IPedge®

IP Telephone and Messaging
User Guide

Publication Information

Toshiba America Information Systems, Inc.
Telecommunication Systems Division

Publication Information

Toshiba America Information Systems, Inc., Telecommunication Systems Division, reserves the right, without prior notice, to revise this information publication for any reason, including, but not limited to, utilization of new advances in the state of technical arts or to simply change the design of this document.

Further, Toshiba America Information Systems, Inc., Telecommunication Systems Division, also reserves the right, without prior notice, to make such changes in equipment design or components as engineering or manufacturing methods may warrant.

IPedge-UG-VI

Version I, October 2016

Our mission to publish accurate, complete and user accessible documentation. At the time of printing the information in this document was as accurate and current as was reasonably possible. However, in the time required to print and distribute this manual additions, corrections or other changes may have been made. To view the latest version of this or other documents refer to the Toshiba FYI web site.

Toshiba America Information Systems shall not be liable for any commercial losses, loss of revenues or profits, loss of goodwill, inconvenience, or exemplary, special, incidental, indirect or consequential damages whatsoever, or claims of third parties, regardless of the form of any claim that may result from the use of this document.

THE SPECIFICATIONS AND INFORMATION PROVIDED HEREIN ARE FOR INFORMATIONAL PURPOSES ONLY AND ARE NOT A WARRANTY OF ACTUAL PERFORMANCE, WHETHER EXPRESSED OR IMPLIED. THE SPECIFICATIONS AND INFORMATION ARE SUBJECT TO CHANGE WITHOUT NOTICE. ACTUAL PERFORMANCE MAY VARY BASED ON INDIVIDUAL CONFIGURATIONS, USE OF COLLATERAL EQUIPMENT, OR OTHER FACTORS.

Trademarks

Toshiba, IPedge, CIX, SoftIPT and Strata are trademarks of Toshiba Corporation or Toshiba America Information Systems, Inc.
Appcritical is a registered trademark of Apparent Networks, Inc.
Android is a trademark of Google Inc.
AudioCodes is Registered trademark of AudioCodes Ltd.
Cisco is a registered trademark of Cisco Technology, Inc.
iPhone and iTunes are registered trademarks of Apple Inc
Linux is a registered trademark of Linus Torvalds
Mozilla and Firefox are registered trademarks of Mozilla Foundation Corp.
SonicWALL is a registered trademark of SonicWALL, Inc.
Windows, Outlook, and Microsoft are registered trademarks of Microsoft.
Trademarks, registered trademarks, and service marks are the property of their respective owners.

IPedge General End User Information

FCC Requirements

Means of Connection: The IPedge does not connect directly to the telephone network. All direct connections are made to a gateway. Please refer to the gateway manufacturer's documentation.

Radio Frequency Interference

Warning: This equipment generates, uses, and can radiate radio frequency energy and if not installed and used in accordance with the manufacturer's instruction manual, may cause interference to radio communications. It has been tested and found to comply with the limits for a Class A computing device pursuant to Subpart J of Part 15 of FCC Rules, which are designed to provide reasonable protection against such interference when operated in a commercial environment. Operation of this equipment in a residential area is likely to cause interference, in which case, the user, at his/her own expense, will be required to take whatever measures may be required to correct the interference.

Underwriters Laboratory

This system is listed with Underwriters Laboratory (UL). Secondary protection is required, on any wiring from any telephone that exits the building or is subject to lightning or other electrical surges, and on DID, OPS, and Tie lines. (Additional information is provided in the IPedge Install Manual.)

CP01, Issue 8, Part I Section 14.1

Notice: The Industry Canada label identifies certified equipment. This certification means that the equipment meets certain telecommunications network protective, operational and safety requirements as prescribed in the appropriate Terminal Equipment Technical Requirements document(s). The Department does not guarantee the Equipment will operate to the user's satisfaction.

Repairs to Certified Equipment should be coordinated by a representative designated by the supplier. Any repairs or alterations made by the user to this equipment, or equipment malfunctions, may give the telecommunications company cause to request the user to disconnect the equipment.

Users should ensure for their own protection that the electrical ground connections of the power utility, telephone lines and internal metallic water pipe system, if present, are connected together. This precaution may be particularly important in rural areas.

Before installing this equipment, users should ensure that it is permissible to be connected to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of connection. The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situations.

CAUTION!   Users should not attempt to make such connections themselves, but should contact the appropriate electric inspection authority, or electrician, as appropriate.

Important Notice — Music-On-Hold

In accordance with U.S. Copyright Law, a license may be required from the American Society of Composers, Authors and Publishers (ASCAP), or other similar organization, if radio or TV broadcasts are transmitted through the music-on-hold feature of this telecommunication system. Toshiba America Information Systems, Inc., strongly recommends not using radio or television broadcasts and hereby disclaims any liability arising out of the failure to obtain such a license.

Hearing Aid Compatibility Notice: The FCC has established rules that require all installed business telephones be hearing aid compatible. This rule applies to all telephones regardless of the date of manufacture or installation. There are severe financial penalties which may be levied on the end-user for non-compliance.

Toshiba Telecommunication Systems Warranty and License Agreements

For information relating to the End User Limited Warranty and License Agreements, please refer to http://www.telecom.toshiba.com/Telephone_Systems_Support/warranty.cfm

WARRANTIES FOR NON-TOSHIBA BRANDED THIRD PARTY PRODUCTS

A valuable element of Toshiba's product strategy is to offer our customers a complete product portfolio. To provide this value to our customers at the most optimal prices, we offer both Toshiba-branded and third-party manufactured products that support our Toshiba IPedge product portfolio. Similar to other resellers of software, hardware and peripherals, these third-party manufactured products carry warranties independent of our Toshiba limited warranty provided with our Toshiba-branded products. Customers should note that third-party manufacturer warranties vary from product to product and are covered by the warranties provided through the original manufacturer and passed on intact to the purchaser by Toshiba. Customers should consult their product documentation for third-party warranty information specific to third-party products. More information may also be available in some cases from the manufacturer's public website.

While Toshiba offers a wide selection of software, hardware and peripheral products, we do not specifically test or guarantee that the third-party products we offer work under every configuration with any or all of the various models of the Toshiba IPedge. Toshiba does not endorse, warrant nor assume any liability in connection with such third party products or services. If you have questions about compatibility, we recommend and encourage you to contact the third-party software, hardware and peripheral product manufacturer directly.

Contents

Chapter 1 – The Grand Tour

Chapter 2 – The Basics

Chapter 3 – SoftIPT

Chapter 4 – Feature Operations

Chapter 5 – Messaging Features

Chapter 6 – Greetings

Chapter 7 – Other Messaging Applications

Chapter 8 – Meet-Me Audio Conference

Chapter 9 – Meet-Me Web Conference

Chapter 10 –IPMobility Application

Chapter 11 –Fax Capabilities

Chapter 12 –IPedge Enterprise Manager

This page is intentionally left blank.

Introduction

This guide describes the Toshiba IP5000-series telephones, Messaging and other user operations for applications that are integrated with the IPedge system.

Organization

This guide is divided as follows:

- **Chapter 1 – The Grand Tour** is an overview of the telephones supported by the IPedge system.
- **Chapter 2 – The Basics** covers the basic operations of the IP5000-series telephones
- **Chapter 3 – SoftIPT** describes the SoftIPT software client functions.
- **Chapter 4 – Feature Operations** covers the details about the IP5000-series telephone's advanced features.
- **Chapter 5 – Messaging Features** contains user instructions for the basic Messaging features.
- **Chapter 6 – Greetings** has procedures for the Message Greeting functions.
- **Chapter 7 – Other Messaging Applications** has instructions for advanced messaging functions, such as Group Distributions, Adding and deleting members of groups lists, Setting up personal options and message notifications, Changing mailbox passwords, Personal Assistant, Follow me, etc.
- **Chapter 8 – Meet-Me Audio Conference** describes the functionality and procedures to use this feature.
- **Chapter 9 – Meet-Me Web Conference** describes the functionality and procedures to use this feature.
- **Chapter 10 – IPMobility Application** describes how a mobile device may act as an extension of an office desk phone by providing outgoing and incoming call functions.
- **Chapter 11 – Fax Capabilities** describes how send faxes from your desktop, redirect fax messages, and automatically send faxes to a printer.
- **Chapter 12 – IPedge Enterprise Manager** familiarizes you with the web-based Enterprise Manager personal administration tool.

Conventions

Conventions	Description
Note	Elaborates specific items or references other information. Within some tables, general notes apply to the entire table and numbered notes apply to specific items
Important!	Calls attention to important instructions or information
Extension Number	Press to answer a call to the Extension Number. Each station can have multiple extension buttons. Incoming calls ring the extension button(s) from the top down. For example, station 10's extensions ring 10-1 first, then 10-2, 10-3, and 10-4. A station is considered busy when all extensions are being used
Arial bold	Represents telephone buttons
`Courier`	Shows a computer keyboard entry or screen display
"Type"	Indicates entry of a string of text
"Press"	Indicates entry of a single key. For example: Type `prog` then press `Enter`
Plus (+)	Shows a multiple PC keyboard or phone button entry. Entries without spaces between them show a simultaneous entry. Example: **Esc + Enter**. Entries with spaces between them show a sequential entry. Example: `# + 5`
Tilde (~)	Means "through." Example: 350~640 Hz frequency range
1.	Denotes a procedure
•	Denotes the step in a one-step procedure
See Figure 10	Grey words within the printed text denote cross-references. In the electronic version of this document (Library CD-ROM), cross-references appear in blue hypertext

Related Documents/Media

Some documents listed below may appear in different versions on the Toshiba FYI site or in print. To find the most current version, check the version/date in the Publication Information on the back of the document's title page. The following are related documents for IPedge systems.

- IPedge General Description
- IPedge Installation Manual
- IPedge Feature Description and Implementation
- IPedge IP5000-Series Telephone Quick Reference Card

> **Important!** This document may contain references to features intended for future implementation.

The Grand Tour 1

The IP5000-series telephones connected to a Strata CIX telephone system, running Release 5.2 or higher software, include a selection of IP telephone models and matching IP add-on modules, as well as a 60 button DSS Console. See Table 1 for more details.

Some IP5000 telephones offer a built-in gigabit ethernet switch allowing the telephone to auto-sense the network speed, 10/100/1000Mbps. The IP5522-SD, IP5622-SD, IP5531-SDL, and IP5631-SDL telephone models do not support 1000Mbps.

Through dynamic soft key assignments, the LCD telephones provide easy access to frequently-used features by prompting specific tasks, providing Outside Line Identification, User Name/Number, Call Duration, Date/Time of Day displays, and Name and number displays of incoming callers.

The full-duplex speakerphone on these telephones enables you to place and receive calls without lifting the handset.

The LCD telephones with 10 and 20 buttons are available with LCD backlight. However, the IP5022-SD, IP5522-SD and IP5531-SDL telephones do not have the backlight. To change the backlight settings, refer to Chapter 4 – Feature Operations.

Table 1   IP5000 Series Telephones
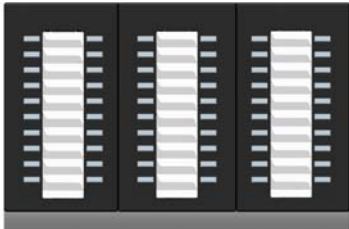
Description	Image
10 Button IP Telephone: • 4 line LCD with back light option • Full duplex Speakerphone • Headset I/F • Ringing LED	
20 Button IP Telephone: • 4 line LCD with back light option • Full duplex Speakerphone • Headset I/F • Ringing LED	

Table 1   IP5000 Series Telephones   (continued)

Description	Image
20 Button with Electronic LCD Labels: • 9 line LCD with back light • Full duplex Speakerphone • Headset I/F • Ringing LED	

The IP5000-series telephone upgrade options include:

Table 2   IP5000 Series Add-on Modules

Description	Image
10 Button ADM for IP5000-series • LCD programmable key strip with back light	
20 Button ADM for IP5000-series • Paper Key Strip	
60 Button DSS for IP5000-series • Paper Key Strip	

Note: IP5522-SD, IP5531-SDL and IP5622-SD can not connect ADM/DSS.

IP5000-series Telephone Overview

The illustration of the IP5000-series telephone shown below gives a general idea of the basic attributes found on most of these telephones. The positioning of the buttons varies per telephone model.

20 Programmable Feature Button 4-Line LCD Telephone

Legend

A	Status LED (message and ringing)	G.	Speaker LED Button
B.	LCD Display	H.	Volume Button
C.	Softkeys	I.	Hold Button
D.	Programmable Feature Buttons	J.	Microphone
E.	Message Waiting LED Button	K.	Tilt stand
F.	Microphone LED Button		

Fixed Buttons   The fixed buttons on the dial pad help perform standard functions quickly and easily.

Layouts   Fixed buttons are laid out differently on the IP5000-series telephones.

9-line LCD Telephone
10 and 20 Button 4-line LCD Telephones Fixed buttons are located on either side of the dial pad.
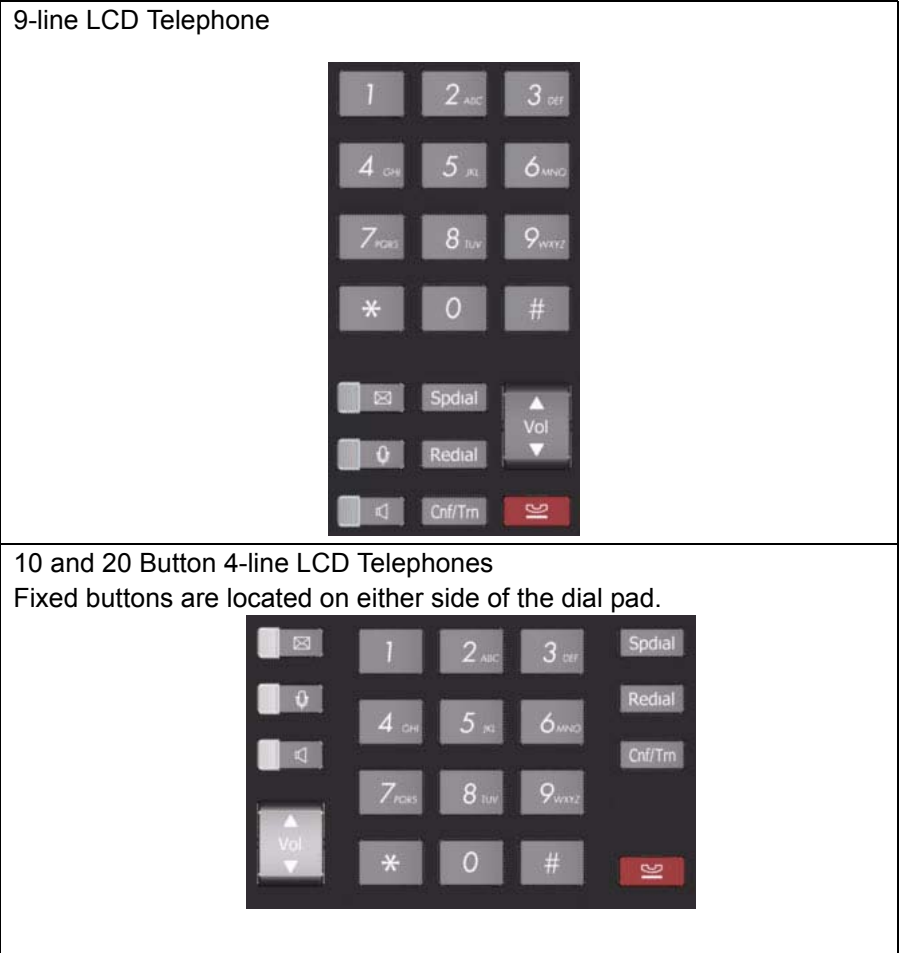
The Fixed buttons are described below.

Table 3   **Fixed Button Definitions**

Button	Definitions
	Message (Msg): When Msg LED flashes, press **Msg** to call back the station or voice mail device that activated the LED. This is the telephone's [PDN] message waiting button. Important! Red LED must be on in order for button to function.
	Microphone (Mic/Mute) button toggles between Mic and Mute. When Mic key is lit, Mute is disabled. When Mic is pressed again and light is off, Mute is enabled on the microphone in the telephone and the microphone in the handset.

Table 3   Fixed Button Definitions   (continued)

Button	Definitions
	Speaker: Press to toggle the speaker ON/OFF. When red Speaker LED is lit handsfree communications is supported. To start a handsfree conversation; press the Speaker button, this turns the red Speaker LED on. To terminate this call press the Speaker button again (Speaker LED off). During a handset conversation, press the Speaker button to start hands-free communications (red Speaker LED on). Press the Speaker button again to transfer the conversation back to the handset (Speaker LED off).
	Press and release the volume control bar to adjust volume levels.
	Shift Key: Purple button on the IP5131 telephone. Press Shift at any time to alternate between display of feature keys 1~10 and feature keys 11~20.
	Web Browser Key: Blue button on the IP5131 telephone. Press this key to access the web.
	Navigation Key: Round button on the IP5131 telephone is a navigation key used for moving the cursor on html pages and in the programming screens. Center of the button is the "select" function. The arrows are used to scroll up, down, left or right.
Spdial	Press **Spdial** and enter 3-digit Speed dial access code. Speed dial access codes must be setup before they can be accessed.
Redial	Press **Redial** to dial the last telephone number called (internal or external). If you have Automatic Line Selection, lift the handset first.
Cnf/Trn (Conference/Transfer)	Press **Cnf/Trn** to add internal or external parties to a conference call (up to 8 parties). Press **Cnf/Trn** and enter a number to transfer a call to another party (on the CIX system).
Hold	Press **Hold** to place an internal or external call on hold. Press **Hold + Hold** (twice) to place an internal or external call on Exclusive hold. If your telephone is programmed for Automatic Hold, existing calls are automatically placed on hold when you answer a call or make another call.

Programmable Feature Buttons

Programmable Feature Buttons are programmed by the System Administrator and can be customized on a per user basis.

Note: Programmable Feature Buttons are numbered bottom to top, left to right (shown right).
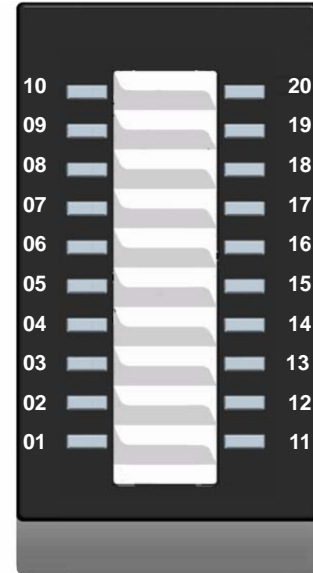
Programmable Feature Button Layout

Key Strip

The key strips on the IP5000-series telephones and add-on modules are either electronic (programmable) or paper (refer to Table 1 and Table 2).

LCD

9-Line LCD Display

The LCD on the 9-Line LCD telephone (shown below) in idle state shows:

- Top to Bottom
- Line 1 or the top line of the LCD will display your user name (if programmed) and your extension number.
- Line 2 will show the Date and time.
- Line 3 will show information related to your telephone set: VM New/Saved messages, Call Forward, or if a certain feature is enabled on your telephone set.
  A plus sign + on the LCD indicates there is more data to display. Press **NEXT** to advance through the information.
- Lines 4~8 will indicate Programmable Feature Button labels. **"Browser"** on Page -14
- Line 9 will display the Soft Keys (See "Soft Keys" on page 1-16).

Browser

Note: This feature applies to the IP5131-SDL telephone.

Toshiba's IP5131-SDL with it's large display screen also supports an HTML browser to allow navigation on the World Wide Web or a company's intranet. The phone can have a home page setup that allows navigation to begin just like a home page in your internet browser.

Web pages display basic HTML but do not support ASP or Flash. The 18 buttons that surround the screen can be used to highlight selections in the

Shift Button toggles between Programmable Feature Buttons 1~10 and 11~20.

Navigation Button - See "Browser" on Page 10

Blue Button – toggles in-between call processing screen and HTML browser or programming.
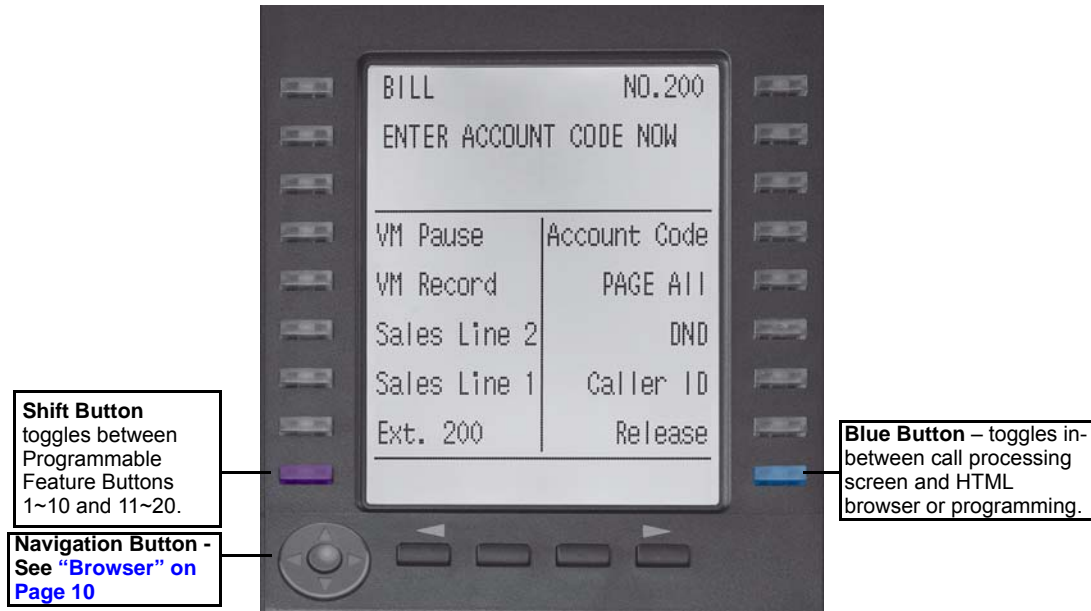
browser. The Navigation Button can be used to move the viewing window across the website; the center of the navigation button can be pressed to select a field that is highlighted.

The browser allows navigation through various pages of content and is not static to just one site. Navigation is as easy as highlighting a link and selecting it to move to the next web page. All IP5131-SDL telephones come with the browser enabled. In order to access the browser, press the blue button on the bottom right-hand side of the phone; this allows you to switch between your call processing screen and the browser window.

4-Line LCD Display

The LCD in it's idle state (shown right) displays:

Line 1 or the top line of the LCD will display your user name (if programmed) and your extension number.

Line 2 will show the Date and time.

Line 3 will show information related to your telephone set: VM New/Saved messages, Call Forward, or if a certain feature is enabled on your telephone set. A plus sign + on the LCD indicates there is more data to display. Press **NEXT** to advance through the information.

IP5000 4-line LCD display in Idle Mode

Line 4 will display the soft keys available in idle state. Press **DSPLY** to switch from the Call Forward display to the User Name display.

Soft Keys

Softkeys (SK1 - SK4) refer to the four buttons directly below the LCD screen (shown right). Soft Keys dynamically change their functions and label depending on the state of the telephone. The dynamic feature associated with the Soft Key is displayed on the bottom line of the LCD display directly above each Soft Key button.

SK1   SK2   SK3   SK4

The Basics

2
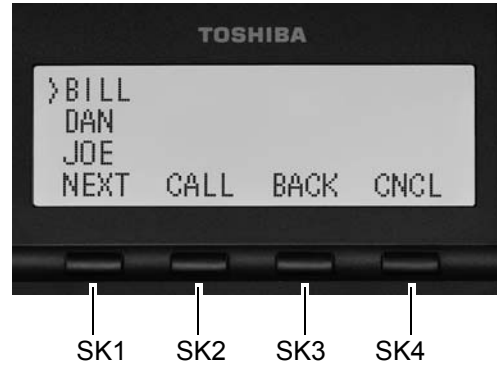
This chapter reviews the basic operations of the IP5000-series telephones. The instructions apply to all telephone models, except when noted otherwise.

Customizing Your Telephone

Volume Control

To adjust the Handset Volume

Press the **Vol up** to increase volume and **Vol dn** to decrease volume during the call. When you hang up, the volume returns to the default setting.

To adjust the speaker volume for internal/external calls and background music

1. Press **Spkr**
2. Press an extension button - you hear dial tone
3. Press **Vol up** to increase volume and **Vol dn** to decrease volume. This volume setting applies to all calls until changed

To adjust Ring Tone, Hands free Answerback and Speaker Off-hook Call Announce

Make sure the telephone is idle and the handset is on-hook. Press the **Vol up** to increase volume and **Vol dn** to decrease volume. This adjusts volume for your telephone's ring tone, Hands free Answerback and Speaker Off-hook Call Announce simultaneously.

To adjust handset Beep Tone

1. With the handset off-hook, dial the Beep Tone Adjustment Code **#6101** (default code). A beep will be heard
2. Press **Vol up** or **Vol dn** to reach the desired level

LCD Contrast

Available on backlit telephones and backlit add-on module.

To adjust the LCD contrast on the backlit telephones

1. Press and hold down the **Mic** button
2. Press and release **Vol** s or **Vol** t repeatedly

Note: Holding the Vol button does not continue to change the setting. The button must be pressed for each step of contrast change

To adjust the LCD contrast on the Add-on Module

1. Press **3**+**6**+**9**+**Hold** (simultaneously)
2. Press **Contrast +** button to increase contrast
3. Press **Contrast -** button to decrease contrast
4. Lift the handset off-hook / on-hook to save settings

Note: Holding the soft key does not continue to change the setting. The soft key must be pressed for each step of contrast change

Brightness Control

Available on backlit telephones with 4-line LCD's and backlit add-on module.

To change the LCD back light brightness

1. Press **3**+**6**+**9**+**Hold** (simultaneously)
2. Press **Bright** soft key to increase brightness
3. Press **Dim** soft key to decrease brightness
4. Lift the handset off-hook / on-hook to save the settings

Note: Use the **BL BRIGHT** and **BL DIM** buttons in steps 2 and 3 on the 10 button LCD Add-on Module

To change the LCD backlight brightness for IP5131-SDL or IP5631-SDL

1. Press **3**+**6**+**9**+**Hold** (simultaneously)
2. Press the **Others** soft key
3. Press the **BL Bright** soft key
4. Enter a value of 0~3 using the keypad. (0 = dim; 3 = brightest)
5. Press the **Set** soft key twice

Backlight On/Off   Available on backlit telephones and backlit add-on module.

To change Backlight Settings

1. Press **3**+**6**+**9**+**Hold** (simultaneously)
2. Press the **Mic** button
3. Press **Hold**
4. Use table below to choose preferred settings
5. Press **Hold** + **Hold (twice)** to save settings

Table 4   Backlight Settings

Button	Input	Meaning
FB1	1	Always Off
	2	Always On
	3	On-demand
FB2	1~30	Backlight Timer [x10 seconds] Example: 1 = 10 seconds; 30 = 300 seconds.

Note: FB1 is the lower left key, FB2 in the next up, FB3 is above FB2, and FB4 is above FB3.

Dial Pad and Button Beeps   IP telephones can emit a "beep" whenever a dial pad or feature button is pressed. The "beeps" are On by default. Follow these steps to turn the "beeps" On or Off.

1. Press **3**+**6**+**9**+**Hold** (simultaneously)
2. Press **0**
3. Press **Hold**
4. Press Programmable Feature Button 1 (FB1) to toggle On/Off
5. FB1, LED On: buttons beep
6. FB1, LED Off: buttons do not beep
7. Press **Hold** to set the option
8. You must also go off-hook, then on-hook to exit the program mode

Speakerphone/ Microphone Sensitivity Adjustment   When you are using the speakerphone, high ambient noise levels may cause the party you are talking with to be to cut off frequently. If this happens, follow these steps to lower the sensitivity of the microphone on a IP5000-series telephone. The default is normal sensitivity.

1. Press **3**+**6**+**9**+**Hold** (simultaneously)
2. Press **0**
3. Press **Hold**
4. Press Programmable Feature Button 3 (FB3) to toggle On/Off
5. FB3, LED On: Lower sensitivity

6. FB3, LED Off: Normal sensitivity

7. Press **Hold** to set the option

8. Go off-hook, then on-hook to exit the program mode

Telephone Terminology

When making or receiving calls on your IP5000-series telephone you may experience one or more of the following call features depending on how your telephone is configured.

*   **Line** – is synonymous with trunk which is the line that connects you to the PSTN (Public Switched Telephone Network). Line can be:
    *   a button on your telephone set designated for outgoing calls
    *   your DN button followed by dialing 9.
*   **Automatic Line Selection (ALS) –** ALS is engaged on outgoing calls. Lift the handset or press **Spkr** to hear dial tone, the steady green Line LED indicates ALS in enabled. The second line of the LCD will display the method of dialing available, followed by the digits dialed.
*   **Ringing Line Preference –** Answer any incoming call by lifting the handset or pressing **Spkr**. There is no need to press the ringing line button to answer the call when ringing line preference is enabled.
*   **Tone First Signaling –** Internal incoming calls only: telephone rings in standard ring tone, lift handset or press **Spkr** to answer call.
*   **Voice First Signaling –** Internal incoming calls only: a long tone is heard, followed by the caller's voice, this will automatically engage the **Spkr** to allow for hands free communications. Lift the handset if desired (for privacy). When Voice First Signaling is enabled the telephone does not ring on internal incoming calls.
*   **Hot Dialing –** Dial a telephone number from the keypad, the telephone automatically selects a line, shown with a green LED, and turns on the Spkr and Mic LED's. When Hot Dialing is not turned on the handset should be lifted or Spkr should be pressed in order to make a call.

