

Enterprise IP Solutions

**Office**Serv™

ITP-5012L User Guide

*For iDCS 100 Release 2 / OfficeServ™  
iDCS 500 Release 2 / OfficeServ™  
and OfficeServ™ 7200*

# TABLE OF CONTENTS

|  |     |
|--|-----|
| <b><u>ABOUT THIS BOOK</u></b> .....                      | 1   |
| <b><u>THINGS YOU SHOULD KNOW</u></b> .....               | 2–8 |
| <b><u>ASSEMBLING YOUR KEYSET</u></b> .....               | 9   |
| <b><u>ITP-5012L SETUP</u></b> .....                      | 10  |
| Initializing the ITP-5012L .....                         | 10  |
| IP Setup Menu .....                                      | 10  |
| Menu Structure .....                                     | 11  |
| Navigating the Menus .....                               | 12  |
| Setting the Network Parameters .....                     | 12  |
| <b><u>OUTSIDE CALLS</u></b> .....                        |     |
| Making an Outside Call .....                             | 16  |
| Dialing from the Outgoing / Incoming Menu .....          | 17  |
| Dialing the Most Recent Outgoing / Incoming Number ..... | 17  |
| Making Calls from the Call Log .....                     | 17  |
| Answering a Call .....                                   | 17  |
| Universal Answer .....                                   | 18  |
| Recall Dial Tone .....                                   | 18  |
| Sending a Flash .....                                    | 18  |
| Busy Line Queuing with Callback .....                    | 18  |
| Canceling Callback.....                                  | 19  |
| <b><u>INTERCOM CALLS</u></b> .....                       |     |
| Calling Other Stations .....                             | 20  |
| Dialing the Most Recent Outgoing / Incoming Number ..... | 20  |
| Answering Intercom Calls .....                           | 20  |
| Voice Announce Mode .....                                | 20  |
| Auto Answer Mode .....                                   | 21  |
| Busy Station Callback .....                              | 21  |
| Busy Station Camp-On .....                               | 21  |
| Calling your System Operator .....                       | 22  |
| <b><u>CALL PROCESSING</u></b> .....                      |     |
| System Hold .....  | 23  |
| Exclusive Hold .....                                     | 23  |
| Remote Hold .....  | 23  |

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|   |       |
|---|-------|
| Hold Recall .....                             | 24    |
| Consultation Hold .....                       | 24    |
| Retrieving Calls Held at Another Station..... | 24    |
| Transferring Calls .....                      | 25    |
| Transfer with Camp-On .....                   | 25    |
| Transfer to Voice Mail .....                  | 26    |
| Call Waiting.....                             | 26    |
| Conference Calls .....                        | 26    |
| Conference Splitting .....                    | 27    |
| Conference Groups .....                       | 27–28 |
| Forwarding Calls .....                        | 28-29 |
| Call Forward Options .....                    | 29    |
| Station Call Pickup .....                     | 29–30 |
| Group Call Pickup.....                        | 30    |
| My Group Pickup .....                         | 30    |
| Privacy Release .....                         | 30    |

## **DIALING FEATURES**

|   |    |
|---|----|
| Speed Dialing .....                           | 31 |
| Programming Personal Speed Dial Numbers ..... | 32 |
| One Touch Speed Dialing .....                 | 33 |
| Directory Dialing .....                       | 33 |
| Last Number Redial .....                      | 34 |
| Manual Retry with Redial .....                | 34 |
| Save Number with Redial .....                 | 34 |
| Automatic Redial/Retry .....                  | 35 |
| Pulse to Tone Changeover .....                | 35 |
| Memo Redialing .....                          | 35 |

## **PAGING AND MESSAGING**

|                               |    |
|-------------------------------|----|
| Making an Internal Page ..... | 36 |
| Making an External Page.....  | 36 |
| All Page .....                | 36 |
| Meet Me Page .....            | 36 |
| Call Park and Page .....      | 37 |
| Messages—Set and Cancel ..... | 38 |
| Returning Messages .....      | 38 |
| Programmed Messages .....     | 39 |

