



IP Telephone and Messaging User Guide

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VIPedge-UG-VE

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CP01, Issue 8, Part I Section 14.1

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Introduction

This guide describes the Toshiba IP5000-series telephones and various other user operations for applications that are integrated with the VIPedge solution.

Organization

This guide is divided as follows:

- **Chapter 1 – The Grand Tour** is an overview of the telephones supported by the VIPedge system.
- **Chapter 2 – The Basics** covers the basic operations of the IP5000-series telephones
- **Chapter 3 – Feature Operations** covers the details about the IP5000-series telephone's advanced features.
- **Chapter 4 – Messaging Features** contains user instructions for the basic Messaging features.
- **Chapter 5 – Greetings** has procedures for the Message Greeting functions.
- **Chapter 6 – 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 7 – Enterprise Manager Personal Administration** 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!	<i>Calls attention to important instructions or information.</i>
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 bottom up. 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.

Conventions	Description
“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.
➤	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 VIPedge solution.

- VIPedge General Description
- VIPedge Installation Manual
- VIPedge Feature Description and Implementation
- IP5000-Series Telephone Quick Reference Card
- Unified Communication Clients User Guide (for sections on Call Manager)

Important! This document may contain references to features that are for future implementation.

Toshiba offers the IP5131-SDL, IP5531-SDL, and the IP5631-SDL telephones with the VIPedge solution.


The IP5131-SDL telephone offers a built-in gigabit ethernet switch allowing the telephone to autosense the network speed, 10/100/1000Mbps. The 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 IP5131-SDL and IP5631-SDL telephones are available with LCD backlight. However, the IP5531-SDL telephones do not have the backlight. To change the backlight settings, refer to [Chapter 3 – Feature Operations](#).

Table 1 IP Telephones for the VIPedge Solution

Description	Image
20 Button with Electronic LCD Labels: <ul style="list-style-type: none"> • 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 <ul style="list-style-type: none"> • LCD programmable key strip with back light <p>Note: IP5531-SDL cannot connect to an ADM.</p>	

Telephone Overview

The illustration of the IP5x31-SDL 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 Buttons 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



The Fixed buttons are described below.

Table 3 Fixed Button Definitions


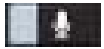





Button	Definitions
	<p>Message (Msg): When Msg LED flashes, press Msg to call back the station or voice mail device that activated the LED. This is the telephone's [PDN] message waiting button.</p> <p><i>Important! Red LED must be on in order for button to function.</i></p>
	<p>Microphone (Mic/Mute) 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. Led On = Mic On; Led Off = Mic Off.</p>
	<p>Speaker: Press to toggle the speaker ON/OFF. When red Speaker LED is lit handsfree communications is supported.</p> <p>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).</p> <p>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).</p>
	<p>Press and release the volume control bar to adjust volume levels.</p>

Table 3 Fixed Button Definitions (continued)

Button	Definitions
	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 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.

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.