Making a Call   There are three ways to originate a call from the telephone:

Handset
1. To make a call, lift the handset, then dial the number.

A line may be automatically selected or choose a line manually. Dial tone is heard through the handset. The Speaker and Microphone LEDs do not light.

Digits display as they are dialed. Call progress tones (Ringback Tone, Busy Tone, etc.) are heard through the handset.

2. When connected, continue using the handset or switch to speakerphone by holding down **Spkr** and placing the handset in the cradle.

Spkr Button
1. To make a call, press **Spkr**.

A line may be selected automatically or choose a line manually. The extension or **Line** button lights (depending on system programming). Dial tone is heard through the speaker. The Speaker and Microphone LEDs light.

2. Dial the number.

Digits display as they are dialed. Call progress tones (Ringback Tone, Busy Tone, etc.) are heard through the speaker.

When connected, continue using the speakerphone or lift the handset to continue the conversation.

Hot Dialing
1. To make a call using Hot Dialing, start dialing the number.

The extension button, Spkr and Mic LEDs light. Digits display as they are dialed. Call progress tones (Ringback Tone, Busy Tone, etc.) are heard through the speaker.

2. When connected, continue using the speakerphone or lift the handset to continue the conversation.

Dial Directory   Calls can be made by selecting a name from the alphabetical telephone directory.

To access the Directory

1. Press **DIR** soft key (shown right).
Select Directory menu appears.

The soft keys on the Select Directory are:
My = Personal Speed Dial Names
EXTR = System Speed Dial Names
INTR = Directory Number Names
Dial = Cancel directory, get dial tone.
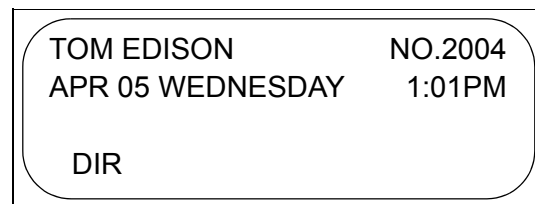
```
/-----------------------------------\
| TOM EDISON            NO.2004      |
| APR 05 WEDNESDAY         1:01PM    |
|                                    |
|   DIR                              |
\-----------------------------------/
   [___]   [___]   [___]   [___]
```
4 Line LCD Display

2. Choose the directory you wish to access and use the dial pad to enter the name.

Notes:

- If a directory is not selected and a name is entered, all directories will be searched.

- To enter names from the dial pad, press the dial pad button associated with the letter to be entered. Press the button once for the first letter, twice for the second letter, etc. Left and Right Soft Keys are available to move the cursor.

1. Press **FIND** to start the directory search.

2. Press **NEXT** to move forward through the directory.

3. Press **BACK** to move backwards through the directory.

4. Press **Call** to connect to the directory entry selected.

5. On the 9-line LCD Display, press the button next to the displayed name. See figure on following page.

6. Press **CNCL** to quit the directory search.

Press the key next to the displayed name to call that person.

	BOB L (PRI)	BRAD FERRIS	
	BOB LAWVER	BRAD FISHER	
	BILL THOMAS	BRIAN SMITH	
	ONE TOUCH	ONE TOUCH	
	PICKUP	ONE TOUCH	
	CFAC	ONE TOUCH	
	DND	ONE TOUCH	
	Ext. 4227	ONE TOUCH	
	NEXT	BACK CNCL	
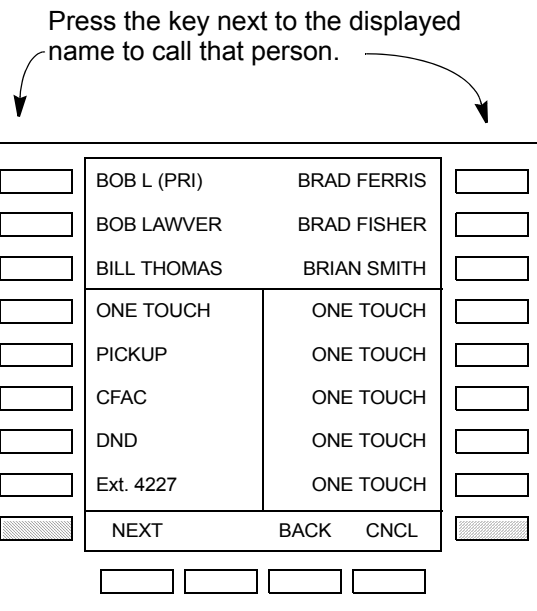
9 Line LCD Display - Dial by Name Screen

Answering a Call

There are several ways to answer a call:

Handset

When the telephone is programmed for Ringing Line Preference, pick up the handset and the telephone automatically answers the ringing line.

... or press the button associated with the ringing line (flashing green LED).

Speaker

When the telephone is programmed for Ringing Line Preference, press **Spkr** and the ringing line is answered.

... or press the button associated with the ringing line (flashing green LED). Once connected, continue using the speakerphone or lift the handset.

Shift Button

Available on a 9-line display telephone only.

If the LCD screen is set to view Buttons 11~20 and a call comes in on Button 1 the phone will ring and Caller ID information will display on the top of the screen, press the "Shift" Button to view Buttons 1~10 and answer the call.

Handsfree Answerback

With speakerphone enabled, the telephone may be programmed for Handsfree Answerback. The called party hears a single long tone, followed by the caller's voice. Begin hands free conversation. If Handsfree Answerback were not programmed, the called party could hear the calling party speak but would not be able to answer them without answering the call manually.

Notes:
- The extension LED flashes green, the Microphone LED lights steady red and the Speaker LED flashes Red.
- In order to perform any additional functions with this call (like a transfer or hold) the call must be properly answered to gain full call control. Perform the same steps you normally would to answer a call: press the Spkr button, the flashing DN button or lift the handset.
- Handsfree MIC setting needs to be enabled by your System Administrator.

On a Call

While on a call you can perform the following:

Switching Between Handset and Speakerphone

Press **Spkr** and place the handset on-hook to switch from handset to speakerphone mode.

Take the handset off-hook to switch from speakerphone to handset mode.

Microphone (Mic/ Mute) Button

This button toggles between Mic and Mute. When Mic button is lit, handsfree communication is supported, when Mic is pressed again and light is off, Mute is enabled and mutes both the microphone and the handset.

Hold

To place a call on hold, press **Hold**. Your LCD shows the line on hold. The held Line's LED flashes green while appearances of the line at other stations flash red.

- To return to the held call, press the flashing held **Line** button.
- If you do not return to the held call within a specified time, it rings back to your telephone. The call remains camped-on to your station.
- If the held party hangs up, the call is released.
- See the Call Pickup section to pick up a call on hold from another extension.

Exclusive Hold

This feature enables you to place a call on hold so that only you can retrieve it.

While on a call, press **Hold** twice. That line's LED flashes green while appearances of the line at other stations are steady red (in use).

Automatic Hold

This features enables you to move from one Line button to another Line button without pressing Hold.

Check with your System Administrator to make sure this setting is turned on. If Automatic Hold is not enabled, calls will drop when moving from one line to another without pressing Hold.

While on a call, press another extension button to receive/originate a new call. The accessed line's LED flashes (in-use). The first call is put on hold and your extension's LED flashes.

Consultation Hold

1. While on a call, press **Cnf/Trn**. The call goes on hold.
2. Dial another line.
3. Transfer the call or return to the held call by pressing its **Line** button.

Message Waiting   Use your **Msg** LED/button and LCD to see/retrieve message(s).

An extension can receive up to four simultaneous Message Waiting indications and LCD messages. One message is reserved for the Message Center.

Your telephone can be programmed to have up to four additional (flexible) Message Waiting buttons/LEDs. Check with your System Administrator to see if these buttons have been programmed on your telephone. If so, substitute them when the **Msg** button/LED is mentioned in the following steps.

Responding to a Lit Msg LED

1. On an LCD telephone, if you see a "+," press **SK3** to display additional messages; otherwise, go to Step 2. The "+" indicates additional messages. The LCD can show up to three station messages for your extension and three for each additional (phantom) extension that you may have.

2. Press **Msg**, then lift the handset. Your telephone rings the extension or voice mail device that sent the indication. The LED continues to flash red.

3. After answering the message(s), place the handset back on-hook.

4. If the Msg LED continues to flash, you have more messages; repeat Steps 1~3 above to retrieve them. Voice mail devices turn off the LED/LCD indications after a short delay, after you checked all messages.

5. To manually turn off your Msg LED, press your extension button, then press **#409**. Do this step for each message received.

Turning On/Off MW LED on Another Extension

If you call an extension and it's busy or there is no answer, you may be able to light that extension's Message Waiting LED and enable that extension to call you back. The ability to perform this feature is set in system programming.

1. Dial an internal extension. You hear busy tone or there's no answer.

2. Press **Msg** or **7**. The Msg LED flashes red on the called telephone. At your telephone, the Msg LED lights steady red and the LCD shows the station number where you set a Message Waiting light. Example: "MW SET TO 3620."

3. If you decide to cancel the Message Waiting light at this point, press **Msg** or **7** again while ring-over tone is playing and the light will be cancelled.

4. Press **Spkr**. Your Msg LED turns Off. The Msg LED on the called telephone flashes until the called party presses the flashing **Msg** button which calls you back.

5. To turn Off a Message LED that you have set on another extension, press **#64** plus the extension number that has the message light set. Then press **Spkr** or hang up to release your telephone. Your LCD shows the extension and "MW CANCEL."

> ...or dial the extension that you set the Message LED on, then press **77**. Then press **Spkr** or hang up to release your telephone.

LED Indicator Details

Each line and Programmable Feature Button has a LED next to it which indicates the status of the line or feature associated with the button. Line LEDs light red or green and flash at varying rates to indicate call status (see table below).

Table 5   **LED Indicators**

Feature	LED	Interval Rates	
		Your Station (Green)	**Other Station (Red)**
Extension In-Use	access outside line	2 seconds On, 1/8 second Off — 1/8 second On/Off	steady
Incoming Call	while ringing	1 second on at 10 pulses/second —1 second Off	one second On/Off
Hold – outside line	if using Pooled Line Grp, the hold indication is only at the station that places the call on hold.	4 pulses/second for 1/8 second On/Off	1/2 second On/Off
Hold – Consultation	during consultation/transfer to another station	10 pulses/second	steady
Hold – Exclusive	outside line	10 pulses/second	steady
Hold – Recall	when held call recalls your idle station	1 second at 2 pulses/second, 1 second at 10 pulses/second	flashes
Hold – Exclusive Recall	**Exclusive Recall**	1 second at 2 pulses/second, 1 second at 10 pulses/second	steady
Internal Call	while station ringing	Your extension button flashes 10 pulses/second—1 second Off	[SDN] red flashing or green ringing
Busy Station Transfer	outside call transferred to your busy station from a designated station **or**:	4 pulses/second, 1/8 second On/Off	3/4 second on, 1/8 second Off
	After disconnecting first call	10 pulses/second	2 pulses/second
Conference	Conference call	10 pulses/second	steady

SoftIPT   3

The SoftIPT is a software phone client that runs on appropriately equipped wired or wireless laptops, tablets and desktop PCs with all versions of Microsoft® Windows 7, Windows Vista™ and Microsoft® Windows XP® operating software (OS).

SoftIPT on a PC integrates the power of the PC with most of the features available on an IP5000-series telephone. You can use most of the features described in this User Guide.

.

Important!   The SoftIPT functions in the same manner as a desktop IP telephone. Use this manual as a guide to the SoftIPT functions.

SoftIPT Icons   The special buttons relating to the SoftIPT screen are described below.

Table 6: SoftIPT Button Definitions

Button	Definitions
	SoftIPT Directory – Clicking this icon enables you to access the directory you create using MS Outlook. Refer to "Using the Directory" on page 33.

Table 6: SoftIPT Button Definitions   (continued)

Button	Definitions
	SoftIPT Configurations – Double click this icon to open the Configuration window. This enables you to view and change SoftIPT settings.
	Audio Settings – Click this button to adjust the audio properties when connected to a USB handset.
	Help – Clicking this icon enables you to access Help as a user or find information on Setting Audio Properties, etc. Click Help to view all SoftIPT information.
	Shift Button (Purple) – Press Shift at any time to alternate between display of feature keys 1~10 and feature keys 11~20.

Fixed Buttons   The fixed buttons on your telephone enable you to perform standard functions quickly and easily. These buttons are described in Chapter 2 – The Basics.

Flexible Buttons   All Flexible Buttons must be programmed for your telephone in system programming and vary for individual telephones. If a button does not appear on your display or telephone keystrip label, see your System Administrator for button assignments.

Line Buttons   You may have buttons designated as **Line** and/or **Pooled Line Grp** which enable you to directly access outside lines. **Pooled Line Grp** enables you to access available CO Lines from a group of lines appearing under one button.

Liquid Crystal Display   The Liquid Crystal Display (LCD) on the SoftIPT will display information similar to the large 9-line IP telephone display:

- Desk Clock and Calendar in idle mode
- Call Duration during an outside call
- Operational, Advisory, and Notification messages

LCD Control Buttons   There are two types of LCD button functions: LCD Control Buttons and Soft Keys.

When the Soft Key prompts appear on the LCD, the LCD Control Button just below the prompt offers access to that feature.

Configuring SoftIPT

Configure the SoftIPT

1. After you have installed SoftIPT, double-click the SoftIPT icon on the desktop. The SoftIPT Configuration window opens.

> **Important!** See the illustration below. You will need to enter items A-E to configure SoftIPT. Check with your Telephone System Administrator to make sure that you have this information. After entering this information, print the screen for future reference.
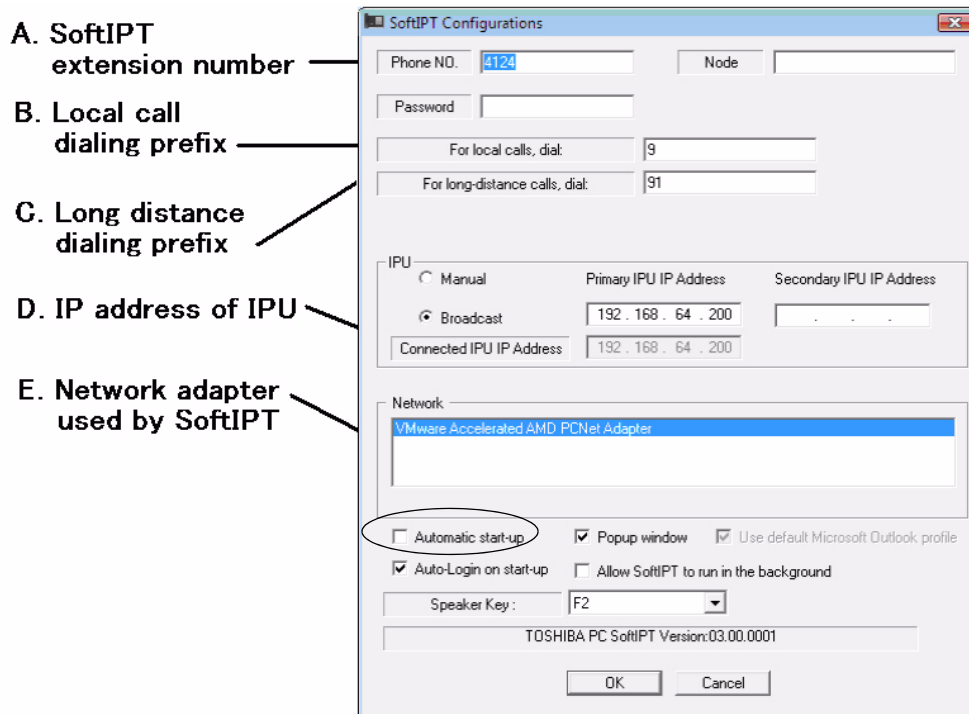
Figure 1   SoftIPT Configurations

2. In the SoftIPT Configuration window, enter the following:

Fields	Description
Phone No.	This is the SoftIPT extension.
Password	Password for IP user mobility
Node	By default, leave blank.
Outgoing prefix	When a call is made using the SoftIPT directory, SoftIPT automatically attaches the outgoing prefix for local calls, or long-distance prefix for long-distance calls, respectively. See "Using the Directory" on page 33 for details.
Long distance prefix	

Fields	Description
IP address	SoftIPT tries to connect to the IPedge using the following addresses: • Primary IPedge server IP address • Secondary IPedge server IP address. **Notes** If Broadcast is selected, SoftIPT tries to search for the IP address by sending broadcast messages. SoftIPT skips the Primary IP address or the Secondary one if it is not set. In either case, if SoftIPT successfully connects, the IP address is shown in the "Connected IP Address" field. See your System Administrator for IP address of the IPedge system. If Broadcast is selected, the broadcast message is sent on the same subnet, which means SoftIPT can connect to the IPedge on the same subnet using Broadcast mode without designating the IPedge IP address. However, in some PC environments, SoftIPT cannot complete this broadcast registration sequence because the lower network module does not notify SoftIPT, through Windows, of receiving a reply message after sending a broadcast message. Therefore, Toshiba recommends using Manual mode if SoftIPT cannot find the IPedge by Broadcast.
Network	If there are multiple network adapters, select the one for SoftIPT.
Automatic startup	Check this box to automatically startup SoftIPT after starting your PC. **Note** If Automatic startup is unchecked and SoftIPT continues to start up, use the MSCONFIG utility screen > Startup tab and uncheck Toshiba SoftIPT. Consult your System Administrator on using the MSCONFIG utility.
Popup window	The SoftIPT window pops up when receiving a call.
Use Default Microsoft Outlook Profile	As shown below in Using the Directory, SoftIPT can use MS Outlook (not Outlook Express) as its directory. If multiple Outlook profiles are set, you can select one of the profiles when launching SoftIPT if this box is unchecked. See "To check how many Outlook profiles are on your PC" on page 31. If you have only one profile, select "Always use this profile" and check the "Use Default Microsoft Outlook Profile" box. If you have several profiles and choose one of them, select "Prompt for a profile to be used" (see Figure on Page -32), and uncheck the "Use Default Microsoft Outlook Profile" box (see Figure on Page -29).
Auto-Login on start-up	If you uncheck this box, you can input an extension number every time you log in. See "IP User Mobility" in the CIX General Description and Programming Manual, Volume 1 for details.

Fields	Description
Allow SoftIPT to run in the background	This option dictates what happens when you press the close (X) button in the upper right corner of the SoftIPT main window. • Run in the background if this box is checked. • Exit SoftIPT software if this box is unchecked. **Note** If the SoftIPT icon is still on the system tray at the bottom right corner of the PC, then SoftIPT is still running in the background, even after pressing the Close (x) button.

3. Click OK.

To check how many Outlook profiles are on your PC

1. Go to Start > Control Panel > Mail
2. Double-click the Mail icon
3. Click the Show Profiles... button
4. Here are all the profiles setup on your PC (see Figure on Page -32)
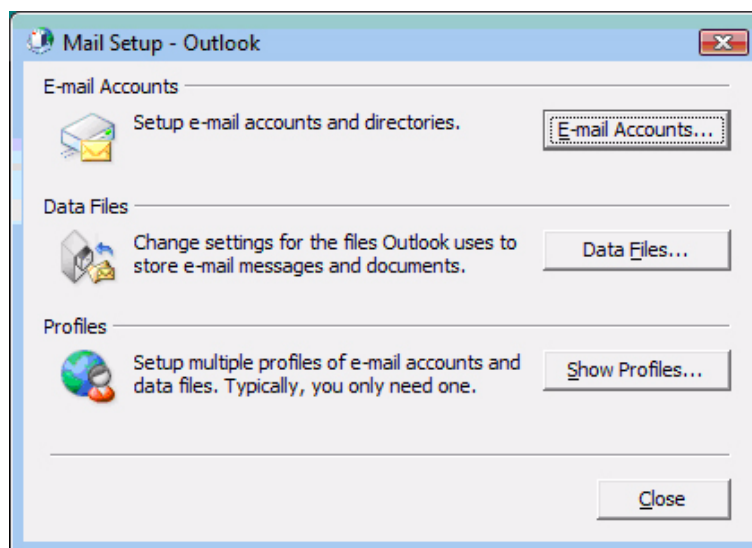
Figure 2   **Mail Setup - Outlook**
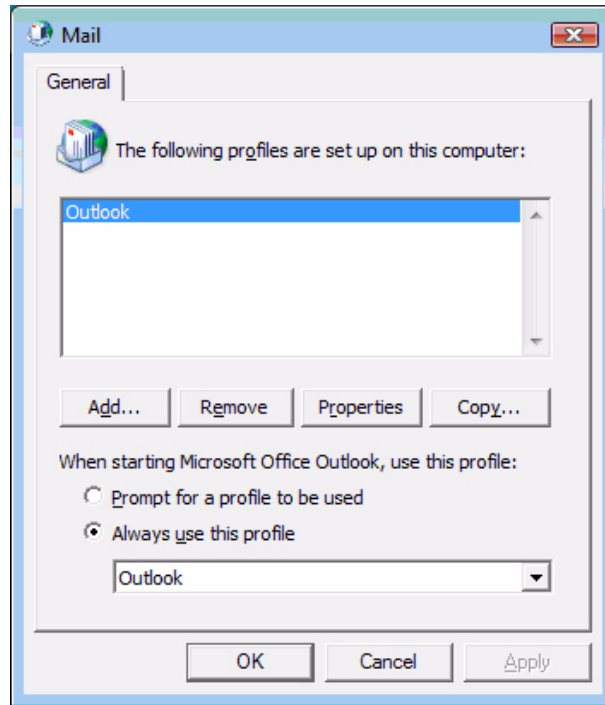
Figure 3   Mail Profiles

Basic SoftIPT Functions

Start the SoftIPT
- Double-click the SoftIPT icon on your desktop.

Making a Call
To make a call

1. Click **Speaker** then select the on-screen dial pad buttons to dial a call.

2. When connected to a call, you can select any of the call buttons, such as **Redial**, **Hold** or **Conf**.

3. Click **Speaker** to end the call.

Note: Do not use BGM (#490) on the SoftIPT. It conflicts with incoming calls.

To make a Call using a USB Handset

To install a USB handset, refer to the vendor's documentation and/or website.

1. Go off-hook (pick up the receiver or press the hook switch button on the USB Handset) to get dial tone.

2. Dial the phone number - click the on-screen dial pad buttons, input numbers (asterisk key, pound key) from PC keyboard, or use the key pad on the USB handset, if available.

3. To end the call, go on-hook (put down the receiver or press the hook switch button).

Answering a Call	**To answer a call using the Shift button**

- If the LCD screen is set to view keys 11~20 and a call comes in on key 1, the phone will ring and Caller ID information displays on the top of the screen - press the Shift key to view keys 1~10 and answer the call.

Switching a Call to Your Headset	You can switch a call from your IP telephone to the SoftIPT by placing the call on Hold and using the Call Pickup feature.

1. Press **Hold**.

2. On the SoftIPT, dial **#5#72** + the extension number of your telephone.

Note: You can also add this dialing string to a flexible button on your SoftIPT phone as a One-touch Speed Dial button for ease of call switching.

Labeling Feature Buttons	SoftIPT Version 3.0 provides soft labels preset by the Strata CIX system. If you wish to change them, contact your system administrator.

Using the Directory	You can create a directory with MS Outlook (not Outlook Express).

1. Close SoftIPT if you are using it.

2. Open MS Outlook.

3. Double click on the Contacts icon, click on the New contact icon.

4. Type in the contact information, click Save and Close. Add as many entries as desired. To edit an entry, double click on the name to open.

5. Start Soft Phone.

6. Click Directory icon. The directory displays (see below).
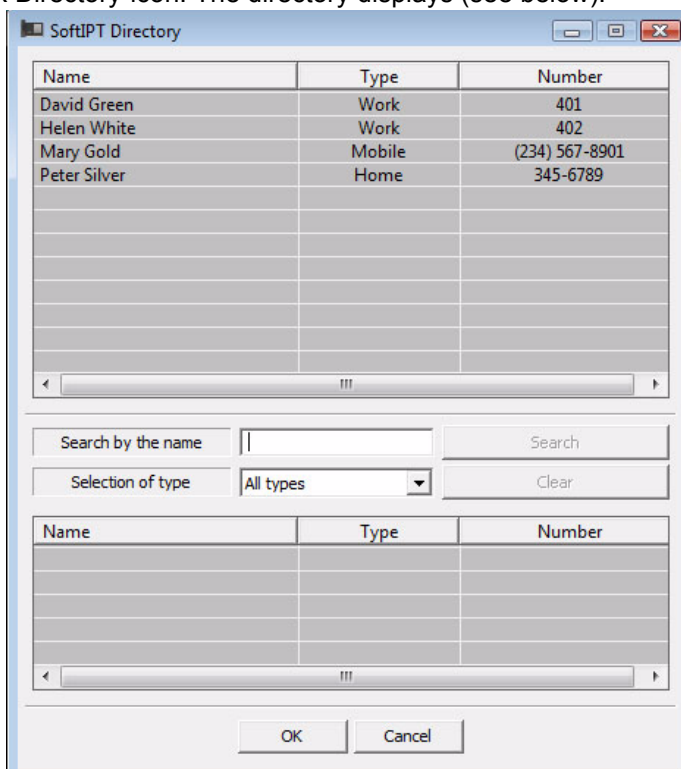
7. Click on the name. The SoftIPT calls the contact.

Using Echo Canceller

If you have a headset plugged into the microphone/speaker jack of the PC, you do not have to always enable echo canceller. We recommend you to enable echo canceller in the event you want to use the PC's embedded microphone/speaker as a speakerphone device and not attach a headset to the microphone/speaker jack of the PC. If the PC does not have an embedded microphone even if it has embedded speaker, you do not have to enable echo canceller because a headset would be plugged into the microphone/speaker jack, see figure below.

To use Echo Canceller, click the Audio Setting of SoftIPT and check the Using Echo Canceller box as shown below.
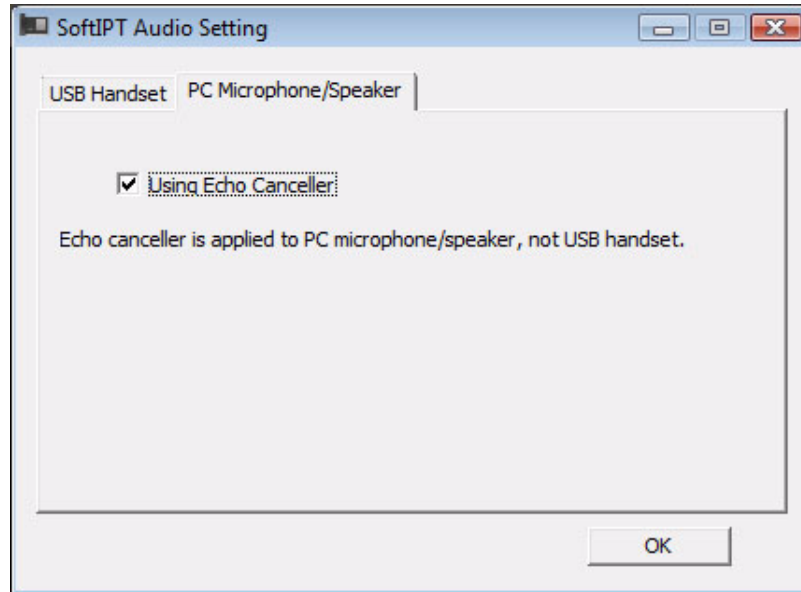
Enabling Echo Canceller

Feature Operations

4

This chapter gives you more details about your IP5000-series telephone's advanced functions. An alphabetical list of supported features has been compiled in this chapter for fast and easy reference.

Account Codes

Account Codes (Forced or Voluntary) can be used for a variety of reasons including billing, tracking, and line restriction applications. Account Codes are assigned in the system as a fixed length (default is six digits) and are recorded by the system, along with the details of the calls, which can be printed on a Station Message Detail Recording (SMDR) report.

Verified/Non-Verified Account Codes

Verified Account Codes ensure that the system checks the account code you entered against a list created by the System Administrator. If the code is not in the list, the call will not go through.

Non-Verified Account Codes must be a uniform length but any digits are accepted.

Account Codes and Lengths are set up and managed by the System Administrator.

Forced Account Codes

Some applications require you to enter an Account Code. These Forced Account Codes may be verified or non-verified, depending upon the application, but in either case the caller must enter a code before proceeding.

Dial using Forced Account Codes

1. Place a call using the normal method.

If the call requires an Account Code, a burst of tone (Entry Tone) is heard (after dialing the telephone number) alerting you to enter the Account Code.