## **CONVENIENCE FEATURES**

|                      |    |
|----------------------|----|
| Do Not Disturb ..... | 40 |
| One Time DND .....   | 40 |
| Mute .....           | 40 |

|                                       |       |
|---------------------------------------|-------|
| Background Music .....                | 40    |
| Established Call Pick-Up .....        | 41    |
| Appointment Reminder/Alarm Clock..... | 41    |
| Door Phone Calls .....                | 43-44 |
| Executive/Secretary Hotline.....      | 44    |
| Group Listening .....                 | 46    |
| Account Codes .....                   | 46    |
| Locking Your Keypad .....             | 46    |
| Manual Signalling .....               | 47    |
| Off-Hook Voice Announce .....         | 47    |
| OHVA Block.....                       | 48    |
| OHVA Reject .....                     | 48    |
| In Group/Out of Group .....           | 48    |

## **CUSTOMIZING YOUR KEYSSET**

|                                  |    |
|----------------------------------|----|
| AME Password .....               | 49 |
| Auto Camp-On .....               | 49 |
| Select Ring Tone .....           | 50 |
| Change Your Passcode .....       | 50 |
| Set Answer Mode (Intercom) ..... | 51 |
| Set Answer Mode (CO) .....       | 51 |
| Automatic Hold.....              | 51 |
| Headset Operation .....          | 52 |
| Hot Keypad.....                  | 52 |
| Key Confirmation Tone.....       | 53 |
| Rejoining a Page.....            | 53 |
| Ring Preference.....             | 53 |
| Auto Answer CO Calls.....        | 54 |
| Display Speed Dial Name .....    | 54 |
| Caller ID Review All .....       | 55 |
| Secure OHVA .....                | 55 |

## **DISPLAY FEATURES**

|                                   |    |
|-----------------------------------|----|
| Directory Information .....       | 56 |
| Call Log .....                    | 56 |
| Dial by Name .....                | 57 |
| Call Progress Displays .....      | 57 |
| Display Number Dialed .....       | 58 |
| Call Duration Timer .....         | 58 |
| Auto Timer .....                  | 58 |
| Timer Function .....              | 58 |
| Viewing Message Indications ..... | 59 |
| Personal Speed Dial Names .....   | 59 |
| Station Names.....                | 59 |

|                                |       |
|--------------------------------|-------|
| Managing Key Assignments ..... | 59    |
| LCR with Clear .....           | 60    |
| Backspace with LCR.....        | 60    |
| Text Messaging .....           | 60–61 |

## **CALLER ID** .....

|  |    |
|--|----|
| Selecting your Caller ID Display .....   | 62 |
| Viewing the Next Caller ID Call.....     | 62 |
| Saving the Caller ID Number .....        | 62 |
| Redialing a Saved Caller ID Number ..... | 63 |
| Storing a Caller ID Number .....         | 63 |
| Inquire Caller ID Park/Hold Info .....   | 63 |
| Reviewing Past Caller ID Calls .....     | 64 |

## **APPLICATION PROGRAM MENUS** .....

|                                     |    |
|-------------------------------------|----|
| PhoneBook.....                      | 65 |
| E-Diary .....                       | 65 |
| Message.....                        | 66 |
| Volume.....                         | 67 |
| Call Forward .....                  | 68 |
| Configuration .....                 | 68 |
| My Phone .....                      | 70 |
| Status Screen of the LCD Panel..... | 71 |

## **SVMi E-Series**.....

|  |       |
|--|-------|
| Accessing your Mailbox .....                         | 73    |
| SVMi E-Series Subscriber Services Menu Diagram ..... | 74–75 |
| Getting Started .....                                | 76    |
| Listen to your Messages .....                        | 76    |
| Subscriber Services Menu .....                       | 76    |
| Listening to Old or New Messages .....               | 77    |
| Group New or Old Messages .....                      | 78    |
| Record and Send a Message .....                      | 78    |
| Access Manager .....                                 | 79    |
| Personal Greetings .....                             | 81    |
| Mailbox Administration.....                          | 83    |
| Message Broadcast .....                              | 85    |
| Personal Services .....                              | 86    |
| Personal Administration Settings .....               | 87    |
| Keypad User Features .....                           | 88    |
| Shortcuts .....                                      | 90    |
| Interactive Displays .....                           | 90    |

## **PERSONAL SPEED DIAL NUMBERS** .....

# ABOUT THIS BOOK

Samsung's new OfficeServ technology keyset model ITP-5012L is part of the iDCS 100 Release 2, iDCS 500 Release 2, and OfficeServ 7200.

The ITP-5012L IP keyset represents a new concept of Internet phone, in that it uses an IP address to Send/Receive voice and data. For voice communications, the ITP-5012L uses the data network line already in place in most offices and increasing number of homes.

The ITP-5012L IP keysets also incorporate a large LCD screen, which provides important information for the user, to make using the keyset easier and more convenient.

