

Feature Package 3

---

TRIAD-S, 1/2/3  
Station User Guide  
Includes Attendant Features

TRIAD<sup>®</sup>

A NEW DIMENSION IN BUSINESS COMMUNICATIONS

**FIXED FEATURE BUTTONS**

- **CAMP-ON** Button -- Enables you to alert a busy party that an outside line is on hold and waiting for them.
- **CONF (CONFERENCE)** Button – Used to establish and build conference calls.
- **FLASH** Button -- Used to terminate an outside call and restore dial tone without having to hang up the handset. It is also used to transfer calls behind a PBX or Centrex within those systems.
- **FORWARD (FWD)** Button -- Allows you to forward your calls to another station.
- **HOLD** Button -- Enables you to place an outside caller on hold.
- **H-T-P** Switch – Allows the user to select the ICM signaling mode: Handsfree, Tone, or Privacy.
- **MSG (MESSAGE WAIT)** Button -- Allows you to initiate a message waiting indication at stations that are busy, unattended, or in Do Not Disturb. Message Waiting Callback request left at your station is indicated by a flashing MSG WAIT LED.
- **MUTE** Button – Allows you to switch the built-in microphone on or off when using the speakerphone, or the handset microphone when using the handset.
- **ON/OFF** Button -- Enables you to make a telephone call without lifting the handset. It turns the telephone on and off when using the speakerphone.
- **SPEED** Button -- Provides you with access to speed dialing, save number redial and last number redial. This button is also used to access flexible button programming.
- **TRANS (TRANSFER)** Button -- Used to transfer an outside call from one station to another.
- **VOLUME BAR** – Allows the user to adjust speakerphone and handset volume.

**CALL FORWARDING**

1. Press the FWD button or dial [640].
2. Dial the desired Call Forward code:
  - [6] = All Calls
  - [7] = No Answer
  - [8] = Busy
  - [9] = Busy/No Answer
3. Dial station number where calls are to be forwarded. Hear confirmation tone.
4. Replace handset or press ON/OFF button.

**ESTABLISHING A CONFERENCE**

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

1. Lift the handset.
2. Select intercom station or dial desired outside party. When called party answers, press the CONF button.
3. Add next conference party by selecting another outside line or intercom station.
4. Press the CONF button again and repeat previous step in a cycle, until all parties are contacted.
5. When last party answers, press the CONF button twice. All parties are connected.

**TERMINATING A CONFERENCE**

To terminate a Conference, the conference initiator must be actively in the conference.

Replace handset or press ON/OFF button.

**UNSCREENED TRANSFER**

1. Press TRANS button and dial station number.
2. When the called extension begins to signal, hang up to transfer the call.
3. Replace handset or press ON/OFF button.

**SCREENED TRANSFER**

While connected to an outside line:

1. Press station button where call is to be transferred (if programmed on your telephone),
- or-

Press the TRANS button and dial the desired station number.

(The called extension signals according to the intercom signal switch position.)

2. When that extension answers, announce the transfer.
3. Hang up to complete transfer.

**LEAVING A MSG WAITING INDICATION**

If you dial a station that is busy, unattended, or in Do Not Disturb, you can leave a message waiting indication.

1. Press the ON/OFF button.
2. Dial the desired intercom station. A busy tone or DND tone is heard.
3. Press the MSG button. The called party's MSG button LED will flash slowly.
4. Press the ON/Off button to end the call.

**PLACING AN OUTSIDE LINE ON HOLD**

- If your system is programmed for Exclusive Hold Preference, press the HOLD button once for Exclusive Hold or twice for System Hold.
- If your system is programmed for System Hold Preference, press the HOLD button once for System Hold or twice for Exclusive Hold.

**STORING SPEED NUMBERS**

1. Press the SPEED button twice.
2. Dial the speed bin location.
  - 000 to 019 = Station Speed numbers
  - 020 to 999 = System Speed numbers
3. Dial desired telephone number.
4. Press the SPEED button.
5. Press the ON/OFF button to end speed dial programming.

**To clear an existing speed bin:**

1. Press the SPEED button twice.
2. Dial the speed bin location.
3. Press the SPEED button again. A confirmation tone will be heard.

**DIALING A SPEED NUMBER**

1. Press the SPEED button.
2. Dial the speed bin location,
  - or-
  - Press programmed speed bin button.
  - 000 to 019 = Station Speed numbers
  - 020 to 999 = System Speed numbers
3. When called party answers, pick up handset or use speakerphone.

**DIRECTORY DIALING**

Users with display telephones may view a list of individuals on the telephone system and have the system automatically dial that person. Directory Dialing may also be used to transfer a call from one station to another.

1. Dial the Directory List dial code [680],
  - or-
  - Press the DIRECTORY DIAL flexible button.
2. Press a button on the key pad, once, twice or three times, to represent the letter of the alphabet, to begin viewing the list of names.
3. Scroll through the Directory List to select a name as follows:
  - Press [\*] to scroll up to next entry,
    - or-
    - Press [#] to scroll down to previous entry.
4. Press the SPEED button at the desired name to automatically dial the destination station or outside phone number (via Speed Dial).

**To transfer a call using Directory Dialing**

1. Press the TRANS button.
2. Dial Directory Dial Code [680],
  - or-
  - Press the DIRECTORY DIAL flexible button.
3. Press the digit associated with the person's name. When the name displays, press the SPEED button to automatically dial the station.
4. Press the ON/OFF button to complete transfer.
 

*Calls may only be transferred to internal stations.*

**PROGRAMMING FLEXIBLE BUTTONS**

1. Press the SPEED button twice.
2. Press the flexible button to be programmed.
3. Dial the desired code from the following chart. A confirmation tone will be heard.
4. Press the ON/OFF button.

All Call Page (Internal & External)	700
Background Music	632
Call Back	622
Call Park Location (System)	43+[C]
Call Park Location (Station)	439+[XXX]
Call (Park) Pickup	#6+[XXX]
Dial Speed Directory	680
Do Not Disturb	631
Extension Numbers - <i>Triad-5</i>	100-131
Extension Numbers - <i>Triad 1/2</i>	100-171
Extension Numbers - <i>Triad 3</i>	100-351
External All Call Page - <i>Triad 1/2/3</i>	76+[0]
(All External Zones)	
External Page - <i>Triad-5</i>	76+[1]
Last Number Redial	[SPEED]+[#]
Line Queue	621
Personal Park	438
Speed Dial Access	[SPEED]+[YYY]
Save Number Redial	[SPEED]+[*]
VM Group Pilot Numbers	44 [V]

*C = Call Park Location (0-7)*  
*V = Voice Mail Group Number (0-7)*  
*XXX = Station Extension Numbers*  
*YYY = Speed Dial Bin Numbers*  
*(000-019 Station) (020-999 System)*

**To erase a flexible button:**

1. Press the SPEED button twice.
2. Press the flexible button to be erased.
3. Press the FLASH button. A confirmation tone will be heard.
4. Press the ON/OFF button.

---

---

***TRIAD™-S, 1/2/3***  
***Digital Telephone Systems***  
**(Feature Package 3)**

**Station User Guide**  
***with Attendant Features***

Issue 3.2 - March 2001

P/N: 8052-10

---

---

Issue	Release Date	Changes
1	12-98	Includes Feature Package 1 enhancements.
2	8-99	<input type="checkbox"/> Includes Feature Package 2 {FP2} enhancements. <input type="checkbox"/> User Guide content contains extensive revisions.
3	5-00	<input type="checkbox"/> Includes Feature Package 3 {FP3} enhancements. <input type="checkbox"/> User Guide has been reformatted.
3.1	7-00	User Guide content contains updated information.
3.2	3-01	User Guide contains updated information.

**LIFE SUPPORT APPLICATIONS POLICY**

**VODAVI Technology, Inc.** products are not authorized for and should not be used within Life Support applications. Life Support systems are equipment intended to support or sustain life and whose failure to perform when properly used in accordance with instructions provided can be reasonably expected to result in significant personal injury or death.

**VODAVI Technology, Inc.** warranty is limited to replacement of defective components and does not cover injury to persons or property or other consequential damages.

**Copyright © 2001 VODAVI Technology, Inc.**

**All Rights Reserved**

This material is copyrighted by VODAVI Technology, Inc. Any unauthorized reproductions, use or disclosure of this material, or any part thereof, is strictly prohibited and is a violation of the Copyright Laws of the United States (17 U.S.C. Section 101 et. seq.).

VODAVI reserves the right to make changes in specifications at any time and without notice. The information furnished by VODAVI in this material is believed to be accurate and reliable, but is not warranted to be true in all cases.

*STARPLUS™* and *TRIAD™*  
are registered trademarks of VODAVI Technology, Inc.

---

---

# Contents

Account Codes .....	1
Using Account Codes.....	1
Verified Account Codes.....	2
Answering Machine Emulation .....	2
Notification Methods .....	2
Ring Mode .....	3
Speaker Mode .....	3
Attendant Features.....	4
911 Feature (Attendant Alert).....	4
Attendant Override .....	5
Attendant Unavailable (Alternate Position) .....	5
Disable Outgoing CO Access .....	6
CO Lines Off-Net Fwd - Incoming (via Speed Dial)...	7
Canceling Off-Net Forwarding .....	7
Day/Night/Special Mode .....	8
Setting System Time and Date .....	8
Directory By List Programming .....	8
Directory List.....	8
Local Number/Name Translation Table .....	10
System Speed Dial Bin.....	11
Software Version Display.....	12
Speed Dial - System Storing .....	12
Background Music (Optional) .....	13
Call Back .....	14
Call Coverage .....	14
Call Forwarding .....	15
All Calls.....	15
Busy .....	16
Busy/No Answer .....	16
Follow-Me .....	17
Forward Override .....	18
No Answer.....	18
Station Off-Net Call Forwarding (via Speed Dial) ....	19

---

---

---

---

Call Park.....	20
System.....	20
Personal .....	20
Station .....	21
Retrieving a Station Park Call.....	21
Call Pickup.....	21
Directed Pickup.....	21
Group Pickup .....	22
Call Transfer .....	22
Answering a Screened Transfer .....	22
Executive/Secretary Transfer .....	23
Incoming CO Transfer.....	23
PBX/CENTREX Transfer.....	23
Screened Transfer .....	23
Transfer Search.....	24
Unscreened Transfer .....	24
Caller ID Name/Number .....	24
Calling Station Tone Mode.....	25
Camp-On .....	25
Answering a Camp-On .....	25
CO Line Queuing .....	26
To Answer a Queue Call Back.....	26
CO Ring Tones .....	27
Conference.....	28
Conference Combinations.....	28
Establishing a Conference.....	28
Exiting a Conference (Controller Only).....	29
Re-entering a Conference .....	29
Terminating a Conference .....	29
Dial-By-Name .....	30
Directory Dialing .....	31
Stations .....	31
Transferring a Call using Directory Dialing .....	32
Do Not Disturb.....	33