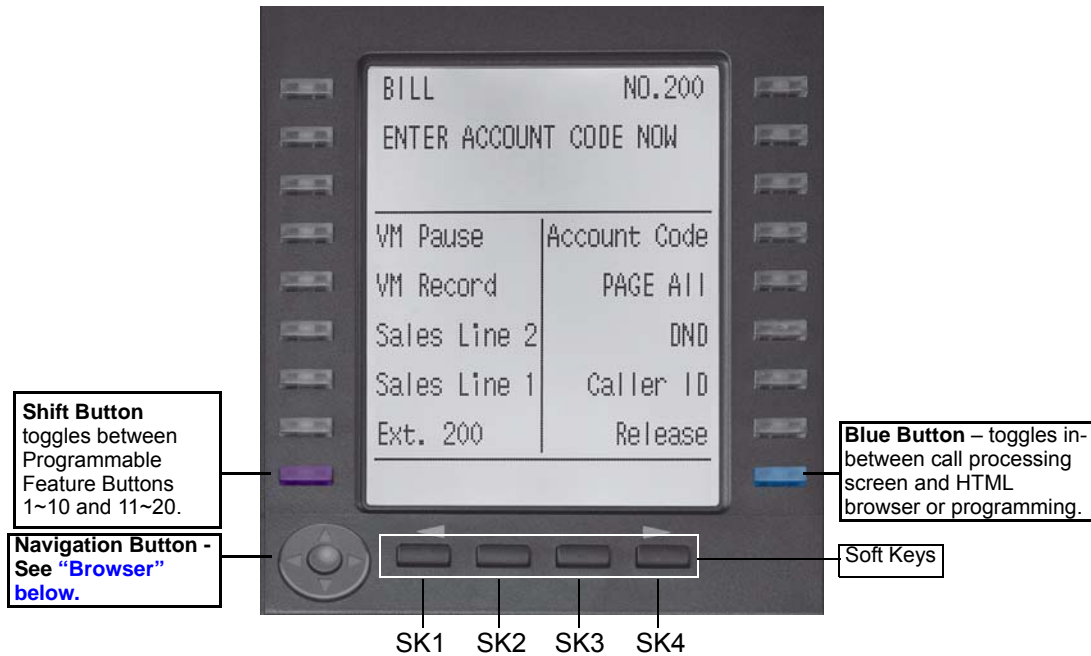
Line 3 will show information related to your telephone set: VM New/Saved messages, Call Forward, or if a certain feature is enabled on your telephone

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.

Line 9 will display the Soft Keys (See “Soft Keys” on page 11).



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 homepage setup that allows navigation to begin just like a homepage 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 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 webpage. 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.

Soft Keys

Softkeys (SK1 - SK4) refer to the four buttons directly below the LCD screen (shown above). 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.

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This chapter reviews the basic operations of the IP5131-SDL, IP5531-SDL, and the IP5631-SDL 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 ▲ to increase volume and Vol ▼ 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. You hear dial tone.
2. Press the Vol ▲ to increase volume and Vol ▼ 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 ▲ to increase volume and Vol ▼ 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). You hear beep tone.
2. Press Vol ▲ or Vol ▼ 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 ▲ or Vol ▼ 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 Hold+3+6+9 (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 softkey does not continue to change the setting. The softkey 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 backlight brightness for IP5131-SDL or IP5631-SDL

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

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 Sound.
3. Press Keybeep.
4. Select On/Off.
5. Press Set to set the option.
6. 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 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 Sound.
3. Room noise FB6 to Toggle ON = noisy room.
4. Press Set to set the option.
5. 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 is 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 dialpad, 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.
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

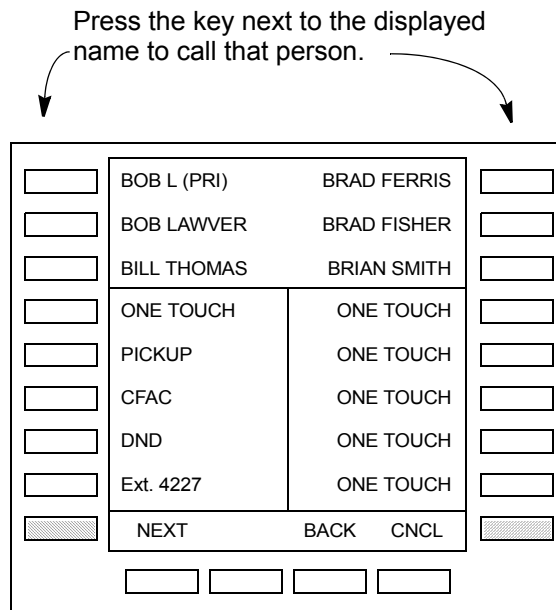
Dial = Cancel directory, get dial tone.

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.



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 feature 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 4 LED Indicators

LED	Your Station (Green)	Other Station (Red)
	Interval Rates	
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/sec- ond —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	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 AA)	4 pulses/second, 1/8 second On/Off	3/4 second on, 1/8 sec- ond Off
After disconnecting first call...	10 pulses/second	2 pulses/second
Conference	10 pulses/second	steady

Note: LEDs on the telephone flash at different speeds depending on the function performed. Flash rates listed in the table above.