Please take the time to study this guide and to become familiar with the operation of your keyset. Keep this guide handy, as you may need to look up instructions for infrequently used features.

This book is written based on factory default settings, for the feature access codes. Sometimes, due to programming requirements, these codes may be changed. If you find that a feature code does not work as described in this book, please contact your installation and service company to determine the correct code.

# THINGS YOU SHOULD KNOW

## USER ORIENTATION

The ITP model telephones are called “IP keysets”. The IP keyset incorporates buttons or “keys” that are used to access or activate the many features of your office phone system. The lower five buttons (ten total) that reside on either side of the Large Display screen are programmable buttons. This means they can be programmed for a specific function on your keyset and that same button can be something different on another keyset. See the system manager to get your most frequently used features assigned to your programmable buttons.

The top button on either side of the Large Display Screen scrolls through the various levels of the programmable button display screens.

Lines from the telephone company are “C.O. lines”. Calls on these lines are referred to as “outside calls”. Your system can have individual C.O. line buttons or lines may be assigned to groups. When they are in a group, you access a line by dialing an access code or pressing a route button. For example, dial 9 or press a “LOCAL” button to get a local outside line. If Least Cost Routing is used, pressing the “LCR” button will automatically select a preprogrammed C.O. line according to what digits are dialed. Each line in the system is numbered, beginning with 701, then 702, 703, etc.

Direct Station Selection (DSS) buttons are programmed to ring specific stations. You can press a DSS button instead of dialing the extension number.

The 5012L keyset provides distinctive ring patterns:

- Outside calls have a single ring tone repeated.
- Internal calls have a double ring tone repeated.
- Door phone calls and alarm/appointment reminders have a triple ring tone repeated.

## SPEAKERPHONE

All ITP keysets are speakerphones. Pressing the **SEND** button will answer an incoming call on the speakerphone. Pressing the **END** button will release the call on the speakerphone.

Switching from the handset to the speakerphone is easy. Press the **SPEAKER** button and hang up the handset.

## TERMINAL STATUS INDICATOR

The terminal status indicator light is positioned on the top right corner of the keyset above the display. The terminal status indicator is a tri-colored (red, green, and amber) light that provides greater visibility of your keysets status than the individual button LEDs. The terminal status indicator provides the following indications:

- Busy/Off Hook           Steady Red
- Intercom Ring           Flashing Red
- Outside Call Ring       Flashing Blue
- Recall Ring              Flashing Amber
- Message Waiting        Flashing Red
- Do Not Disturb         Fast Flash Red at 1 Second Intervals

## SELECT BUTTONS

The 5012L keysets incorporate twelve select buttons. These buttons are positioned six on either side of the LCD screen.

The top left and right buttons are used to access the various levels of the user screens. The 5012L has ten levels of programmable feature screens. By pressing the top left (**DOWN** arrow) you progressively increase the screen level number [**1-10**]. By pressing the top right (**UP** arrow) you progressively decrease the screen level number [**10-1**].

The remaining five buttons on either side of the display are programmable. There are ten programmable buttons per programmable feature screen, with the exception of the last screen, which has nine programmable buttons. The total programmable buttons per 5012L station is ninety-nine. Any system feature or function can be assigned to these buttons.

## VOLUME CONTROLS

The 5012L keysets use the **UP** and **DOWN** buttons to adjust the ringer volume while the keyset is ringing, the speaker volume while the speakerphone is in use and the handset volume while you are listening. These three levels will be stored in memory until changed. If background music is turned on at your keyset, the volume buttons will also control the level of music. The volume of pages heard through the speaker of a keyset can be adjusted during a page announcement by using the volume buttons. There are 16 levels for each volume setting. The volume of off-hook ring is controlled by a user-programmable setting.

## SCREEN BUTTON

The 5012L incorporates a **SCREEN** button. This button allows you to choose your keyset's idle screen display. The default is **CALENDAR**. The options are **STATION FIXED FEATURE** buttons (two levels), or **STATION PROGRAMMABLE** buttons (ten levels).

NOTE:

From the default **CALENDAR** screen:

- Press the **SCREEN** button once to access the **STATION PROGRAMMABLE BUTTON SCREEN #1**. Press the **DOWN** arrow associated with the top left soft key and you will advance to **STATION PROGRAMMABLE SCREEN #2**. Each additional press of the **DOWN** arrow will advance you through the screens, until you reach **SCREEN #10**. Press the **UP** arrow associated with the top left soft key to return to the previous screen. Each additional press of the **UP** button will move you back towards the main screen.
- Press the **SCREEN** button twice to access the **STATION FIXED FEATURE SCREEN #1**. Press the **DOWN** arrow associated with the top left soft key and you will advance to **SCREEN #2**.