---

---

---

---

Activating Do Not Disturb.....	33
One-Time Do Not Disturb .....	33
Executive Override.....	34
Flash .....	34
Flash Key on Intercom .....	34
Flexible Button Programming .....	35
Group Listening .....	35
Headset Mode .....	36
Intercom Buttons.....	36
Intercom Calls .....	37
Answering an Intercom Call .....	37
Intercom Transfer.....	37
Placing an Intercom Call .....	38
Keypad Mode.....	38
LCR Operation.....	40
LCR Queue Call Back .....	40
LCR Queuing (Automatic) .....	41
Mailbox Buttons.....	41
Meet Me Page .....	41
Answering a Meet Me Page.....	42
Message Waiting .....	42
Answering a Message Waiting.....	42
Leaving a Message Waiting Indication.....	42
Mute .....	43
Name In Display .....	43
Off-Hook Preference.....	44
Off-Hook Preference Programming .....	44
Off-Hook Voice Over (OHVO) .....	45
Placing an Off-Hook Voice Over (OHVO) Call.....	45
Responding to an Off-Hook Voice Over (OHVO).....	46
One-Touch Recording.....	46
Outside Calls.....	47
Answering a Recall.....	47
Answering an Outside Call.....	48

---

---

---

---

Placing an Outside Call.....	48
Placing an Outside Line on Hold .....	48
Paging.....	48
Personalized Messages.....	49
Custom Messages .....	50
Selecting a Custom Message .....	50
Date and Time Entry Messages .....	51
Personalized Msg Codes on a Flex Key.....	52
Using 2-Digit Code .....	52
Using Scroll Function.....	52
Scrollable Canned Messages .....	53
PBX/Centrex Codes on a Flex Button .....	54
Repeat Redial .....	54
Speakerphone .....	55
Speed Dial .....	55
Dialing a Speed Number .....	55
Last Number Redial .....	56
Save Number Redial .....	56
Storing Speed Numbers .....	56
To Dial a Saved Number .....	57
Text Messaging (Silent Response) .....	57
Uniform Call Distribution (UCD).....	58
Available/Unavailable Mode .....	58
Display Calls in Queue for UCD Groups.....	59
Overflow Station Forward .....	59
Universal Day/Night Answer .....	60
Voice Mail .....	60
Call Forwarding to Voice Mail Groups .....	60
Retrieving Voice Messages .....	61
Voice Mail Transfer with ID .....	61
Volume Control Bar (DKT Only).....	62
Worksheets .....	63
Flexible Button Programming Worksheet .....	63
Speed Dial Bin Programming Worksheet .....	63

---

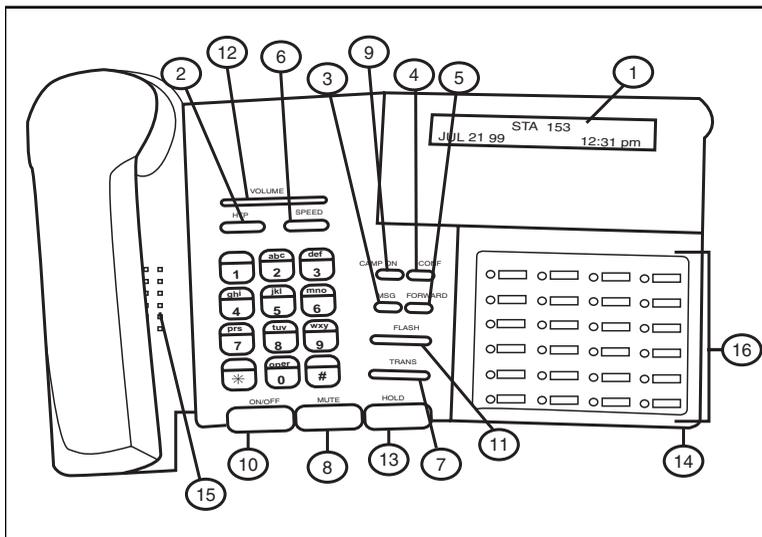
---

---

---

DEFAULT NUMBERING PLAN..... 64

## *Digital Telephone Features*



---



---

### Digital Key Telephone Buttons

Number	Feature	Description
1	Display (Executive Models only)	Displays information about telephone status, dialing directories, and text message information.
2	h t p	Used to select mode of operation: Handsfree, Tone, or Privacy.
3	<i>msg</i> Key	Used for Auto-CallBack to a phone that has left a text message or to access voice messages.
4	<i>conf</i> Key	Used to establish conference calls.
5	<i>forward</i> Key	Used to forward your calls to another station or voice mail.
6	<i>speed</i> Key	Used to access speed dialing, save number redial, and last number redial. Button is also used to access flexible button programming.
7	<i>trans</i> Key	Used to transfer an outside call from one station to another.
8	<i>mute</i> Key	Used to activate/deactivate MUTE function. When activated, the party on the other end cannot hear you.
9	camp-on Key	Used to alert a busy station that an outside line is on hold and waiting for them.
10	<i>on/off</i> Key	Used to make a call without lifting the handset.
11	<i>flash</i> Key	Used to end an outside call and to restore dial tone without hanging up receiver.
12	<i>volume</i> Key	Used to adjust level of tones, background music, ringing, receiver volume, and display contrast.
13	<i>hold</i> Key	Used to hold calls, to retrieve held calls.
14	Microphone	Used to talk with other party without using the handset.
15	Speaker	Outputs tones and voice at your extension.
16	Flexible Button Keys	Used to access outside lines or access call-handling features.

---



---

---

---

## ABOUT THIS USER GUIDE ...

**FLEXIBLE BUTTONS** -- Most of the features described in this user guide may be set up on a flexible button for one-button access. (Refer to [“Flexible Button Programming” on page 34.](#))

For certain features to operate properly, a flexible button **MUST** be *pre-programmed*. A “Flex Btn” symbol has been used to indicate those features.



**FLEXIBLE NUMBERING** -- This feature allows the system numbering plan to be modified, as well as the length of the feature access codes (2-4 digits). This user guide describes the following features using the system default codes (3-digits). Consult with your system administrator if you have questions regarding the numbering plan for your system.

---

## Account Codes

### *Using Account Codes*



When connected to an outside line call:

1. Press the *pre-programmed* ACCOUNT CODE flexible button.
2. Dial the account code up to 12 digits (the other party will not hear the digits being dialed).
  - If account code is less than 12 digits, an asterisk [\*] must be entered to return to the call.
  - If account codes are forced, the account code must be entered prior to dialing the outside number.

## Verified Account Codes



To enter an account code prior to a CO call:

1. Press the *pre-programmed* ACCOUNT CODE flexible button before accessing a CO line.
  - Dial the account code, up to 12 digits. If the account code matches a verified account code, an intercom dial tone will be returned. Otherwise, an error tone will be received.
  - If account code is less than 12 digits, an asterisk [\*] must be entered before the CO line can be accessed.
2. Access the outside CO line or dial the LCR code and dial the desired number.

---

## Answering Machine Emulation



When a call is sent to your voice mailbox, you can press a *pre-programmed* flexible button to listen to the caller leaving the voice mail message. If you decide to speak with the caller, you can press the *pre-programmed* button to be connected to the caller.

### Notification Methods

There are two methods of notification, a Ring Mode or a Speaker Mode. These methods are controlled by the type of flexible button assigned on the telephone.

The *pre-programmed* button type (654+0=Ring Mode, 654+1=Spkr Mode) defines the operation mode. An incoming CO call rings at a station and forwards (except busy type) to the station's VM mailbox.

---

---

## Ring Mode

The *pre-programmed* flexible button flashes at 480 ipm red while the caller is in your mailbox. You can press the flashing button and the audio is broadcast over the speaker of the keyset. The MUTE key is also enabled and the LED lights solid red. When the call is ringing the station in the ring mode, the display shows:

VM SCREENING RING  
MMM DD YY    HH:MM a m

## Speaker Mode

The VM message is broadcast over the speaker. The MUTE key is enabled and the LED lights solid red. When the station is monitoring the caller in VM, the display shows.

VM SCREENING  
MMM DD YY    HH:MM a m

### **To leave caller in VM and turn off speaker:**

1. Press the ON/OFF button.
2. Then perform one of the following options:
  - Continue to listen to the message being left without taking action at the keyset. After leaving the VM message, the *pre-programmed* button returns to solid red and the keyset returns to idle.  
-or-
  - Press the MUTE key to talk to the party leaving the message. The station is still in the CONF mode at this point and the caller can hear the VM and you.  
-or-
  - Press the flexible button to pick up the call. When the call is picked up, the voice mail system disconnects from the call.

---



---

## Attendant Features

If your station is designated as the attendant station, the following features are available to assist you in efficiently operating your telephone.

### *911 Feature (Attendant Alert)*



When enabled, and a flexible button has been programmed (programming code = 608), the 911 Alert feature affects a flashing flexible button and audible tone to notify the Attendant of a 911 call in progress.

When a 911 call is being made from a user station, the 911 ALERT flexible button rapidly flashes on the Attendant station, and an audible tone emits from the Attendant's speaker. The display shows:

E 911 CALL	STA XXXX
MMM DD YY	HH:MM am

#### **To turn off the alert:**

Press the 911 ALERT flexible button.

- The display and alert continues until this occurs, then the display returns to normal, and the audible alarm ceases.
- The LED continues to flash until all 911 calls are viewed. If there is more than one 911 call logged, press the 911 ALERT button to advance to view each call in the log.
- Once all calls have been reviewed, the 911 ALERT flexible button will light solid red. All 911 calls are logged on the Attendant station until they are deleted.

---

---

**To delete logged 911 alert messages:**

1. Press the 911 ALERT flexible button to display the 911 call you want to delete.
2. Press the FLASH button to delete that message.



*Dialing 911 from any station overrides previously enabled features such as:  
Do Not Disturb.*

**Attendant Override**

When Attendant Override is allowed, Attendant(s) stations may override or call stations that are either busy or in Do Not Disturb.

- If the Attendant calls a station that is busy on a CO call and wishes to alert them of a waiting call:  
Press the ATTN OVERRIDE button [601]. Three short tone bursts are presented to the called party.  
(After five (5) seconds, the station CO line automatically is placed on hold and the Attendant is cut-thru.)
- If the Attendant calls a station that is in Do Not Disturb mode and wishes to alert them of a call:  
Press the *pre-programmed* ATTN OVERRIDE flexible button. The station will be signaled with a Camp-On tone.

**Attendant Unavailable (Alternate Position)**

When the Attendant station is in the unavailable mode, the next Attendant station receives recalls and dial "0" calls.