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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.

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.

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.

1. While talking on a 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 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 can be up to 16 characters long. The system provides a number of predefined messages, shown in the table below. Message numbers 5~9 can be defined by your System Administrator.

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)
4	RETURN ON_____	Date (e.g., 10 20)
5		
6		
7		
8		
9		

Advisory Messages can only be set using the IP5000-series telephone. The preset advisory messages can be displayed using the Enterprise Manager Personal Administration (EMPA).

Set Advisory Message

1. Go off-hook or press your extension button to hear the 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 the EMPA.
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.

Call Forward

There are two types of Call Forwarding that you can set. One is System Call Forward (set in System Programming) which automatically directs calls to a predefined location, such as Voice Mail. See your System Administrator to determine or change your System Call Forward destination.

The other type is Station Call Forwarding. You can use Station Call Forwarding to replace your System Call Forward destination with a custom Call Forward setting made from your station. However, a Voice-first call will not be forwarded.

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

System Call Forward

System Call Forward directs calls to a destination preset by an Administrator for each telephone, commonly set to voice mail.

- To turn on System Call Forward for your telephone, press #620. Confirmation tone (three short tones) and display shows "DATA PROGRAMMED." This indicates the data is set.
- To turn off System Call Forward for your telephone, press #621. Confirmation tone (three short tones) and display shows "DATA PROGRAMMED." This indicates the data is set.

Station Call Forward

Station Call Forward enables you to assign Call Forward destinations for each extension on your telephone to override the telephone's System Call Forward settings. Each extension can be independently set up to Station Call Forward to a unique destination. You can set a Programmable Feature Button to perform any Call Forward function using Enterprise Manager Personal Administrator (EMPA) User Administration tool. Call Forward must be set prior to receiving the 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 to your station can be forwarded:

- Internal calls
- Auto Attendant calls
- Outside lines that ring only your station
- Transferred internal or incoming line calls

Station Call Forward Categories

You can set Call Forward for the following categories of calls. Within these categories, you can use five different types of Call Forward Settings (as detailed in the next section).

- **Call Forward Any Call** – Forwards any call, whether an internal call or incoming line call.
- **Call Forward - Incoming Line** – Forward incoming line calls only.
- **Call Forward Any Call - Set for Another Station** – Enables you to set forwarding of all calls for another telephone within your telephone system.
- **Call Forward - Incoming Line Set for Another Station**– Enables you to set forwarding of incoming line calls for another telephone within your telephone system.

Notes:

- Call Forward Any Call and Call Forward-Incoming line can be set simultaneously on a telephone. This allows incoming line calls to be forwarded to a different destination than all of the other types of calls.
- Call Forward destinations can be set to internal destinations or an outside telephone number.

Call Forward Settings

- **Call Forward All Calls** – Forwards all calls immediately.
- **Call Forward Busy/Do Not Disturb** – Forwards calls immediately when your extension is busy or in Do Not Disturb (DND) mode.
- In Tone-first systems with multiple lines, Call Forward Busy forwards calls only when all line appearances are in use. In Voice-first systems, Call Forward Busy forwards all calls any time your telephone is in use.
- **Call Forward - No Answer** – Forwards unanswered calls after a preset number of rings. The preset number of rings can be set on a per user basis.
- **Call Forward Busy/Do Not Disturb/No Answer** – Forwards all calls when you are busy, in DND mode or when you don't answer a call within a preset number of rings.
- **Call Forward Cancel** – Cancels the set Call Forward feature. Notice that each category of Call Forward has a different code for canceling.

Station Call Forward Procedures

You can register a Call Forward function by entering the button sequence as described or by programming a Programmable Feature Button to perform the sequence.