2. Enter the account number.

When the number of digits designated for account codes has been entered, the number is checked against the verified list, if chosen, and the call continues normal. If the number of digits entered for the account code is not reached or the verified code does not match, then re-order tone is heard and the call is rejected.

You can bypass Forced Account Code requirements with three emergency numbers, including 911. See your System Administrator for these numbers:

1) 911   2) _____   3) _____

Voluntary Account Codes (Verified/Non-Verified)

Voluntary Account Codes are optional. They can be entered during a call and are used for tracking selected calls using Station Message Detail Report (SMDR) call detail recording option.

If the system is set for Verified Account Codes, station users must enter a specific code when entering the Voluntary Account Code(s) or the code is not validated for the SMDR call report. This does not affect the call.

Voluntary Account Codes

There are two ways to dial using a Voluntary Account Code:

Using the Account Code Button

Note: This requires a Programmable Feature Button to be programmed on your telephone set with the Account Code feature access code (#46).

1. After accessing a Group Central Office (GCO) line, press the **Account Code** button. LCD telephones prompt you to "ENTER ACCOUNT CODE NOW."

2. Enter the account code digits. The LCD prompt disappears upon entry of the first account code digit. After the account code is entered, the time indicator is restored to the LCD.

3. If your station is set for Verified Account Codes, you hear a confirmation tone when the code is valid. If the code is invalid, you hear two short tones.

4. Enter the Account Code. Your conversation is not interrupted.

Using Access Codes

Note: It's a good idea to warn the other party that you will be disconnected momentarily when you enter the access code. Once the code is entered, you will be connected again.

1. After accessing a GCO line, press **Cnf/Trn**. Once you press **Cnf/Trn**, your call is interrupted; you and the other party cannot hear each other. You will hear feature dial tone.

2. Dial **#46**. LCD telephones prompt you to "ENTER ACCOUNT CODE NOW."

3. Enter the account code digits. The prompt disappears upon entry of the first account code digit. After the account code is entered, the connection is restored and the LCD shows the time.

Advisory Message

Advisory messaging enables you to store a message for IP5000-series telephones with a display that call your telephone. The messages may be 16 characters maximum. The system provides a number of predefined messages, shown in the table below. Message numbers 5~9 can be defined by your System Administrator.

Table 3-1.

Advisory Message Default Code Table		
Msg No.	**Characters Displayed**	**Additional Digits**
0	OUT TO LUNCH	
1	IN A MEETING	
2	CALL _____	Directory Number (e.g. 220)
3	BACK AT _____	Time (e.g. 1030)

Table 3-1.

Advisory Message Default Code Table		
Msg No.	**Characters Displayed**	**Additional Digits**
4	RETURN ON_____	Date (e.g. 10 20)
5		
6		
7		
8		
9		

Advisory Messages may only be set using an IP5000-series telephone. The preset advisory messages can be displayed using the Enterprise Manager.

Set Advisory Message
1. Go off-hook or press your extension button to get a dial tone.

2. Press **#411**

3. Enter Message number (see table above)

4. Enter additional digits if required.

5. Go on-hook or press **Spkr** to release the line.

Clear Registered Message
1. Go off-hook or press your extension button to hear the dial tone.

2. Press **#412**.

3. Go on-hook or press **Spkr** to release the line.

Display Preset Advisory Messages
1. Login to Enterprise Manager.

2. Select **System Info then the Advisory Message tab.**

Alarm Notification

The Alarm Notification Button must be set up by your System Administrator on your station.

When the Alarm Notification button displays

• Call your System Administrator.

This button stops displaying when the alarm clears or when you press the flashing button. If the alarm has not been cleared the Alarm Notification Button flashes every 10 minutes.

Automatic Callback

When you reach a busy station, you can set Automatic Callback to have the system monitor the busy extension and notify you when it becomes idle.

Automatic Callback can place you in queue for an available outside line, if you reach a line group in which all lines are busy. When a station or line becomes available, the system rings your telephone; when you answer the system automatically rings the intended destination. The amount of time the system will wait for an idle destination is set in system programming. Automatic Callback is also known as "CO Line Queuing."

Set Automatic Callback

1. If you hear a busy tone after dialing an outside line access code or a station number, press **Auto Callback** or **4**. Busy tone stops, followed by success tone, then busy tone resumes.

2. Hang up. You can make other calls while waiting.

3. When the called station or outside line becomes idle, your telephone rings and you will see a fast flashing LED.

    • If you called a busy station, the extension LED flashes green (incoming call) and the called number displays.

    • If you called a busy outside line, the extension LED flashes green (incoming call rate). The seized line's number displays.

4. Answer within about three rings (can be programmed to ring up to three minutes) to prevent the callback from being cancelled. After you answer, you hear ring back tone, and the LED flashes green (in-use).

If you hear a busy tone after answering a callback, the called party is already on another call or the line has already been seized or has received an incoming call. Your request is not cancelled. You will be called again the next time a line becomes idle.

If you were attempting to make an outside call, the telephone number is automatically dialed, including the account code or override codes that were used.

Cancel Automatic Callback

Press **Auto Callback** or extension button + **#431**.

Deactivate Automatic Callback

To deactivate Automatic Callback, press the ACB button while its lamp is lit. When a predetermined time (overall timer) passes after Automatic Callback is activated, the system automatically cancels Automatic Callback. If the activator does not answer Automatic Callback for a predetermined time, Automatic Callback is automatically canceled. In either case, when Automatic Callback is completed or canceled, the ACB lamp button turns off.

Background Music (BGM)

Background music may be played over the telephone speaker. There are 15 different music sources (.WAV files) on the IPedge system. If media resources are exhausted, the user will temporarily be unable to hear BGM.

Enable Background Music on your Telephone Speaker

1. Press **BGM**; the LED turns on.

or

2. Press an extension button + **#490** + *n* + **#** (where *n* is the music source 1~15.)

Cancel Background Music on your Telephone Speaker	1. Press **BGM**. LED turns off.
	or
	2. Press an extension button + **#491**.

Adjust Volume

BGM volume may not be changed while BGM is playing. The station must have it's speaker volume changed while be under operation or in-state. The phone must be in idle state to listen to BGM.

To change the volume of the BGM, press the PDN key, which interrupts the BGM and initiate the 'in use' state. When you hear the dial tone, use the **Vol** key to adjust the tone up or down. Press the PDN key again to return to the BGM.

Note: Attempting to use the VOL key with the IPT in idle state (listening to BGM) will restart the BGM.

When using the BGM button, a BGM number already programmed for the button is used. "User Programming" is used to correlate BGM numbers to feature buttons. If the BGM button is set on an extension station, it will light red if the station is in an enable state to send BGM (even if BGM is actually not sent due to line busy or any other reason). The station must be in an allow state for "Class Of Service for BGM Listening Through station" to send BGM through a station.

Notation For Using Media Server

The sound source of BGM is provided by the Music On Hold (MOH) files. With the "random" feature for music sources, the music will start at a random point.

The BGM feature shares the media resource with MOH and the paging feature. BGM cannot be played if the media resource cannot be hunted.

BGM cannot be played and no tone will be heard - even if the user activates BGM when no Media Resources are available at the time the station goes idle. However, BGM can be played when the media resource can be hunted at the time the station is used to talk and goes idle again.

Call Forward
OPERATION

Two types of Call Forwarding may be set:

Call Forward Types

System Call Forward – automatically directs calls to a predefined location, such as Voice Mail or a DN. System Call forward is set via system programming; please see your system administrator to modify this feature.

Station Call Forward – is used to replace a System Call Forward destination with a custom Call Forward setting made from a station, however, voice-first calls may not be forwarded using this feature.

Important! Check with your System Administrator to determine if the system uses a feature called "Basic Survivability". If so, **DO NOT** make any changes to Station Call Forward settings.

System Call Forward

System Call Forward directs calls to a destination preset by an administrator for each telephone. This is normally set to send the call to voice mail.

- To turn on System Call Forward press **#620**. Three short tones emit and "DATA PROGRAMMED" is displayed confirming entry
- To turn off System Call Forward, press **#621**. Three short tones emit and "DATA PROGRAMMED" is displayed confirming entry

Station Call Forward

Station Call Forward allows the user to re-program a station to override the System Call Forward assignments. The direct extension buttons are programmed at the system level, however, they may be modified by the user for whatever Call Forward features they choose. These are normally the extensions dialed most frequently, or an external number.

Call Forward features may also be programmed using IPedge Enterprise Manager. Note that Call Forward settings must be assigned prior to receiving any call.

Important! Check with your System Administrator to determine if the system uses "Basic Survivability", if yes, do not change your station call forward settings.

The following calls may be forwarded from a station:

- Internal calls
- Auto-attendant calls
- Outside lines that ring one station only
- Transferred internal or incoming line calls

Station Call Forward Categories

Call Forward may be set for the following call categories, and there are five different Call Forward Settings that may be assigned. (See "Call Forward Settings" on Page -40). Call Forward destinations may be set to internal destinations or an outside telephone number.

- **Call Forward Any Call** – Forwards any call, internal or incoming line
- **Call Forward - Incoming Line** – Forward incoming line calls only
- **Call Forward Any Call - Set for Another Station** – Set forwarding of all calls for another telephone within the system
- **Call Forward - Incoming Line Set for Another Station** – Set forwarding of incoming line calls for another telephone within the system

Note: Call Forward Any Call and Call Forward - Incoming Line may be set simultaneously on a telephone. This allows incoming line calls to be forwarded to a different destination than other call types.

Note: Each Call Forward Setting has a different cancellation code.

Call Forward Settings

3. **Call Forward All Calls** – Forward all calls immediately

4. **Call Forward Busy/Do Not Disturb** – Forward calls immediately when extension is busy or set to Do Not Disturb (DND)

Note: In "tone-first" systems with multiple lines, Call Forward Busy forwards calls only when all lines are in use. In "voice-first" systems, Call Forward Busy forwards all calls whenever the telephone is in use

5. **Call Forward - No Answer** – Forward unanswered calls after a set number of rings (preset individually for each station)

6. **Call Forward Busy/Do Not Disturb/No Answer** – Forward all calls when Busy, DND, or when call is unanswered after a set number of rings

7. **Call Forward Cancel** – Cancels the currently set Call Forward feature

Station Call Forward Procedures

Call Forward functions are registered by entering the commands outlined below, or by programming a Programmable Feature Button (FB) on the station.

To use the Call Forward button sequence:

- Follow the instructions in "Example: Call Forward to extension" on Page -41. Some features may require additional input:

  - **Destination extension or telephone number** – Call Forward destination numbers may be internal extensions or external telephone numbers. If the destination is an external number, enter outside line access code (e.g. **9**) + **telephone number** + **#.** The system will allow a 32 digit maximum

  - **Timer** (Call Forward No Answer Timer) – Enter the number of seconds (08 - 60). The telephone should ring before forwarding the call.

  - **Call Forward Pass Code** – A four-digit Call Forward pass code may be preset by the System Administrator. This will allow one station to activate the call forward setting for another. Users must enter the Call Forward pass code for the station to be forwarded

Program Call Forward via Enterprise Manager

To program call forward button destination using Enterprise Manager:

1. Login to Enterprise Manager

8. Select Station > Station Assignment

9. Access the IPT to program by double clicking the station number or check the box to the left of the extension and click the **Edit** icon.

10. Select the Key tab.

11. Right click on the key to be programmed and select Pre-registered Call Forward from the resulting list.

12. Click on the desired Call forward type.

13. Fill in the Forward To destination, Move the desired DN to the Registered DN box, and assign the No Answer Time.

14. When all fields are assigned as desired, click on OK.

15. Click on the **Save** icon to save settings

Example: Call Forward to extension

To set Call Forward Busy/No Answer from a station:

Station extension button + **#6041** + **XXXX#** + **10**

1. Press your extension button

16. Enter access code **#6041**

17. Enter internal extension to forward to **XXXX#**

18. Enter ring time in seconds (e.g. **10**) before call forwards

Example: Call Forward to outside line

To set Call Forward Busy/No Answer for a different extension, and forward calls to an outside telephone number:

Extension button + **#6042** + **YYYY** + **1111** + **#** + **9** + **(1-949-555-0000)** + **#** + **08**

1. Press your extension button

19. Enter access code **#6042**

20. Other telephone's extension number **YYYY**

21. Call Forward Pass code for other telephone **1111**

22. Enter **#** for an outside destination number

23. Outside Line Access Code (e.g. **9**)

24. Enter outside telephone number **1-949-555-0000**

25. Enter ring time in seconds (e.g. **08**) before call forwards

Program System Call Forward via Enterprise Manager

To program system call forward destination using Enterprise Manager:

1. Login to Enterprise Manager

26. Select System > Call Forward

27. Click the check box for the SCF number

28. Select Call Type and click the **Edit** icon

29. In the "Call Forward" window, enter the first destination to which the call should forward (up to 32 digits, default is null)

30. Enter the number for Destination 2.

31. Click **OK Button**

32. Click **Save** icon to save settings

Default Call Forward Codes   The table shown below lists the default call forward feature access codes and the the procedure for setting the feature.

Feature	Button Sequence
Call Forward Any Call - Internal and Incoming Line Calls: Forwards any call, whether an internal call or incoming line call.	
All Calls to an ext.	Press ext. button + **#6011** (tone) + dial the dest. ext. number (tone)
All Calls to outside telephone number	Press ext. button + **#6011** (tone) + outside line access code + dest. telephone number + **#** (tone)
Busy to an ext.	Press ext. button + **#6021** (tone) + dial the dest. ext. number (tone)
Busy to outside telephone number	Press ext. button + **#6021** (tone) + outside line access code + dest. telephone number + **#** (tone)
No Answer to an ext.	Press ext. button + **#6031** (tone) + dial the dest. ext. number + timer (**08~60**) (tone)
No Answer to outside telephone number	Press ext. button + **#6031** (tone) + outside line access code + dest. telephone number + **#** (tone) + timer (**08~60**) (tone)
Busy No Answer to an ext.	Press ext. button + **#6041** + dial the dest. ext. number **#** (tone) + timer (**08~60**) (tone)
Busy No Answer to outside telephone number	Press ext. button + **#6041** + outside line access code + dest. telephone number + **#** + timer (**08~60**) (tone)
Cancel	Press ext. button + **#6051** (tone)
Call Forward - Incoming Line Calls: Forward incoming line calls only.	
All Calls to an ext.	Press ext. button + **#6013** (tone) + dial the dest. ext. number (tone)
All Calls to outside telephone number	Press ext. button + **#6013** (tone) + outside line access code + dest. telephone number + **#** (tone)
Busy to an ext.	Press ext. button + **#6023** (tone) + dial the dest. ext. number (tone)
Busy to outside telephone number	Press ext. button + **#6023** (tone) + outside line access code + dest. telephone number + **#** (tone)
No Answer to an ext.	Press ext. button + **#6033** + dial the dest. ext. number (tone) + timer (**08~60**)
No Answer to outside telephone number	Press ext. button + **#6033** + outside line access code + dest. telephone number + **#** (tone) + timer (**08~60**)
Busy No Answer to an ext.	Press ext. button + **#6043** + dial the dest. ext. number (tone) + timer (**08~60**) (tone)
Busy No Answer to outside telephone number	Press ext. button + **#6043** + outside line access code + dest. telephone number + **#** (tone) + timer (**08~60**) (tone)

(Sheet 1 of 3)

Feature	Button Sequence (continued)
Cancel	Press ext. button + **#6053** (tone)
Call Forward Any Call - Set for Another Station: Enables you to set call forwarding for another telephone within your telephone system. You will need the other telephone's Call Forward pass code in order to do this. Call Forward Pass Codes are created in system programming.	
All Calls to an ext.	Press ext. button + **#6012** (tone) + dial the other telephone's ext. number + enter other telephone's Call Forward pass code + **#** + dest. telephone number (tone)
All Calls to outside telephone number	Press ext. button + **#6012** (tone) + dial the other telephone's ext. number + enter other telephone's Call Forward pass code + **#** + outside line access code + dest. telephone number + **#** (tone)
Busy to an ext.	Press ext. button + **#6022** (tone) + dial the other telephone's ext. number + enter other telephone's Call Forward pass code + **#** + dest. telephone number (tone)
Busy to outside telephone number	Press ext. button + **#6022** (tone) + dial the other telephone's ext. number + enter other telephone's Call Forward pass code + **#** + outside line access code + dest. telephone number + **#** (tone)
No Answer to an ext.	Press ext. button + **#6032** (tone) + dial the other telephone's ext. number + enter other telephone's Call Forward pass code (tone) + **#** + dest. telephone number (tone) + timer (**08~60**) (tone)
No Answer to outside telephone number	Press ext. button + **#6032** (tone) + dial the other telephone's ext. number + enter other telephone's Call Forward pass code (tone) + **#** + outside line access code + dest. telephone number + **#** (tone) + timer (**08~60**) (tone)
Busy No Answer to an ext.	Press ext. button + **#6042** + dial the other telephone's ext. number + enter other telephone's Call Forward pass code + **#** (tone) + dest. telephone number (tone) + timer (**08~60**) (tone)
Busy No Answer to outside telephone number	Press ext. button + **#6042** + dial the other telephone's ext. number + enter other telephone's Call Forward pass code + **#** (tone) + outside line access code + dest. telephone number + **# (tone)** + timer (**08~60**) (tone)
Cancel	Press ext. button + **#6052** (tone) + dial the other telephone's ext. number + enter other telephone's Call Forward pass code + **#** (tone)
(Sheet 2 of 3)	

Feature	Button Sequence (continued)
Call Forward - Incoming Line Call - Set for Another Station: Enables you to set forwarding of incoming line calls for another telephone within your telephone system	
All Calls to an ext.	Press ext. button + **#6014** (tone) + dial the other telephone's ext. number + enter other telephone's Call Forward pass code + **#** (tone) + dest. telephone number (tone)
All Calls to outside telephone number	Press ext. button + **#6014** (tone) + dial the other telephone's ext. number + enter other telephone's Call Forward pass code + **#** (tone) + outside line access code + dest. telephone number + **#** (tone)
Busy to an ext.	Press ext. button + **#6024** (tone) + dial the other telephone's ext. number + enter other telephone's Call Forward pass code + **#** (tone) + dest. telephone number (tone)
Busy to outside telephone number	Press ext. button + **#6024** (tone) + dial the other telephone's ext. number + enter other telephone's Call Forward pass code + **#** (tone) + outside line access code + dest. telephone number + **#** (tone)
No Answer to an ext.	Press ext. button + **#6034** (tone) + dial the other telephone's ext. number + enter other telephone's Call Forward pass code + **#** (tone) + dest. telephone number (tone) + timer (**08~60**)
No Answer to outside telephone number	Press ext. button + **#6034** (tone) + dial the other telephone's ext. number + enter other telephone's Call Forward pass code + **#** (tone) + outside line access code + dest. telephone number + **#** (tone) + timer (**08~60**) (tone)
Busy No Answer to an ext.	Press ext. button + **#6044** (tone) + dial the other telephone's ext. number + enter other telephone's Call Forward pass code + **#** (tone) + dest. telephone number (tone) + timer (**08~60**) (tone)
Busy No Answer to outside telephone number	Press ext. button + **#6044** (tone) + dial the other telephone's ext. number + enter other telephone's Call Forward pass code + **#** (tone) + outside line access code + dest. telephone number + **#** (tone) + timer (**08~60**) (tone)
Cancel	Press ext. button + **#6054** (tone) + dial the other telephone's ext. number + enter other telephone's Call Forward pass code + **#** (tone)
Change Call Forward Pass Code: Your telephone must be enabled in programming to have the ability to change pass codes.	
Change Pass Code	Press ext. button + **#670** (tone) + dial the dest. ext. number (tone) + old pass code + **#** (tone) + new pass code (tone) + **#**
(Sheet 3 of 3)	

Call History

Incoming calls with Caller ID or ANI information can be optionally recorded into a rolling list for the station where the call is ringing. The call is placed in the list along with the number, name (if provided), time and date of the call, and status of the call (answered, abandoned, or redirected). You can access this list from an LCD telephone with a flexible **Caller ID** button.

View Call History

- When your station is idle, press the **Caller ID** button. The Caller ID LED lights green and the latest record displays.

- Press **Vol** + ▲ for the next record; press **Vol** + ▼ for the previous record.
- To view the call date, time, and status, press **SK2** (press again to toggle to call name/number).

Call Park

The Call Park feature enables you to hold a call temporarily in a location other than your telephone. These areas are called orbits. You or another telephone user can retrieve a parked call from its orbit by specifying the orbit number. You can specify one of 20 General Park Orbits (7000~7019) or a valid extension number within the system.

Once you have parked a call in an orbit, you can:

- Hang up and retrieve the parked call at a later time.
- Originate another call.
- Access a voice paging device to announce the parked call for pickup from another station.

If you park a call and it is not retrieved, it will recall to the parking station and one of the following occurs:

- If your station is idle when the system Call Park recall timer expires, the parked call automatically recalls to your station.
- If your station is busy, the parked call camps on.

If you have an LCD telephone, you can let the system automatically select an available orbit number which displays on your LCD.

Park a Call

1. While on a call, press **Park in Orbit** or press **Cnf/Trn + #33**. The LED flashes green (consultation-hold). If you were on an extension during the call, and you have line button on your telephone, the line LED will flash until the call is picked up (depending on programming).

2. Specify the Park Orbit using one of the following:
    - Press ∗ and the system automatically selects a General Park Orbit between **7000~7019**. The chosen orbit appears on the LCD.
    - Enter a valid extension.
    - Press **#** and the system automatically selects your extension as the orbit.

3. Hang up. The caller's extension or line number and the orbit number are shown. If the parked call is not retrieved within a specified time, the call rings back to your telephone. When a parked call recalls your telephone, the LCD shows the line or extension that is recalling and the orbit number.

Retrieve a Parked Call

1. Press **Park in Orbit** or press your extension button + **#32**.

2. Enter the Orbit Number where the call is parked or **#** for the extension from which you are calling. You cannot use ∗ to retrieve a parked call.

    The extension LED flashes at the in-use rate when the call is retrieved.

Call Pickup

You can pick up a call that is ringing another station's extension, a call placed on hold at another station and other types of calls. When you pick up an internal call, the calling station and the called station display on your LCD.

Group Pickup

One or more stations can be assigned to a pickup group, there are a total of 48 pickup groups available. You can easily pick up ringing calls on other extensions. Ringing calls include: new, transferred, internal, or external calls. You will have the ability to pick up calls for other extensions in your group and other groups as well. See your System Administrator for group assignments.

Ringing, Page or Held Call Pickup

This feature picks up ringing or held calls, including Group Page and All Call Page calls. If these types of calls occur at the same time, the pickup priority is station-to-station and then Page calls in the order of occurrence. In some systems, this feature can be applied to pick up All Call Page exclusively.

Perform Call Pickup

Press the buttons shown in the table below for the desired Pickup feature.

Table 4-1

Ringing or Page Calls	To Pick Up:	Press Ext. Button, then dial access sequence below:
Directed DN	A call ringing or held at the Extension Number.	**#5#6** + Ext. No.
	A call Ringing, held or parked at the Ext. No.	**#5#29** + Ext. No.
Group	A call ringing a member of your pickup group.	**#5#34**
Directed Ext.	A call ringing on any line of this Primary Ext. No.	**#5#5** + Primary Ext. No.
Directed Group	A call ringing an extension in this Pickup Group.	**#5#32** + Group No.
Ext. No.	A call ringing this Ext. No. only. Other lines ringing on the same phone are unaffected.	**#5#22** + Ext. No.
Outside Calls	Any incoming outside line call.	**#5#9**
Held Calls	**To Pick Up:**	**Press Ext. Button, then dial access sequence below:**
Local Retrieve	A call held on this telephone.	**#5#71**
Remote Retrieve	A call held on another Primary Ext. No.	**#5#72** + Primary Ext. No.
Directed Ext. Retrieve	A call held on for this Ext. No., regardless of where this Ext. No. appears.	**#5#74** + Ext. No.

Notes:

• The Primary extension number is the directory number by which the telephone set is defined. Other, non-primary extension numbers may also appear on the telephone. By convention, the Primary extension number is assigned to the first button (on the bottom left-hand side) of a multi-button telephone.

- If more than one call is on hold, the call on the telephone's lowest button number is picked up.
- Ringing calls are picked up over held calls as a priority.

Call Transfer

Call transfer allows a call to be directed from one telephone to another.

There are two types of call transfer:

- Blind transfer – The call is directly transferred to another extension without announcing the call or waiting to see if the caller is available.
- Supervised transfer – The call is "supervised" during the transfer process so the call can be announced to the receiving party before completing the transfer. A supervised transfer also allows the person originating the transfer to take back or cancel the transfer.

Perform Call Transfer Immediate

1. While on a call, press the **TRNS** Soft Key.

2. Dial the extension where you want to transfer the call.The call rings the destination station and your telephone returns to the idle state. If your telephone does not go idle, the destination may be located in a remote node, so you need to hang up to return to idle state.

Note: For DN in remote node, the user can transfer by entering # after DN is entered.

Transfer Using The Cnf/trn Button

1. While on a call, press **Cnf/Trn**. Your Line LED flashes green and you hear an internal dial tone.

2. Dial the extension where the call will be transferred. You can remain on the line and announce the call or hang up to complete a "blind transfer."

Note: If the privacy option has been disabled, then if you use a **Line** button when you transfer the call, the LED will flash red until the receiving party answers. While the LED is flashing, you can press the **Line** button to return to the call. If the receiving party answers the call, the LED turns solid red and you cannot reconnect to the original caller.

During call transfer, you can connect all three parties by pressing the **Cnf/Trn** button or by pressing the **JOIN** soft key. This allows the three parties to talk together.

3. Transfer with Camp On: If the station where you want to transfer the call is busy, you may hang up and the transferred trunk or station will be camped on to the busy destination.

Transfer A Call Directly To Voice Mail (Vm)

1. While on a call, press **Cnf/Trn**.

2. Enter **#407**.

3. Enter the VM mailbox number (usually the same as the extension number) + **#**.

4. Hang up and the caller is connected to the VM mailbox. This feature does a blind transfer to VM.

Transfer A Call Directly To Vm With A Dss Button

1. While on a call, press **Cnf/Trn**.

2. Press the DSS button programmed to the voice mail number.

3. Hang up and the caller is connected to the VM mailbox.

Call Waiting

You can answer a call that is transferred to your station, even when your station is busy. When another call is camped onto your station, you hear two Camp-on tone beeps and the extension or Line LED flashes red (on-hold).

If a call is sent to your station when busy, and your station does not have an extension button available to receive the call, two camp-on tone beeps are sent to your telephone. You must disconnect or transfer the existing call to answer the waiting call.

Place Current Call on Hold to Answer Waiting Call

Press **Hold**. The existing call is placed on hold. The camped-on line rings your station (the Line LED flashes green - incoming call) or, if your telephone has the Auto Hold feature, just press the flashing extension button.

You are connected to the transferred call. The extension or Line LED flashes green (in-use).

Note: See your System Administrator to find out if you have Auto Hold.

Using the Flashing Extension Call to Answer Waiting Call

Press the flashing extension or Line. The existing call is placed on hold. The camped-on line rings your station (the Line LED flashes green - incoming call). This disconnects the current call and connects you to the transferred call. The extension or Line LED flashes green (in-use).

Caller Identification

Incoming calls to your extension with Caller ID can be recorded into a rolling list that is saved on your telephone. The call information is placed in the list along with the number, name (if provided), time and date of the call, and status of the call (answered, abandoned, or redirected). You can access this list from an LCD telephone with a flexible **Caller ID** button.

Caller Information

The caller's number and name can be displayed on the IPT or attendant console's LCD. The caller information is stored in the system, retrieved at relevant extension stations, recorded on SMDR, and sent to an external server and client through CTI link, if necessary.

Caller information can also be sent to a voice mail device integrated into the system.

Display Caller Information

When the caller information is provided from a station, it is indicated at a destination station (IPT or attendant console).

The caller information displays at the relevant station even when the destination differs from the original destination due to transfer or Call Forward.

On the line where the caller information is not provided temporarily or it is not provided originally, "LN xxx" will display.

Notification of Caller Information

Automatic Number Identification (ANI), CLASS, Calling Line Identification Presentation (CLIP) and Calling Name Identification (CNIP) are the services used to send the caller number from a public telephone network.

View Saved Caller ID Information

1. When your station is idle, press the **Caller ID** button.The Caller ID LED lights green and the latest record displays.

2. Use the soft keys (Next, Prev, Call or Exit).

Note: Caller ID is displayed when a call is first answered and displays for the first 15 seconds of the telephone call.

Conference Call

Conference calling using an IP5000 Series telephone allows up to eight parties to join together on a conference call. The party initiating the conference call is known as the "conference master". If the conference master exits the conference, the first station added to the conference becomes the master.

The maximum number of participants on a conference call is eight (including the conference master.) The actual number of conference parties with acceptable volume levels depends on local and distant telephone line conditions.

Some models of SIP telephones also have their own built-in conference feature. Please refer to the device documentation for description and programming instructions.

Toshiba IP4100 and PolyCom Series 8440 | 550 | 321 SIP

stations may be used as a conference master for a conference

call. When this occurs, the **Conf** button is used in place of the

Cnf/Trn button referenced here.