## CONFERENCE BUTTON

The **CONFERENCE** button allows the user to set up a call with up to five parties (station or trunk).

## TRANSFER BUTTON

**TRANSFER** is used to send any call to another extension in one of two ways. You can do a screened transfer by informing the other extension who is calling or you can do a blind transfer without notification.

## HOLD BUTTON

The **HOLD** button maintains the call at your keyset, while enabling you to call other stations or consult coworkers in confidence.

## SPEAKER BUTTON

The **SPEAKER** button allows you to have a conversation from the keyset without lifting the handset.

## SCROLL BUTTON ASSEMBLY

The scroll button is actually a type of thumbwheel assembly. You may use it to scroll through the station screens. Rolling the **SCROLL BUTTON DOWN** (towards the navigation button) will advance you through the multiple **STATION FIXED FEATURE** and **STATION PROGRAMMABLE** button screens. Rolling the **SCROLL BUTTON UP** (towards the station display) will bring the cursor back towards the Main Screen. By scrolling up or down, you cause the cursor to move back and forth through the screens in the same manner as the **UP/DOWN** arrows on the top **SELECT BUTTONS** work.

## NAVIGATION BUTTON

The 5012L keysets incorporate a Navigation Button. This button is designed to assist the user in activating and using various station features, more easily. These features include Outgoing Call Log, Incoming Call Log, Speed Number Search, Call Forward Assign and Alarm Assign.

With the **NAVIGATION BUTTON**, the station user is no longer required to enter station level programming to activate these frequently used features. A few button presses and these features are activated.

The **NAVIGATION BUTTON** is divided into separate feature buttons. These buttons are described below.

- **MENU BUTTON:** This button displays the station feature main menu, which is configured in icons, so that the users can easily utilize various settings and helpful functions.
- **SEND BUTTON:** If the station is programmed for Enblock Dial Mode, when dialing an outside telephone number or internal station number, you must press the **SEND** button to initiate the call. This button is also used when reviewing recently received or called numbers and answering incoming calls. When reviewing recently received calls, continue to press the **SEND** button for more than 2 seconds and the last outside number called will be redialed. The **SEND** button operates as the **ANS** portion of the **ANS/RLS** button. An **ANS/RLS** button may be assigned to the station as a programmable button.
- **ENTER BUTTON:** This button is used to select a menu option, or to save changes made to a menu or submenu option.
- **DIRECTION BUTTON:** The **DIRECTION BUTTON** is the donut shaped ring, which surrounds the **ENTER** button. This button is used to navigate within the menus. There are directional arrows stenciled into this button, which indicate which direction the cursor will be moved.

Note that the **DIRECTION BUTTON** has four icons, at the top, bottom, left and right of the **ENTER** button. **These icons are used to navigate directly to particular programming options from the CALENDAR screen.**

Pressing the top (HOME) icon will take you directly to the Main Menu. The bottom (TONE) icon will take you to the Ring Tone/Volume Menu. The left side (MESSAGE) icon will take you to the Text Message Menu. The right side (PHONE) icon will take you to the PhoneBook Menu.

- **END BUTTON:** This button is used to disconnect a call after a conversation or to move to the initial screen.

The **END** button operates as the **RLS** portion of the **ANS/RLS** button. An ANS/RLS button may be assigned to the station as a programmable button.

- **CANCEL BUTTON:** This button is used to erase any characters or numbers entered by the dial button or to move to the previous screen.

After pressing the **MENU** button, use the direction button to highlight the desired menu icon. For multiple screen options, the **UP/DOWN** arrows at the either side of the top of the LCD may be used to scroll on a per page basis. Press **ENTER** to access that menu. To navigate within the menu, you may scroll to the desired option/function, dial the associated option function number or press the associated select button on either side of the display.

Press the **END** button to exit programming.

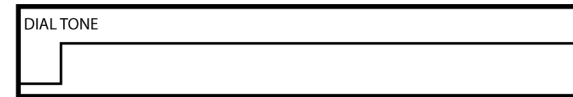
## FEATURE ACCESS CODES

This user guide is written based on the default access code for using system features. If the system numbering plan has been changed some of the access codes may not be correct. Your installing company can inform you the correct codes.