To use the Call Forward button sequence:

- Follow the instructions in [“Call Forward Examples” on page 29](#). Some features require additional input, such as:
 - **Dest. Ext. or Telephone No.** – Call Forward destination numbers can be internal extension numbers or outside telephone numbers. If the destination is an outside number, enter the access code used for dialing out (such as 9) + the telephone number + #. The telephone system accepts destination numbers of up to 32 digits.
 - **Timer** – Enter the number of seconds (08~60) your telephone should ring before forwarding the call. (This is the Call Forward-No Answer timer.)
 - **Call Forward Pass Code** – A four-digit Call Forward pass code can be set up by your System Administrator and will allow one station to activate the call forward setting for another station. Users must enter the Call Forward pass code for the station to be forwarded.

To program call forward button destination using the EMPA.

Login to your EMPA and select Call Forward to turn selections on and off. Select Home to program the button.

Call Forward Examples To set your telephone to Call Forward Busy-No Answer to an internal extension number:

- Press your extension button + #6041 + 3000# + 10
#6041 = Call Forward Access Code sequence
3000# = Internal Extension Number
10 = Ring time in seconds before Call Forwards

To set another telephone to Call Forward Busy-No Answer to an outside destination number after a set time:

- Press your extension button + #6042 + 1234 + 1111 + # + 9 + 1 949 5873000 + # + 08
#6042 = Call Forward Busy No Answer Access Code sequence
1234 = Other telephone's extension number
1111 = Call Forward Passcode for other telephone + #
9 = Outside Line Access Code
1 949 5553000 = 1 + **Area Code** + **Telephone Number**
= Must press after entering an outside destination number
08 = Ring time in seconds before Call Forwards

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 **SK NEXT** or Vol + ▲ for the next record; press SK PREV for the previous record.

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 5 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 3-1

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.

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 ID

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

You can conference together up to eight parties (including yourself). The actual number of conference parties with acceptable volume levels depends on the local and far end telephone line conditions.

The person who initiates the conference call is the Master. If, after the conference is established, the Master exits the conference, the first station to have been added to the conference becomes the Master.

Set up a Conference Call

1. While on a call, press Cnf/Trn. You hear a dial tone and your Line LED flashes green.
2. Call another station or outside line.
3. When the called party answers, press Cnf/Trn. If you receive a busy tone or no answer, press Cnf/Trn again to return to the original connection.
4. All parties are conferenced. If the second call was placed on a Line that appears on your telephone, the LED also flashes green.
5. Repeat steps 1~3 until all parties are added or the maximum number of parties is reached.
6. When the Master of the conference hangs up, the control is automatically transferred to the first internal station added to the conference call. If no other internal stations are included in the conference call, the call will be disconnected.

Note: An SLT or SIP station cannot be a Master for a conference call.

Transfer Conference Control

1. Complete Steps 1 and 2 above to add the line where you want to transfer conference control. See previous Note.
2. Announce the call and hang up to transfer it. This station now becomes the conference Master with the ability to add or delete parties.

Hold a Conference Call

If you are the Conference Master, press the Hold button once (or twice for Executive Hold) to place the conference call on hold. The other parties can continue with the conference. Music-on-hold is suppressed and your extension LED flashes green. You can rejoin the conference at any time by pressing your extension button. When you return, you retain Master status.

Adding Voice Mail to a Conference

The Conference Master can 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 (performed by Conference Master)

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 can continue to add conference members by pressing Cnf/Trn and dialing another extension.)

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

Supervising a Tandem Call

1. While talking on an outside call, press Cnf/Trn. You hear a dial tone. The extension LED flashes (conference rate).
2. Dial an outside telephone number.

3. After the party answers, press Cnf/Trn. The extension LED flashes (in-use rate) and all parties are conferenced.
4. If you receive a busy tone or if the station does not 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.

If your telephone company provides automatic disconnect supervision, the connection will release automatically when the parties hang up. If not, the lines must be supervised to be disconnected.

**Conference Add/Split/
Join/Drop**

If you initiate a conference with two or more parties, you can continue to add outside callers to conference; or you and another member of the conference can leave (Split) the conference for a private conversation. During this time, other conference members remain connected.