Set up a Conference Call

To initiate a conference call on IP Telephones:

1. While on a call, press **Cnf/Trn** - dial tone is heard and the line LED will flash green.
2. Dial a station or outside telephone number.
3. When called party answers, press **Cnf/Trn.** If busy/no answer, press **Cnf/Trn** again to return to the original connection.
4. If the second call was placed on a programmed **Line extension** button on the telephone, that LED also flashes green.
5. Repeat steps 1-3 until all parties are added (up to eight.)
6. When the conference master hangs up, control is automatically transferred to the first internal station added to the conference call. If no internal IPedge stations were included in the conference call, the call is disconnected.

Transfer Conference Control

1. Complete steps 1 and 2 above to add the to transfer conference master status (see previous note.)
2. Announce the call and hang up to transfer.
3. This station now becomes the conference master and may add/delete parties.

Set up a Conference Call (SIP only)

To initiate a conference call on SIP Station telephones:

1. While on a call press the **Conf** key. The held party will hear system music on hold.
2. Dial a station or make an outgoing call (press the Swap soft key to alternate between the two parties.)

3. While talking to one party, press the Conf key to join the calls.

Hold a Conference Call	Only the conference master may place a conference call on hold by pressing **Hold** once (or twice for Executive Hold). The other parties may continue with the conference. Music-on-Hold is disabled and the line extension LED flashes green. Rejoin the conference at any time by pressing the extension button. Conference master status is retained through this process.

Consultation Hold (SIP only)

This feature allows you to place a call on hold then dial another station or outgoing line to consult.

1. While on a call press the **Conf** soft key. The held party will hear system music on hold.

2. Dial a station or make an outgoing call.

3. Press the Swap soft key to alternate between the two parties.

While talking to any party, press the **End** key to disconnect the call.

Adding Voice Mail to a Conference

The conference master may add voice mail to a conference. This feature enables participants in a conference to listen to or leave a voice mail message during a conference call.

Add Voice Mail to a Conference Call (conference master only)

1. Press **Cnf/Trn** to place the current call on Consultation Hold.

2. Dial the voice mail (VM) extension number, then enter the VM mailbox and security code. This adds the voice mailbox to the conference.

3. Press **Cnf/Trn** to reconnect to the original party. (You may continue to add conference members by pressing **Cnf/Trn** and dialing another extension.)

> Now, all parties in the conference may listen to or record a message to this voice mailbox. Only the Master may control the VM with Soft Keys.

Supervising a Tandem Call

1. While on an outside call, press **Cnf/Trn**. A dial tone is heard and the extension LED flashes (conference rate.)

2. Dial an outside telephone number.

3. After party answers, press **Cnf/Trn**. Extension LED flashes (in-use rate) and all parties are conferenced.

4. If busy/no answer, press the flashing extension button to return to the original connection.

5. Press **Cnf/Trn** and hang up. The extension LED flashes (exclusive-hold rate) and the two lines are connected. The LED turns off when the parties hang-up.

6. To supervise a tandem call, press the extension button. If the parties have finished, hang up. If the parties are still talking, press **Cnf/Trn** and hang-up. Both Line LEDs turn off and the connection is released.

Note: If your telephone service provider offers automatic disconnect supervision, the connection will release automatically when the parties hang up. If not, the lines must be supervised and manually disconnected.

Conference Add, Split, Join, and Drop

If a conference is initiated with two or more parties, outside callers may be added to conference, **or** you and another member of the conference may leave (Split) the conference for a private conversation. All conference members remain connected during a split call.

Conference master may "join" both "split" parties back into the conference, or disconnect (Drop) the connected party. This feature is performed with Soft Keys if you have a LCD phone or with a Split button programmed on one of the Programmable Feature Buttons.

Important! Only the conference master may perform Add, Split, Join, and Drop features. The conference master is the person that initiates the conference call. If that person drops from the conference, the first person added to the conference becomes the conference master.

Add an Incoming call to the Conference

1. Place the first caller/conference on hold.
2. Answer the incoming ringing call.
3. When incoming caller is on the line, press **Cnf/Trn** button.
4. Press the blinking DN button where the first caller/Conference was placed on hold.
5. Press **Cnf/Trn** twice to join all parties together.

Split from a conference

1. While in a conference call on an IP5000-series phone, press the SPLT (Split) soft key or Split button.
2. Press the NEXT soft key until you see the extension number for the party that you want to Split out of the conference.
3. Return your extension and the other Split party back into the conference by pressing JOIN.

Note: RTRN terminates a feature operation and returns to the previously displayed state.

Drop the Split party from a conference

Press the DROP Soft Key. The party which was Split from the conference is disconnected (Dropped) and you will rejoin the conference.

If in a 3-way conference and you Split with one of the parties, the remaining party will remain "on hold" indefinitely or until you return to the conference.

Direct Station Selection (DSS)

This optional feature enables you to use a **DSS** button to connect directly to another station's line extension. The DSS LED shows the status (idle/busy) of the station and/or the station's primary extension. For example, a station's DSS button LED shows busy (light steady red) when the station is:

• Busy on a call on any button.
• Idle but all appearances of the station's extension are in use by other stations.
• When the station is in DND, the LED flashes red.

Connect Directly to Another Station's Extension	1. When connected to a line or another station, press **DSS**.
	The original party is put on hold. You can call a station even if the DSS LED shows busy (steady red).
	2. Announce the call or transfer the call by hanging up or pressing **Release**.
	Note: You can transfer the call to an idle or busy station.

Do Not Disturb

If your station is in Do Not Disturb (DND) mode, internal, external and transferred calls do not ring your station and Off-hook Call Announce calls are denied. You can continue to make calls while in the DND mode. When originating a call in DND mode, you will hear a short burst of interrupted dial tone followed by a continuous dial tone. You can start dialing at any time during either tone.

If you put your Primary extension into DND mode, all calls to that telephone are rejected. If your extension is set for Call Forward-Busy or Call Forward-Busy/No Answer, the call is redirected to the forwarding destination immediately.

If you put an extension other than the Primary extension into DND, only calls to that extension on your telephone will be blocked. Appearances of that extension on other telephones continue to ring.

Activate DND on your Primary extension

• Press **Do Not Disturb** or **#6091** (hear Success Tone). The LED lights steady red and DND mode is activated for the entire station.

Activate DND on a non-Primary extension

• Press the desired extension appearance and **Do Not Disturb** or **#6091** (hear Success Tone). The LED lights steady red and DND mode is activated for that extension on your telephone.

Deactivate DND

• Press **Do Not Disturb** or **#6092** (hear Success Tone). The LED light goes out and DND mode is de-activated.

Setting DND for Another Extension

To activate DND for another extension:

• Enter **#6191** (hear Entry Tone) + the Primary extension of the remote extension + the pass code + **#** (hear Success Tone). This sets DND as if activated by the Primary extension on the target telephone.

Note: There is no entry tone available for single line telephones or SIP stations.

To deactivate DND for another extension

• Enter **#6192** (hear Entry Tone) + the Primary extension of the remote extension + the pass code + **#** (hear Success Tone). This removes DND from the target telephone.

Change DND Pass Code

• Enter **#670** (hear Entry Tone) + ext. no. (hear Entry Tone) + old pass code + **#** (hear Entry Tone) + new pass code + **#** (hear Success Tone).

If you activate DND while a call is ringing, the ringing stops. The LED continues to flash on your telephone and ring on other appearances.

Emergency Call	To make an emergency call, dial **911** or **Access Code** + **911**. This depends on off-hook preference set up for your telephone.

> **Important!** If you place an emergency call from a remote location, the address the Emergency service gets is that of the location of the telephone system and not of the remote location.

Note: Check with your System Administrator for the Access Code because this code may be different from the one used to get an outside line.

Emergency Monitoring Station	Your system may have one IP telephone assigned as an emergency monitoring station. If your telephone has this assignment, your line LED will flash green when someone makes a **911** call. When you answer the call, you can listen in and participate in the conversation. See your System Administrator for more information on this feature.

Emergency Ringdown	If a station remains off-hook for a programmable period, it can be automatically treated as an Emergency Call and directed to an emergency destination. The station may have partially dialed a number or have dialed no digits at all. Each station is programmed with its specific emergency ringdown destination.

A station number or a group pilot number can be specified as an emergency ringdown destination. In a private network, the station or pilot number must be in the same network node.

Message Waiting	Message Waiting is shown on the **Msg** button which flashes red when there are messages waiting. The waiting message indicators can come from the voice mail system or they can be internal messages sent from other extensions.

The messages from other extensions are notifications that someone has called your extension and wants you to call them back.

An extension can receive up to three Message Waiting indications, one additional indicator will always be reserved for the voice mail system.

Note: If there are Phantom DNs (PhDNs) programmed on an extension, each PhDN can receive up to three message waiting indicators.

Responding to a Lit Msg LED	1. Press the Red flashing **Msg** button. The telephone will dial the message source (the voice mail or another extension). See Note below.

2. When the call is finished, hang up and the message waiting indicator will clear.

3. If the Msg LED continues to flash, there are additional messages to check, repeat steps 1-2.
Voice mail devices have a short delay in turning off the message waiting indicators.

4. To manually turn off the Msg LED, press your extension button, then enter #409. Repeat this sequence until all the messages are cleared.

Notes:

- If there is a + on the LCD, press the **Next** Soft Key to scroll through the messages sent to that extension.

- To see who has sent you messages, or to retrieve the messages, press the flashing **Msg** button.

Turning On/Off MW LED on Another Extension

When an extension is called, the calling party can choose to send a message to the called party. This is a notification to say that a call has been missed and the calling party would like to be called back.

By sending a message to another extension you turn on their Msg LED.

1. Dial an internal extension. You may hear ringing or busy tone.

2. Press **Msg** or **7**. The Msg LED flashes red on the called telephone. At your telephone, the Msg LED lights steady red and the LCD shows the station number where the Message Waiting light was sent.

3. If you decide to cancel the Message Waiting light at this point, press **Msg** or **7** again while ring-over tone is playing and the light will cancel. If you want to cancel the message later, call the telephone where you set the message and press **7** twice.

4. Press **Spkr**. Your Msg LED turns Off. The Msg LED on the called telephone flashes until the called party presses the flashing **Msg** button which calls you back.

5. Turn off the Message LED.

The two ways to turn Off a Message LED are:

Method 1

1. Press **#64** plus the extension number that has the message light set.

2. Press **Spkr** or hang up to end the call.

Method 2

1. Dial the extension that has the Message LED.

2. Press **77**.

3. Press **Spkr** or hang up to release your telephone.

Microphone Cut-Off

This feature prevents callers from monitoring the sounds near your telephone when your telephone receives a Handsfree Call or cuts-off the telephone microphone while on a speakerphone call. When the feature is ON, the **Microphn Cut-off** LED lights steady red and the Mic and Spkr LEDs do not light when your telephone is called. When the feature is OFF, the **Microphn Cut-off** LED is not lit and your microphone works. The **Microphn Cut-off** functions on Handsfree Answerback and speaker OCA calls for privacy.

To turn the microphone ON/OFF

- Press **Microphn Cut-off** to toggle between ON/OFF.

Off-Hook Call Announce (OCA)

Off-hook Call Announce (OCA) enables you to complete a call to a busy telephone. Your telephone must be programmed to either announce automatically or to announce after you press a button on your dial pad. The destination telephone must be programmed to accept an OCA. The announcement may be delivered over the speaker.

Make an OCA Call

- **Manual** – Dial an extension. When you hear a busy tone press **5** and, after one long tone, you can talk through the speaker of the destination telephone. The person you are calling has answering options as described below.

- **Automatic** – If your telephone and the extension you are calling have been programmed for Automatic OCA, you can talk through the speaker of the destination telephone without hearing the busy tone and without dialing **5**.

Answer a Speaker OCA Call

1. If you have a handset call in progress and you hear one tone, this indicates that a second station is calling. The second caller connects to the speaker in your telephone. The Spkr LED flashes and the Mic LED lights. You will be speaking to the first caller through your handset and the second caller through the microphone.

2. To turn off your microphone speaker to the second party, you can press **Mic** or **Microphn Cut-off**; the Mic LED turns Off. You will no longer be talking to the second caller, although the caller can still speak through your speaker.

3. Press **Mic** or **Microphn Cut-off** again to reconnect to the second caller. You can toggle as often as you choose. If you do not want the first caller to hear your conversation with the second caller, cover the mouthpiece of your handset.

Speaker Off-hook Call Announce

IP5000-series telephones can receive Speaker OCA which enables stations to receive internal calls over their speaker while on another call using the handset.

Override

Override Calls

The available override features are:

- Busy Override
- Do Not Disturb Override
- Executive Override
- Destination Restriction/Traveling Class Override
- Class of Service Override
- Privacy Override

Busy Override

Ring Over Busy Override enables you to send a muted ring tone to a busy station to indicate a call is waiting. The Busy Override (BOV) muted ring can be programmed for each station to be two muted rings only or continued

muted rings until the call is answered. This option applies to the station receiving the muted ring. The muted ring can be sent to the telephone speaker or to the telephone handset/headset and speaker.

To use Busy Override

- After reaching a busy station, press **2**. A muted tone is heard at the busy station, indicating that a call is waiting. The station number displays.

Do Not Disturb Override

Do Not Disturb (DND) Override lets you send a call waiting tone or ringing to a station in DND mode to indicate that a call is coming in. Your telephone may be programmed to block DND Override from other telephones. Your station's LCD shows that the station you have called is in the DND mode.

OCA is possible to DND stations from stations that are programmed for DND Override.

To use DND Override

- After reaching a station in DND mode, press **2**. A tone signal is heard at the DND station, indicating a call is coming in. On your station, the LCD shows the station number you have overridden.

  Your LCD displays **DND OVR DENY** if the station you called denies DND Override.

Executive Override

Executive Override enables you to enter an established conversation. Your telephone can also be programmed to block Executive Override from other telephones.

To perform Executive Override

- After reaching a busy station, press **3**

  Or, if you have an LCD telephone, use the **OVRD** Soft Key. You enter a conference with the busy station and the party to whom he was talking. The called parties may hear an optional tone signal prior to your entering the conversation.

  Your LCD displays **EXEC OVR DENY** if the station you called denies Executive Override. If you do not have Override privileges, you will camp on.

Destination Restriction/Traveling Class Override

Enables a station user to override the Destination Restriction or Traveling Class of a particular telephone by entering a pre-determined account code.

To use Destination Restriction or Traveling Class Override

1. Press **#471**. A Confirmation tone plays and the LCD shows "Enter OVR Code."
2. Enter the trunk access code or LCR access code.
3. Dial the external telephone number.

Class of Service Override

By dialing a Class of Service (COS) Override code, a user can change a station's set of privileges to one associated with the override code. When the call is terminated and another is attempted from the same station, the original COS is

applied. This allows selected users to override restrictions that are placed on any telephone in the system.

To perform Class of Service Override

1. Access a Primary or Phantom DN. You hear a dial tone and the LED flashes at the in-use rate.

2. Press **#471**. Dial tone stops. Your LCD prompts you to enter a code.

3. Enter the COS Override Code (four digits). You hear a dial tone.

4. Dial a telephone number.

Note: For security reasons, the override codes are only available on a selected basis. See your System Administrator.

Privacy Override   This feature enables you to enter an established call on a line you share with another telephone. Up to two station users can enter an existing Central Office (CO) line-to-station call (i.e., up to three stations can be connected to a CO line). You can also use this feature if the station that is already connected to the CO line is in the Privacy Release mode.

Station users with **Privacy Release** can allow stations with the shared button appearance to enter their conversations, even if the station entering the conversation is not programmed for Privacy Override.

Paging

Station users may make page announcements to telephones. Check with your system administrator to find out the zone numbers for various paging groups. Verify with your system administrator if there are sufficient vacant media resources for successful paging.

To make a Page announcement to telephones:

1. Lift the handset, press your extension button and enter a paging access code.

2. Make your announcement, then hang up.

To make a Group Page

• Press **Group Page** and enter the Group number (01~24)
  — or —
• Press extension + **#31** and enter the zone number.

Answering a Page   To answer a page from the paged station, press the page button - do not lift the handset or press the speaker button. To answer a page from other stations perform a Directed Terminal Pick up (See Call Pick up). The call must be picked up before paging ends. When the page is answered, the device being used at that time will be released.

If a paged station is a member of two paging groups, and is being paged as a member of one group, and a page is attempted for the second group, that telephone attempting the page on the second group will receive a busy signal. The original paging is maintained, except in the case where the second page

is Emergency Paging.

Group Page To answer a Group Page, lift the handset off-hook, dial **#5#36** and enter the Page Zone number (01~08, depending on your telephone system).

All Call Page You can make an All Call Page to telephones assigned to the "All Call Page Group." Stations are assigned to the "All Call Page Group" in system programming.

To make an All Call Page:

1. With the handset off-hook, press **All Call Page**
    — or —

    Dial **#30**. This pages all telephones in the All Call Page Group, not the external speakers. Paging external speakers requires a separate action.

2. Announce the page and hang up the handset.

SIP terminals as paged device SIP stations may be set as a paged device, provided they support this feature. IPedge will disconnect the terminating call and drop SIP terminal from the list of paging group if SIP terminal returns busy or busy no answer at terminating.

To answer the paged call, the user will seize a different line and enter the feature access code. To originate a page, enter the paging access code.

Set SIP Station for Paging Certain SIP terminals may accept a paged call if the phone supports paging, and the feature is enabled. IPTs belonging to the same group will also hear the paging call.

If the SIP phone does not support paging, IPedge will disconnect the call on that SIP terminal. However, members of the same paging group will continue to hear the paging call.

Answer All Call Page 1. Lift the handset off-hook, dial **#5#36**.

2. Enter the Page Zone Number (01~08, depending on your telephone system).

Emergency Page An Emergency Page overrides Group Pages or All Call Pages to telephones only.

*   To make an Emergency Page, lift the handset off-hook, dial **#37**.
*   To make an Emergency Page to a group, lift the handset off-hook, dial **#38** and enter the Group number.

Privacy

Privacy controls the ability of more than one person to use the same extension at the same time. Privacy applies to multiple appearances of extensions, Phantom extensions, outside Lines, and outside Line Group buttons. The application of Privacy to individual telephones is controlled in system programming.

By default, the system is private. If you are in a conversation, another telephone with an appearance of the line on which you are talking cannot intrude unless that telephone has been programmed for Privacy Override. In that event, the other

telephone may enter and leave the conversation at will. If all users are provided with Privacy Release in Class of Service, the system will function as non-private.

Your telephone may be equipped with a **Privacy Release** and/or a **Privacy on Line** button. On a normally private telephone, **Privacy Release** allows other appearances of your line to join the conversation. On a normally non-private telephone, **Privacy on Line** allows you to exclude others. The Privacy condition may be toggled at any time during a conversation. At the end of the conversation, the line's privacy condition returns to its original state.

Use Privacy Release
- While on a CO line call, press **Privacy Release**. The LED lights red. The outside line flashes at all appearances. When another station user enters the outside line call by pressing a common outside **Line**, the Privacy Release LED turns Off.
- To add a third station, press **Privacy Release** again; the process repeats.

Set/Cancel Privacy
- Press **Privacy on Line** to set privacy. The LED lights steady red. Others are blocked from entering your outside line calls when they press a common **Line.**
- Press **Privacy on Line** again to cancel the feature. The LED turns Off.

Redial

Use this button to redial the last number dialed from your telephone.

- To redial the last number, press **Redial** or ***0**.

Speed Dial

Speed Dial (SD) enables you to dial a sequence of up to 32 digits with a shorter code. Dial sequences can include telephone numbers, authorization codes, passwords feature activation codes, and pauses. Speed Dial may be used to originate a call or invoked after a call is established. There are two types of Speed Dial:

- **System SD** – All telephones in your system can share a list of up to 800 System Speed Dial numbers under the exclusive control of the System Administrator. In some cases, System Speed Dial enables you to reach numbers that you would not be allowed to dial directly from your telephone.

- **Station SD** – Your System Administrator allocates a block of up to 100 personal SD numbers (10 per telephone). You have exclusive use of them and you can create and change them from your own telephone. If you have a 9-Line LCD telephone, you can assign names to your station SD numbers to appear on the Personal SD Directory display.

Personal Speed Dial
1. See your System Administrator to check how many personal Speed Dial numbers are allocated to your telephone and if you have Speed Dial capabilities enabled on your telephone.

2. Set up / Store your personal Speed Dial numbers.

3. Assign names to personal Speed Dial numbers (on supported models).

Making a Call Using Speed Dial

There are two ways to begin a Speed Dial Call.

1. Press **Spdial** on an IP5000-series digital telephone or press the ✱ button on any telephone.

2. Dial the Station or System Speed Dial Number. Station Speed Dial numbers occupy numbers 100~199. System Speed Dial numbers occupy numbers 200~999.

Table 7:

Feature	Feature Access Code Sequences
Speed Dial (Dialing an SD number)	
Station[a]	**Spdial[b] + nnn** nnn = 100~199 Station SD numbers
System[1]	**Spdial[2] + nnn** nnn = 200~999 System SD numbers

a. Stations must be assigned/enabled Speed Dial capabilities in system programming.

b. If your telephone does not have a Spdial button, press the * button, then dial the three digit Speed Dial bin number (nnn).

Speed Dial Capabilities

Go to Enterprise Manager.

1. Click on **Station > Station Assignment**.

2. Click on the **Basic tab**.

3. Enter the desired number of SpDial Bins.

4. Set System Speed Dial to enable/disable. Default is Disable.

5. Click on the **Save** icon.

Long SD Numbers

Up to 32 digits can be stored in one SD location. If you exceed 32 digits, the excess digits are automatically stored in the next sequential SD location. If SD 100 contains 40 digits, then 8 of those digits would be stored in SD 101. If you save other digits to SD101 they will over-write the eight digits automatically stored there.

Storing Personal Speed Dial Names

You can store names with Personal Speed Dial numbers. These names will display as Soft Keys which can be used for dialing from the telephone LCD directories.

Notes:

• Speed Dial locations must be assigned to your telephone by your System Administrator before you can store names. Your System Administrator can also associate names with Station Speed Dial numbers.

• Only the Administrator telephone can store System Speed Dial numbers.

Assign Station Speed Dial Names	Web-based User Administration

1. Login and select Speed Dial, then select or enter the desired Speed Dial Index and set the number and name.

2. Enter a Speed Dial location number (100~199 for personal speed dial or 200~999 for System speed dial, depending on system programming).

3. Enter the telephone number to be stored. If you normally dial a line access code (such as **9**) and/or an area code, enter the codes before the telephone number.

4. Input the name you want to appear in the Personal SD directory (nine characters max).

5. Click on **Save** icon to register the information.

Time and Date Setting (Local)

IP telephones will display the time, day and date of the time zone of the telephone system location it is connected to. If the IP telephone is not located in the same time zone as the telephone system, the IP telephone can be used to change the time, day and date of the IP Telephone to the local time zone in which the telephone is located.

To change the Date

• From the IP telephone, dial #653 and enter YYMMDD#

> Example: To set the date to March 12, 2008.
> YY = Year, example 08
> MM = Month, example 03
> DD = Day, example 12

Note: The IP telephone date can only be changed one day before or after the telephone system date. The day will change automatically when the date is changed.

To change the time

• From the IP telephone, dial #654 and enter HHMMSS#

> Example: To change the time to 01:30 PM
> HH = Hour, example 13 (range is 00~23, 24 hour clock must be entered)
> MM = Minutes 30 (range is 00~60. It must be within 15 minutes of system time.)
> SS = Seconds (range is 00~60).

Note: The time set must be within 15 minutes of system time.

Tone First / Voice First Signalling

To determine the signalling on the telephone circuit.

Tone First Signalling

When the telephone rings and the called party must press Spkr or lift the handset in order to receive the call.

Voice First Signalling   The telephone does not ring when it is being called, rather a long tone is heard, followed by the caller's voice coming through the speaker. This method automatically starts in a hands free mode and allows both parties to speak with each other.

Note: The calling party has control over whether Tone First or Voice First Signaling is being used. The ability to switch between the two is setup by the System Administrator.

To change the signalling method while placing the call

1. Enter the extension number
2. Press **1** to turn on Tone First Signaling.
3. Press **2** to turn on Voice First Signaling.

Uniform Call Distribution

Uniform Call Distribution (UCD) provides a simplified ACD service based on the Distributed Hunt feature. Incoming calls are answered by the voice mail Auto Attendant function or they can be directly routed to the UCD (Distributed Hunt) Pilot number. The call will go to the next agent or, if all agents are busy, the call will camp-on to the Distributed Hunt pilot and ring-back tone or Music-on-Hold (MOH) will be sent.

This feature distributes incoming calls to available agents. Agents must be logged into the group to receive UCD calls. The following illustration shows the typical call flow for this service.

1. Agent logs into the UCD group.

    The call is received from PSTN or extension.

2. The call is routed to voice mail which provides the initial greeting using the Auto Attendant service.

3. The voice mail can be configured to prompt callers to enter the destination number or to route the call to the pre-determined destination.

4. The voice mail transfers the call to the UCD group pilot.

5. The call is delivered to an idle agent who is logged-in to this group.

6. If no agent is available in the hunt group, the call is queued to the UCD pilot.

    • The caller may hear the MOH source assigned to this group or Ring Back Tone (RBT) depending on the configuration.

    • The call will be delivered to the first agent that becomes igle.

    • If the call cannot be answered within the preconfigured time, the call is routed to an overflow destination.

    • If no overflow destination is programmed the call will remain in queue.

Login/Logout

Login and Logout is controlled by the Login key assigned to the agent phone. The Log status is displayed on the Login key as shown below

• **Login** - Key is On Steady

• **Logout** - Key is Off

The Login/Logout feature is applied to the call which terminates to UCD pilot only. Therefore, the call can terminate to agent Prime or Phantom PDN directly even if the agent is in Logout state. Also, Login/Logout can be activated by an access code. The default numbering plan is shown below.

Access Code	Feature
#6061	Login - from Agent Station
#6062	Logout - from Agent Station
#6161 + **DN** + **#**	Login - Agent Station (DN) from another station
#6162 + **DN** + **#**	Logout – Agent Station (DN) from another station
where DN = the Directory number of the agent station.	

Messaging Features 5

Access your Mailbox by Phone

The following information is required:

- Phone number to call the voice messaging system (this may be different from inside and outside of the organization)
- Your mailbox number
- Your security code (password)

Many organizations allow you to access your mailbox directly from your office phone by pressing the "Message" button. When using this button, you are prompted for your password. If you don't see this button on your phone, contact your system administrator to see if it is available.

Set up Your Mailbox for the First Time

The first time you access your mailbox, the system asks you a few questions to set up your mailbox.

1. Enter your initial default password.

   If you do not have this, it can be obtained from your system administrator. Once you enter your default password you are prompted to change it for security purposes.

2. Record your first and last name.

   This identifies your mailbox when you log in, as well as identifies your mailbox to other internal subscribers.

3. Record your personal greeting.

   This is the greeting callers hear when directed to your mailbox. You can change your personal greeting at any time in the future, or set up a temporary (extended absence) greeting.

If your mailbox is enabled with voice commands, the first time you access your mailbox you also hear a short tutorial that guides you on using spoken commands to navigate your mailbox.

Once you have completed this set up process, the system notifies you there are any new messages in your mailbox.

To access the New User Setup at any time in the future, press **7** from the main system options menu.

Check New Messages

Most organizations have a message indicator light on office phones. By default the message indicator will light up when you have a new voice message, but some system administrators will also set it up to indicate when you have a new fax message.

To check new messages and access your voicemail box:

1. You will need the following information:

    • Phone number to call the voice messaging system (this may be different from inside and outside of the organization)

    • Your mailbox number

    • Your security code (password)

2. From the Subscriber's menu, press **1** to review new messages. The system will play any priority stamped messages first.

You can also receive a text message to your cell phone or pager when a new message arrives, or set up a "call-out" where the system will call any designated phone number (e.g. a cell phone or home phone) when a message has been left in your voicemail box.

Review saved messages

Saved messages are messages you have already heard and saved. A message is moved to your saved messages when you press 1 during or after message playback. The length of time a saved message is kept before being permanently deleted (for example, 30 days) is set by your system administrator. Your system administrator will also designate if you receive notification that a saved message is about to be permanently deleted, providing you with the opportunity to save it again if you wish to keep it for a longer period of time.

To review saved messages:

1. Call the voice messaging system

2. Press **1 2** from the subscriber's menu to review saved messages.

Envelope Information

Press **8** while listening or after listening to the message to find out who sent the message as well as the date and time sent.

While listening to a message, you can press **4** to rewind or **6** to fast forward (in increments of five seconds or as programmed by the system administrator). You can also press **5** to pause the message and **5** again to resume it (it automatically resumes after 60 seconds or as programmed by the administrator).

Volume /Speed Control

You can use the following keys at any time during message playback to change message volume or message speed.

Press **9** then one of the following keys:

> **1** Low Volume
>
> **2** Normal Volume
>
> **3** High Volume
>
> **4** Low speed
>
> **5** Normal speed
>
> **6** High speed

Reply to a Message

During message playback or after the message has finished playing, you can reply to the sender of the message. The message will be delivered directly to the sender's voicemail box.