The following process is based on the three programmed Attendant stations.

- After the **first** programmed Attendant presses the UNAVAILABLE flexible button, or dials the Attendant Unavailable code [607]:
  - The LED on the *pre-programmed* flexible button lights solid.
  - Recalls and dial "0" calls that were ringing at the first Attendant station now ring at the **second** Attendant.
  - If the **second** Attendant places their phone in unavailable mode, the **third** Attendant receives recall and dial "0" calls.
- When the **first** Attendant presses the UNAVAILABLE flexible button again or dials the Attendant Unavailable code [607] again:
  - The LED on the *pre-programmed* flexible button extinguishes.
  - The **first** Attendant resumes normal operation.
  - The **second** Attendant will not receive recalls or dial "0" calls.

### *Disable Outgoing CO Access*

The attendant station can disable CO lines, to prevent outgoing CO calls.

1. Lift the handset or press the ON/OFF button.
2. Dial [602]. A confirmation tone sounds.
3. Depress the line button(s) of the CO Line(s) to be disabled. A confirmation tone sounds; the CO LINE button(s) LED flashes.
4. Repeat the steps for disabling to re-activate the CO Line(s).

---

---

### *CO Lines Off-Net Fwd - Incoming (via Speed Dial)*

CO Lines Off-Net Forward feature lets the first Attendant station forward incoming CO calls to an off-net location.

In a speed dial bin, store the number of the off-net location where calls are to forward. (Follow instructions for storing station or system speed dial numbers.)

1. Dial [603],  
-or-  
Press the *pre-programmed* CO OFF-NET FORWARD button.
2. Press the CO LINE button for an individual CO Line for Off-Net Forward,  
-or-  
Dial CO line group access code of group being forwarded.  
CO Line Group Access Codes:
  - [801, 802, 803 ... 823] = CO Line Group 1- 23
  - [824] = All CO Line Groups
3. Dial the speed bin number that contains the number where calls are to forward. A confirmation tone sounds.

### **Canceling Off-Net Forwarding**

1. Dial [603],  
-or-  
Press *pre-programmed* CO OFF-NET FORWARD button.
2. Dial the CO group access code,  
-or-  
Press the CO LINE button.
3. Dial [#]. A confirmation tone sounds.  
When CO lines are off-net forwarded, these lines display unique flash rates at the Attendant station.

## Day/Night/Special Mode

Any designated attendant may place the system into night service. The NIGHT SERVICE (DND by default) button cycles through the choices as follows: day, night, and then special mode.

- Press the *pre-programmed* NIGHT SERVICE (DND by default) button once to activate Night mode (LED solid).
- Press the button again to activate the Special mode (LED flashes at 240 ipm).

## Setting System Time and Date

The first attendant station may set system time and date.

1. Dial [692].
2. Enter time and date in the following format:  
*YYMMDDHHMM*

YY =year (00-99)	HH =hour (00-23)
MM =month (01-12)	MM =minute (00-59)
DD =day (01-31)	

When the correct number of digits are entered, a confirmation tone sounds.

## Directory By List Programming

### Directory List

To access the Directory List for station or speed dial numbers, dial the Directory List program code [693]. The HOLD button illuminates.



3. Press the SPEED button when finished. A confirmation tone sounds and the display shows the new or changed name.
4. Press HOLD, use [\*] or [#] to scroll to next entry.

### **Local Number/Name Translation Table**

This method is used to enter names that will be associated to the Local Number/Name Translation Table only.

#### ***To enter, edit, or erase names that appear in Directory List:***

Dial the Directory List program code [693]. The HOLD button illuminates. The first entry (000) in the Directory List is shown on the display phone (refer to [“Directory By List Programming”](#)).

#### ***To select a different entry in the Directory List:***

1. Enter the three-digit entry number (000-199), or dial [\*] to scroll up (next entry) through the list, or dial [#] to scroll down (previous entry) through the list.
2. Press the TRANS button to select the entry.

#### ***To enter a name with a Local Number/Name Translation Table number entry:***

1. Press the TRANS button.
2. Dial the three-digit Local Number/Name Translation Table number (600-799) that represents the desired telephone number.
3. Press the SPEED button. A confirmation tone sounds and the entry is stored.
4. Press HOLD, use [\*] or [#] to scroll to next entry.

#### ***To enter or change the current name shown on the display:***

1. Press the MUTE button.
2. Use the keys on the dial pad to enter the name (up to 24-characters may be entered). The display updates as the name is entered (refer to [Figure 1: Dial-By-Name KeyPad Map](#), and [Table 2: Additional Dial-By-Name Characters](#)).

3. Press the SPEED button when finished. A confirmation tone sounds and the display shows the new or changed name.
4. Press HOLD, use [\*] or [#] to scroll to next entry.

### System Speed Dial Bin

This method may be used to enter names that will be associated to a system speed dial bin only.

Dial the Directory List program code [693]. The HOLD button illuminates. The first entry (000) in the Directory List is shown on the display phone (refer to *“Directory By List Programming”*).

#### **To select a different entry in the Directory List:**

1. Enter the three-digit entry number (000-199),  
-or-  
Scroll through the list as follows:
  - Dial [\*] to scroll up to the next entry.
  - Dial [#] to scroll down to the previous entry.
2. Press the TRANS button to select the entry.

#### **To enter a name along with a system speed dial number:**

1. Select the desired entry using the preceding procedure.
2. Dial the system speed dial bin location (020-999).
3. Press the SPEED button. A confirmation tone sounds and the entry is saved.
4. Press HOLD, use [\*] or [#] to scroll to next entry.

#### **To enter or change the current name shown on the display:**

1. Press the MUTE button.
2. Use the keys on the dial pad to enter the name (up to 24-characters may be entered). The display will update as the name is entered (refer to *Figure 1: Dial-By-Name Key Pad Map*, and *Table 2: Additional Dial-By-Name Characters*).

3. Press the SPEED button when finished. A confirmation tone sounds and the display updates.
4. Press HOLD, use [\*] or [#] to scroll to next entry.
5. Hang up to end programming.

### *Software Version Display*

The current system software can be viewed by the first programmed Attendant. This display shows the version number and the level of software in English.

At the first Attendant station:

Dial the S/W Display code [605].

- The top line of the LCD continues to show the same data.
- The bottom line of the LCD changes to show the following in place of the time/date information:

*STARPLUS™* BASIC

*STARPLUS™* ACD

(Station must have LCD type to view the information.)

### *Speed Dial - System Storing*

System Speed numbers must be entered by the first programmed Attendant. If an Attendant is not specified, enter at Station 100.

1. Press the SPEED button once, then press the desired outside line key,  
-or-  
Press the SPEED button a second time to select an outside line automatically.
2. Dial the System Speed bin location (020-999).
3. Dial the telephone number.
4. Press the SPEED button.
5. Hang up.

To use the following speed dial options, enter as shown:

- ❑ Initiate a Pulse-To-Tone Switchover – Press the TRANS button during number entry.
- ❑ Insert a Pause – Press the HOLD button during number entry.
- ❑ Insert a Flash into the Speed Number – Press the FLASH key.
- ❑ Insert a No-Display Character – Press the TRANS button as the first entry in the speed bin. This causes the numbers stored in the bin not to display on the Digital Telephones when the bin is accessed.



*Speed Bin numbers 060-099 ARE NOT monitored by Toll Restriction.*

---

## Background Music (Optional)

### **To activate Background Music:**

1. Dial [632] or press the *pre-programmed* BGM flexible button. The LCD displays:

0: OFF 1:CH-1 2:CH-2  
 MMM DD YY HH:MM a m

2. Enter the desired channel on the key pad. A confirmation tone sounds. Music is now audible through the speaker.
3. Press the Volume Bar to change the volume. The LCD displays:

SPEAKER BGM [#####]  
 MMM DD YY HH:MM a m

**To deactivate Background Music:**

1. Dial [632] again or press the BGM flexible button.
2. Enter a [0]. A confirmation tone sounds and the music discontinues.

**Call Back**

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

1. Press the *pre-programmed* CALL BACK flexible button.
2. Replace handset or press ON/OFF button. When busy station hangs up, you are signaled.
3. Answer the call; the station you called will then be signaled. (If your station is busy when signaled, an automatic MSG will be placed at your phone.) Only one Call Back request can be left at a station; the second request will leave a message wait callback request.



*When the Automatic Call Back Timer is enabled, a call back request is automatically invoked anytime you listen to a busy intercom tone for a preset period of time.*

**Call Coverage****To program a Call Coverage flexible button on a station:**

1. Press the SPEED button twice.
2. Press the desired flexible button to be programmed.
3. Dial [646] for Ringing or [647] for Non-Ringing, followed by the extension number to be covered. A confirmation tone sounds. If an error was made during entry, an error tone sounds.

---

---

**When a call rings in (and a flexible button has been assigned):**

- ❑ The coverage station hears ringing for the coverage station after a five-second delay.
- ❑ A message is displayed on the Coverage Station LCD as shown.

CALL FOR STA	XXX
MMM DD YY	HH:MM a m

- ❑ The coverage station then presses their flashing Coverage flexible button, or presses the ON/OFF button, or lifts the handset if PLA is enabled. The flash rate is the same as the incoming line ringing rate.
- ❑ When the call is answered, it ceases to ring at any other station that has the same coverage appearance. The LCD of the coverage station displays as shown.

CALL FOR STA	XXX
FROM STA XXX	HH:MM a m

---

## Call Forwarding

### *All Calls*

If you have been given the ability to forward your calls:

1. Lift the handset or press the ON/OFF button.
2. Dial the FWD code [640] or press the FWD button, then dial [6].
3. Press the *pre-programmed* DSS button, or dial the intercom number where calls are to be forwarded.

The call types affected are:

- Call Forwarding Allowed – ACD, UCD, Voice Mail, Hunt group pilot numbers, and speed dial bins for off-net forwarding.
  - Calls Cancelled (when forwarding is activated) – Line Queue, Call Back requests, Message Wait requests, and pre-selected messages.
4. Replace the handset or press the ON/OFF button.

### *Busy*

If you have been given the ability to forward your calls:

1. Lift the handset or press the ON/OFF button.
2. Dial the FWD code [640] or press the FWD button.
3. Dial the Call Forward Busy code [8].
4. Press the *pre-programmed* DSS button, or dial the intercom number where calls are to be forwarded. A confirmation tone sounds.
5. Replace the handset or press the ON/OFF button.

### *Busy/No Answer*

If you have been given the ability to forward your calls:

1. Lift the handset or press the ON/OFF button.
2. Dial the FWD code [640] or press the FWD button.
3. Dial the Call Forward Busy/No Answer code [9].
4. Press the *pre-programmed* DSS button, or dial the intercom number where calls are to be forwarded. A confirmation tone sounds.
5. Replace the handset or press the ON/OFF button.