You can then Join both of you back into the conference, or you can Drop (disconnect) the member you are connected to. This feature is performed with Soft Keys if you have a LCD phone or with a Split button programmed on one of your Programmable Feature Buttons.

Important! You must be a conference master to perform the Add, Split, 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. While speaking to the incoming caller, press Cnf/Trn button.
4. Press the blinking DN 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. You can return both yourself and the other Split party back into the conference by pressing **JOIN**.

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 that you are talking to privately (the party which you have Split from the conference) will be disconnected (Dropped) and you will rejoin the conference.

If you are in a three-way conference and Split with one of the parties, the remaining party will essentially be “on hold” until you return to the conference.

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.

Enhanced 911

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

WARNING! You may NOT be able to contact emergency personnel by dialing 9-1-1 from a telephone or from Call Manager. Use an

alternate service, e.g., a mobile phone, to dial 9-1-1 if there is no dial tone; emergency personnel do not answer when you dial 9-1-1; or you reach the wrong emergency call center unless instructed otherwise.

Conference E911 Call

Further, by using the interrupt feature during monitoring, it is possible to form a three-party conference among the originator, the destination telephone, and the monitor telephone. Since there is the possibility that a handicapped person is making an emergency call through a facsimile or a modem, it must be avoided to affect the call including the pad value when the destination telephone answers the call.

If E911 terminates at the attendant console, the user can answer the call. If the destination of Internal Notification is either an IP telephone or attendant console, the line key flashes in green 10Hz when the telephone answers the notification and the user can monitor the conversation.

When the user presses the flashing line button, then the line key is lit in I-Use and the user can join the conversation. The attendant console user presses the Join button. The conference master in this case is the originator of the E911 call. When the internal notification destination disconnects or presses the Release or Cancel button, the internal notification is terminated. The E911 originator returns to the 2 way conversation with the trunk. If the E911 originator disconnects while being monitored or in conference, the call is released and the destination of internal notification will hear ROT.

If the destination of Internal Notification is an ISDN trunk (via a gateway), the user can only monitor the call but cannot join the conversation.

The destination of Internal Notification is the same as Emergency Call, and the system attempts to terminate the call to the first listed telephone in the emergency destination list. If the emergency call destination is busy or it does not answer for a certain time, the system attempts to terminate the call to the next listed telephone. When it is necessary to make Internal Notification for the attendant console, it must be explicitly set on the destination list.

Emergency Call

To make an emergency call, **dial #911** (system default) OR Access Code **+ 911**. This depends on off-hook preference set up for your telephone. This access code may be a prefix such as "6" or "2" before dialing 9-1-1. The system may also be programmed to dial 9-1-1 automatically without grabbing an external line.

Check with your System Administrator for the Access Code as this code may be different from the one used to dial an outside line.

WARNING! Depending on the system settings, you may not be able to contact emergency personnel by dialing 9-1-1 from a telephone or from a softphone such as Call Manager.

Dialing 9-1-1

Use an alternate service (mobile phone), to dial 9-1-1 if:

- No dial tone is present
- Emergency personnel do not answer

- You reach the wrong emergency call center (unless instructed otherwise)

For more information, please refer to the [Emergency Call](#) Feature Description.

Emergency Monitoring Station

Your system may have one or more IP telephones assigned as an emergency monitoring station. If your telephone has this assignment and a 9-1-1 emergency call is made, the system generates both visual and audible indicators signaling that an emergency call is being placed. The red base station LED indicator will flash simultaneously with the green LED Line button, and the system will emit a high-pitched warning tone. When the call is answered, this station may listen in and participate in the conversation.

Emergency call configuration settings are made by the system administrator using Enterprise Manager.

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 DN's (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

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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 can 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 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. Make your announcement then hang up.

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

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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.

Feature	Feature Access Code Sequences
Speed Dial (Dialing an SD number)	
Station ^a	Spdial^D + nnn nnn = 100~199 Station SD numbers
System ¹	Spdial² + 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 idle.
 - 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.	