1. Press **7 1** while listening to a message or after the message has finished playing.

   > You can use the following keys at any time during message playback:
   >
   > **1** Save the message
   >
   > **2** Listen to next message
   >
   > **3** Erase the message
   >
   > **#** Repeat the message
   >
   > **7** Reply / Redirect the message
   >
   > **8** Envelope information
   >
   > **9** Speed or volume control

2. The system will prompt you to record a message. Use the following options to send the message.

   > **1** Delivery message
   >
   > **2** Review message
   >
   > **3** Rerecord message
   >
   > **0** Delivery options
   >
   > **∗** Cancel and exit

Call Back Directly

In addition to replying directly to a mailbox, you can also call back the sender of a message. This option will ring their phone rather than send a message to their mailbox.

1. Press **7** while listening to a message or after the message has finished playing.

2. You now have a few options:

   > • To call the number and delete the message, press **3**

- To call the number and save the message, press **4**
- To call the number and keep the message as new, press **5**

3. The system will place you on hold while it transfers your call.

Redirect a Message

During message playback or after the message has finished playing, you can redirect (forward) a message to another subscriber's voicemail box.

1. Press **7 2** while listening to a message or after the message has finished playing.

2. The system will prompt you to enter the mailbox to which you wish to forward the message. You can also use a private or public group distribution list at this time.

3. After you have made your selection, press **1** to confirm or **2** to change.

4. Press **1** to send without a comment, or **2** to attach a comment to the beginning of the message. You can send the message with normal delivery, return receipt and/or priority.

5. The message is now sent. Press **✳** to continue, **2** to send to additional destinations, or **7** to additional destinations with the same comment.

Erase / Delete and Retrieve a Deleted Message

While you are listening to a message, or after a message has finished playing, you can delete the message from your inbox or saved box.

Delete a Message

Press **3** during or after message playback. The message will be moved to a deleted folder.

Note: You will have a minimum of one day to recover this deleted message; some system administrators may extend this recovery period.

Retrieve a Deleted Message

You may also retrieve a deleted message and move it back into your saved messages folder.

1. Press **6** from the main subscriber's menu. If you are currently reviewing messages press *** 6**.

2. You now have three options:

    • To listen to your deleted messages, press **1**

    • To move the message back to your saved messages, press **2**

    • To delete the message, press **3**

Note: Erasing a message permanently deletes your message from the system and you will no longer be able to recover it.

Number of Messages

To check how many messages you haves:

The system can tell you how many new and saved voicemail messages you have. If you have fax and email capabilities, the system will also inform you how many fax and email messages you have.

From the Subscriber's menu, press **1 4** to hear your message count.

Send A Message Directly To A Subscriber's Mailbox

You can send a message directly to another subscriber's mailbox from your voicemail.

To record and send a message:

1. Access your voicemail box.
    You will need the following information:

    • Phone number to call the voice messaging system (this may be different from inside and outside of the organization)

    • Your mailbox number

    • Your security code (password)

2. From the subscriber's menu, press **2** to record a message.

3. Press any key when you are done recording.

    • Press **2** to review your message before sending

    • Press **3** to Re-record your message

    • Press ***** to cancel without sending

    • Press **1** to send.

- Press **0** for delivery options such as confidential, urgent or message confirmation.

4. The system will prompt you to enter the mailbox to which you wish to send the message. You can also use a private or public group distribution list at this time; see "Using Group Distributions" for more information on setting up and using group distribution lists.

5. Press **1** to confirm or **2** to change your entry.

When sending a message, the system will also provide you with the option to send the message with return receipt and/or schedule it for future delivery. See this chapter for more information on these options and follow the prompts in the system to use these features.

Note: You can press any key to interrupt the system voice prompt explaining how to leave a message.

To Mark a Message as Confidential

When you mark a message as confidential, you inform the recipient that it is confidential before the message plays.

1. Call the voice messaging system, then press **2** from the subscriber's menu to record a message. Press any key when you are done recording.

2. Press **0 3 1** to mark your message as confidential.

3. The system will then ask you to address your message.

When sending a message as confidential, the system will also provide you with the option to send the message with return receipt and/or schedule it for future delivery. This chapter contains more information on these options and follow the prompts in the system to use the features.

To Mark a Message as Priority

When you mark a message as priority, it will be sent to the front of the subscriber's message inbox.

1. Call the voice messaging system and select 2 from the subscriber's menu to record a message. Press any key when you are done recording.

2. Press **0 3 2** to send your message as priority.

3. Address your message.

When you send a message as priority, you will also be provided with the option to send the message with return receipt and/or schedule it for future delivery. See this chapter for more information on these options and follow the prompts in the system to use these features.

To Mark a Message as Priority and Confidential

1. Call the voice messaging system and press **2** from the subscriber's menu to record a message. Press any key after recording.

2. Press **0 3 4** to send the message as priority and confidential.

3. Address your message.

When you send a message as priority and confidential, the system will also provide you with the option to send the message with return receipt and/or schedule it for future delivery. See this chapter for more information on these options and follow the prompts in the system to use these features.

To Request a Return Receipt for a Message

When sending a message to a subscriber's inbox you can request a confirmation that the recipient received and listened to the message. A notification will be delivered to your inbox after the message has been listened to.

1. Call the voice messaging system and press **2** from the subscriber's menu to record a message. Press any key when you are done recording.

2. Press **0 5** to send your message with return receipt.

3. Address your message.

To Request Notification of Non-receipt

You can request that the system notify you if a message you send to a subscriber is not heard. A notification will be delivered to your inbox if the message is not listened to by a date and time that you designate.

1. Call the voice messaging system and press **2** from the subscriber's menu to record a message. Press any key when you are done recording.

2. Press **0 6** to send your message with return receipt.

3. The system will ask you to use your keypad to input a 2-digit month, 2-digit date and 4-digit time. The system will confirm the date and time you specify.

4. To confirm and continue sending press **1**.

5. Select the mailbox destination and press **1** to confirm and send.

To Schedule a Message for Future Delivery

You can schedule a message for future delivery with any delivery option (normal, priority, confidential, receipt and non-receipt). After you select your delivery options and address the message you can send the message immediately or mark it for future delivery.

1. Call the voice messaging system and select **2** from the subscriber's menu to record a message. Press any key when you are done recording.

2. Select your delivery option.

3. Select the mailbox destination and confirm.

4. Press **2** for future delivery.

5. The system will ask you to use your keypad to input a 2-digit month, 2-digit date and 4-digit time. The system will confirm the date and time you specify.

6. Press **1** to confirm and send, or **2** to change your delivery time.

To Send a Message Using Directory Assistance

If you do not know a subscriber's mailbox number you can use directory assistance to find it.

1. From the subscriber's menu, press **2** to record a message.

2. Press any key when you are done recording and press **1** to continue.

3. Follow the voice prompts to select directory assistance. Many organizations use **9** but some system administrators change this key press.

To Send a Message to a Group Distribution

You can send a message to a group distribution list. This option allows you to send a message to multiple individuals without having to enter in individual mailbox numbers. For example, if you are a manager, you may wish to set up a distribution list that includes your team members.

You can set up private (personal) group lists while a system manager will set up global (public) group lists.

1. From the subscriber's menu press **2** to record a message. Press any key when you are done recording and press **1** to continue.

2. Press **#** to send to a Private Distribution list or **# #** to send to a global Distribution list.

3. Enter the group number.

4. Press **1** to confirm or **2** to change your destination.

5. Press **1** to send.

Delete a Message after Sending

You have the option of deleting a message from a subscriber's mailbox if a message you sent to the subscriber has not yet been listened to.

1. Call the voice messaging system and select **5** from the subscriber's menu.

2. Enter in the mailbox number you wish to check and the system will play the first unheard message you left for the recipient.

3. To delete the message press **3**, to replay the message press **1**, to hear the next message press **2**.

Greetings   6

Messaging offers a variety of greeting options for your mailbox. Below is a list of the different greeting options and their intended purpose.

- **Default Greeting** – The default greeting is the principal greeting for your mailbox. Once recorded, it is played each time a call is sent to your mailbox.

- **Extended Absence Greeting** – The extended absence greeting is used when you are away from the office for an extended period of time; for instance a business trip or vacation. Because it is separate from your Default Greeting, you can simply deactivate it and reactivate your Default greeting without re-recording.

- **Out of Office Greeting** – The out of office greeting is used when you are away from the office for a short period of time. Because it is separate from your Default Greeting, you can simply deactivate it and reactivate your Default greeting without re-recording.

- **Busy Greeting** – Depending on how your telephone extension is configured, the busy greeting can be used for when calls arrive at your mailbox, either because the auto attendant dialed your extension and received a busy signal, or if your extension is programmed with a busy forward to voice mail. You can record a custom greeting advising callers that you are on the phone and you will return their call promptly. If you are not busy on the phone, callers will receive your Default Greeting.

- **Custom Greetings** – Each mailbox can have up to nine custom greetings. Custom greetings can be used for special advisements to callers for which you don't want to rerecord your default greeting or use an extended absence greeting. For example, you may use a custom greeting to advise callers that you are not in the office due to weather conditions, or to give callers other special instructions.

Manage your Default Greeting

When you access your mailbox for the first time you will be asked to record a personal greeting. You have the option of changing this greeting at any time.

1. Call the voice messaging system and select **3 2 1** from the subscriber's menu to change your default greeting. Press any key when you are done recording.

2. To listen to the greeting you have recorded press **2**, to record the greeting press **3**.

Activate your Extended Absence Greeting

You can set up your extended absence greeting which will replace your default greeting when activated.

1. Call the voice messaging system and select **3 2 2** from the subscriber's menu to access your extended absence greeting. The system will advise you whether your Extended Absence Greeting is activated or deactivated.

2. If an Extended Absence greeting has already been recorded, you can press **1** to activate the greeting.

3. To listen to the greeting you have recorded press **2**, to record the greeting press **3**.

Deactivate your Extended Absence Greeting

Call the voice messaging system and select **3 2 2** from the subscriber's menu. The system will advise you whether your Extended Absence Greeting is activated. To deactivate your Extended Absence Greeting, press **1**. This will restore your Default Greeting.

Manage your Busy Greeting

To manage your Busy Greeting:

1. Call the voice messaging system and select **3 2 3** from the subscriber's menu to access your Busy Greeting.

2. To listen to the greeting you have recorded press **2**, to record the greeting press **3**.

Manage your Out of Office Greeting

To manage your Out of Office Greeting:

1. Call the voice messaging system and select **3 2 4** from the subscriber's menu to access your Out of Office Greeting.

2. To listen to the greeting you have recorded press **2**, to record the greeting press **3**.

Manage your Custom Greetings

To manage your Custom Greetings:

1. Call the voice messaging system and select **3 2 5** from the subscriber's menu to access your Custom Greetings.

2. Press **1**~ **9** to select the Custom Greeting you wish to manage.

3. To listen to the greeting you have recorded press **2**, to record the greeting press **3**.

Change your Recorded Name

When you access your mailbox for the first time you will be asked to record your name. This will identify your mailbox to you when you log in, as well as identify your mailbox to other internal subscribers. You can re-record your name at any time.

1. Call the voice messaging system and press **3 3 2** from the subscriber's menu to change your recorded name. Press any key when you are done recording.

2. To listen to your name before saving, press **1**.

3. To record your name, press **2**.

4. To delete your name, press **3**.

5. To save your recorded name simply hang up or press ✳ to exit.

Msync

Please check with your System Administrator if this feature is available. If available, then your voice mail greetings can be synchronized with your MS Outlook calendar. Appropriate greetings play based on your Presence status in Outlook. This is an optional feature and requires an additional license.

This page is intentionally left blank.

Other Messaging Applications 7

Group Distributions

You can send a new message or redirect a message to a group distribution list. This option allows you to send a message to multiple individuals without having to enter in individual mailbox numbers. For example, if you are a manager you may wish to set up a distribution list that includes all members of your team, especially if you send them frequent voice messages.

There are two options for distribution lists: private and global (public). When you set up a private group distribution list, only you can access and manage this list. A global group distribution list is set up by a system administrator for everyone to use, but only the system administrator may add or delete members, delete the list, or listen to members of the list.

Set up a Private Group Distribution List

1. From the Subscriber's menu, enter **3 6 1** to create a new group.
2. Select a number to save the list under, followed by **#**. You can select any number from 1 to 5 digits.
3. The system will prompt you to record a list name. The list name will help you identify the list in the future. To save the name and continue, press **∗**. To listen

    to your recorded name, press **1**, to re-record press **2**, to delete press **3**.
4. After you save the recording you will add members to the list you just created. Select prompt **4** and the list number, followed by **#**.
5. To add members, press **2**
6. Enter the first mailbox of the person you wish to add. The system will confirm the addition.
7. Continue entering any additional members. Press **∗** when finished.

Add Members to a Private Group Distribution List

You can add members to a pre-existing distribution list at any time.

1. From the Subscriber's menu, enter **3 6 4**.
2. Enter the list number you wish to make changes to, followed by **#**
3. To add a new member, press **2** and the new mailbox number. The system will confirm the addition.
4. Continue entering any additional members. Press **∗** when finished.

Delete Members from a Private Group Distribution List

You can delete members from a pre-existing distribution list at any time.

1. From the Subscriber's menu, enter **3 6 4**.

2. Enter the list number you wish to make changes to, followed by **#**

3. To delete a member, press **3** and then the mailbox number followed by **#**. The system will confirm the deletion.

4. Continue entering any additional mailbox numbers you wish to delete. Press **∗** when finished.

Delete a Private Group Distribution List

In addition to deleting individual members from a private group distribution list, you can also delete an entire distribution list.

1. From the Subscriber's menu, enter **3 6 3**.

2. Enter the list number you wish to delete, followed by **#**

3. The system will play the name of the list and prompt you to press **#** to confirm the deletion.

Listen to Members in a Private Group Distribution List

You can listen to a list of members in a distribution list at any time.

1. From the Subscriber's menu, enter **3 6 4**.

2. Enter the group list number you wish to listen to, followed by **#**

3. Press **1** to listen to a list of the members of the group.

Using a Private Group Distribution List

You can use a private group distribution list when sending a new message or redirecting a received message.

1. Call the voice messaging system and record a new message or forward a received message.

2. When you address the message for delivery, you have the option of inputting a mailbox number or selecting **#** for a private group distribution list.

3. Enter the group number you wish to use followed by a **#**

4. Press **1** to confirm, or **2** to change your entry.

Using a Global Group Distribution List

You can use a global group distribution list when sending a new message or redirecting a received message.

1. Call the voice messaging system and record a new message or forward a received message.

2. When you address the message for delivery, you have the option of inputting a mailbox number or selecting **# #** for a public distribution list.

3.   Enter the group number you wish to use followed by a **#**

4.   Press **1** to confirm, or **2** to change your entry.

Personal Options

Some Personal Options are optional features which may or may not be available to your organization. Check with your System Administrator if any of these features are available to you.

*   Send notification to additional devices when a message is left in your mailbox
*   Set a wake-up call
*   Change your mailbox password
*   Set up your personal assistant
*   Forward a call to another phone number using follow-me
*   Set up call screening
*   Set up do not disturb
*   Set up a personal schedule

Message Notification

Message notification allows you to set up a schedule where you are notified through additional devices when new messages are received to your mailbox. Examples of message notification include:

*   Receiving a text message to your cell phone
*   A notification to a pager
*   A call-out to another phone number (e.g., home phone)

Message notification enables you to set a day/time schedule whereby these notifications are sent. For example, if you work from home one day a week, you may wish to be notified at your home number if a message is left in your office mailbox. On the weekends you may still want to know when a new message arrives, but only wish to be notified by a text message to your cell phone. Each separate notification is set up through a separate "notification Line."

Depending on your organization, you may have access to set up message notification directly, or your system administrator may need to set up message notification for you. Once message notification is set up, you can activate and deactivate this feature through your mailbox.

To Activate or Deactivate Message Notification

You can use your phone to activate or deactivate message notification once the schedule has been set up.

1.   Call the voice messaging system and select **3 1 1**. The system will tell you whether or not your message notification is activated.

2.   If it is not already activated, press **1**.

You may also activate or deactivate individual schedule lines. You will need to know the notification schedule each schedule line refers to.

1. Call the voice messaging system and select **3 1 1**. The system will tell you whether or not your entire message notification is activated.

2. To activate or deactivate a specific schedule line, press **2**.

3. Enter the schedule line number

4. The system informs you if this schedule line is activated or deactivated. To change, press **1**.

Set a Wake up Call

You can set a wake up call to ring a phone (for example, your cell phone) at a specific time during the day. The wake-up ring will repeat everyday until you turn it off.

1. Call the voice messaging system and select **3 1 3**

2. To set a weekday wake-up call, press **1**; to set a weekend wake-up call press **2**

3. The system will tell you whether wake up call is activated or deactivated. To change, press **1**.

4. Once the wake-up call is activated, select **2 1** to enter in a time when you would like to receive the call.

5. Enter in a 4-digit time followed by a $*$ for AM or **#** for PM.

6. The system will confirm the wake up time.

7. Set up the call-out number. This is the number the system will ring at your scheduled time. Press **3** and the system will inform you if there is already a call-out number saved (this allows you to reuse a number without having to enter it every time you set up a wake up call). To change the call-out number press **1**.

8. Enter the phone number followed by **#**

9. The system will confirm the number.

Change your Mailbox Password

Your mailbox password is initially set when you access your mailbox for the first time and complete the mailbox setup process. However, you can change your mailbox password at any time.

To change your mailbox password:

1. Call the voice messaging system and select **3 4 1**
2. Enter a new password
3. The system will ask you to confirm the password.

You can also delete your mailbox password without entering a new one:

1. Call the voice messaging system and select **3 4 2**

2. The system will ask you to press **#** to confirm deletion

Important!   If you delete your mailbox password your mailbox will not be password-protected.

Personal Assistant

With Personal Assistant you can designate buttons that callers can press when listening to your voicemail message that will automatically transfer them to another extension. For example, you may wish to inform callers they can reach your assistant by pressing a number on their keypad.

A Personal Assistant must first be set up by your system administrator to define the key press. Once the key press is set up you can change the transfer extension through your phone. Check with your system administrator to see if any keys are pre-defined in your organization.

To change your Personal Assistant transfer extension:

1. Call the voice messaging system and select **3 7 2**

2. Enter the mailbox of the person you wish the call to be transferred to, followed by **#**.

3. Change your personal message greeting (see Greetings chapter) to indicate to the caller that they can use this key press. For example, "Press **1** to be transferred to my assistant."

Follow Me

Follow Me enables you to set up your mailbox to forward a call to another phone number before the call is transferred to your voicemail. For example, you may be out of the office but are expecting an important call and want all calls to be transferred to your cell phone.

Follow Me is an optional feature that may or may not be available in your organization. Depending on how it is set up can also allow you to:

- Accept a call or reject it and send it to voicemail

- Record the conversation once the call is accepted

- Conference in the operator and stay on the call or drop out

- Conference in another extension and stay on the call or drop out

- Follow Me DND (Do Not Disturb)

- Send a Call Alert to IP Mobility Application

Follow Me feature provides telephone operation integration with the following capabilities.

1. Follow Me feature control button on the phone:
   User can assign the button for Follow Me feature and activate and deactivate the feature from the button on the IP telephone to easily change the operation when users are in the office or on the road.

2. Hand-off:
   When the user is on the cell phone with the Follow Me call and returns to the office, the call can be easily handed off to the desktop phone by pressing the same button.

3. Status Indication:
The feature key LED indicates the status of the Follow Me feature as shown below.

Button LED	Description
Off	Follow Me feature is not activated. The call should ring the default station (usually the user's desktop phone).
Red	Follow Me feature is activated, and the call will follow the Follow Me personal schedule.
Flashing Red	No Transfer (DND)
Green	The call is being processed by the Follow Me application. When the call is answered by one of destinations defined in the Follow Me personal schedule, the call can be handed off to the desk phone by pressing the button with Green LED. Or it may also mean that the call is handed off to the desk phone if the incoming call is a consultation call in which case the system used extra voicemail resource.
Flashing Green	Follow Me is being handed off to the desk phone.

Note: Follow Me status indicator will be reset if the system restarts while the service may be still active. When the first call is processed, the LED will show the correct status. If necessary, press the button to force sync the status.

Follow Me Key on the Phone

1. Administrator must activate the Net Server.

2. Administrator must assign Net Server integration in the Messaging Registry settings.

3. "Follow Me" button should be assigned to users' IP telephone flexible button using Enterprise Manager or Personal Administration.

4. "Net Server monitor" checkbox in mailbox email setting must be checked. To use this feature, the PDN of the phone must match with the mailbox number.

Setting up Follow Me

From the phone, the user can setup the Follow Me destination (the call-out number) which is always used regardless of the calling party of the time of day.

5. Call the voice messaging system and select **3 1 2 2** from the subscriber's menu.

6. Enter a phone number (the call-out number), followed by **#**, the system will then repeat the number back for confirmation.

7. To activate this call-out number, press **1** or to enter a new call-out number, press **2**.
Once the call-out number is activated, all calls stop ringing at your office phone and will automatically be forwarded to your call-out number. The call-out number destination is also used when the call is forwarded from the desktop phone to the voice mail for the Follow Me Advanced routing.

Accepting or rejecting calls at a call-out

Once a call rings through to your call-out number you have the option of accepting or rejecting the call.

1. Once the Follow me has been set up and a call is redirected to your call-out number and you answer the phone, you will hear a message that indicates you are receiving a transferred call from the voicemail system.

2. Press **#** or **1** to accept the call or **∗** to reject the call and send it to voicemail.

Note: Requires the mailbox COS to be configured for "Follow me connect verification".

Transferring to an Operator or another Extension

If available in your organization, you can transfer to an operator or to another extension once you accept a transferred call.

1. Once the Follow me has been set up and a call is redirected to your call-out number and you answer the phone, you will hear a message that indicates you are receiving a forwarded call from the voicemail system.

2. Press **#** or **1** to accept the call (depending on software release).

3. At any time during the conversation, press **#** again to trigger the call options. You can press **0** for the operator or **#** and another extension number, then hang up.
   …or When using release (10.5.4.18), at any time during the conversation, press **#** again to trigger the call options. You can press **1** to transfer the caller to your Voice Mail, press **3** to record the conversation press **#** and extension to transfer to an internal station press **0** to dial the operator or press **∗** to return to the conversation.

Transfer Mode

Transfer Mode determines the general routing of the call:

- For Automated attendant calls:
    - DND – calls will not be transferred to any destination. They will go to the mailbox greeting.
    - Desk – calls will be transferred to the user's extension.
    - Advanced Routing – calls will be transferred to the destination specified by the advanced routing schedule. If there is no matching schedule, calls will be routed to the user's extension. If a schedule exist but without a destination, calls will be routed to the greeting specified in the schedule.

- For Busy, No Answer forwarded calls:
    - DND – calls will not be transferred to any destination. They will go to the mailbox greeting.
    - Desk – calls will not be transferred to any destination. They will go to the mailbox greeting.
    - Advanced Routing – calls will be transferred to the destination specified by the advanced routing schedule (schedule must include "Divert" in the "follow me active" field). If there is no matching schedule, calls will be routed to the user's greeting. If a schedule exist but without a destination, calls will be routed to the greeting specified in the schedule.

Setting up Call Screening

When call screening is set up, a caller is asked to state their name before the call is transferred to your extension. You then have the opportunity to accept the call or send it to voicemail. If call screening is available in your organization, you may activate or deactivate it through your phone.

1. Call the voice messaging system and select **3 5**.

2. The system informs you if call screening is activated or deactivated.

3. To change, press **1**.

Setting up "Do not Disturb"

You can have calls sent directly to your voicemail when you do not want your office phone to ring.

1. Call the voice messaging system and select **4   1**

2. To deactivate and have calls transferred back to your phone, press **1** again.

Setting up a Personal Schedule

The personal schedule allows you to manage calls according to a schedule you define. With the personal schedule you can:

- Route a call to one or multiple destinations based on caller ID, time, or a combination of the two.

- Play different greetings based on caller ID, time, or a combination of the two.

- Set up alternate dialing menus (allows callers to press digits on the keypad during your message to be transferred to a personal assistant or other extension/phone number, skip the greeting, replay the greeting or page you).

For example, when on a business trip you want your cell phone and a colleague's office phone to ring when a call comes into your extension. If voice mail picks up, you want an alternate greeting played that tells callers you are out of the office, but directs them to press **1** to reach an operator, **2** to leave a voicemail, and **3** to ring a different colleague's extension.

Recording a Scheduled Greeting

Your personal schedule is set up your system administrator, however your messages are recorded through your voicemail box.

1. Call the voice messaging system and select **3 8**

2. Select a greeting number on your keypad between **1** and **9**

3. To listen to the greeting select **2**; to record a greeting select **3**

Unified Messaging

If Unified Messaging is available in your organization, you will be able to access all of your voice and fax messages directly through your email inbox.

You can listen to your voice messages with any audio player and fax messages can be viewed with a standard image viewer. The subject line of voice and fax messages will include caller ID; voice messages will include the duration of voicemail (in seconds), while faxes will show fax sender and number of pages.

Access your Voicemails through Email

If Unified Messaging is available in your organization all of your voicemails will be accessible through your email inbox. Each time you receive a voicemail an email will be sent to your inbox with an attachment that includes a recording of the voicemail. You can open this attachment with any audio player installed on your computer to listen to the recording or on your telephone as shown below.
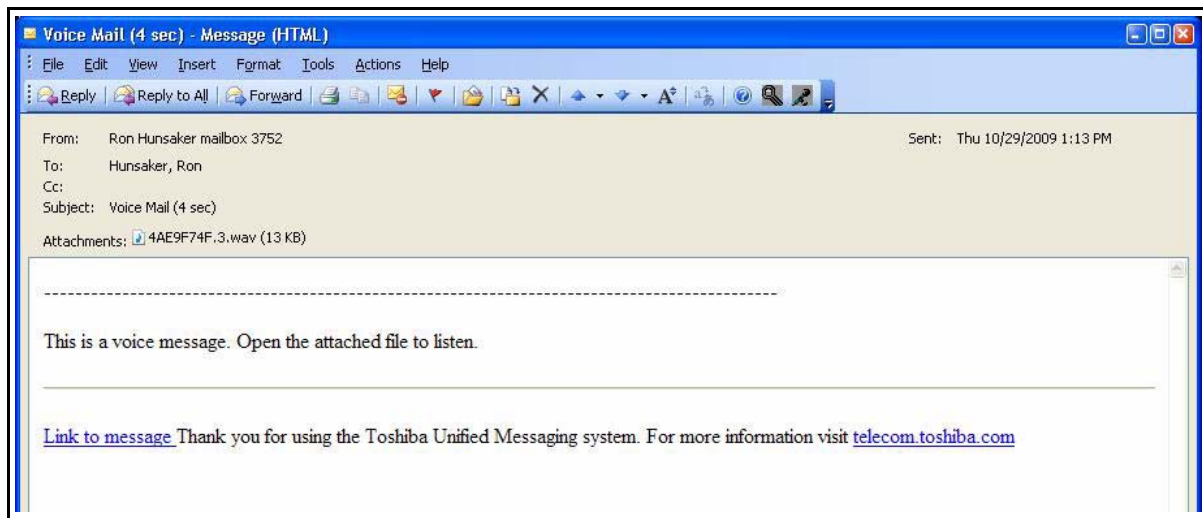
Click the "Link to message" to play your message using the telephone. The following options display. Click on the appropriate button.

Enhanced Presence

When a voice message has been left in the IPedge Messaging system, the enhanced presence feature will detect the contact information from the Personal Contact list from Microsoft Outlook and send an email with the relevant information to the voicemail recipient via email.

From the Personal Contacts list of Microsoft Outlook, it will take the Email, Business Telephone number, and Mobile Phone number and insert it into and email (shown in the following examples) that will arrive in your inbox. The Name of the Outlook Contact is automatically populated in the Subject field.

MS Outlook Contact Interaction

Examples:

From:	IPedge Messaging		Sent: Fri 4/26/2013 2:28 PM
To:	Road Runner		
Cc:			
Subject:	Voice Mail (29 sec) from Warner Trunk (949)583-3397; 04/26/13 02:27 PM		

☑ Message ⬇ 517AF14E0101.wav (46 KB)

This is a voice message. Open the attached file to listen.

Email Address: john.doe@brothers.com

Business Phone: 949-555-1212

Mobile Phone: (555) 212-3333

From:	IPedge Messaging		Sent: Fri 4/26/2013 2:28 PM
To:	Road Runner		
Cc:			
Subject:	Voice Mail (29 sec) from Warner Trunk (949)583-3397; 04/26/13 02:27 PM		

☑ Message ⬇ 517AF14E0101.wav (46 KB)

This is a voice message. Open the attached file to listen.

Email Address: john.doe@brother.com

Business Phone: 949-555-1212

Mobile Phone: john.doe@brother.com

Link to message Thank you for using the Toshiba Unified Messaging system. For more information visit telecom.toshiba.com

Msync

Based on the presence in MS Outlook, the voicemail will play out of office greeting or anyother appropriate greeting. Check with your System Administrator if this feature is available to you. The options below apply only to the enhanced version of Msysc.