## SYSTEM TONES

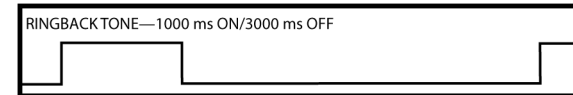
The system provides several tones to assist you. Some of these tones are already familiar to you.

Intercom Dial Tone—A steady tone that indicates you can begin dialing.



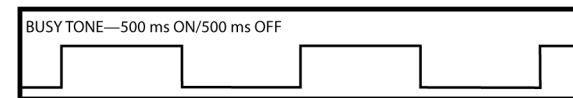
CONTINUOUS

Ringback Tone—Indicates the station you dialed is ringing.



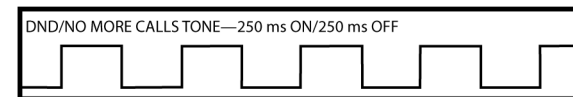
CONTINUOUS

Busy Tone—Indicates the station you dialed is busy.



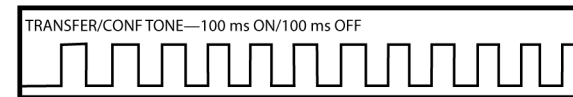
CONTINUOUS

DND/No More Calls Tone—Fast busy tone indicates the station you dialed is in the Do Not Disturb mode or cannot receive any more calls.



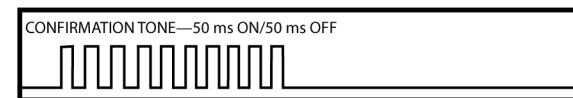
FOR TEN SECONDS

Transfer/Conference Tone—Indicates your call is being held and you can dial another party.



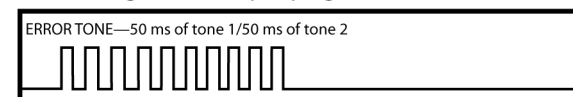
CONTINUOUS

Confirmation Tone—Very short beeps followed by dial tone indicate you have correctly set or canceled a system feature.



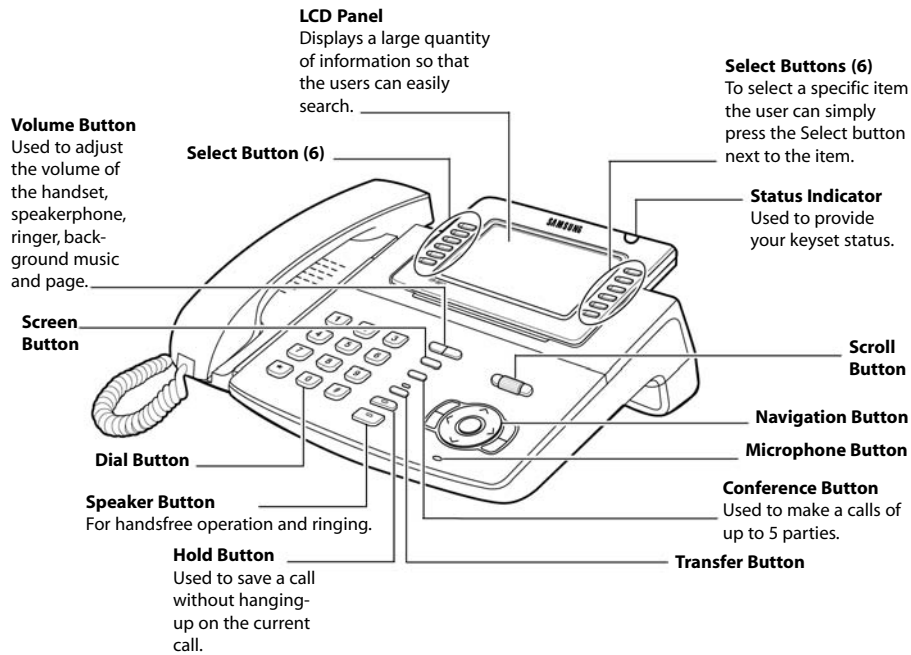
FOR ONE SECOND  
(programmable)

Error Tone—A distinctive two level beeping tone indicates you have done something incorrectly. Try again.