---

---

## *Follow-Me*

If you have been given the ability to forward your calls:

1. Lift the handset or press the ON/OFF button.
2. Dial the Follow-Me Forward code [642] on the key pad.
3. Dial the station number of the station from which forwarding is desired.
4. Dial the appropriate forwarding condition code:  
[6] = All  
[7] = No Answer  
[8] = Busy  
[9] = Busy/No Answer
5. Dial the three-digit destination number where calls are to be forwarded. (Station, Voice Mail, ACD/UCD or Hunt group. A confirmation tone sounds.
6. Replace the handset or press the ON/OFF button.

### ***To remove Follow-Me Call Forwarding:***

1. Lift the handset or press the ON/OFF button.
2. Dial the Follow-Me Call Forward code [642].
3. Dial the station number of the station that forwarding is to be cancelled.
4. Dial [6] (regardless of the forwarding condition).
5. Redial the same three-digit station number. A confirmation tone sounds and the FWD button LED extinguishes.

### ***To enable Follow-Me Call Forwarding from an off-site location:***

1. Dial into the system on a DISA trunk. Enter the DISA access code, if applicable.
2. Dial the Follow-Me Forward code [642].
3. Dial the station number of the station from which forwarding is desired.

4. Dial the appropriate forwarding condition code:
  - [6] = All
  - [7] = No Answer
  - [8] = Busy
  - [9] = Busy/No Answer
5. Dial the three-digit destination number where calls are to be forward. (Station, Voice Mail, ACD/UCD groups, or Hunt group. A confirmation tone sounds. Five seconds later a dial tone is received.

***To remove Follow-Me Call Forwarding from an off-site location:***

1. Dial into the system on a DISA trunk. Enter the DISA access code, if applicable.
2. Dial the Follow-Me Forward code [642].
3. Dial the station number of the station that forwarding is to be cancelled.
4. Dial [6] (regardless of the forwarding condition).
5. Dial the station number again. A confirmation tone sounds. Five seconds later a dial tone is received.

***Forward Override***

This feature allows you to reach a busy station that is busy forwarded to a destination. This allows you to Camp-On, Executive Override, or Leave Messages at the busy station rather than forwarding to the busy destination.

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

***No Answer***

If you have been given the ability to forward your calls:

1. Lift the handset or press the ON/OFF button.
2. Dial the FWD code [640] or press the FWD button.
3. Dial the Call Forward No Answer code [7].

4. Press the *pre-programmed* DSS button, or dial the intercom number where calls are to be forwarded. A confirmation tone sounds.
5. Replace the handset or press the ON/OFF button.

### *Station Off-Net Call Forwarding (via Speed Dial)*

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

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

1. Lift the handset or press the ON/OFF button.
2. Dial the FWD code [640] or press the FWD button.
3. Dial an asterisk [\*]. Then dial the speed bin number that contains the number where calls are to be forwarded. A confirmation tone sounds and the FWD button LED flashes.

#### **To cancel Off-Net Forwarding:**

1. Lift the handset or press the ON/OFF button.
2. Press the FWD button. A confirmation tone sounds and the FWD button LED extinguishes.

#### **To remove Call Forwarding (except Follow-Me and Off-Net)**

1. Press the ON/OFF button.
2. Dial the FWD code [640] or press the FWD button.
3. Replace the handset or press the ON/OFF button.



*DIDs and COs must ring at station to follow Off-Net Call Forward.*

## Call Park

The Call Park feature allows you to place an outside call in park and consult with, page, or call an internal party.

### *System*

While connected to an outside line:

1. Press the *pre-programmed* TRANS flexible button. The caller is put on Exclusive Hold.
2. Dial the parking location (430 to 437) or press the *pre-programmed* CALL PARK flexible button. A confirmation tone sounds.

If you receive a busy tone:

Press the TRANS button twice and dial another parking location,

-or-

Press the CALL PARK flexible button for a different parking location.

### **Retrieving a Parked Call**

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

### *Personal*

While connected to an outside line:

1. Press the TRANS button. The caller is put on Exclusive Hold.
2. Dial Personal Park code [438] or press *pre-programmed* PERSONAL PARK flexible button. A dial tone will be heard.

---

---

**To retrieve a parked call from the station that parked the call:**

Dial the Personal Park Code [438],

-or-

Press the *pre-programmed* PERSONAL PARK flexible button. A talk path is established between both parties.



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

### *Station*

While Connected to an outside line:

1. Press TRANS button.
2. Dial [439] + XXX (station number).

### **Retrieving a Station Park Call**

Dial [#6] + XXX (user's station number, while at the user's telephone or from any telephone in the system)

-or-

Dial [438] from the user's station.

---

## **Call Pickup**

You can answer a call ringing at another telephone using Directed or Group Pickup.

### *Directed Pickup*

When incoming, transferred, or recalling outside line ringing, intercom ringing, or Camp-On ringing is heard at an unattended telephone:

1. Dial the station number of the ringing telephone. Receive ringback or Call Announce Tone.

2. Press the PICK-UP flexible button to answer the call.



*You MUST have access to the specific outside line or a LOOP button to do a directed call pickup.*

### *Group Pickup*

When intercom tone ringing, transferred outside line ringing, recall ringing, or initially ringing call is heard at an unattended telephone:

1. Lift the handset or press the ON/OFF button.
2. Dial [#0], or press the PICK-UP flexible button to be connected to the calling party.



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

*You MUST have access to the specific outside line or LOOP button to use Group Call Pickup.*

## Call Transfer

Outside lines can be transferred from one phone to another within the system. The transfer can be either screened (announced) or unscreened to either an idle or busy station, or an ACD/UCD Group or Hunt Group.

### *Answering a Screened Transfer*

Your intercom will be signaling according to the intercom signal switch position.

1. Answer the intercom and receive the transfer notice.
2. Press OUTSIDE LINE or flashing LOOP button on hold.



*If the Direct Transfer feature is enabled, the screened transfer will go directly to the handset. You do not have to press a LINE or LOOP button to answer.*

---

---

### *Executive/Secretary Transfer*

- If you are designated the Executive station and your phone is busy or in DND, all calls will be routed to the Secretary station.
- If you are the designated Secretary station, you can signal the Executive that is busy or in DND by using the Camp-On feature.

### *Incoming CO Transfer*

While idle or on an internal/external call and an incoming or transferred CO call is ringing at your station:

1. Place the current call on hold.
2. Dial the INC CO XSFR code [639] or press the *pre-programmed* INC CO XSFR flexible button.
3. Press a DSS, Group button, or dial the three-digit station number or group number. The call is automatically transferred to that destination.
4. You can then return to the call placed on hold.

### *PBX/CENTREX Transfer*

While connected to an outside line (PBX/Centrex):

1. Press the FLASH button. Transfer dial tone is heard.
2. Dial PBX/Centrex station number.
3. Hang up to complete the transfer.

### *Screened Transfer*

While connected to an outside line:

1. Press the station button where call is to be transferred (if programmed on your telephone), or press the TRANS button and dial station number.

The called extension signals according to the intercom signal switch position.

2. When that extension answers, announce the transfer.
3. Hang up to complete transfer.

### *Transfer Search*

When attempting to locate a party:

1. Press a station DSS button to signal the station or press the TRANS button and dial desired station.
2. If the station is unavailable, press another station DSS button to enter a new station number or press the TRANS button twice and dial the station number.
3. When called station is answered, hang up; transfer is complete.

### *Unscreened Transfer*

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

---

## **Caller ID Name/Number**

This feature allows you to program a flexible button to view both the number and name on the LCD when receiving a Caller ID CO call. When the feature is enabled, the flexible button LED is lit solid and the name and number is displayed.

During the call:

- Press the flexible button to view normal call information. The top line of the LCD displays the number of the caller and the bottom line of the LCD displays the name.

---

---

## Calling Station Tone Mode

The calling station tone mode option allows a calling station to override a called station's "H" or "P" intercom button settings. When placing a call to a station and Tone ringing is desired:

1. Dial [6#].
2. Dial the three-digit station extension or press the DSS button of desired station. Call tone rings station.

---

## Camp-On

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

If the station is busy and you wish to alert them to your call:

Press the CAMP ON button. Called station receives one burst of ringing. Wait for their response.

When the called party answers:

Consult with caller or hang up to transfer the call.

### *Answering a Camp-On*

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

To answer:

1. Press the CAMP-ON button. Any outside line you are connected to is placed on hold. You may consult with the station placing the call.
2. Press flashing OUTSIDE LINE button if call is being transferred.

If you do not have a CAMP-ON button, either:

Go on-hook with present call and Camp-On will ring through.

-or-

Place outside CO call on hold, then go on-hook. Camp-On will ring through.

---

## CO Line Queuing

If you see that a particular outside line is busy and you wish to be placed on a list waiting for that line to become available:

1. Press the desired busy OUTSIDE LINE button or POOL button. Receive busy tone.
2. Press the *pre-programmed* LINE QUEUE flexible button.
3. Replace the handset or press the ON/OFF button.



*A station can queue only one line at a time.*

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

### *To Answer a Queue Call Back*

If you hear Queue Call Back ringing, and an outside line for the LINE GROUP or a LOOP button you queued is rapidly flashing:

1. Lift the handset or press the ON/OFF button.
2. Press the flashing OUTSIDE LINE button or LOOP button to answer.

---



---

## CO Ring Tones

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

To select a distinctive ring tone for a station:

1. Dial program code [695]. The display shows:

ENTER RING TONES 00-36 XX PRESS SPEED TO SAVE
--

2. Enter two-digit tone number from 00 to 36 (as shown in "[CO Ring Tone Table](#)"). The speaker sounds a steady tone that correlates to the two-digit entry.

CO RING TONE*/FREQUENCY					
Tone (#)	Freq	Tone (#)	Freq	Tone (#)	Freq
00	697/770	13	770/1633	26	1209/1336
01	697/852	14	770/0	27	1209/1477
02	697/941	15	852/941	28	1209/1633
03	697/1209	16	852/1209	29	1209/0
04	697/1336	17	852/1336	30	1336/1477
05	697/1477	18	852/1477	31	1336/1633
06	697/1633	19	852/1633	32	1336/0
07	697/0	20	852/0	33	1477/1633
08	770/852	21	941/1209	34	1477/0
09	770/941	22	941/1336	35	1633/0
10	770/1209	23	941/1477	36	OFF
11	770/1336	24	941/1633	Tone Duration* = 50 ms/50 ms	
12	770/1477	25	941/0		

3. When the desired tone is selected, press the SPEED button to save this as the tone to be presented when the station is tone rung. The two-digit tone number will display in the lower left corner of LCD display.