No Answer:

- If Out Of Office Assistant (Automatic replies) is enabled in Microsoft Outlook and/or Extended Absence greeting is enabled: Extended Absence Greeting will be played.
- If Default Greeting is recorded: Default Greeting will be played.
- If Name is recorded: Name + "Is not available right now" will be played.
- Extension + Extension number + "Is not available right now" will be played.

Busy:

- If Out Of Office Assistant (Automatic replies) is enabled in Microsoft Outlook and/or Extended Absence greeting is enabled: Extended Absence Greeting will be played.
- If Busy Greeting is recorded: Busy Greeting will be played 81.
- If Default Greeting is recorded: Default Greeting will be played.
- If Name is recorded: Name + "Is busy right now" will be played.
- Extension + Extension number + "Is busy right now" will be played.

Follow Me / Call Screening rejected:

- If Out Of Office Assistant (Automatic replies) is enabled in Microsoft Outlook and/or Extended Absence greeting is enabled: Extended Absence Greeting will be played.
- If Default Greeting is recorded: Default Greeting will be played.
- If Name is recorded: Name + "Is not available right now" will be played.
- Extension + Extension number + "Is not available right now" will be played.
- During any of the above cases, if there is a match in the Personal Schedule table, the greeting defined for the Personal Schedule entry will be played.

This page is intentionally left blank.

Meet-Me Audio Conference 8

The Meet-Me Audio Conference feature is a PIN based Meet-Me Audio Conference providing the following features. Each station user with a voice mail box that has Meet-Me Audio Conference enabled can be an Meet-Me Audio Conference participant. Conference participants are known as peers.

Access to the Meet-Me Audio Conference feature is controlled by the user's Mailbox Class Of Service.

A caller enters the bridge by dialing the Directory Number (DN) assigned to a messaging script mailbox and entering a PIN number. Based on the PIN number, the system joins the caller to the appropriate conference bridge. Each caller connected to a bridge is referred to as a peer.

A mailbox has two related fields:

- **Owner PIN** – A caller entering the Owner PIN bridges the callers that enter the Guest PIN.
- **Guest PIN** – Callers who enter the Guest PIN can call into a bridge at any time, but they will hear music on hold (MOH) until the owner joins the conference. Guests are only connected (bridged) to other callers once the owner joins the call.

When a guest enters a conference in progress, an entry beep is played to all peers. When a guest drops from the conference, an exit beep is played.

Announcement   When a guest calls in the conference and the owner is not connected an announce will play before the guest is placed on hold. This announcement may let the callers know that they will be connected to the conference once the owner joins the meeting. It may also indicate they can press "1" during music on hold to cancel the music and hear silence until the call is connected.

Stay Connected   When the conference owner hangs up one of the following will occur, based on system programming.

- **Stay Connected** – All guests will go back to music on hold when the owner drops. The owner may call back in to continue the conference.
- **Hang-up** – All of the guest callers will be disconnected.
- **Other** – Based on system programming the guest callers can be directed to the voice mail (VM) main menu or other action.

System Parameters

Mailbox users can login to EMPA to configure their mailbox properties. In the mailbox properties, the user can set the Guest PIN and Owner PIN. Both PIN number entries must be 4 digits long.

In use the PIN entered in the conference bridge is a combination of the mailbox number plus the 4 digit PIN. For example:

> Mailbox user 5001 sets the Owner PIN to 1357 and sets the Guest PIN to 2468.

> When calling in to the conference script to start a conference as an owner, the owner will enter 50011357. Guests calling to join the conference will enter 50012468. All calls will be connected with the bridge setup by mailbox 5001.

Conference Details

Provide the required information in the form of a Meeting invitation to all conference guests.

- Conference Dial-in number (for internal and external callers)
- PIN Number

Note: This information can be saved in any easily accessible format, such as Outlook OneNote, Notepad, a meeting template, iCalendar file (shown below), etc.
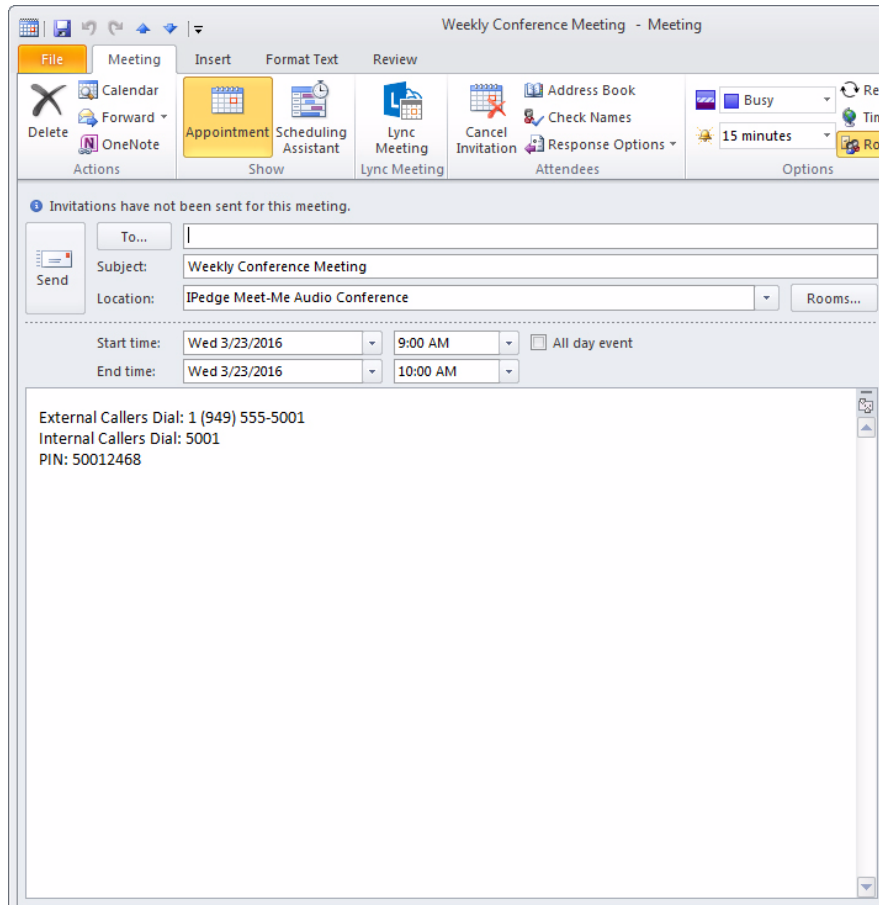
Setup or Join a Conference

The conference owner or guests can call into the conference at any time.

- Owner first

    1. Owner dials the Conference DN.

    2. When prompted for a PIN, enter your mailbox number + PIN (default is 8888).

    3. You, the owner, is now in the conference.

    4. Guests can dial the Conference DN, when prompted for PIN, enter the Owner mailbox number + PIN (default is 9999) then #.

    5. The conference is on.

    6. The conference peers will hear an entry beep each time a guest enters. Conference peers will hear an exit beep each time a guest exits.

    7. When the Owner disconnects the Guest are returned to MOH, disconnected automatically or, directed to another menu.

- Guest first

    1. Guest dials the Conference DN.

    2. When prompted for a PIN, enter the digits sent to you by the conference owner (Owner mailbox number + PIN).

    3. An announcement will play: "You will now be placed on hold until the owner joins."

    4. Guests hear Music on Hold. They can press 1 to stop the music.

    5. Owner dials the Conference DN.

    6. When prompted for PIN, enter your mailbox number + PIN (default is 8888) then #.

    7. When the Owner enters the bridge, the Guests are connected to the bridge.

    8. The Conference is on.

    9. The conference peers will hear an entry beep each time a guest enters. Conference peers will hear an exit beep each time a guest exits.

    10. When the Owner disconnects the Guest are returned to MOH, disconnected automatically or, directed to another menu.

Prompts, Tones

The Meet-Me Audio Conference tones and prompts are built-in and cannot be changed.

Tones

When a guest enters a conference in progress, a beep is played to all peers. When a guest drops from the conference, a different beep is played. The conference peer entry tone and peer exit tone are fixed, cannot be changed.

Prompts

The system provides standard prompts. The system administrator can change prompts. When a prompt requires an entry, such as a PIN, the user does not need to wait for the prompt to end. Entry can begin as soon as the prompt starts.

Error Conditions   When a PIN is entered:

If the PIN is valid the system will respond with a prompt saying the PIN is not valid. If the conference is not available the prompt will say that the conference is not available.

The conference is temporarily not available announcement is also played when:

- The owner PIN is already in use
- The mailbox COS does not include Meet-Me Audio Conference

CHANGE PIN   The Meet-Me Audio Conference PINs are your mailbox number plus four digits. For example: To setup a conference, dial into the Meet-Me Audio Conference directory number. If, in this example, your mailbox number is 2334, enter 2334 8888# to start a conference. The digits 8888 are the default. Use this procedure to change your PINs.

1. Login to Enterprise Manager Personal Administration (EMPA).
2. Select **Application > Messaging**,
3. Change the conference owner and user PINs.
4. Save the changes.
5. Close the Messaging screen.
6. Logout of EMPA.

Meet-Me Web Conference 9

Operation

IPedge Meet-me Web Conference is a Web Real Time Conference (WebRTC) based screen sharing web application.

The application user interface (UI) initially validates the Conference PIN entered by the user. This validation field accepts only numbers. The user enters the conference PIN which is a combination of mailbox number and owner/guest PIN. The Owner and Guest PIN corresponding to individual mailboxes are present in the database of each IPedge server.

Browser Requirements

Use Chrome® browser version 48 to or later to share a screen. Use Chrome (version 48 or later) or Firefox® (version 44 or later) for viewing only.

Log-in and Log-out Requirements

To Log-in into the application, it is necessary to have Meet-Me Audio Conference PINs. The conference bridge numbers are mapped to the mailbox numbers. The Meet-Me Audio conference based Conference PINs are used to authenticate the users to use the application. The conference PIN can be of two types.

- Owner Conference PIN (mailbox + Meet-Me Owner PIN of mailbox)
- Guest Conference PIN (mailbox + Meet-Me Guest PIN of mailbox)

Accessing / Joining Meet-me Web Conference (Owner & Guests)

1. To access the Meet-me Web Conference launch the browser. See "Browser Requirements" above.

2. Enter the IPedge system IP address of FQDN in security mode.

   A. Enter **https://192.168.254.250** (use the actual system IP address)

   — OR —

   B. Enter **https://IPedgeSystem-FQDN**

   Note: If the necessary Chrome extension (plug-in) is not present the Chrome browser will prompt you for the installation.

   The Toshiba IPedge Web Conference Credentials screen displays.

3. Enter a user name (optional) and the Meet-me Web Conference PIN supplied by the conference owner.

4. Click Join. When the user enters a valid PIN, the user will be allowed by the application to share a screen. If a screen is already shared, the user will see screen that's is shared. If the PIN is invalid, then the user shall not be allowed any further.

5. Wait for the presenter to present.
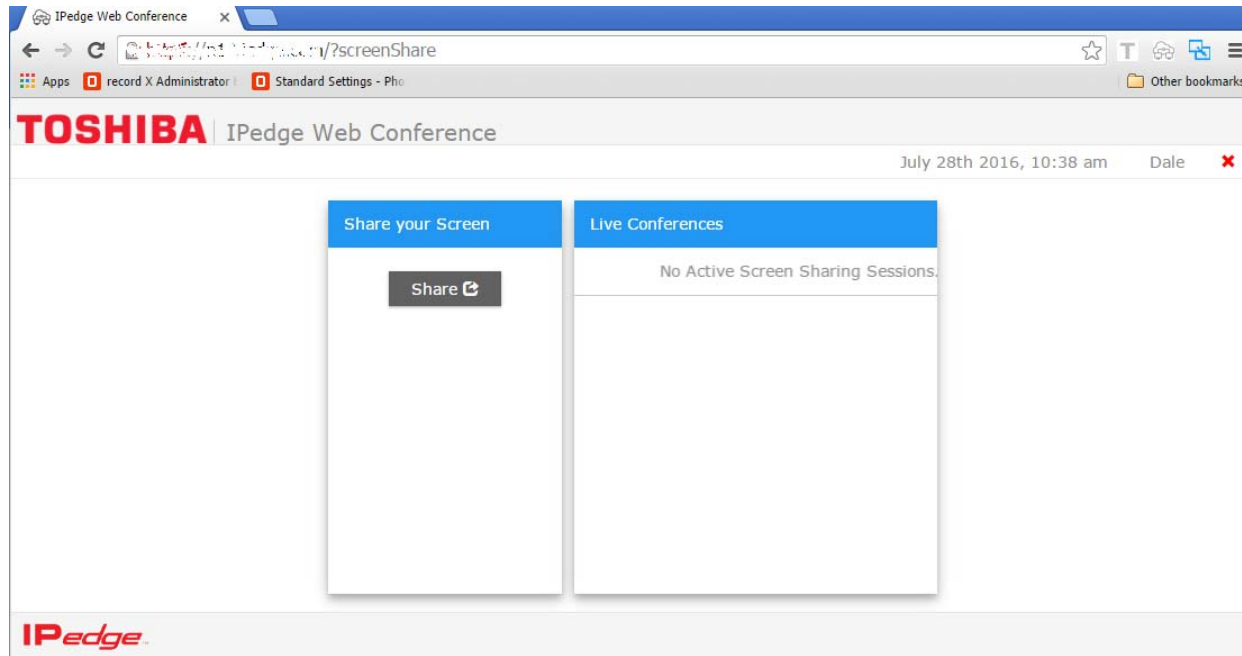
Share and Stop Share

1. Access the web conference following the steps in the previous section.

2. To share your desktop, click on the Share button (see screen shown above). A pop-up shows a list of available screens that can be shared by the user.

3. Select the screen to be shared from the list.

> **Important!** At any given instant, only one user can share a screen.

Notes:

- Users with a single monitor will have one choice. Users with two monitors can choose the monitor to share.
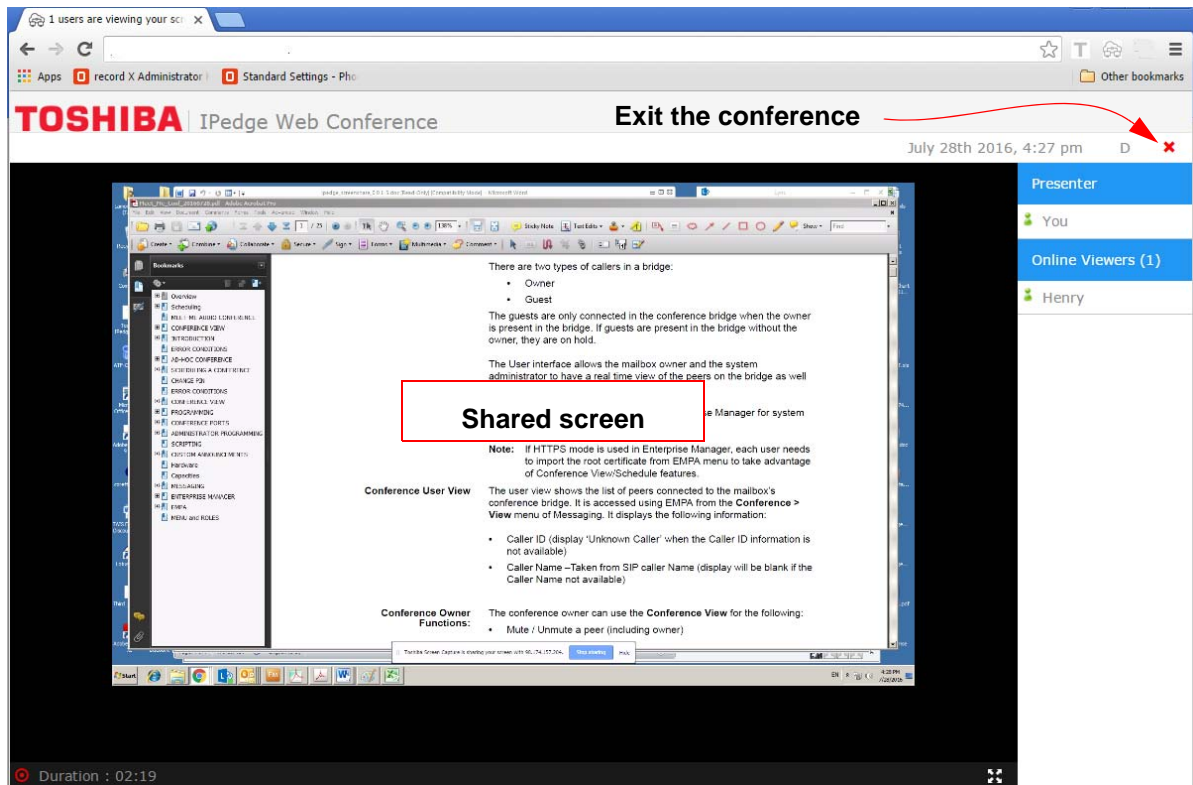
- The user can see the shared content in the application along with other participants that are viewing the screen.

- The user can see the duration of the screen share.

- Users can switch over to full screen and normal screen viewing modes.

- The user can stop sharing by using the browser provided control.

- The user will be directed to home page and the viewers shall be notified that the owner has stopped sharing screen.

- If a user leaves the conference while the conference is in session, the owner will be notified and participants list is updated.

Exit the Conference   The user can log-out from the application at any point of time.

Click on the close (X) button displayed on the top right corner of the application.

Example   The example below describes in detail how to use the conference feature.

Item	Value
Coference Owner's Mailbox Number	**4000**
Owner Conference PIN	**40008888**
Guest Conference PIN	**40009999**

When the user (with mailbox 4000) decides to have a screen sharing session with a set of participants, the user needs to share the Toshiba Meet-me Web Conference URL and Conference PIN with the Guest participants.

The owner joins the conference with owner conference PIN (40008888) so that the share button is displayed for the owner. The owner can now select and share a screen.

The guest participants need to join the web conference using the URL that was provided and the guest conference PIN (40009999). The participants should wait till the owner shares the screen in the room. Once the owner shares the screen, the participants will see the shared screen. When the owner is done sharing; other participants can also share their screens if needed.

IPMobility Application 10

IPMobility

The IPMobility Application for Android™ and Apple iPhone™ allows a mobile device to act as an extension of the IPedge system by providing incoming and outgoing call features.

Users may also easily access key voice messaging functionality and manage administration of their voice mailbox without dialing into the voice mail system. IPMobility does not interfere with the ability to make a phone call or access the voice mail of the mobile device itself.

The IPMobility Application is available for both Android and Apple mobile platforms. Most features are available on both device types, and any feature differences or exceptions are noted in this chapter.

The IPMobility Application does not conflict with the mobile device's ability to make a phone call or access the mobile carrier's voicemail service.

Key features of the IPMobility Application:

- Make outgoing calls using the IPedge telephone service where the dialed party receives the IPedge system telephone number on their Caller ID
- Accept incoming calls on a mobile device that were made to an IPedge office telephone number
- Transfer or record telephone calls
- One-touch access to voicemail, saved/deleted items, and incoming faxes
- Record and send voicemail to an internal extension, set special call flags including future delivery schedule, priority, confidential, and return receipt notification
- Voicemail administration - change recorded name, password, and new user voicemail setup
- Setup and record presence-based greetings including default, busy, and extended absence
- Establish individual forwarding (Follow Me) destinations for each greeting. Destinations reachable if mailbox is called from automated attendant, and forwarded calls
- Do-Not-Disturb (DND) feature will send Automated Attendant calls directly to voicemail when activated

How it Works

For outgoing calls, IPMobility uses either the Callback or Call-thru process.

Callback

After a destination number is dialed, IPMobility sends a data signal to the IPedge system over the Internet. IPedge then calls the mobile device and asks the user to

press 1 or # to accept the call. After confirmation the system will connect both calls.

Call-Thru

After a destination number is dialed, IPMobility sends a data signal to the IPedge system over the Internet. IPMobility then dials a specific number into IPedge. The system dials the destination number and connects both calls.
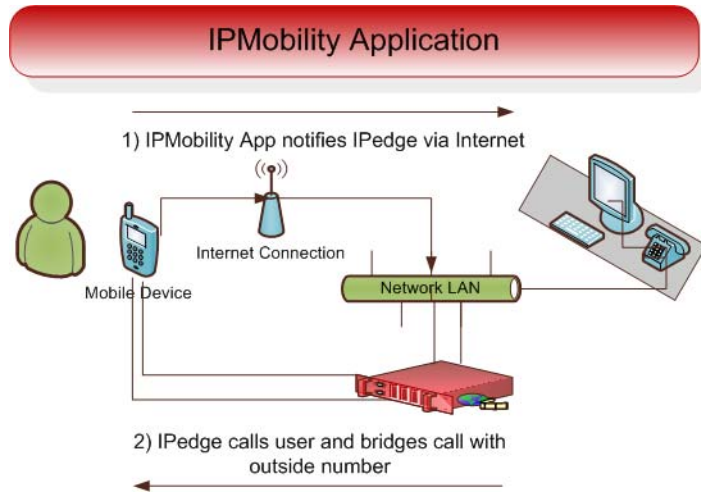
Figure 1 – IPMobility Application Workflow

Before You Begin   Users will need to obtain some information before using IPMobility:

- IP Address of Voicemail - IP address of the IPedge server
- Mailbox number - usually your extension
- Voicemail Password
- Direct Inward Dialing (DID) Number. This is the number for the IPedge system

Download IPMobility Application

The IPMobility app requires internet access to the host IPedge.

Note: Mobile devices require a data plan with an option to enable Wi-Fi access for locations with poor cell network service. The IPMobility App must be installed on the mobile device.

The IPMobility application may be downloaded from Google Play or the iTunes™ App Store.

For Android: https://play.google.com/store/apps

For iPhone: http://www.apple.com/itunes/

Android Users

1. From Google Play, search for IPMobility.
2. Install the App.

iPhone Users

1. From the iTunes App store, search for IPMobility.

2. Download the App.

3. Sync your iPhone with iTunes on your computer.

The app may also be downloaded from the device using the iPhone App Store app (follow steps 1-2 above.)

Launch IPMobility   When the app is opened for the first time, specific IPMobility information must be entered. User will first need to obtain the IP address for the voice mail system (see system administrator.)

First-Time Setup   The app will require some setup before you can make a call or access voice mail. For details see "Before You Begin" on Page 98. Follow the steps outlined below to set up your device for the first time:

Enter the following information on the login screen:

- Voicemail IP Address
- Mailbox Number (normally your extension number)
- Voicemail Password

1. Tap **Enter**.

2. If a warning dialog appears saying "Certificate not trusted", select "Allow/OK".

3. Once you are logged in to IPMobility, tap the **My Info** tab on the lower right.

4. Scroll down and tap **Settings**.

5. On the Settings screen, enter your mobile **Phone Number** and the Direct Inward Dialing (**DID**) number of the voicemail pilot in the fields highlighted in red.

Note: If not already provided to you, see your system administrator for the DID number.

6. Tap to select **Dial Using callback** or **Dial Using Call-thru**.

- **Dial Using callback** will require the user to confirm each incoming or outgoing call by pressing **1** or **#**
- **Dial Using Call-thru** will automatically make the call without any user confirmation (like a normal call)

Test the Application

1. After launching the app on your mobile device, make a call to a telephone with Caller ID capability.

2. Verify that the IPedge Caller ID or DID is displayed (not the mobile phone number.)

Mailbox Setup Wizard

The setup wizard will guide the user through the voice mailbox setup process.

1. Tap **My Info**.

2. Scroll down and tap **Setup Wizard**, then tap proceed to continue.

3. To create or change your voice mailbox password, enter in either field.

4. Tap **Save** when complete.

Note: If **Save** button is not visible, click anywhere on the screen background.
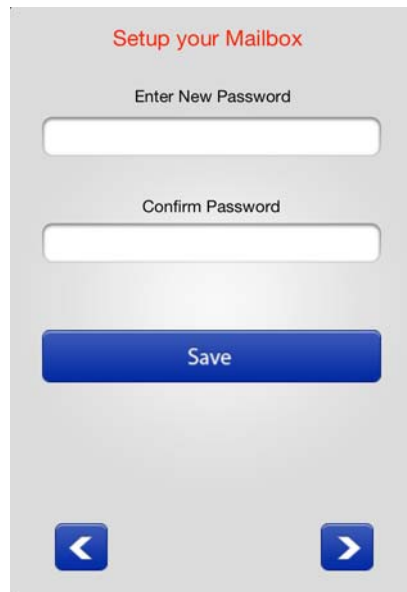
5. Tap the right arrow to advance.
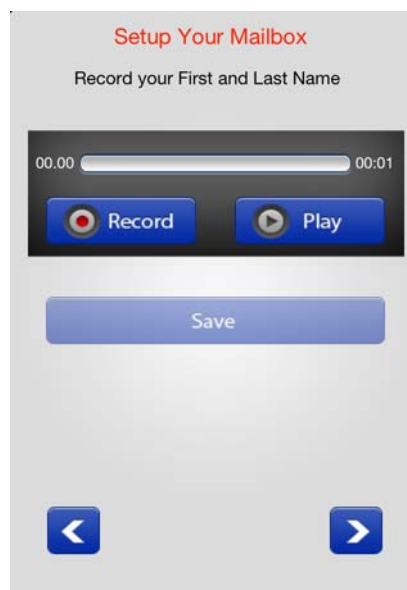
On the next screen, record your first and last name for the voice mail attendant to announce to callers.

6. Tap **Record**; press **Stop** when complete (The **Record** button will toggle between functions.)

7. Tap **Play** to preview the message; tap **Record** to re-record your full name.

8. When complete, tap the right arrow to advance.
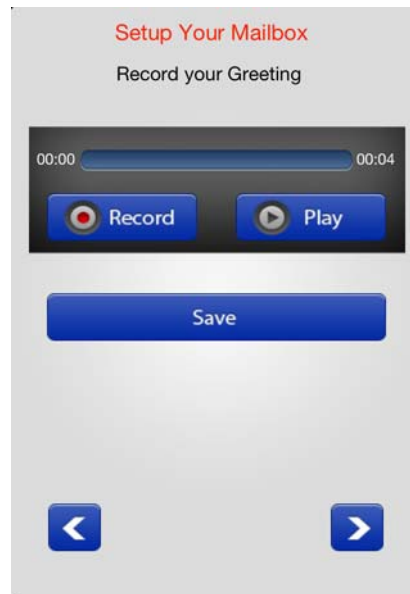
Record a personal greeting for your voice mailbox.

9. Tap **Record;** press **Stop** when complete. (The **Record** button will toggle between functions.)

10. Tap **Play** to preview the message. Tap Record to re-record your voice mail greeting.

Note: For detailed information on these features, see "Callback" on Page 121 and "Call-thru" on Page -122.

Call-thru Send Mailbox

If Caller ID is not being sent from the mobile phone or is unsupported by the IPedge system, or Caller ID is not received, the system will prompt the user to manually enter their mailbox number.

Select this option to avoid having to enter the mailbox number each time it is accessed.

Mailbox Setup Wizard

The setup wizard will guide the user through the voice mailbox setup process.

1. To change your voice mailbox password, enter in the field and confirm in the second field. Tap **Save** when complete.

Note: **If Save** button is not visible, click anywhere on the screen background.
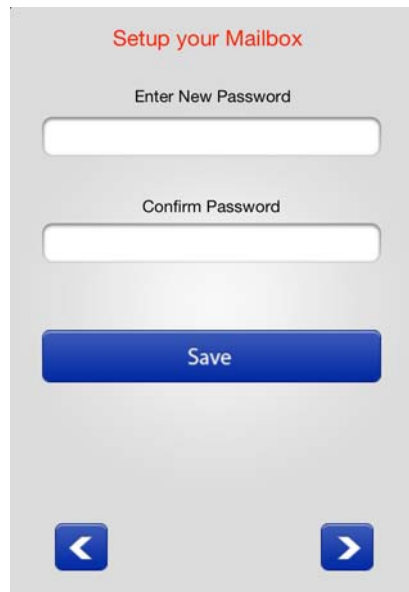
2. Tap the right arrow to advance.
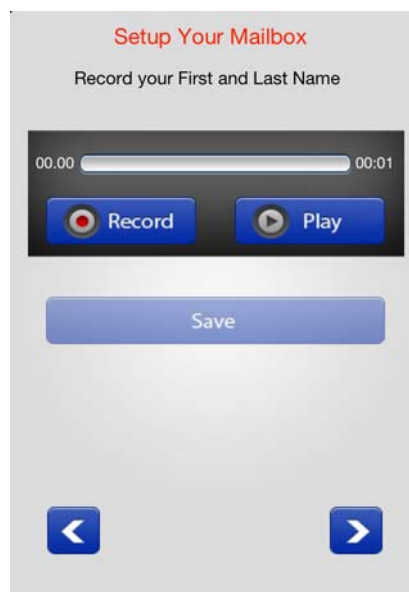
3. Record your first and last name for the voice mail attendant to announce to callers. Tap **Record.** When complete, press **Stop.** (The **Record** button will toggle between functions.)