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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

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Messaging Features

- 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 have:

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.

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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.
- **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.

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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 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.

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 and 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 feature provides telephone operation integration with the following capabilities.

1. Follow Me feature control button on the phone:
User can now 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 take the call from the cell phone and return to the office, the call can be easily handed off to the desktop phone by pressing the same button.
3. Status Indication:
The button has the LED to show 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.

Button LED	Description (continued)
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 when 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.

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 Admin.
4. "Net Server monitor" checkbox in mailbox email setting must be checked.

Setting up Follow me

1. Call the voice messaging system and select 3 1 2 2 from the subscriber's menu.
2. Enter a phone number (the call-out number), followed by #, the system will then repeat the number back for confirmation.
3. 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.

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 # to accept the call or * to reject the call and send it to voicemail.

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 # to accept the call.
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.

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.

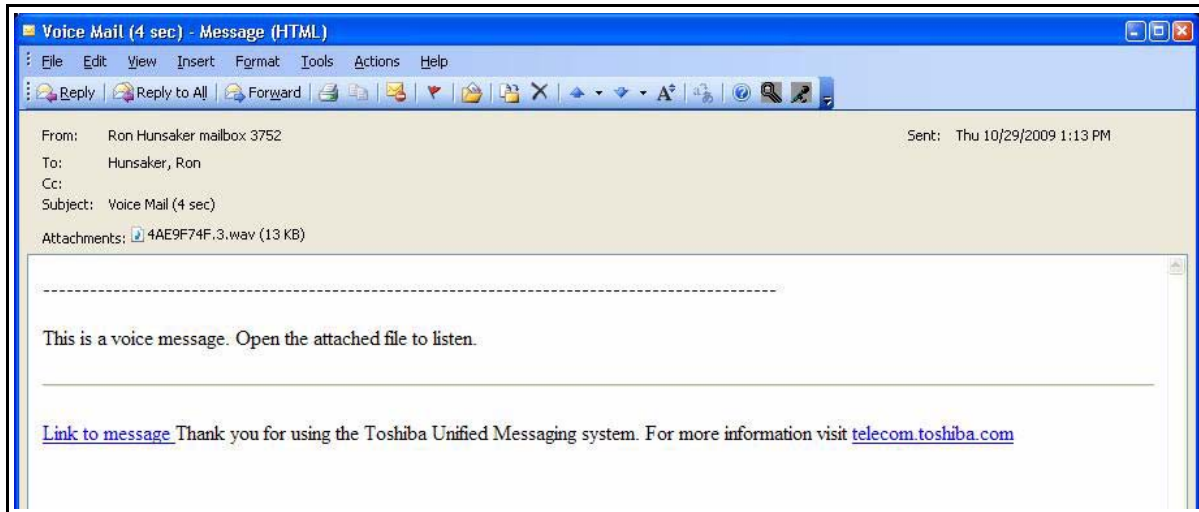
You can listen to your voice messages with any audio player and fax messages can be viewed with a standard image viewer. The subject line of voice and fax messages will include caller ID; voice messages will include the duration of voicemail (in seconds), while faxes will show fax sender and number of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

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Other Messaging Applications

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.



This chapter familiarizes you with the web-based Enterprise Manger Personal administration tool. You can manage your communication devices using a web browser from even remote locations.

The user can access the Telephone system to personalize telephone settings, retrieve information and remotely activate/deactivate phone features. The following are the phone features that can be performed using this application.

- Key/Button programming
- Name change
- 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: You may or may not have some of the features listed above. The availability of these features depends on your access as defined by your System Administrator.

Prerequisites

Your System Administrator can 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. 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 and confirm it.
4. Click the Save icon.