---

## Conference

### *Conference Combinations*

A maximum of five 8-party conferences can be established in the system. However, an individual conference **cannot** have more than five external (outside) parties.

*Examples:*

- Eight internal parties can engage in a conference
- Seven internal parties with one external party
- Three internal and five external parties

### *Establishing a Conference*



1. Lift the handset.
2. Select intercom station or dial desired outside party. When called party answers, press the *pre-programmed* CONF flexible button.
3. Select another outside line or intercom station to add next conference party.
4. Press the CONF button again and repeat steps 3 and 4 in a cycle, until all parties are contacted.
5. When last party answers, press CONF button twice. All parties are connected.



*Only stations that have Conference enabled are able to initiate a Conference.*

---

---

### *Exiting a Conference (Controller Only)*

There are three (3) methods of exiting a conference:

- Press the ON/OFF button to ON. Press the MUTE button, and replace the handset (to monitor a conference).  
-or-
- Press HOLD button to place outside parties on hold. Hold timer starts. If one of the two parties is internal, that party is dropped.  
-or-
- Press the CONF button, then hang up or press the ON/OFF button to leave the other conference parties still connected in an unsupervised conference. The CONF button LED flashes and timer starts. There is a warning tone before the other parties are dropped.

### *Re-entering a Conference*

When the controller re-enters the conference, the disconnect timer is reset.

- To re-enter a monitored conference, lift handset.
- To re-enter a conference placed on hold, repeat steps for establishing a conference.
- To re-enter an unsupervised conference, lift handset and press flashing CONF button. The CONF button lights steady and a confirmation tone sounds.

### *Terminating a Conference*

To terminate a Conference, the conference initiator must be actively in the conference:

Replace handset or press the ON/OFF button to OFF.



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

---



---

## Dial-By-Name

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

To dial a station user by name:

1. Dial the Dial-By-Name code [6\*], or press the *pre-programmed* DIAL-BY-NAME flexible button.
2. Dial the desired person's name using the key pad.

*Example* – If you wanted to call Linda Murphy (and last names were entered into the Directory Dialing List), you would press the following numeric keys: 6 (M), 8 (U), 7 (R), 7 (P), 4 (H), 9 (Y).



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

1	A2 B2 C2	D3 E3 F3
G4 H4 I4	J5 K5 L5	M6 N6 O6
P7 R7 S7 Q7	T8 U8 V8	W9 X9 Y9 Z9
*	OPER 0	#

**Figure 1: Dial-By-Name Key Pad Map**

---

---

## Directory Dialing

### *Stations*

Display telephones may view a list, of up to 200 names from the System Directory on the station's LCD display. You can dial the station or speed dial bin by pressing a single button.

Names placed in the Directory List may be associated to intercom numbers, System Speed dial bins, or entries in the Local Number/Name Translation Table. You may view the Directory List beginning with any letter of the alphabet, then scroll through the list either forward or backwards.

Directory Dialing may also be used to transfer a call from one station to another.

To view the Directory List:

1. Dial the Directory List dial code [680] or press the DIRECTORY DIAL flexible button (if *pre-programmed*).
2. To view the list of names, press a button (once, twice or three times) on the key pad that represents the desired letter of the alphabet (refer to [Figure 1: Dial-By-Name Key Pad Map](#)).

*Example* – Press the number [2]:

- Once for names starting with "A"
- Twice for names starting with "B"
- Three times for names starting with "C"

Names starting with the letter chosen display on LCD.



*If the Directory List does not have a name beginning with the desired letter, a name with the next higher letter is shown on the LCD display.*

3. Dial an [\*] to scroll up (next entry) through the list, or dial a [#] to scroll down (previous entry) through the list, or press another button to view the list for a different letter of the alphabet.
4. Press the SPEED button when the desired name is shown on the LCD display. (System automatically dials the destination station or outside phone number.)

### *Transferring a Call using Directory Dialing*

While on a call:

1. Press the TRANS button.
2. Dial the Directory Dial Code [680] or press the *pre-programmed* DIRECTORY DIAL flexible button.
3. Press the digit associated with the person's name, and when it displays press the SPEED button to automatically dial the destination station.
4. Hang up to complete the transfer.



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

---

## Do Not Disturb

### *Activating Do Not Disturb*

If you are given the ability to place your phone in Do Not Disturb (DND):

- Press the *pre-programmed* DND flexible button (DND button LED lights steady), or dial [631] on the 8-button keyset. A confirmation tone sounds.
- The DND button can be pressed while phone is ringing, to stop the ringing (refer to [One-Time Do Not Disturb](#)).

---

**To cancel DND:**

Press the DND flexible button again (DND button LED extinguishes), or dial [631] on the 8-button keyset. A confirmation tone sounds.

***One-Time Do Not Disturb***

Allows you to prevent calls from ringing at your station while you are on a call. The One-Time DND condition automatically cancels when you end your call.

**To use One-Time Do Not Disturb:**

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

**To cancel One-Time Do Not Disturb:**

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

---

**Executive Override**

*Use of this feature when the executive override warning tone is disabled may be a violation of Federal, State or Local Laws, and an invasion of privacy. Check applicable laws in your area before using this feature.*

Executive override allows stations designated as “Executive” the ability to override and “barge in” on other keysets engaged in CO Line conversations. A change in volume may occur on the CO Line or intercom call after the barge-in occurs.

If you call a busy station:

1. Press the *pre-programmed* EXECUTIVE OVERRIDE flexible button. The Executive station will be bridged onto the CO conversation in progress at the called station. An optional warning tone is heard and presented to all parties prior to cut-thru.
2. Replace handset at Executive station to terminate the override.

---

## Flash

When connected to an outside line:

Press the FLASH button to disconnect the outside line and reseed an outside line dial tone.

8-button telephones can assign a FLASH button by using the code [660].

### *Flash Key on Intercom*

When connected to a page zone or another internal party:

Press the FLASH button to disconnect page or intercom call. An intercom dial tone will be heard.

---

## Flexible Button Programming

To program a flexible button:

1. Press the SPEED button twice.
2. Press button to be programmed (must be programmed in database as a flexible button).
3. Dial the desired code (refer to the *Default Numbering Plan* at the end of this user guide).

---

To erase a flexible button:

1. Press the SPEED button twice.
2. Press the flexible button to be erased.
3. Press the FLASH button. A confirmation tone sounds.
4. Replace the handset or press the ON/OFF button.

---

## Group Listening

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

### **To activate Group Listening:**

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

### **To deactivate Group Listening:**

While off-hook, the ON/OFF button must be depressed.



*Group Listening is NOT available when the station is in the Headset Mode.*

---

## Headset Mode

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

### **To activate Headset Mode:**

Dial [634] or press the *pre-programmed* HEADSET MODE flexible button. The LED will light steady.

---

---

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

**To deactivate Headset Mode:**

Dial [634] or press the *pre-programmed* HEADSET MODE flexible button; LED extinguishes.

---

## Intercom Buttons

To program a flexible button as an intercom button:

1. Press the SPEED button twice.
2. Press the desired flexible button to be programmed.
3. Dial [645]. A confirmation tone sounds.
  - If an error is made during entry, an error tone is received.
  - If an intercom call is placed to a busy station that has an intercom button:
    - The calling station receives ringback tone instead of busy tone. The called station hears muted or reminder ring and their intercom button LED starts flashing at the incoming line rate. This indicates an incoming intercom call.
    - The called station can place the current CO call on hold by pressing the HOLD button, or place the current intercom call on hold by pressing the HOLD button. The intercom call would be placed on hold on the available intercom button.

- 
- 
4. The called station then presses the flashing intercom button to answer the incoming intercom call. Once the call is answered, the following message displays on the called station LCD as shown.

CALL FROM STA XXX  
MMM DD YY    HH:MM a m

---

## Intercom Calls

### *Answering an Intercom Call*

When your intercom button signal switch is in the:

- **H Mode** (No LED) – Handsfree Mode. You will hear three bursts of tone and an announcement. Reply handsfree or lift handset for privacy.
- **P Mode** (LED Flashing) – Privacy Mode. You will hear three bursts of tone and a one-way announcement. The calling party cannot hear conversations in progress.
- **T Mode** (LED On) – Tone Mode. You will hear repeated bursts of intercom tone ringing and the HOLD button will slow flash. Lift handset or press ON/OFF button to answer.

### *Intercom Transfer*

#### **Intercom transfer without DSS buttons:**

1. Receive or make an intercom call.
2. Press the TRANS button. An intercom dial tone sounds.
3. Dial the station where call is to be transferred.  
When 2nd station answers, you are in a Supervised Transfer mode. (1st station is staged for transfer.)
4. Replace the handset. (Station 1 and 2 are connected)

**Intercom transfer using DSS buttons:**

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

**Placing an Intercom Call**

1. Press the *pre-programmed* DSS button of the party to be called or dial their three-digit station number.

You will hear ringing if the called station's button is in the "T" position; or three bursts of tone if in the "H" or "P" position.

2. Lift the handset or use the speakerphone after the tone bursts stop.
3. Hang up to end the call.



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

---

## Keypad Mode

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

When telephone is set to AT command mode, these AT commands are supported.

**Table 1: AT Command Modes**

Mode	Description
Inactive	No CTI information is sent/received by the telephone.
ATD	Modem Dialing Command -- The telephone will recognize the ATD and accept digits after the command.
ATH or ATHX (X=0 or 1)	Modem On-Hook/Off-Hook Command – ATH or ATH0 will force the telephone to go to the on-hook state from its current state. ATH1 will force the telephone to go to the off-hook state from its current state.
CKTU	Command used with Wanderer (a cordless key telephone unit).
PC Phone	CTI information used with <i>Discovery Desktop</i> and <i>Discovery PCPhone</i> software must be set to 4800 baud rate.
If the handset is off-hook (lifted)...	Commands are discarded and no action is taken by the telephone.
AT or ATZ (X=0 or 1)	Modem Reset/Initialize Command -- Whenever these commands are sent to the keypad, the keypad will return OK in ASCII format.

At an idle station:

1. Dial the Keypad Mode code [648] or press the *pre-programmed* KEYPAD MODE button. The display shows:

```

INACTIVE                2400
MODE=* SAVE=HOLD  BAUD=#
```

2. Press the [\*] key to scroll through the keypad modes. The available modes are: Inactive, PC Phone, ATD, ATH, and CKTU Command modes.

3. Press the [#] key to scroll through the baud rates. Available Baud rates are: 1200, 2400, and 4800.
4. Press the HOLD button to save the desired entries.