4. Tap **Play** to preview the message; tap **Record** to re-record your full name.

5. When complete, tap the right arrow to advance.
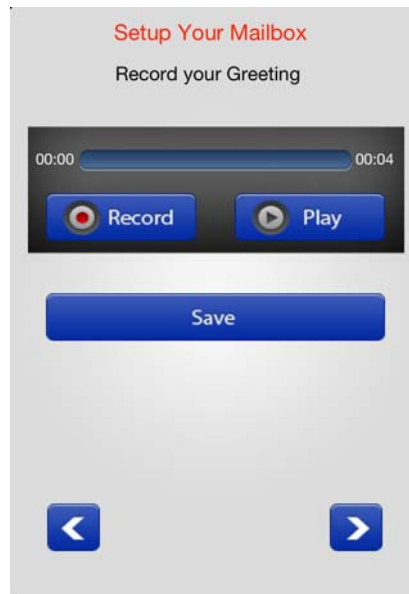
Record a personal greeting for your voice mailbox.

6. Tap **Record;** press **Stop** when complete. (The **Record** button will toggle between functions.)

7. Tap **Play** to preview the message; tap **Record** to re-record your voice mail greeting.

Using IPMobility   Navigating IPMobility is simple. There is a main toolbar at the bottom of the screen with three tabs: Messages, Call, and My Info. Use these tabs to access the various features of the Application.

Messages Tab   When logged in to IPMobility, the Messages screen will automatically displays your Inbox, Fax, Saved and Deleted voice mail Items.

From this screen, you may also record a new message and send it to another mailbox, as well as view any future delivery messages.

Inbox   If a new message is waiting, the app displays a message notification. Tap **Inbox** to view messages.
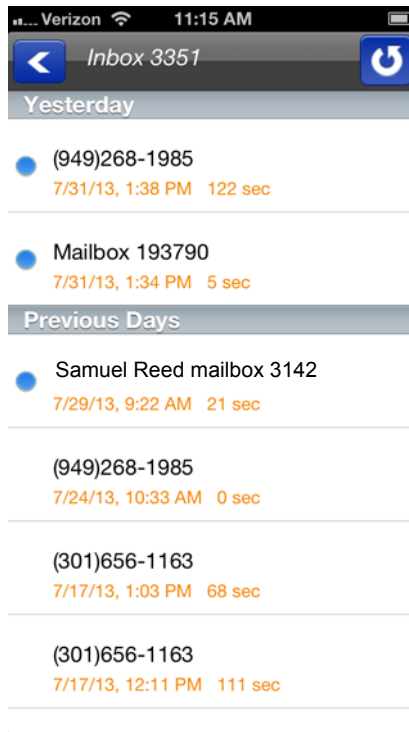
Select the message to listen to it, or **press and hold** on any message in the inbox to delete, save, forward, or reply.

Fax   A fax may be viewed, deleted or forwarded via email. Deleted faxes will be moved to the Deleted Items folder.

Saved Items   Saved messages - delete, forward, or reply to saved messages.

Deleted Items   Deleted messages may be accessed from this folder. Messages may be deleted then undeleted (moved back to the inbox), forwarded, replied to, or permanently deleted.

Record New Voicemail   A message may be recorded and sent directly to a mailbox as a voice mail.

1. Enter the recipient mailbox or select it from the address book

2. When the message is recorded, several message options are available:

    •   Priority
    •   Confidential
    •   Return receipt
    •   *No receipt notification
    •   *Future delivery

For no receipt notification and future delivery you will be asked to input a date and time.

View Future Delivery Messages   This feature allows the user to view all messages that are flagged for delivery at a future date. To send a message using Future Delivery, see "Future Delivery" on Page -110

Message Menu   A message may be deleted, saved, replied to, or forwarded by either voice mail or email from any of the four mailbox screens. Tap and hold the message to access this menu.
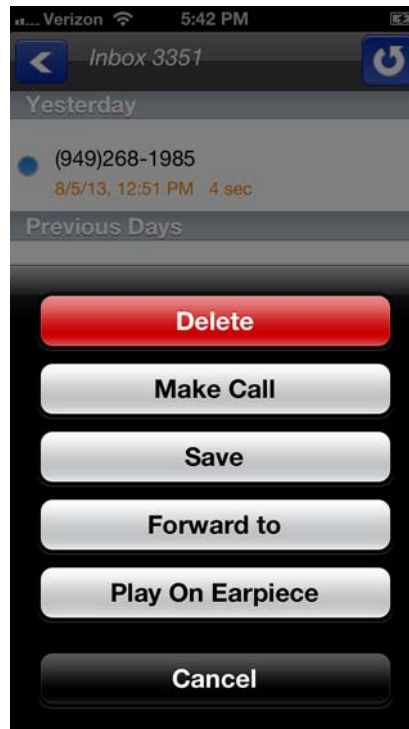
Delete

Deletes the currently selected message.

Make Call

Makes a call back to the caller.

Save

Save the currently selected message to the **Saved Messages** folder.

Forward To

This will forward the currently selected message via email or voice mail.

A message may be forwarded by either voice mail or email from any of the four mailbox screens.

1. If forwarding via email, enter the email address of the recipient. Change the subject header, or the email client will send the message with the subject heading "FW: Voicemail". The user will receive the file in WAV format.
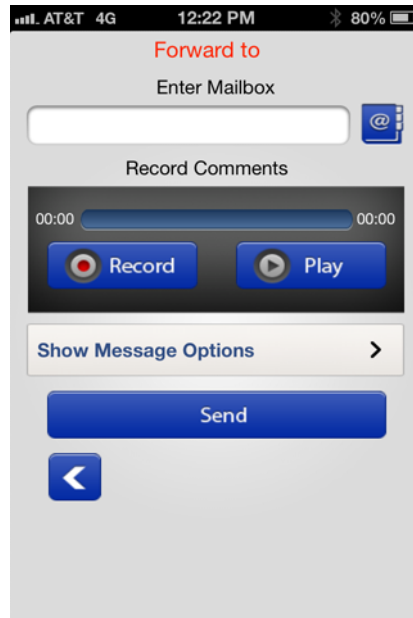
2. If forwarding via voice mail, enter in the mailbox number of the recipient, or select the address book icon to find the mailbox number.

3. Tap **Message Options**.
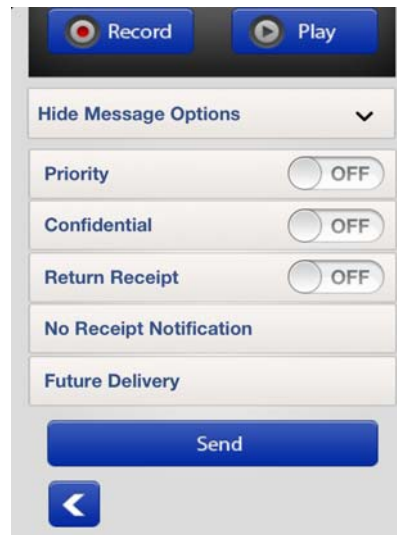
4. A forwarded message may be tagged as priority, confidential, return receipt, no receipt notification, or future delivery.

For no receipt notification and future delivery, users are asked to input a date and time.

Reply

The allows the user to reply to the currently selected message via email or voice mail.

A message from a voice mail user may be replied to via voice mail or email. For voice mail, enter the mailbox number of the recipient, or select the address book icon to find the mailbox number. If replying by email, enter the email address of the recipient.

Users may record comments to be added to the beginning of the message intended for the recipient.

The message may be tagged as priority, confidential, return receipt, no receipt notification, or future delivery. For receipt notification and future delivery you will be asked to input a date and time.

Play on Earpiece

This button toggles the sound output from the earpiece to the Speaker. Tap the button to select the option displayed e.g. if the button reads "Play on Speaker", then it is currently set to play on earpiece. Tap the button to hear the message played through the phone's speaker.

Future Delivery

When replying to or forwarding a message using voice mail, **Future Delivery** is an option that allows the user to send the message on a future date.

1. Tap and hold the message to display the message delivery options window.

2. Select **Future Delivery** from the menu.

3. Select a date from the calendar wheel.

Call Tab   The dialpad icon is used for making calls or looking up contact information.

Dial Pad Icon
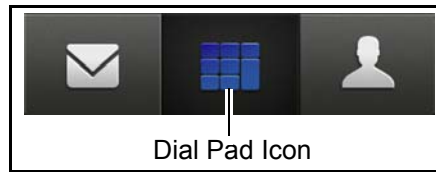
To make a call, enter the number and tap the green Call icon, or press the Address book icon to select from the contacts list.

Active Call icon is to show the call handled by Call Screening, Follow Me, or Callback/Callthru to allow the user to control the recording and/or transfer the call.

My Info Tab

The My Info tab is used to access IPMobility settings for voice mail, greeting management, passwords, default location and settings. There are three functions:

Greeting Management, Logout, and Settings.

My Info Icon

My Info Menu
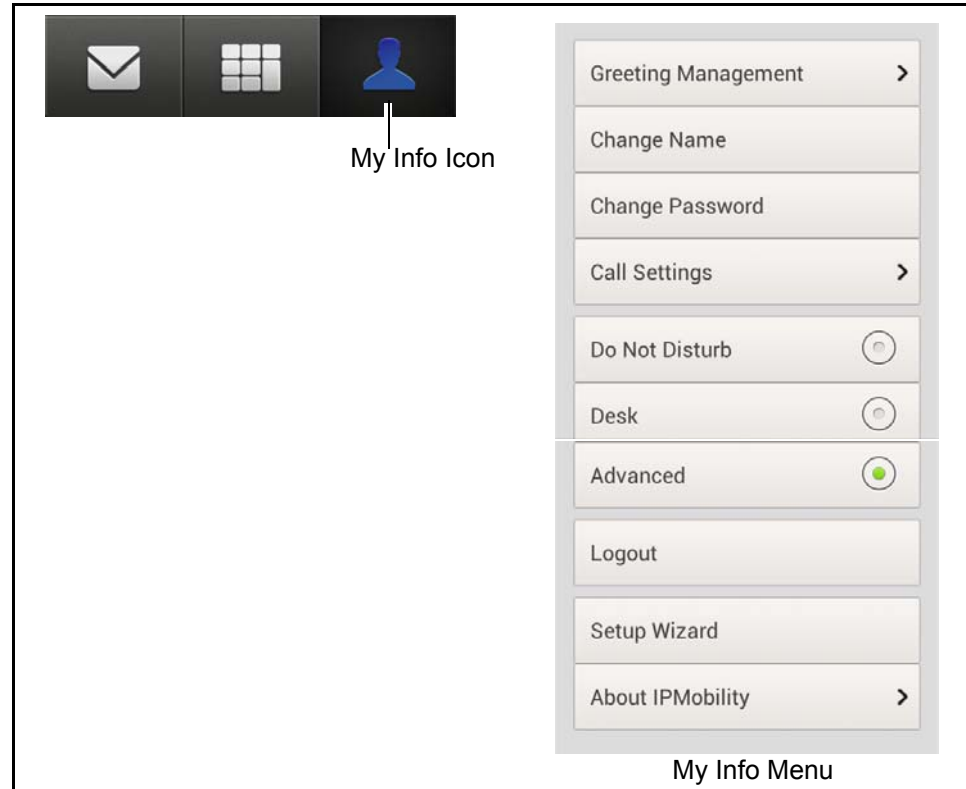
Greeting Management

IPMobility supports mailbox greeting management allowing users to review and record multiple voice mail greetings for different presence states:

- Default
- Extended Absence (EA)
- Busy

Acknowledgement – Announcement played to the caller when IPMobility user selects Announce option in the IPMobility Call Screening.

Custom – Custom greeting can be used to override other greetings.

The system will also allow users to record, playback, and save these state-based greetings. Additionally, users will have the option to select settings for each of these features. Click on the links above for Greeting Management feature descriptions.

Record Greetings

1. Tap **Greeting Management** to access the various system state settings based on your availability.

2. To record a default greeting, tap **Default**.

From the recording screen, follow the steps below
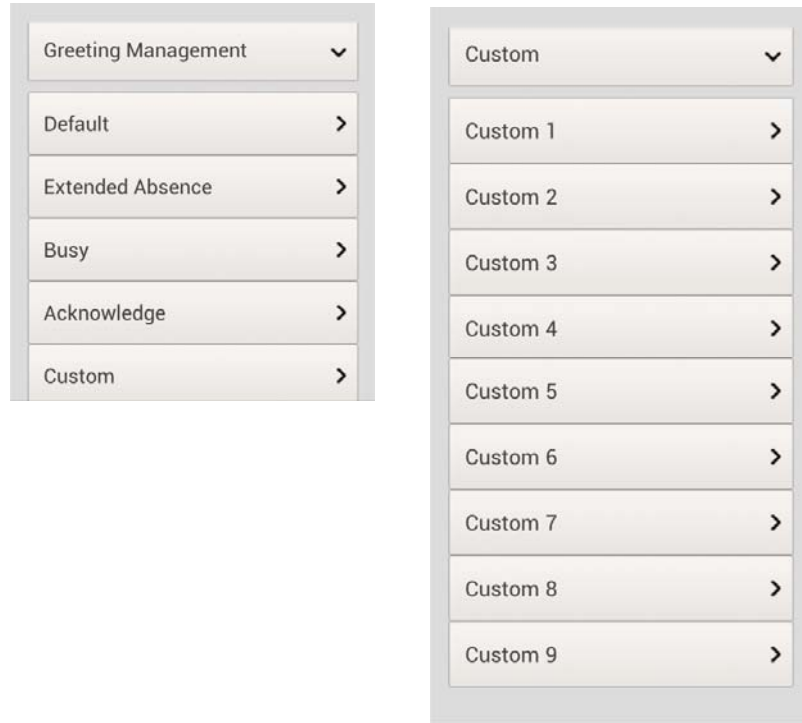
3. Tap **Record;** press **Stop** when complete. (The **Record** button will toggle between functions.)

4. Tap **Play** to preview the message. Tap **Record** to re-record your voice mail greeting.

5. Repeat this process to record **Extended Absence** and **Busy** outgoing greetings.

Note: A Personal Schedule is created automatically for each type of greeting: Default, Extended Absence, and Busy.

Default   Default is the generic greeting which plays unless another has been assigned.

To enable this feature: record and save a new voice mail greeting, and enter destination numbers for follow-me. Follow-me allows users to setup their voice mailbox to automatically forward a call to a different number prior to sending call to voice mail. These may be internal extensions or external phone numbers and may be entered on the **Default Locations** screen.

These follow-me numbers will ring sequentially by default. To have all numbers ring simultaneously, enable **"Call numbers at same time"**.

Extended Absence (EA)

An extended absence greeting is used when you plan to be away from the office for an extended period of time, such as on vacation or business travel.

EA Activated/Deactivated

Change EA Recording

Extended Absence Locations

Click on any of the links above to jump to that feature.

EA Activated/ Deactivated

The Activated/Deactivated button will show the current state of the Extended Absence greeting - tap the button to activate/deactivate. Once enabled, users are notified that the extended absence greeting is playing every time they log into their mailbox. This serves as an ongoing reminder to change the outgoing message to return to default.
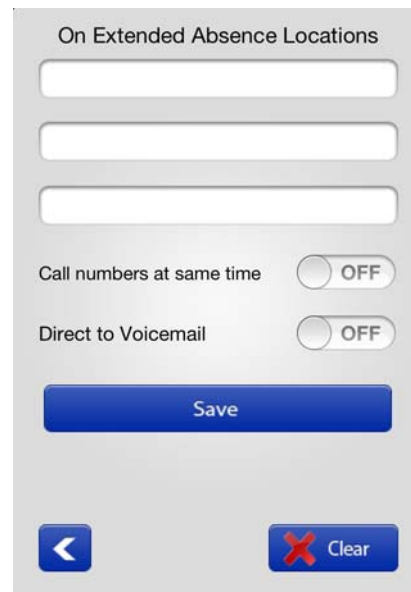
Change EA Recording   To enable this feature:

1. Tap **Change Recording**.

2. Record and Save an extended absence greeting to notify callers that you will be out of the office, or possibly unavailable for a set period of time - use dates whenever appropriate.

Extended Absence   1. Enter the Extended Absence locations (destination telephone numbers.)
Locations
2. Set the switches to dial and ring all numbers simultaneously or direct the call immediately to voice mail.

It is also possible to call all destination (follow-me) numbers at the same time, or direct the call immediately to voice mail.

Extended Absence   To change the Extended Absence greeting, tap **Change Recording**. From the
Greeting   recording screen, follow the steps below

1. Tap **Record;** press **Stop** when complete. (The **Record** button will toggle between functions.)

2. Tap **Play** to preview the message. Tap **Record** to re-record your voice mail greeting.

3. Repeat this process to record **Extended Absence** and **Busy** outgoing greetings.

Busy   The Busy greeting will only play when callers attempt to reach you via automated attendant. Direct calls to an extension, and are forwarded to voice mail will require special programming in order to notify IPMobility why the call is being forwarded (user is busy). Busy destination numbers may be set to call all destination numbers (follow-me) at the same time, or to direct the call immediately to voice

mail.

Change Name   Users may record a name to identify their mailbox to internal subscribers.

Change Password   Allows user to change mailbox password.

Default Location (desktop extension number recommended)   The default location is the default extension number.

Note: This setting is only used when the mailbox is dialed from the automated attendant.

If the number entered in "Default Location" is within the digit length parameters of an extension number, the extension value of the mailbox is updated and all auto attendant calls will be transferred to this number.

If the number entered exceeds extension number digit length, the system assumes the entry to be an outside number. When this occurs, the "Follow Me" destination of that mailbox is set to active and the destination number is updated.

Note: If a Personal Schedule has been enabled for your mailbox, calls that are forwarded to voice mail from your extension are not affected by this parameter.
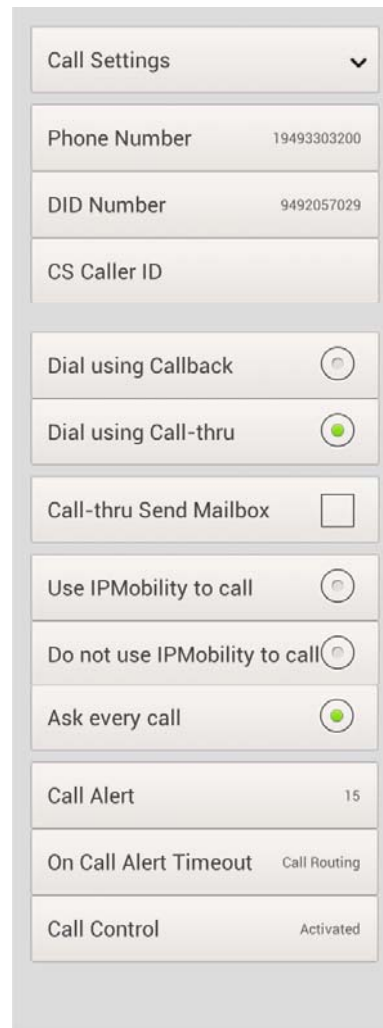
Do Not Disturb (DND)   You may select/deselect the DND check-box to activate/deactivate Do-Not-Disturb for the mailbox. When enabled, all automated attendant calls to that mailbox will go directly to the selected voice mail greeting, and the extension is not dialed.

Logout   Logout of the IPMobility Application.

Setup Wizard   This allows first-time system users to establish a new mailbox via IPMobility. Follow the system prompts to setup password, recorded name, and default greeting. (See "Mailbox Setup Wizard" on Page -101)

Call Settings

Phone Number	This is the telephone number of the mobile device. This is also the number that is used when using the "Make Call" feature.
Direct Inward Dialing Number (DID)	This is a specially assigned Direct Inward Dialing number of the voicemail pilot so that the Call-thru feature uses to access IPedge phone services. See your system administrator for this telephone number.
Dial using Callback	Select this option to have the IPedge system call the mobile device first, ask for confirmation by pressing **1** or **#,** then dial the destination number.
Dial using Call-thru	Select this option to have the mobile device call the destination number using the IPedge system without user confirmation.
Call-thru Send Mailbox	

	Note: Use this function with the Call-thru feature, only if Calling Party Identification is NOT being sent from your mobile device or is unsupported by the service provider for the IPedge.
Use IPMobility to call (Android ONLY)	Select this option if you want IPMobility to always intercept outbound dialing and route through IPedge.
Do not use IPMobility to call (Android ONLY)	Select this option if you never want IPMobility to be used exclusively for outbound dialing.
Ask Every Call (Android ONLY)	Select this option if you wish to have the IPMobility Application display a notification that it should be used for every call.
Call Screening	Select the time in seconds to wait for Call Screening operation. If 0 is specified, Call Screening is deactivated. Please see Incoming Calls.
Call Control	Tap it to toggle Activate and Deactivate the Net Server Call Control. It can be activated when using Follow Me, and all calls to the desktop phone will be immediately forwarded to the voice mail so that Follow Me operations starts immediately. It is strongly recommended to ring the desk phone in Follow Me setting. Otherwise, the call may not be taken from the desk phone. To use this feature, the PDN of the telephone and the mailbox number must be the same.
New Message Notification	

Table 8: Notifications

Android	iPhone
This will enable the automatic message notification in the notification bar on the Android phone. If disabled, the "New Message" indicator will display on the "Messages" page. **Note:** Enabling "Message Notification" (push notification) will set the IPMobility Application to periodically poll the IPedge for new messages, which may decrease the battery standby time.	When the IPMobility App is installed these options can be found under Settings > Notifications > IPMobility > Badges, Sounds, Banners.

Incoming Calls   IPMobility has two options for handling incoming calls.

When Call Alert is activated, the smartphone is notified when the call is routed to the mailbox. The following options are presented to the user, and the user can select the action. Call Alert has the precedence over Follow Me operation which may be activated after Call Screening times out.
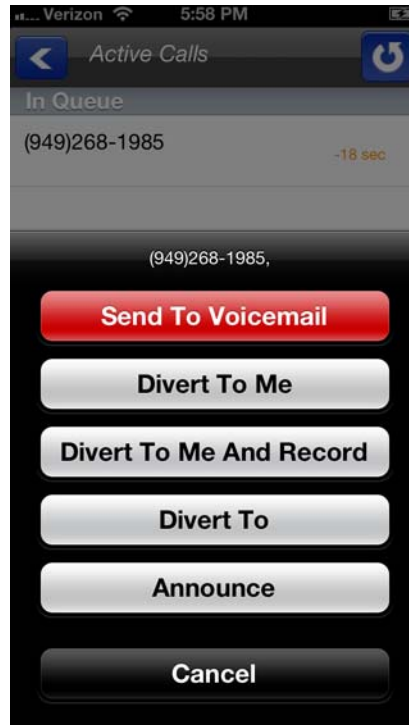
Send to Voicemail   The call is immediately sent to the mailbox so that the caller can leave a message.

Divert to Me   The call is routed to the smart phone to take the call.

Divert to Me and Record   The call is routed to the smart phone to take the call and start recording the conversation.

Divert To   Route the call to the specified destination.

Announce   Play the announcement "Please Hold" to the caller. The announcement can be changed by recording Acknowledge announcement.

The other option is the Follow Me.

If it is active in the mailbox, when a caller dials the office extension from an automated attendant, or the extension timed-out and the caller was sent to voice mail, the call will immediately ring on your mobile device, and the DID if the IPedge system will be displayed. The call may be answered or ignored.

The Caller ID notification may display one or two seconds after the initial ring[1].

Table 9: Answering Incoming Calls

Android	iPhone
1. Answer the incoming call 2. Tap the IPMobility icon in the notification bar, *or* 3. Select **Home** button and select IPMobility, or press and hold the home button	1. Answer the incoming call or tap the banner 2. To open the app, tap the notification or swipe down to open the notification screen 3. Alternately, if the app is already running, double-tap the Home button and switch to IPMobility *Notification settings may be changed in Settings > Notifications > IPMobility*

In Call menu the following screen will display when a call is answered, or when the app is opened after call is answered.
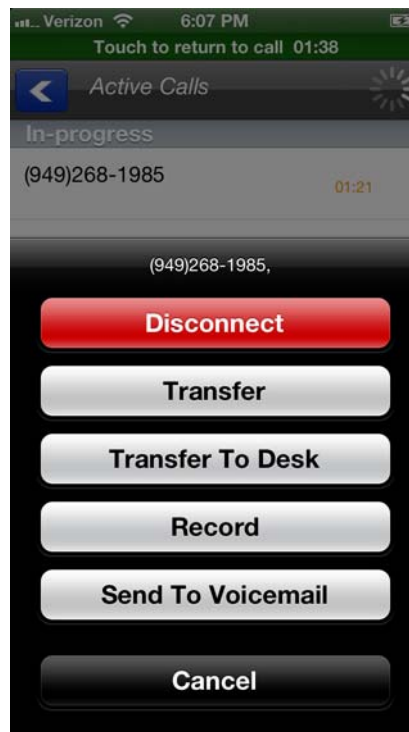
Transfer

1. This function requires simultaneous voice and data capability from the mobile carrier. "Simultaneous voice and data" refers to the ability to access the internet while talking on the mobile device. Some carriers do not support this service; contact your system administrator to confirm if your phone supports notification or pop-up notification.

Transfer the call to another phone number.

Note: Some CDMA-based carrier plans may not support the **Call Transfer feature**

Transfer to Desk

Transfer the call to your office desk. (See Transfer)

Record/Stop Record

Start/stop recording of the conversation.

Send to Voicemail

Send the call directly to your voice mailbox.

Disconnect

This will disconnect the current call.

Settings	⌄
Phone Number	7145551212
DID Number	9495551212
Dial using Callback	✓
Dial using Call-thru	
Call-thru Send Mailbox	

Callback   To use the Callback feature:

1. Select the [Call] tab.

Note: Android handsets may use the default dialer Application and choose to complete the action using IPMobility; Apple iOS phones do not support this feature.

2. When Call screen opens, enter destination number or select a number from the address book and press dial.

The following call flow example assumes that "Ask Every Call" was set

1. A popup screen will display the option to use IPMobility or the phone for dialing.

2. Select IPMobility.

3. After a few seconds the mobile device will receive a call back from the host IPedge system.

4. When the incoming call is answered, IPedge will automatically dial the destination number.

5. Once the call is connected the same options are available as "Call Screening" (press the IPMobility notification in the notification bar to access if not displayed.)

Call-thru   To use the Call-thru feature:

1. Select the [Call] tab

Note: Android handsets may use the default dialer Application and choose to complete the action using IPMobility; Apple iOS phones do not support this feature.

2. Enter a destination number on the call screen or select a number from your address book and press dial.

The following call flow example assumes that "Ask Every Call" was set.

1. A popup screen is presented asking whether to use IPMobility or the phone for out dial

2. Select IPMobility

3. IPMobility will dial the specified number to reach the IPedge and then the destination number.

Once the call is connected you have the same menu options as described above.

Transfer   Transfer the call to another extension of telephone number.

Note: CDMA carrier-based plans (such as Verizon and Sprint) may not support the **Call Transfer feature**

Android: While on a call, tap the status bar

iPhone: While on a call, switch to or open the IPMobility App and the screen will display automatically.

Fax Capabilities 11

This section describes how to:

- Send faxes from your desktop
- Redirect fax messages
- Automatically send faxes to a printer

Sending a Fax from your desktop

Fax allows you to send faxes directly from your desktop by using the "print" option from any Microsoft® Windows® program. This functionality is an optional service and you must have the Fax Driver installed. Contact your System Administrator to find out if you have this capability and whether the fax driver is installed.

Note: Fax is supported on Windows XP Professional, Vista Business and Windows 7 professional.

1. Launch the Fax application, accessible from your Start menu, under TAIS > Messaging Fax Driver. Once launched the icon will appear in your System Tray.

2. Navigate to the program your document is created in (for example MS Word) and open the document you wish to fax.

3. Select File > Print from the program's menu bar, and from the printer dialog box select the MessagingFax option from the Printer Name drop-down.

4. The Fax dialog screen (web-based) will open. Complete the following fax sending information.

Address Book icon

Note: To use the Address Book, Microsoft Outlook must be installed on the client PC. If you do not see the address book icon, you need to install the latest version of Java Virtual Machine from java.sun.com. Contact your system administrator.

Recipient   You can enter recipients in one of three ways:

- Manually enter name, fax number, and/or email in the available text boxes.
- Select from your Outlook contacts by clicking the address book icon and selecting Outlook Contacts from the drop down box.
- Select from the internal address book by clicking the address book icon and selecting internal contacts from the drop-down box (see "Setting up the Internal address book" on page 125 on how to add members to this list).

My Info
- This section asks you to input your name, company name, phone number, fax, email address, date, and number of pages of the fax. This information will be used in the fax cover letter if you choose to send one.
- This section will also show you the size (in kilobytes/KB) of your fax.

- Check "Keep user settings on this computer" if you wish to save this information for future faxes.

Options
- Check the "send cover page" check box to input content to be sent in a cover page.
- "Fax quality" allows you to select Standard or Fine resolution.
- If you have a long distance sending code, enter it in the account code field.
- "Billing code" allows you to track internal codes (e.g., codes assigned to different clients) which you can later view through the fax log for reporting purposes.
- "Request CSID" is an additional security feature which allows you to input the CSID you expect the receiving fax to send back. The fax will be transmitted only if this code is received back from the receiving fax.