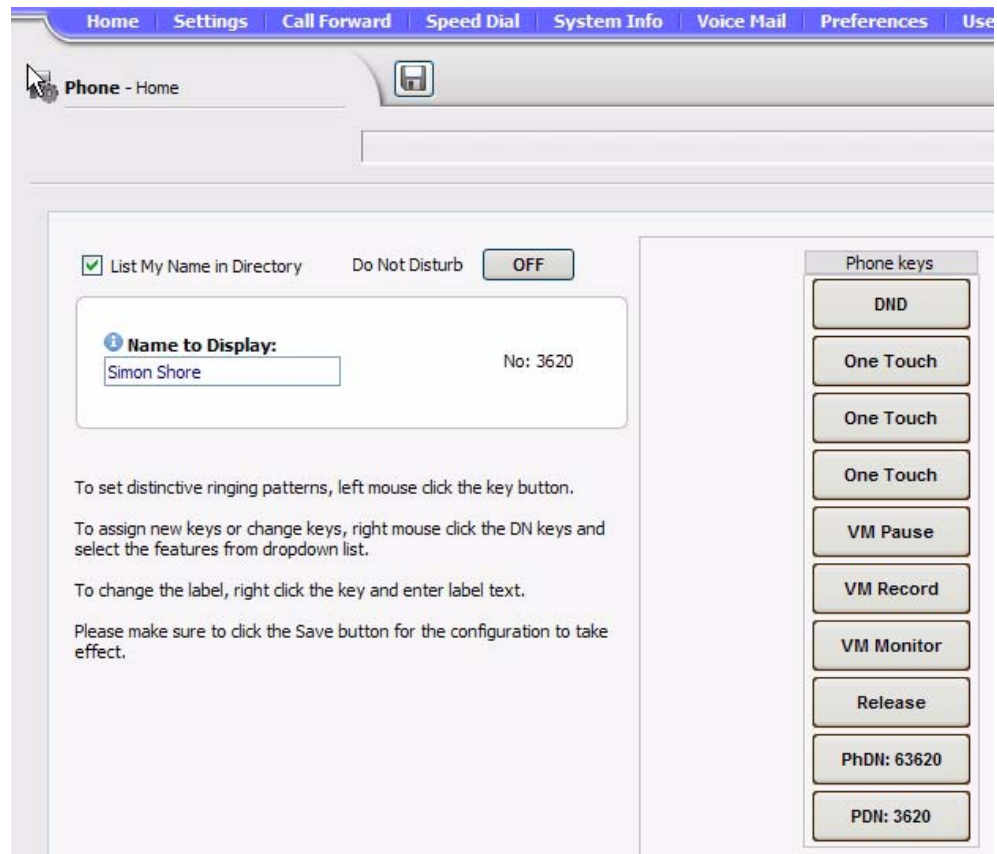
Log Out

Click on Log Out at the right corner 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



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.
 - 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.

The image shows a 'Station key data dialog' window. At the top, it says 'Key Feature: One Touch'. Below this, there is a section for 'One Touch Data' with a text input field. To the right of this is a list of 'One Touch Function' options: Mode: SK01, Page: SK02, Scroll: SK03, Feature: SK04, Msg: MSG, Mic: MIC, Spkr: SPK, Spdial: SPD, Redial: RDL, Cnf/Trn: CNF, Vol Up: UP, Vol Down: DWN, and Hold: HLD. The 'Hold: HLD' option is currently selected and highlighted in blue. Below the 'One Touch Data' field is a 'Flex Key' section with three rows: 'FK: 1', 'ADM: ADM1 1', and 'DSS: DSS1 1', each with an 'Add' button. At the bottom left is a 'Key Strip Label' text input field. At the bottom right are 'OK' and 'Cancel' buttons.