*Select the CKTU Mode for Wanderer Cordless Handset operation. The baud rate is not used in this mode; no changes are necessary.*

---

## LCR Operation

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

1. Dial [9].
2. Dial the desired 7-digit telephone number (e.g., 1 + area code + number).
3. Wait for answer. Lift the handset or use the speakerphone to converse with the party.



*If the 911 Feature is active, [8] + [0] is the LCR access code, not [9].*

### *LCR Queue Call Back*

If an LCR Queue Call Back is activated:

1. When telephone is signaled, answer the call. Desired telephone number will automatically be redialed.
2. Wait for answer, then lift the handset or use the speakerphone to converse with the party.



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

To Cancel an active LCR Queue:

1. Dial the LCR Queue Cancel code [626].
2. Replace the handset or press the ON/OFF button.

---

### *LCR Queuing (Automatic)*

1. Dial [9].
2. Dial the desired 7-digit telephone number (e.g., 1 + area code + number).
3. Wait for answer.



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

---

## Mailbox Buttons



To program a station's mailbox on a flexible button:

1. Press the desired flexible button to be programmed.
2. Dial [644] followed by the three-digit VM Index number (001–255). A confirmation tone sounds. If an error is made during entry, an error tone sounds.



*The VMID number must be pre-programmed in the database (FLASH 68).*

To use a mailbox button:

The called station presses the MAILBOX flexible button and goes on-hook. The internal or external call is then transferred to the VM port by the telephone system.

---

## Meet Me Page

To request another party meet you on a page:

1. Dial the desired two or three-digit paging code or press the *pre-programmed* MEET ME flexible button.
2. Request that party meet you on the page.
3. Do not hang up; wait for the requested party to answer.

### *Answering a Meet Me Page*

Go to the nearest phone:

Dial [770] or press the *pre-programmed* MEET ME flexible button. You will be connected to party that paged you.

## Message Waiting

### *Answering a Message Waiting*

If your MSG button LED is flashing at a slow rate, you have a message waiting for you.

1. Press the flashing MSG button. The station that left the message will be signaled with tone ringing.
2. If called station does not answer, press the MSG button once to leave message.



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

### *Leaving a Message Waiting Indication*

If you dial a station that is busy, unattended, or in DND, you can leave a message waiting indication.

1. Lift the handset or press the ON/OFF button.
2. Dial the desired intercom station. A busy tone or DND tone is heard.
3. Press the MSG button, the called party's MSG button will flash slowly.
4. Replace handset or press the ON/Off button to end call.



*Up to five (5) messages can be left at any Key Station.*

*8-button telephones use [623] to assign a MESSAGE WAITING button.*

---

## Mute

The MUTE button provides privacy during speakerphone or handset operation by disabling the microphone.

1. Press the MUTE button while off-hook on speakerphone or handset to activate. (MUTE button LED lights steady.)
  2. Press the MUTE button again to deactivate.
- 

## Name In Display

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

1. Dial [690].
2. Enter your name (up to seven characters) using the key pad map shown.

**Table 2: Additional Dial-By-Name Characters**

			Other Codes			
			1 = 1#	8 = 8#	" = 01	* = *#
 <p>The keypad layout shows a grid of keys. The top row has a large '1' key, and the next two keys are labeled A-21, B-22, C-23; D-31, E-32, F-33. The second row has G-41, H-42, I-43; J-51, K-52, L-53; M-61, N-62, O-63. The third row has P-71, R-72, S-73, Q-74; T-81, U-82, V-83; W-91, X-92, Y-93, Z-94. The bottom row has a star key, a key labeled 'OPER' with a '0' below it, and a key with a pound sign.</p>			2 = 2#	9 = 9#	, = 02	( = #1
			3 = 3#	0 = 0#	? = 03	) = #2
			4 = 4#	Space = 11	/ = 04	+ = #3
			5 = 5#	: = 12	! = *1	= = #4
			6 = 6#	- = 13	\$ = *2	# = ##
			7 = 7#	' = 14	& = *4	. = 24

3. Press SPEED to complete the programming process.

To erase your name:

1. Dial [690].
2. Press the SPEED button to complete the erasing process. A confirmation tone sounds and your name is erased.

## Off-Hook Preference

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

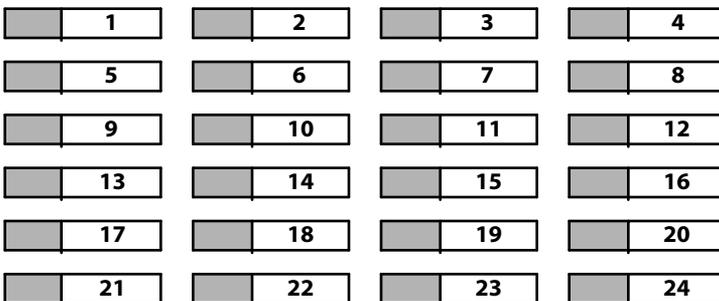
To access an internal intercom dial tone, while Off-Hook Preference is enabled:

1. Press your *pre-programmed* ICM flexible button (LED lights steady), or dial your own three-digit intercom number. (Do not lift handset or press ON/OFF button before dialing intercom number).
2. Dial an internal station or feature access code.

### *Off-Hook Preference Programming*

If your phone is programmed for Off-Hook Preference, and you have the ability to enable or change the prime flexible button:

1. Dial [691].
2. Dial the two-digit button number (refer to diagram).



---

**To disable Off-Hook Preference:**

1. Dial [691].
2. Then dial [00].

---

## Off-Hook Voice Over (OHVO)

While off-hook on a call (CO or Intercom), this feature allows you to receive a voice announcement through the handset receiver without interrupting the existing call. You may then respond to the calling party using CAMP-ON procedures to talk to the calling party or use Silent Text Messaging to respond to the calling party via LCD Displays.

The calling station is placed in a one-time DND mode upon initiating the voice-over. One-Time DND cannot be toggled during the OHVO call. The station receiving the OHVO call must be off-hook and in the “H” mode.

### *Placing an Off-Hook Voice Over (OHVO) Call*

When an OHVO station calls a busy OHVO station, and a busy tone is received:

1. The calling OHVO station can dial the OHVO code [628], or press the OHVO flexible button (if *pre-programmed*) to initiate an OHVO announcement. The HOLD button LED flashes at the called OHVO station.
2. The OHVO receiving station receives a one beep warning tone, the called OHVO station must be in the “H” mode, and then the calling OHVO party may begin the voice announcement to the called OHVO party.

## *Responding to an Off-Hook Voice Over*

*(OHVO)* 

To reply to an OHVO announcement, the OHVO receiving station may respond to calling station in one of three (3) ways:

1) Using the **MUTE Button** – The OHVO receiving station can then speak to the station that initiated the OHVO. The called station can still hear their existing call. This applies to CO calls only. OHVO calls to station on intercom calls maintain the present operation.

-or-

2) Using **Silent Text Messaging** – This feature is only available to digital key terminals, and the calling station must be a digital display terminal. The OHVO receiving station may press a *pre-programmed* MESSAGE button to respond to the voice over announcement without being released from the current call, (i.e., by pressing a flexible button *pre-programmed* for the message “IN MEETING”), the calling station will receive this message on the calling station’s LCD display.

-or-

3) Using the **Camp-On** feature – The OHVO receiving station presses the flashing HOLD button to converse with the calling station. The existing call (CO line) goes on Exclusive Hold automatically. This method, then follows Camp-On procedures and operation.

## **One-Touch Recording**

This feature allows you, to press a button and have the system record the conversation in your mailbox, while on an internal/ external call. This is done by creating a conference bridge between the caller, station, and VM port.

While on an external call:

1. Press the *pre-programmed* VM RECORD flexible button. The LED flutters red at 240 ipm during the setup and the LCD displays as shown:

RECORDING SETUP MMM DD YY                      HH:MM am
--

2. Once the system has connected to the station, your mailbox, the flexible button LED lights solid green and the LCD displays as shown:

RECORDING MMM DD YY                      00:00 am
--

When the caller is finished recording, press the *pre-programmed* VM RECORD flexible button. The LED extinguishes and the display returns to the normal LCD call information.



*Use of this feature when the One-Touch Warning Tone is disabled may be interpreted as a violation of federal, state or local laws, and an invasion of privacy. Check applicable laws in your area before recording calls using this feature.*

---

## Outside Calls

### *Answering a Recall*

When an outside line has remained on hold for an extended period of time, you are reminded with a recalling ring. (If Preferred Line Answer is enabled, skip next step.)

1. Press button for an OUTSIDE LINE, LOOP, or POOL button (flashes at a very fast rate).
2. Lift the handset or press ON/OFF to converse with party.

### *Answering an Outside Call*

1. Lift the handset or press the ON/OFF button.
2. Press slow flashing OUTSIDE LINE button or LOOP button. (If your telephone is programmed with Preferred Line Answer, you may answer an outside line by lifting the handset or pressing the ON/OFF button.)

### *Placing an Outside Call*

To access an outside line for dialing out:

1. Press idle CO line button, POOL button,  
-or-  
Dial CO line group access code or LCR access code (9, 801-823, 88+LLL). *LLL = CO Line Number*
2. Dial the desired number for outside call.
3. Lift handset or use speakerphone to converse with party.

### *Placing an Outside Line on Hold*

- If your system is programmed for Exclusive Hold Preference, press the HOLD button once for Exclusive Hold or twice for System Hold.  
-or-
- If your system is programmed for System Hold Preference, press the HOLD button once for System Hold or twice for Exclusive Hold.

---

## **Paging**

If you are given the ability to make page announcements.:

1. Lift the handset or press the ON/OFF button.
2. Dial a two or three-digit paging code, or press the *pre-programmed* PAGING flexible button.

Code	Zone	Code	Zone
700	Int/Ext All Call	707	Internal Zone 7
701	Internal Zone 1	708	Internal Zone 8
702	Internal Zone 2	709	Internal All Call
703	Internal Zone 3	76[O]	External All Call ( <i>Triad 1/2/3</i> )
704	Internal Zone 4	76[P]	External Page Zones 1-2 ( <i>Triad 1/2/3</i> )
705	Internal Zone 5	761	External Page ( <i>Triad-S</i> )
706	Internal Zone 6		

3. Speak in a normal tone of voice to deliver message.
4. Stations receiving a page Announcement can press the Volume Bar to change Paging Volume. The display shows:

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

5. Replace the handset to terminate the page announcement.



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

## Personalized Messages

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

To select one of the ten available messages:

1. Dial the Message Access code [633] or press the MSG ACCESS flexible button (if *pre-programmed*).

2. Dial the two-digit code for the message to display. A confirmation tone sounds; the DND button LED flashes.

Code	Message	Code	Message
00	Clear Message	06	On Trip
01	On Vacation	07	In Meeting
02	Return AM	08	At Home
03	Return PM	09	On Break
04	Return Tomorrow	10	At Lunch
05	Return Next Week		

3. Replace the handset. (Activating DND or Call Forwarding cancels selected message.)

## Custom Messages

### Selecting a Custom Message

1. Dial the Message Access code [633], or press the MSG ACCESS flexible button (if *pre-programmed*).
2. Dial the two-digit code for the desired message (21-30) to display on your phone when called. A confirmation sounds and the DND button LED flashes.