Server Info
- Obtain the server address from your System Administrator.
- "Username" refers to your mailbox number.
- "Password" refers to your numeric mailbox password.
- Check "Keep user settings on this computer" if you wish to save this information for future faxes.

5. Once you complete the form, select the "Send fax" button and a confirmation page will display. From this page you can view the queue and the log.

- "Queue" allows you to view all faxes you have in the queue and their status (number of tries, any error messages). From this page you can resubmit a fax if an error was encountered as well as delete a fax from the queue.
- "Log" allows you to view details of past faxes you have sent. From this page you can also view a copy of your fax.

If you have access in your organization, you may also view queue and log information through Web Access.

Note: Faxes sent to an email address will be sent as a TIFF (image) file. Faxes sent only to an email address will not display in the Queue or Log files

Setting up the Internal address book

The internal address book allows you to store fax recipient information directly on the server. To set up the internal address book you must have access to Web Access.

1. Log into Web Access
2. Select Mailboxes > Fax > Fax Contacts from the drop down menu.
3. From this screen you can input new contacts

Fax options

1. Log into your Personal Administration page.
   Contact your System Administrator for the IP address and log in instructions.

2. Select Mailboxes > Fax. The following options display:

   Fax Settings

   Fax Contacts

   Fax Log

   Fax Queue

   Cover Information

Fax Settings   The details for each of the settings is explained below.

- **Busy/Err Delay** – Number of minutes to wait between attempts when faxing out, if the previous attempt failed because of a busy signal or a transmission error.

- **No Answer Delay** – Number of minutes to wait between attempts when faxing out, if the previous attempt failed because of no answer.

- **Retries** – Total number of attempts to transmit a fax.

- **No. of rings before No Answer** – Number of rings before a fax call times out.

- **Incoming Format** – The format of the fax document that will be sent as an attachment to an email. Select between TIF or PDF. This field also applies to the format of the faxes sent as an attachment to the fax verification email when sending outbound faxes.

- **Personal CSID (Identification Phrase)** – The CSID, both for outgoing faxes and incoming faxes, transmitted for this mailbox.

Incoming Faxes   • **Accept Incoming Faxes Y/N** – This option allows you to select whether to receive or deny faxes. If you select not to receive faxes, this mailbox

	will not receive any faxes unless there is a Fax DID defined in the mailbox properties. In this case the fax will only be accepted if the call was received on the Fax DID number of the mailbox. This is to minimize spam faxes to non fax users.
Fax Confirmation	**Outgoing faxes** – This field defines the type of confirmation the user will receive for outbound faxes. The confirmation will be sent as an email to the email address defined in Mailbox-Email Settings under the send mail frame.

- Deactivate: No email confirmation.
- Successful Only: Notification will be sent only if the fax transmission was successful.
- Failed Only: Notification will be sent only if the fax transmission failed.
- All: Notification will be sent for every fax attempt, both successful and failed.

Auto Print	**Active** – Select this box if you wish to have all faxes automatically sent to a printer. Requires that auto print service is running on a Windows machine on the local office network. **Printer Name** – Select the printer name you wish the faxes to print to from the drop down list.
Fax Contacts	This list is used by the Printer driver (clicking on the Phone Book Icon).
Fax Log	Record of past Faxes sent using the printer driver.
Fax Queue	Displays any faxes currently being processed.
Cover Information	Cover page Information (entered when printing a fax). You can use this page to maintain cover page information that is used when sending a fax from your desktop.

Redirect fax messages

Depending on your organization's licensed features, you can check if you have fax messages in your message box. The system will tell you how many faxes you have and will allow you to redirect all of them at once to a fax machine for printing, or review them one by one to redirect to a fax machine.

1. Call the voice messaging system and select **1 3** from the subscriber's menu.
2. Press **1** to redirect all faxes to a fax machine or press **2** to review each fax one by one and decide if you wish to redirect to a fax machine.
3. Once you make your selection of the faxes you wish to have redirected to a fax machine, the system will prompt you to enter in the phone number of the fax machine to which you wish to redirect the faxes to; then press **#**.
4. Press **1** to send to the fax machine; press **2** to enter a different number.

This page is intentionally left blank.

IPedge Enterprise Manager

12

This chapter familiarizes you with the Toshiba IPedge® Enterprise Manager, a web-based system administration tool which allows users to manage communication devices using a web browser.

The user may access the IPedge system to personalize telephone settings, retrieve information and remotely activate/deactivate phone features. The following features may be performed using this application.

As a Super EMPA user, you can manage the following functions for normal users that are assigned to you. Check with your System Administrator your user level (Normal or Super User).

- Key/Button programming
- Name changes
- Do-Not-Disturb (DND)
- List in Directory
- Distinctive Ringing Patterns
- Phone Settings
- Call Forward – Activate/Deactivate call forward
- Speed dial
- One-touch
- Display Dial Code
- Display Advisory Message
- Preferences
- Account Codes

Note: Not all of the features listed here may be available; feature availabliity depends on user access limits established by the System Administrator.

Prerequisites

The IPedge System Administrator may assign different user levels.

- Check with your System Administrator your user level (Normal or Super-user)
- Log in path/URL for the Web
- Security Code (password) – By default password assigned by your System Administrator

Log In

1. Start Microsoft Internet Explorer.

2. Enter the appropriate URL address field (check with your System Administrator). The Enterprise Manager screen displays.

3. Enter the following:

User Name: Extension Number

Password: Extension Number (default)

Note: This screen may also have a Server Name field depending on your extension. You must know your Server name if your extension is in multiple servers or if your extension number is the same as another extension number in a different server. Check with your System Administrator for your server name.

4. Set the time to remain logged in in the Session Timeout pulldown list

5. Click Submit

To change your Security Code/ Password

1. Select the Preferences tab.

2. Check "Change Password".

3. Enter a password in the New Login Password field confirm it.

4. Click the Save icon

Log Out

Click on the Logout tab on the upper right of the screen.

Home

Using the Home screen, you can do any of the following functions. The buttons that display on this screen is based on the your telephone - 10 button or 20 buttons.

- Set Distinctive ringing patterns
- Assign new keys or change keys
- Change button labels
- Change the display name
- List your name in the directory
- Turn Do Not Disturb (DND) on or off
- Activate/Deactivate Follow Me
  To set up Follow Me button, right click the button, then select Voice Mail > Follow Me.
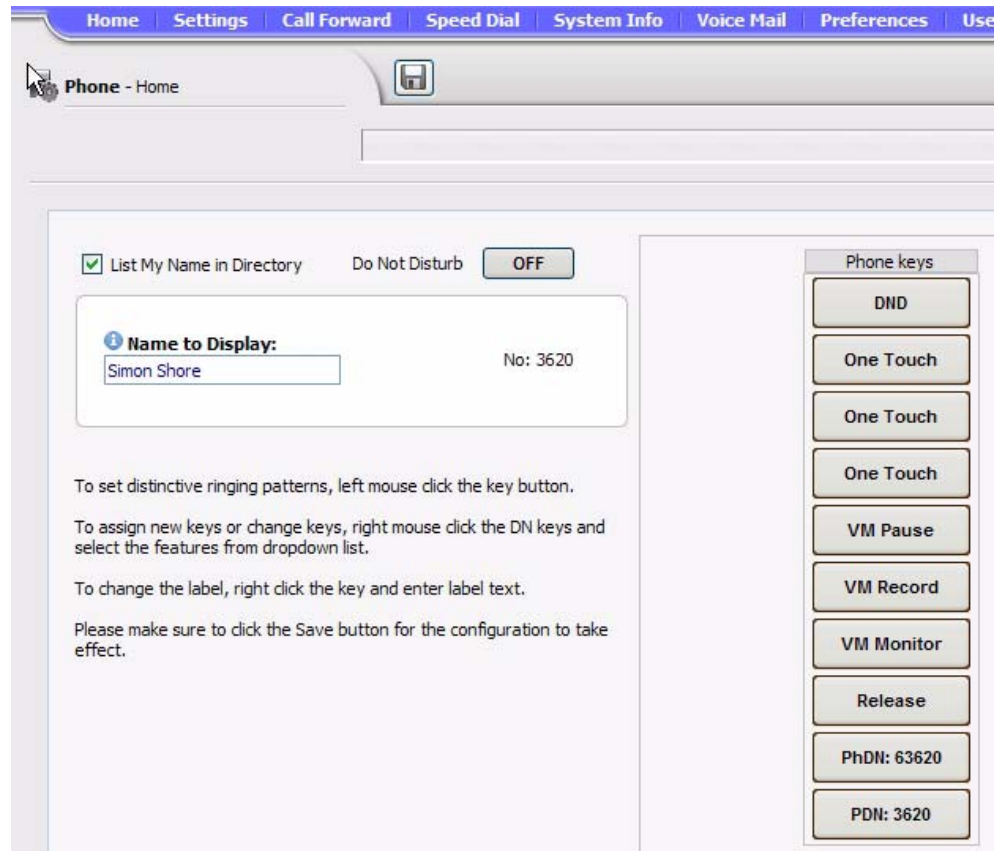
Keystrip Labels

The Feature Key or Button assignments enable each button on the telephone to be addressed and coded to represent a function or feature to be performed. The telephone button layout on the screen will look like the telephone connected to this extension. Some feature buttons require additional parameters to completely define the key (e.g., a Phantom DN needs a directory number, ringing assignment, and the tone pitch when ringing occurs).

1. From the Home screen, right click on the key and enter the label.

2. Click the desired option from the panel that displays.

• Directory No (displays only when logged in as a Super User) – Assign a Primary DN key, Secondary/Phantom DN, Phantom DN Message Waiting, or DSS key to this Key.

• Features – Assign Automatic Busy Redial (ABR), Automatic Call Back (ACB), Do Not Disturb (DND), Short Flash, Long Flash, Privacy, Privacy Release, BGM Key, DSS Key, Program, Account Code, Microphone Cut Off, and Application Starting are available selections.

• Call Control – Activate Speed Dial, Release Button, Release/Answer, Cancel, Source Party, Destination Party, CLID or Night Transfer are available selections.

• Call Forward – Set Call Forwarding assignments for this FB. Forward All Calls, Forward Busy, Forward No Answer, Forward Busy No Answer, Forward Ext/All Call, Forward Ext/Busy, Forward Ext/No Answer and Forward Ext/Busy No Answer and PhDN Message Waiting are available selections.

• Park Page – Assign Call Park Orbit, All Paging, Group Paging, All Emergency Paging, Individual Emergency Paging and Paging Answer Feature access are available selections.

• Call Pickup – Assign FB to a Pickup-Group, Pickup-Directed Terminal, Pickup-Directed Group, Pickup-Directed DN, Pickup-Any External, Pickup-CO Retrieve, Pickup-Local Retrieve, Pickup-Remote, Pickup-Directed DN Retrieve and Pickup-On Hold and Incoming.

• Voice Mail – Enable button to Record or Pause/Resume Voice Mail.

• ACD – Assign FB as either Log In/Out, Available/Unavailable, Work Unit, ACD Help, ACD PickUp, End WrapUp, Join ACD Call, Monitor ACD Call, Start/End Shift, or Display status.

• One Touch – One Touch buttons can be used for storing frequently used features or dialed numbers. Assign and Submit a button as a One Touch button. Once the One Touch button is created, double click the button to enter the programming dialog box.

• Blank – Clear button assignment.

DND Activating

When you activate Do Not Disturb (DND), internal and external calls do not ring your telephone. Callers may be blocked and receive DND busy tone when they call your telephone; or, calls will call forward busy or no answer depending on how many appearances of your extension button are on your telephone. You can continue to make calls normally when in the DND mode.

Your telephone dial tone will sound a stuttered tone when in the DND mode. Stuttered dial tone can be turned off from the Basic Settings screen by disabling Message Waiting & DND Dial Tone.To activate DND on your Telephone

1. From the Home menu, click DND under the Phone Key. The DND default is Off.

2. Change the Do Not Disturb button to ON.

3. Click Save.

One Touch Buttons

One Touch buttons can be used for storing frequently used features or dialed numbers, such as Speed Dial numbers. One-touch buttons can be preassigned to your telephone – your System Administrator can help you identify them.

If you do not have a One Touch button, but you have an available Programmable Feature Button, you can convert the Programmable Feature Button to a One Touch button. Once you have created a One Touch button, you can change the function by using the following procedure.

Changing a One Touch Button

1. Right click on the pre-programmed One Touch.

2. Select One Touch. The dialog box below displays.

3. Enter the digits or special buttons for the function to be dialed. You can include the following in the dial string:

   • Dial pad digits **0~9**.To program special characters, see Table 10 on Page 134.

   • A maximum of 32 characters.

- • Station and System Speed Dial index numbers can be entered. The Speed Dial index number will automatically dial out on the extension or Line programmed on the One Touch button with the associated Speed Dial index number.
- • Function buttons, except One Touch or a **Program** button.
- • Handset hooking (on-hook/off-hook) cannot be recorded.

4. Enter the key strip label, eg., Engineering Conference, Cell, etc. This label will display on your telephone.

5. Click OK, then the Save icon to save the entry.

Table 10: Special Characters

Entry	Meaning
∗+ **Hold**	Indicates "stop." The One Touch button blinks rapidly and stops the delivery of the remaining digits in the string until it is pressed again. Multiple "stops" can be programmed into one string.
∗ (1~9)	Pause (1~9) seconds. If you need to pause longer than nine seconds, enter additional pause escape sequences. For example, to insert a 17-second pause, enter **∗9∗8**. The display of a pause in the Speed Dial Number shows a "P" without specifying the duration. In this example, you would see "PP."
∗∗	**∗**
∗#	**#**

Example of Special Character Usage

To create a One Touch for Park and Page under one button, program the following sequence under the One Touch button.

CNF #33∗∗∗HOLD FB1 #30

CNF – puts the caller on hold and gets new dial tone.

#33 – code to park call

∗∗ – this special character outputs a single ∗ which will select an available orbit and display the selected orbit on the phone.

∗HOLD – This special character is a Stop. The dial string pauses and enables the user to view the selected orbit on the display. The dial string will restart from this point when the One Touch button is pressed again.

FB1 – gets new dial tone on the PDN

#30 – code for All Call Page which allows the user to page the location of the orbited call.

To Use a One Touch Button

On your telephone, press the labeled One Touch button.

Ring Tones

To set distinctive ringing

1. Left mouse click the key button. The Station key data dialog box displays.

2. Under Tone Pitch, enter the appropriate levels for External Pitch and Internal Pitch. See table below.

3. Click OK.

4. Click the Save icon to save settings.

Table 11: Internal and External Call Ringing Tones

Tone No.	Frequency and Cadence
01	500 Hz 1 sec. On, 3 sec. Off, repeat
02	1300 Hz 1 sec. On, 1 sec. Off, repeat
11	500/640 Hz 1 sec. On, 3 sec. Off, repeat
12	500/640 Hz 1 sec. On, 1 sec. Off, repeat
13	860/1180 Hz 1 sec. On, 3 sec. Off, repeat
14	860/1180 Hz 1 sec. On, 1 sec. Off, repeat
15	1300/1780 Hz 1 sec. On, 3 sec. Off, repeat
16	1300/1780 Hz 1 sec. On, 1 sec. Off, repeat
17	860/1180 Hz 0.5 sec. On, 1300/1780 Hz 3 sec. Off, repeat
18	860/1180 Hz 0.5 sec. On, 1300/1780 Hz 1 sec. Off, repeat

Settings

You can modify your telephone settings using Settings screen. You can click on the different tabs to access different telephone settings.

1. After you have entered the settings in the parameters.

2. Click the Save icon.

Note: Hover over the bubbles located above the parameters to read the flyover text for information to be entered in each field.
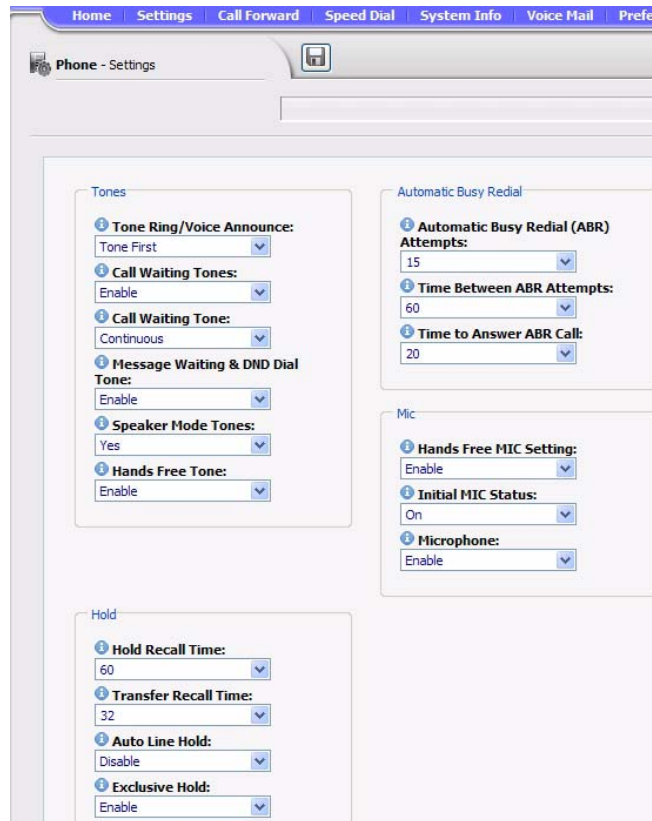
Call Forward

This screen has two parts:

- CF Internal Calls and Line Calls
- CF Direct Line Calls

CF Internal and Line Calls

This Call Forward option allows you to forward internal calls and outside line calls that come to your extension to another destination. The destination can be voice mail, another telephone extension connected to your telephone system or private network; or, an external telephone number connected through the public telephone network.

Definitions

1. Line calls are calls that come to your extension through the public telephone network lines. If your telephone has a direct line and the "CF Direct Line Calls" option is activated, direct line calls to your extension will forward to the "CF Direct Line Calls" destination – not to the destination set in this option.

2. Internal calls are calls that come to your telephone from the Attendant Console, other telephones and voice mail devices connected to your telephone system or telephone system private network.

3. Your telephone may call forward even if you do not activate it; this is because your system administrator has activated System Call Forward on your telephone.

CF Direct Line Calls

This Call Forward option allows you to forward direct line calls to another destination. When you activate this CF option, only line calls to your direct line telephone number will forward calls to the destination set in this option. Internal calls will not forward to the destination set in this option. The destination can be voice mail, another telephone extension connected to your telephone system or private network; or, an external telephone number connected through the public telephone network.

Definitions

1. Direct Line calls are calls that ring your extension when outside callers dial your direct line telephone number. They do not include internal calls from telephones that dial your extension number or outside line calls that ring multiple telephones on your telephone system.

2. When this option is activated, direct line calls forward to this destination and ignore the destination set in the "CF Internal and Line Calls" option.

3. Internal calls are calls that come to your telephone from the Attendant Console, other telephones and voice mail devices connected to your telephone system or telephone system Private Network.

4. Your telephone may call forward even if you do not activate it; this is because your system administrator has activated System Call Forward on your telephone.

This feature enables you to assign Call Forward (CF) destinations for each extension on your telephone that will override the telephone's System CF settings.

To set up Station Call Forward

1. Select Call Forward tab.The Call Forward screen displays.

2. Enter the appropriate fields.

   Note: Hover over the bubbles located above the parameters to read the flyover text for information to be entered in each field.

3. Click the Save button.

Table 12: Call Forward Internal Calls and Line Calls, CF Direct Line Calls

FIELD	DESCRIPTION
CF All Calls to **CF Busy to** **CF No Answer to** **CF Busy or No Answer to**	Call Forward Destination. The call forward destination is the telephone number that should be called when your telephone call forwards. The call forward destination can be: 1. Any extension number connected to your telephone system or telephone system private network. 2. The extension number of the Voice Mail device on your telephone system or telephone system private network. 3. Any external telephone number that you are allowed to dial from your telephone. When you forward calls to an external telephone number you must enter the outgoing line access code in the destination.Your telephone LCD will display EXTERNAL CALL FORWARD when set CF to an external telephone number. Example: If you want to forward calls to external number 5833700 and if you dial 9 to access an outside line, enter: 95833700 as the destination when you set CF to an external telephone number. If the number is a long distance number, you must enter 1+ Area Code before the other digits.
NA Timer (CF No Answer to)	This timer determines how long your telephone will ring before it forwards to the CF No Answer destination. The timer value is in seconds.
NA Timer (CF Busy or No Answer to)	If you telephone is not busy, this timer determines how long your telephone will ring before it forwards to the CF Busy/No Answer destination. The timer value is in seconds.

Table 13: Call Forward Direct Line Calls

FIELD	DESCRIPTION
CF Internal – CF All Calls to	When Call Forward All Calls is activated on your telephone, your telephone will not ring; all internal calls and incoming line calls will be sent directly to the CF All Calls destination. Note: If Direct Line Call Forward is activated on your telephone, calls to your direct line telephone number will not forward to this destination; they will forward to the direct line CF destination - if activated.
CF Internal – CF Busy to	When Call Forward Busy is activated and your telephone is busy on an existing call, new internal calls and incoming line calls will not ring your telephone; all new calls will be sent directly to the CF Busy destination. Note: If Direct Line Call Forward is activated on your telephone, calls to your direct line telephone number will not forward to this destination; they will forward to the direct line CF destination - if activated.
CF Internal – CF No Answer to	When Call Forward No Answer is activated on your telephone and your telephone receives internal calls and incoming line calls, your telephone will ring; if the call is not answered within a predetermined amount of time, the call will be sent to the CF No Answer destination. The amount of time your telephone will ring before it forwards is the amount of time set in the Ring No Answer timer. Note: If Direct Line Call Forward is activated on you telephone, calls to your direct line telephone number will not forward to this destination; they will forward to the direct line CF destination - if activated.

Table 13: Call Forward Direct Line Calls (continued)

FIELD	DESCRIPTION
CF Internal – CF Busy or No Answer to	When Call Forward Busy or No Answer is activated on your telephone and your telephone receives an internal call or incoming line call the following call forward operation occurs:
	If your telephone is busy on an existing call, new internal calls and incoming line calls will not ring your telephone; all new calls will be sent directly to the CF Busy or No Answer destination.
	If your telephone is idle, your telephone will ring; if the call is not answered within a predetermined amount of time, the call will be sent to the CF Busy or No Answer destination. The amount of time your telephone will ring before it forwards is the amount of time set in the Ring No Answer timer.
	Note: If Direct Line Call Forward is activated on you telephone, calls to your direct line telephone number will not forward to this destination; they will forward to the direct line CF destination - if activated.
CF Direct Line Calls – CF All Calls to	When Direct Line, CF All Calls is activated on your telephone, and you receive a call on your direct line telephone number, your telephone will not ring; the call will be sent directly to the CF All Calls destination.
	Notes:
	1. Internal calls will not forward to the direct line destination. Internal calls only forward to the "Internal Call and Line Call" destinations.
	2. Your telephone may forward even if you do not activate Call Forward; this is because your system administrator has activated System Call Forward on your telephone.
CF Direct Line Calls – CF Busy to	When Direct line CF Busy is activated and your telephone is busy on an existing call, new calls to your direct line telephone number will not ring your telephone; direct line calls will be sent directly to the CF Busy destination.
	Notes:
	1. Internal calls will not forward to the direct line destination. Internal calls only forward to the "Internal Call and Line Call" destinations.
	2. Your telephone may forward even if you do not activate Call Forward; this is because your system administrator has activated System Call Forward on your telephone.
CF Direct Line Calls – CF No Answer to	When Direct Call CF No Answer is activated on your telephone and your telephone receives a call to your direct line telephone number, your telephone will ring; if the direct line call is not answered within a predetermined amount of time, the call will be sent to the CF No Answer destination. The amount of time your telephone will ring before it forwards is the amount of time set in the Ring No Answer timer.
	Notes:
	1. Internal calls will not forward to the direct line destination. Internal calls only forward to the "Internal Call and Line Call" destinations.
	2. Your telephone may forward even if you do not activate Call Forward; this is because your system administrator has activated System Call Forward on your telephone.

Table 13: Call Forward Direct Line Calls (continued)

FIELD	DESCRIPTION
CF Direct Line Calls – CF Busy or No Answer to	When Call Forward Busy or No Answer is activated on your telephone and your telephone receives an internal call or incoming line call the following call forward operation occurs:
	If your telephone is busy on an existing call, new calls to your direct line telephone number will not ring your telephone; all new direct line calls will be sent directly to the CF Busy or No Answer destination.
	If your telephone is idle, your telephone will ring; if the direct line call is not answered within a predetermined amount of time, the call will be sent to the CF Busy or No Answer destination. The amount of time your telephone will ring before it forwards is the amount of time set in the Ring No Answer timer.
	Notes:
	1. Internal calls will not forward to the direct line destination. Internal calls only forward to the "Internal Call and Line Call" destinations.
	2. Your telephone may forward even if you do not activate Call Forward; this is because your system administrator has activated System Call Forward on your telephone.

Speed Dial

Your telephone must have Station Speed Dial numbers enabled by your System Administrator to provide the Station Speed Dial feature. You can have a maximum of 100 Station Speed Dial Numbers (up to 32 digits each) assigned to each station. Only the Speed Dial numbers that are assigned to you by your System Administrator appear on this screen.

1. Select Speed Dial tab.The Station Speed Dial screen displays.

2. Select the row/number to program.

Note: Hover over the bubbles located above the parameters to read the flyover text for information to be entered in each field.

3. Click the Save button.

System Speed Dial

All telephones in your system can share a list of up to 800 System Speed Dial numbers under the exclusive control of the System Administrator. In some cases, System Speed Dial enables you to reach numbers that you would not be allowed to dial directly from your telephone. System speed dial is a view only screen.

System Info

This is a view only screen.

Display Advisory Messages

Advisory messaging enables you to store an informative message for LCD telephones that call your telephone. This is view only under System Info.

Voice Mail

You can modify your Voice Mail settings using this screen.

1. Make the appropriate changes.

2. Click the Save button.

Using this menu, you can make changes to the following:

- Change the Message Waiting light for the mailbox.

- Time zones in which the user normally uses the mailbox.

- Change your voice mail password.

- Click on the Question bubble for Help information relating to the different parameters.

- Call Screening

- Follow Me

- Set up the mailbox to make wake-up calls

Account Code

Account Codes can be used for a variety of reasons including billing, tracking, and line restriction applications. Account Codes are assigned in the system as a fixed length (default is six digits) and are recorded by the system, along with the details of the calls, which can be printed on a Station Message Detail Recording (SMDR) report.

The list of accounting codes that can be verified is limited to 800. Each code entered may be flagged whether it is to be used for verification prior to the call be placed or whether it is used for changing the restriction level for that call or both.

Table 14   Account Code Data

FIELD	DESCRIPTION
Account Code	Enter the code to be used as a valid accounting code that the user will be expected to dial. The Registered Digit Length (FB02) must be greater than or equal to the Verified Digit Length (FB01). Possible values: 4~15 (default = 6)
DRL	This option allows a station user change the DRL assigned to the station (in Prg.200/260 etc.) by dialing an account code. The DRL of the an account code will be applied to a call when this Verified Account Code is entered. Possible values: 0~16 (default = 0) Notes: If 0 is set, the DRL of the station will not change when the station dials the account code - in this case the DRL set for the station in Prg 200/260 etc. will be applied to the call even if the station dials the account code. 1f 1~16 is set, the DRL of the station will change to the DRL selected here when the station dials the account code - in this case the DRL set for the station in Prg 200/260 etc.will be overridden to the call.

Table 14   Account Code Data

FIELD	DESCRIPTION
FRL	This option allows a station user change the FRL assigned to the station (in Prg.200/260 etc.) by dialing an account code. The FRL of the an account code will be applied to a call when this Verified Account Code is entered. Possible values: 0~16 (default = 0) Notes: If 0 is set, the FRL of the station will not change when the station dials the account code - in this case the FRL set for the station in Prg 200/260 etc. will be applied to the call even if the station dials the account code. 1f 1~16 is set, the FRL of the station will change to the FRL selected here when the station dials the account code - in this case the FRL set for the station in Prg 200/260 etc. will be overridden to the call.
Network COS	This Network COS will be applied to a call when this Verified Account Code is entered. Possible values: 0~32 (default = 0)

Preferences

Using this screen you perform the following functions:

Select the Phone display language

Enterprise Manager display language

Enterprise Manager Color scheme

Email address to be displayed

Enter the Remote Call Forward / DND password

Change your Enterprise Manager User access password

Meeting

Using EMPA, you can access the Meeting application.

Note: Using Enterprise Manager, the System Administrator should first create a Moderator account for Meeting.

1.   Log into EMPA as a user.

2.   Select Applications > Meeting. You have access to all Meeting functions. Refer to the IPedge Meeting Audio and Web Conferencing User Guide or Help for procedures on using the Meeting application.

EMPA Super User

The EMPA Super Users can administer certain functions that are allowed, on their own telephones and the allowed functions on the telephones in their 'other EMPA users' list.

1. Select the **EMPA** tab. See following screens.

2. Select the "**Manager another DN**" button.

3. Select the user you want to manage.

4. A dialog box displays, "Do you wnat to exit the current user and switch to use ..."

5. Click **OK**.

Index