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 5 on Page 74](#).
 - 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 5: 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 6: Internal and External Call Ringing Tones

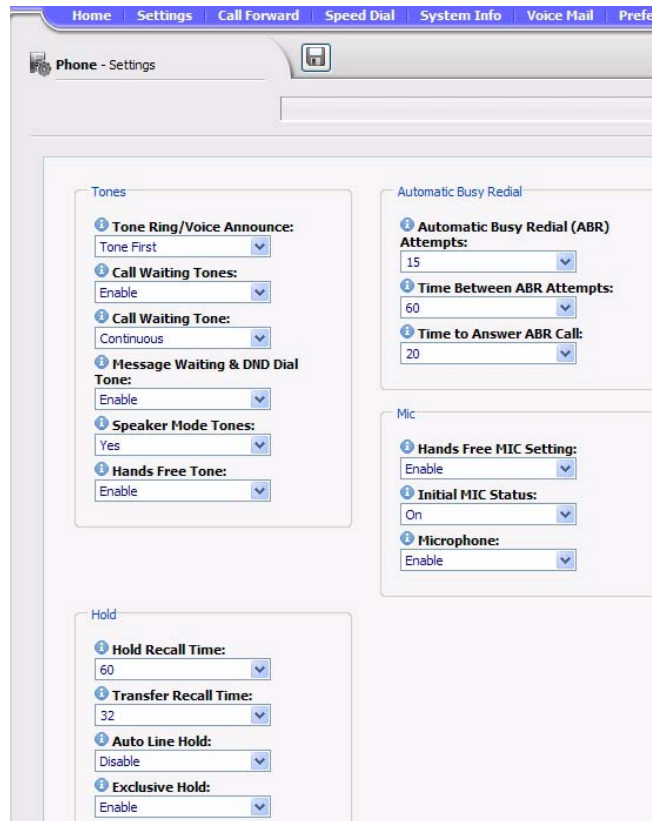
Tone No.	Frequency and Cadence
01	500 Hz 1 sec. On, 3 sec. Off, repeat
02	1300 Hz 1 sec. On, 1 sec. Off, repeat
11	500/640 Hz 1 sec. On, 3 sec. Off, repeat
12	500/640 Hz 1 sec. On, 1 sec. Off, repeat
13	860/1180 Hz 1 sec. On, 3 sec. Off, repeat
14	860/1180 Hz 1 sec. On, 1 sec. Off, repeat
15	1300/1780 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 7: Call Forward Internal Calls and Line Calls, CF Direct Line Calls

FIELD	DESCRIPTION
CF All Calls to	Call Forward Destination.
CF Busy to	The call forward destination is the telephone number that should be called when your telephone call forwards.
CF No Answer to	The call forward destination can be:
CF Busy or No Answer to	<ol style="list-style-type: none"> 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. <p>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.</p>
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 your 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 8: Call Forward Direct Line Calls

FIELD	DESCRIPTION
CF Internal – CF All Calls to	<p>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.</p> <p>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.</p>
CF Internal – CF Busy to	<p>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.</p> <p>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.</p>
CF Internal – CF No Answer to	<p>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.</p> <p>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.</p>

Table 8: Call Forward Direct Line Calls (continued)

FIELD	DESCRIPTION
CF Internal – CF Busy or No Answer to	<p>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:</p> <p>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.</p> <p>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.</p> <p>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.</p>
CF Direct Line Calls – CF All Calls to	<p>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.</p> <p>Notes:</p> <ol style="list-style-type: none"> 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	<p>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.</p> <p>Notes:</p> <ol style="list-style-type: none"> 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	<p>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.</p> <p>Notes:</p> <ol style="list-style-type: none"> 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 8: Call Forward Direct Line Calls (continued)

FIELD	DESCRIPTION
CF Direct Line Calls – CF Busy or No Answer to	<p>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:</p> <p>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.</p> <p>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.</p> <p>Notes:</p> <ol style="list-style-type: none"> 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. Also, it shows the flexible access code list with its 130 entries.

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.

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 9 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. If 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 9 Account Code Data

FIELD	DESCRIPTION
FRL	<p>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.</p> <p>Possible values: 0~16 (default = 0)</p> <p>Notes:</p> <p>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.</p> <p>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.</p>
Network COS	<p>This Network COS will be applied to a call when this Verified Account Code is entered.</p> <p>Possible values: 0~32 (default = 0)</p>

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

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