*The system administrator programs the ten custom messages at the first attendant station (Station 100). These messages can be used in the same manner as in [Personalized Messages](#).*

3. Replace the handset or press the ON/OFF button.

### To program a Custom Message:

1. Dial [633].
2. Dial a valid code (18-20) for desired custom message.
3. Enter a custom message up to eight characters.
4. Press HOLD to save.

**To use a unique custom message:**

1. Dial [633] on the dial pad.
2. Dial a valid code (18-20) for desired custom message.

**To cancel the message:**

1. Dial the Message Access code [633]+[00].
2. Replace handset or press ON/OFF button.

*Date and Time Entry Messages*

You can activate certain messages used to enter a specific time or a date of return. These messages will show on the calling station's display to alert them of your return.

To activate a message with a custom return time or date:

1. Dial the Message Access code [633].
2. Dial the code for the message.

Code	Date/Time Message
11	Vacation Until: MM/DD
12	Return: HH:MM xm or MM/DD
13	On Trip Until: MM/DD
14	Meeting Until: HH:MM xm
15	At Home Until: HH:MM xm
16	On Break Until: HH:MM xm
17	At Lunch Until: HH:MM xm

3. Enter the date/time by using the buttons on the key pad according to [Figure 1: Dial-By-Name Key Pad Map](#) and [Table 2: Additional Dial-By-Name Characters](#).
4. Press the HOLD button to enter the message. A confirmation tone sounds and the DND button LED flashes.

**To cancel the message:**

1. Dial the Message Access code [633]+[00]. The DND button LED extinguishes.
2. Replace the handset or press the ON/OFF button.

**Personalized Msg Codes on a Flex Key**

You can program code [633] on a flexible key to speed access of pre-selected messages.

**Using 2-Digit Code**

1. Press the SPEED button twice.
2. Press the desired flexible button. LED flashes.
3. Dial [633]+[#]. A confirmation tone sounds.
4. You can now press that flexible button and dial the two-digit message number:
  - 00 – 10 = Personalized Messages
  - 18 – 30 = Custom message number



Refer to [Personalized Messages](#) and [Custom Messages](#) in this section, for further information on two-digit codes.

5. A confirmation tone sounds.

**Using Scroll Function**

1. Press the SPEED button twice.
2. Press the desired flexible button. LED flashes.
3. Dial [633]+[#]. A confirmation tone sounds.
4. Press the programmed flexible button, then press the [#] to scroll forward through the messages or press the [\*] to scroll backward through the list.

The scroll is a “rolodex” type of scroll; it forwards through the messages in the following order:

Text Messages		
1. Clear Messages	5. On Break	9. Return PM
2. At Home	6. On Trip	10. Return Next Week
3. At Lunch	7. On Vacation	11. Return Tomorrow
4. In Meeting	8. Return AM	

- When the desired message is shown on the LCD display, press the HOLD button to activate that message on your station. A confirmation tone sounds and the DND button LED flashes.



*If you omit the [#] from either method, and immediately press the Flexible button, then dial the two-digit personalized message number, that specific message will be programmed to the Flexible button.*

### Scrollable Canned Messages

- Dial [633] + [#] or press the *pre-programmed MSG ACCESS* flexible button. The display shows:

XXXXXXXXXXXXXXXXXXXXX NEXT-# PREV-[*] SAVE-HOLD
--

- Press the [#] to scroll forward through the messages, or press the [\*] to scroll backward through the list. The scroll is a “rolodex” type of scroll; it will forward through the messages in order as shown in *“Text Messages” Table*.

3. When the desired message is shown on the LCD display, press HOLD to activate that message on your station. A confirmation tone sounds; the DND button LED flashes.

---

## PBX/Centrex Codes on a Flex Button

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

1. Program the Centrex or PBX code into a Station or System Speed Dial bin, including hook-flash (FLASH key), [\*], and [#] commands (refer to *"Storing Speed Numbers" on page 56*).
2. Program that speed bin onto a flexible button (refer to *"Flexible Button Programming" on page 34*.)

---

## Repeat Redial

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

1. Press the *pre-programmed* REDIAL flexible button. The LCD prompts you for a timer value as shown:

ENTER RPT REDIAL TIMER; XXX	006-999
--------------------------------	---------

2. Enter a three-digit timer value (006-999 seconds) for the redial timer. Default value is 060 (one minute). A confirmation tone sounds and you go on-hook. The flexible button LED lights steady. When the timer expires, the station is signaled via a CO line queue indication on the REDIAL flexible button. Once the line queue is answered, the LCD indicates an outgoing CO line display.

---

**To activate a redial:**

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

**To cancel the operation:**

Press the REDIAL flexible button (if *pre-programmed*). A confirmation tone sounds and the Redial function is canceled.

---

## Speakerphone

1. Press ON/OFF button to ON. (Intercom dial tone sounds.)
2. Press the station key of the desired party, or press an available OUTSIDE LINE button and dial number.  
Speakerphone is activated.
3. Press the ON/OFF button to end call.

---

## Speed Dial

### *Dialing a Speed Number*

If an outside line **has not** been specified in programming, one will be chosen automatically or you can choose one now.

1. Press the SPEED button.
2. Dial the speed bin location or press programmed speed bin button.
  - 000 to 019 = Station Speed numbers
  - 020 to 999 = System Speed numbers
3. When called party answers, pick up handset or use speakerphone.



*A worksheet is included in the back of this User Guide to assist you in keeping track of custom programmed speed bin locations.*

### *Last Number Redial*

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

### *Save Number Redial*

If you wish to save the last number you dialed:

1. After placing an outside call, keep handset off-hook.
2. Press the SPEED button twice.

### *Storing Speed Numbers*

Station Speed numbers can be entered by keyset users. System Speed numbers must be entered by the first programmed attendant. If an attendant **has not** been specified, enter at Station 100.

1. Press the SPEED button once.
2. Press a desired outside line key, or press the SPEED button a second time, to select an outside line.
3. Dial the speed bin location.
  - 000 to 019 = Station Speed numbers
  - 020 to 999 = System Speed numbers
4. Dial telephone number, including special codes buttons as listed in the following:
  - TRANS - Pulse-to-Tone Switchover
  - HOLD - Pause
  - FLASH - Flash



*For Display Security, press the TRANS button, then enter the telephone number and any other special codes buttons as needed.*

5. Press the SPEED button.
6. Replace the handset or press the ON/OFF button to end speed dial programming.

---

**To clear an existing speed bin:**

1. Press the SPEED button twice.
2. Dial the speed bin location.
3. Press the SPEED button again. A confirmation tone sounds.

**To Dial a Saved Number**

1. Press the SPEED button.
2. Press the asterisk [\*] key. Saved number is automatically dialed.

---

**Text Messaging (Silent Response)**

This feature allows you to use text messages to respond to a caller that has either Camped-On or has used the Off-Hook Voice Over feature to alert a busy station user of a waiting call or message. The “camped-on” station may respond to the caller via the canned, custom, and silent response text (LCD) messages. The text messages appear on the calling party LCD Display.

While receiving a Camp-On, or OHVO call:

1. Press a flexible button *pre-programmed* for message access [633+XX].
2. Dial the desired two-digit message code as shown in the *“Text Message” Table*.

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

Code	Text Message	Code	Text Message
31	I Will Take Call	42	Is It Important?
32	Take Message	43	Is It Urgent?
33	Transfer To Secretary	44	Send Call To Voice Mail
34	Put Call On Hold	45	Park Call
35	Call Back	46	Out Of Service
36	One Moment Please	47	Put Call Through
37	I Will Call Back	48	I Am Busy
38	Who Is It?	49	O.K.
39	Is It Long Distance?	50	No
40	Is It Personal?	51	Yes
41	Is It An Emergency?		

These additional messages along with their codes, can also be sent as a text response. The calling station must be a display telephone and the call station must be a keyset.

## Uniform Call Distribution (UCD)

### *Available/Unavailable Mode*

If you are a UCD Agent: you can place your station in the Available mode to receive UCD type calls, or in the Unavailable mode to block UCD calls from ringing to your station.

#### **To go Unavailable:**

Dial [566] or press the *pre-programmed* AVAILABLE/UNAVAILABLE flexible button. The LCD displays as shown. You are now blocked from receiving UCD calls.

UNAVAILABLE UCD *125*
MMM DD YY                      HH:MM am

**To go Available:**

Dial [566] or press *pre-programmed* AVAILABLE/  
UNAVAILABLE flexible button. You may now receive calls.

**Display Calls in Queue for UCD Groups**

From an idle display key telephone:

1. Dial [567], followed by the three-digit UCD Group number (55X), or press the *pre-programmed* QUEUE flexible button. The ON/OFF button LED lights steady. Your display shows how many calls are in queue for that group as shown:

UCD 55X 00 CALLS IN QUEUE MMM DD YY                      HH:MM am
--

Dynamic update of display occurs as queue condition changes.

2. Replace handset or press the ON/OFF button to terminate mode.



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

**Overflow Station Forward**

An enhancement allows UCD calls reaching the Overflow Station to call forward to another station:

1. Lift the handset or press the ON/OFF button.
2. Press the FWD button or dial [640].
3. Dial the desired code:
  - [6] = All
  - [7] = No Answer
  - [8] = Busy
  - [9] = Busy/No Answer

4. Dial the three-digit destination number where calls are to be forwarded (Station, Voice Mail, ACD/UCD groups, Hunt group). A confirmation tone sounds.
5. Replace the handset or press the ON/OFF button.

---

## Universal Day/Night Answer

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

Dial [#5], then the connected outside line can be transferred or disconnected.



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

---

## Voice Mail

### *Call Forwarding to Voice Mail Groups*

Intercom and Transferred CO callers may be routed directly to your mail box by forwarding your phone to a voice mail group.

1. Lift the handset or press the ON/OFF button.
2. Press the FWD button or dial [640].
3. Dial the desired code:
  - [6] = All
  - [7] = No Answer
  - [8] = Busy
  - [9] = Busy/No Answer

- 
4. Dial the three-digit Voice Mail group pilot number (440–447) for the group (1–8) where calls are to be forwarded. A confirmation tone sounds.
  5. Replace handset or press ON/OFF button.

### *Retrieving Voice Messages*



To enter the Voice Mail system to check for mail:

Dial the Voice Mail group number, or press the *pre-programmed* VM GROUP flexible button or flashing MESSAGE WAIT button. You will immediately be prompted to enter the password for your mail box.

