel configurations.

Table 8: Hotel/Motel Features

Feature	Actions
911 Emergency Service	When a GUEST station dials 911; the operator/attendant console is notified and an SMDR record is generated.
MULTIPLE WAKE UP CALLS Attendant Programming	<ol style="list-style-type: none"> 1. Press [FEAT] + [9] + [2] + desired station number + press [show]. 2. Press [chg] + enter the specified time in HH:MM format. 3. Press [save]. 4. Press [1] and the Station display returns to allow programming of another station number.
Guest Programming	<ol style="list-style-type: none"> 1. Press [FEAT] + [9] + [2]. 2. Press [chg] + enter the desired time in HH:MM format. 3. Press [save]. 4. Press [one] and the display returns to an idle mode displaying current date/time.
ROOM STATUS Check In	<ol style="list-style-type: none"> 1. Press [FEAT] + [7] + [#] + [2]. 2. Enter the desired station number and press [save].

Table 8: Hotel/Motel Features

Feature	Actions
Check Out	<ol style="list-style-type: none"> 1. Press [FEAT] + [7] + [#] + [3] 2. Enter the desired station number and press [save].
Room Ready	<ol style="list-style-type: none"> 1. Press [FEAT] + [7] + [#] + [1]. 2. Enter Station Directory number + [save].
Maintenance	<ol style="list-style-type: none"> 1. Press [FEAT] + [7] + [#] + [4]. 2. Enter Station Directory number + [save].
Unavailable	<ol style="list-style-type: none"> 1. Press [FEAT] + [7] + [#] + [5]. 2. Enter Station Directory number + [save].
VOICE MAILBOX (clear msgs) Database Programming	<ol style="list-style-type: none"> 1. Enter programming mode and press [show] twice. 2. Enter hunt group number (0-24). 3. Press [show]. 4. Press [next] seven times. 5. Press HOLD.
Operation	To access a voice mailbox: Press [FEAT] + [5] + [3] + station number.
FEATURE ACCESS CODES (When HOTEL is enabled, the following features can be accessed by a GUEST station)	
Call Forward	Press [FEAT] + [2] + (access code 1-7).
Call Forward - Cancel	Press [FEAT] + [2] + (access code 1-7).
Do Not Disturb (enable/disable)	Press [FEAT] + [4].
Maid Clean	Press [FEAT] + [7] + [#] + [1]

Table 8: Hotel/Motel Features

Feature	Actions
Maintenance	Press [FEAT] + [7] + [#] + [4] + (station number).
Message Waiting Reply	Press [FEAT] + [9] + [6].
Voice Message Waiting Reply	Press [FEAT] + [6] + [4].
STATION TYPE (GUEST or STAFF)	Default = STAFF. To change to GUEST setting: 1. Enter programming mode. 2. Press [show] + enter desired station number. 3. Press [show]. 4. Press [next] twice. 5. Press [chg].

SLT Features and Operation

The System and Single Line Telephone Features of the **STARPLUS® DHS-L™** Systems are listed and described in alphabetical order. Features described here pertain to Single Line Telephones and Analog devices (FAX, modem, cordless phone, etc.) connected to the **DHS-L** via the 2-Port Analog Adapter and 2-Port Analog Expander. An abbreviated feature index is provided; refer to [Table 9: SLT Feature Access Codes](#):

Table 9: SLT Feature Access Codes

Feature	Code
ALARM CLOCK	
Set	#92 + hhmm +[1 or 2]
Cancel	#*92
CALL BACK	[Extn]#
Clear	#*##sss
CALL BROKERING	[Flash]
CALL FORWARD	#2 + (Forward type)
Busy	#21 + [destination]
Cancel	#*2 + (Forward type)
Direct (All Calls)	#22 + [destination]
DND Forward	#27 + [destination]
External Forward	#26
Follow To	#25 + [destination]
Follow Me Call Forward	#23 + [destination] + pppp
No Answer	#24 + [destination] + (ring time 01-04)
CALL OPERATOR	0
CALL PARK ANSWER (by CO line)	#73 + (Call Park station number)

Table 9: SLT Feature Access Codes

Feature	Code
CALL PICKUP	
Direct	[Extn]6
Group	#54
CAMP ON	4
CO LINE ACCESS	9
Specific Line	700-795
DO NOT DISTURB (Set/Clear)	#4
FLASH	Flash
HOLD	[Flash]
HOT LINE (Ring Down)	#9*
Cancel	[Flash]##*9*
INTERCOM CALL	201-272, 301-372
INTRUSION (Privacy)	[Extn]8
LAST NUMBER REDIAL	#8
LINE FLASH CO/PBX	[Flash]
MESSAGE WAITING	
Cancel	#*96 + sss
Clear Message Sent	##*#9 + sss
Retrieve	#96
Send	[Extn]9
PAGE	
External—Paging Speakers	820 or 821
Meet Me Answer (Meet Me Page)	#59
Station Group	40 + gg
System All Call	425

Table 9: SLT Feature Access Codes

Feature	Code
SPEED DIAL	
Dialing	bbb
Storing	#1 + bbb + n + [Flash]
STATION LOCK	#97 + PPPP + #
Password Change	#97 + PPPP + pppp
Unlock	#97 + PPPP + *
TRANSFER	Flash + sss
UCD GROUP (Hunt)	430-453
VOICE MAIL	#64

bbb = bin number

gg = group number

n = outside phone number

PPPP = current password

pppp = new password

sss = station number



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