### *Voice Mail Transfer with ID*



While on a call and the distant end wishes to leave a Voice Message for a VM user:

1. At the initiating station, press the TRANS button.
2. Dial the Voice Mail Group number or press the *pre-programmed* VM GROUP flexible button.
3. Dial the VMID (Mail Box location) of the desired party and go on-hook.

The system then makes the connection to an available Voice Mail port and sends the Leave Mail Prefix (if any) + the digits dialed as the VMID number + the Leave Mail Suffix digits (if any). The system then cuts through the transferred caller.

### *Volume Control Bar (DKT Only)*

A volume control bar is located below the keypad to control the ringing, handset, and speakerphone volumes.

#### **While on an Intercom Call:**

- (Speakerphone) -- Press Volume Bar to change volume. LCD displays as shown.

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

- (Handset) -- Press Volume Bar to change volume. LCD displays as shown.

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

#### **While on a CO Call:**

- (Speakerphone) -- Press Volume Bar to change volume. LCD displays as shown.

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

- (Handset) -- Press Volume Bar to change volume. LCD displays as shown.

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

#### **While Receiving an Incoming Tone Ring (intercom or CO call):**

Press the Volume Bar to change the volume. The LCD displays as shown.

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

## Worksheets

### *Flexible Button Programming Worksheet*

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

### *Speed Dial Bin Programming Worksheet*

BIN 000		BIN 010	
BIN 001		BIN 011	
BIN 002		BIN 012	
BIN 003		BIN 013	
BIN 004		BIN 014	
BIN 005		BIN 015	
BIN 006		BIN 016	
BIN 007		BIN 017	
BIN 008		BIN 018	
BIN 009		BIN 019	

---



---

## DEFAULT NUMBERING PLAN

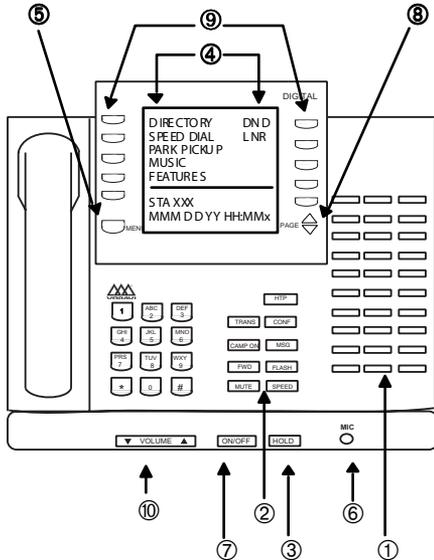
Function	Code	Function	Code
911 List	608	Call Coverage	647
Account Code	627	Call Coverage Ring	646
ACD Calls in Queue	579	Call Forward	640
ACD Call Factor	580	Call Forward (Follow-Me)	642
ACD Group 1-16	550-565	Call Forward - Off-Net	603
ACD Group Status	567	Call Park Group 1-8	430-437
ACD Help	574	Camp On	620
ACD Member Display	573	Cancel LCR Que	626
ACD Primary Login	572	Clear Fwd, DND, Msg	662
ACD Primary Logout	571	Clear VM Alarm	656
ACD Secondary Login	582	CO Line	88
ACD Secondary Logout	581	CO Line Queue	621
ACD Supervisor Display	577	Conference	624
ACD Supervisor Login	576	Custom Message	694
ACD Supervisor Logout	575	Dial By Name	6*
ACD/UCD AVA/UNA	566	Directory Dial	680
All Call Page	700	Do Not Disturb	631
Ans Machine Ring	654	DTMF Receiver Test	657
Ans Machine Spkr	655	Executive Override	625
ATT Clear Alarm	606	Ext Page Zone All,1,2	760-762
ATT Disable CO Line	602	Flash	660
ATT Unavailable	607	Group Call Pickup	#0
Attendant Override	601	Headset Mode	634
Background Music	632	HPT	667
Call Back	622	Hunt Group 1-8	450-457

Function	Code	Function	Code
ICLID Answered Call	659	Program Name	690
ICLID Name/Number	653	Release	641
ICLID Unanswered Call	635	Repeat Redial	643
Ignore CFW	5#	Ring Tone	695
Int Page Zone 1-8, All	701-709	Set Clock	692
Intercom Button	645	SLT Call Pickup	#1
Keypad Mode	648	SLT Callback	663
LCR	800	SLT Conf Park	664
Loop	89	SLT Speed Dial	668
Mailbox Button	644	SLT Speed Prog	661
Meet Me Page	770	Speed Dir	693
Message Preselect	633	Station Call Park	439
Message Wait	623	Station Park Pickup	#6
Modem	499	Station 100-351	100-351
MPB Version	605	Station Relocate	636
Mute	629	Stop Trace	658
Night Service	604	Telecenter Adm	652
OHVO	628	Telecenter Ext	650
One Touch Record	649	Tone Ring	6#
Overflow AVA/UNA	578	Transfer Unans CO Call	639
Pause/Resume Rec	655	UNA/UDA	#5
Personal Park	438	VM Group 1-8	440-447
Pickup Park Grp 1-8	#430-#437	VM Message Cancel	421
Pool 1-23	801-823	VM Message Set	420
Pool All	824	VM Msg Set w/Cnt	422
Prime Key	691	Volume	638



### Large Screen Display Features

The Elite digital 30-button model provides a 7-line by 16-character display with 10 SOFT keys, a MENU key, and UP/DOWN scroll keys.



### Using the Soft Keys

From the main menu, use the soft keys to access the options listed.

**Calendar Mode** -- When in idle mode, the default monthly calendar will display. The calendar may also be accessed by pressing the MENU soft key.

MM YY YY						
SUN	MON	TUES	WED	THURS	FRI	SAT
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		
STA XXX MMM DD YY HH:MMx						

**Main Menu** -- To access the main menu at any time, press the MENU soft key.

DIRECTORY	DN D
SPEED DIAL	LNR
PARK PICKUP	
MUSIC	
FEATURES	
STA XXX MMM DD YY HH:MMx	

To select a main menu option:

Feature/Button Descriptions
1. DSS Console -- Provides access to 30 flexible feature/functions.
2. Fixed Feature Keys -- Used to access specific fixed feature/ functions.
3. HOLD Key --Used to place calls on hold and to retrieve held calls.
4. LARGE Screen -- Designed to provide a 7-line by 16- character viewing area.
5. MENU Key -- Toggles between main menu screen and monthly calendar.
6. MICrophone -- Used to talk with other party without using the handset.
7. ON/OFF Key -- Used to make a call without lifting the handset.
8. PAGE Up/Down Keys -- Used to advance to the NEXT and PREVIOUS option screens available.
9. Soft Keys -- Used to access specific features and functions.
10. VOLUME Control Bar -- Used to adjust level of tones, background music, ringing, receiver volume, and display contrast.

Press...	Display shows...	Then...
<b>DIRECTORY</b>	ABC DEF GHI JKL MNO	press the soft key associated with the desired number.  Use the PAGE UP/DN keys to display the previous or next 5 names in Directory.  To scroll through the list, press the [*] key to view the previous entry, or [#] to view the next entry.
<i>NOTE -- Wait for the desired number to display before pressing the SPEED button.</i>		
<b>SPEED DIAL</b>	Enter Bin Number	dial the bin number associated with desired external phone number.
<b>PARK PICKUP</b>	PARK 1 PARK 2 PARK 3 PARK 4 PARK 5	select desired Park location where call is holding (1-5). Press PG DN ▼ to select PARK locations 6-8.
<b>MUSIC</b>	BGM1 BGM2 BGM OFF	select desired background music option.
<b>FEATURES</b>	CALL FWD PAGE INTERNAL PAGE EXTERNAL VOICE MAIL MORE	select one of the options listed.

After selecting *FEATURES* on the main menu, the following options will display:

**Call Forward**

Press...	Then select ...	Display will show ...
CALL FWD	All Busy No Answer Busy/No Answer Off Net*	Sta Voice Mail Operator ACD/UCD Hunt

\*If Off-Net is selected, enter desired bin number.

If you select...	Then...
Sta	dial the desired station number.
Voice Mail	select the desired VM group (1-5). To access groups 6-8, press the PG DOWN ▼ key.
Operator	the display shows a "Forwarded to XXX" message and the main menu returns.
ACD/UCD	select desired ACD/UCD group (1-5). To access group 6-16, press the PG DOWN ▼ key.
Hunt	select the desired Hunt group (1-5). To access groups 6-8, press the PG DOWN ▼ key.

**Page – Internal/External**

Press...	Then select...
PAGE INTERNAL	the desired Page Zone (ALL Call or Zones 1-4). To access Page Zones 5-8, press the PG DOWN ▼ key.
PAGE EXTERNAL	the desired Page Zone (ALL Call or 1-2)

**More**

Press...	Then select...
MORE	<b>Messages</b> Headset Enable Headset Disable UNA/UDA <b>More</b>
Messages	Clear On Vacation Return AM Return PM Return Tomorrow <i>Press PGDN ▼ key to access more messages</i> Return Next Week On Trip In Meeting At Home On Break At Lunch
More	Ans Machine Ring Ans Machine Spkr Ans Machine Off

**Voice Mail**

Press...	Then select...
VOICE MAIL	the desired VM group (1-5).  To access group 6-8, press the PG DOWN ▼ key.

*NOTE -- To access the following voice mail options, a DIGITAL voice mail system must be in use.*

**Enter password** to access these VM options:

Press...	Then select...
RETRIEVE MSGS	Delete Reply Skip Call Back Save <b>Forward</b> Replay
Forward	Forward Msg As Is <b>Forward Add Preamble</b> Cancel
Forward Add Preamble	Continue Hear Cancel Re-Record
SEND MSG	Re-Record Append OK Hear Cancel  <i>Dial [6] to select one of the following options:</i>  Private Cancel Future Urgent Confirm Send
CHANGE GREETING CHANGE PASSWORD CHANGE NAME	a new greeting, password, or name by entering the change.

**Page/Queue Displays (for LCR)**

- When you receive an internal/external page, the screen will display the "MEET ME" option.
- When you queue for a line, the screen will display the "QUE CNL" option.
- If you are already in queue and you receive a page, the screen will display both "MEET ME **and** QUE CNL" options.

■	DIRECTORY	DND	■
■	SPEED DIAL	LN R	■
■	PARK PICKUP		■
■	MUSIC	<b>MEET ME</b>	■
■	FEATURES	<b>QUE CNL</b>	■
☒	STA XXX		▲
	M MM DD YY HH:MMx		▼



WE'RE TALKING  
TECHNOLOGY

[www.vodavi.com](http://www.vodavi.com)