FOR THREE SECONDS

# ITP-5012L KEYSET



## ASSEMBLING YOUR KEYSET

- Place the keyset face down on a flat surface.
- Insert notched ends of the support bracket into the channels located in the upper section of the bottom panel. Push towards the top of the keyset to lock in.
- Plug the handset cord into the jack marked with the  symbol.
- Route the handset cord out the **RIGHT** side of the keyset as you look at it face down.
- Plug the eight-conductor **LAN** cable, from the wall, into the jack marked **LAN** on the back of the keyset.
- Plug the eight-conductor **PC** cable, from the PC, into the jack marked **PC** on the back of the keyset.
- Plug the power connector, from the power adapter provided, into the power jack on the back of the keyset.
- **OPTIONAL:** To connect a recording device, plug the device connector into the jack marked **REC** on the bottom of the keyset.

### IMPORTANT NOTE:

- Be careful not to connect the Network LAN cable into the PC connector of the phone.
- To prevent damaging the keyset, only use the Power Adapter that came with the 5012L keyset.



# ITP-5012L SETUP

## INITIALIZING THE ITP-5012L

Initially the ITP-5012L IP keyset will need to be setup to operate within the users network. The Setup Menu is also used to make changes to the keyset, in the event that the system information should change. The option chosen via scroll button will be highlighted.

The station numbers will be automatically set by the iDCS 100 Release 2, the iDCS 500 Release 2, or the OfficeServ 7200 system once the necessary information has been entered into the IP keyset. Enter ID and password of the server, as described below to register the phone.

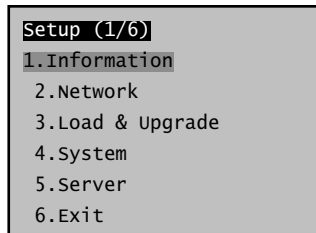
See your system administrator for specific Network and Server addresses. The addresses necessary to set up the ITP-5012L are:

- IP Address of Station
- Network Gateway Address
- IP Address of System's MCP
- User ID
- Password

As soon as the ITP-5012L IP phone is connected to the power supply, press the **MENU** button and the LCD displays the **SETUP OPTIONS SCREEN**.

## IP SETUP MENU

To enter the **IP SETUP MENU**, press the **MENU** button as soon as the ITP-5012L IP phone is connected to the power supply. Unplug the power from the ITP. Press and hold the **MENU** button while plugging in the power, then release the MENU button.



Once the **IP SETUP MENU** is displayed, you can move to each menu in the Set Up by using the navigation buttons and **[1]-[9]** dial buttons of the ITP-5012L IP phone.

- The **UP** and **DOWN** directions buttons in the navigation button assembly are used to move the highlighted bar up or down to the desired option.
- The **LEFT** and **RIGHT** buttons in the navigation button assembly are used to move the highlighted bar left or right, to the desired option, move to a sub menu and if a menu is at the last line, that menu option will be executed.

- The **[0]-[9]** dial buttons are used to directly choose a menu, or sub menu options.
- The **[ENTER]** button in the navigation button assembly is used when saving a modification.
- The **[MENU]** button in the navigation button assembly is used to display the IP Setup Main Menu.
- The **[END]** button in the navigation button assembly is used when canceling or editing the modification, or existing programming.
- The **[CANCEL]** button in the navigation button assembly is used to go back to the previous screen or to delete the last digit of a displayed option value.

## MENU STRUCTURE

The IP SETUP MENU is configured as follows:

### 1. INFORMATION

1. Version
2. Network
3. Load Option
4. MAC Address

(Note that Option 3 will be indicated only when setting the Manual IP)

### 2. NETWORK

1. Mode
2. IP
3. Netmask
4. Gateway

(Note that Option 2 will be indicated only when setting the Manual IP)

### 3. LOAD & UPGRADE

1. Load Option
2. Upgrade Program
3. Upgrade Bootrom
4. Format

### 4. SYSTEM

1. Password (Unused)

### 5. SERVER

1. Server IP
2. ID
3. Password

### 6. EXIT

# NAVIGATING THE MENUS

When programming within various menu options, information can be entered via the dial pad keys using [0]-[9] and [\*] dial keys, as well as utilizing the navigation button assembly.

The button used for editing and their features are summarized below.

| BUTTON               | FEATURES  |
|----------------------|---|
| Left and Right ..... | To move a cursor (highlighted area) or to erase what is entered.                            |
| Enter .....          | To save the current setting and end programming.  |
| End.....             | To cancel the current programming and return to the Main Menu.                              |
| Cancel.....          | To move back to the previous screen or delete the last digit of the displayed option value. |
| [*] .....            | To enter [,] between IP address fields.   |
| [0]-[9] .....        | To enter numerical values.  |

# SETTING THE NETWORK PARAMETERS

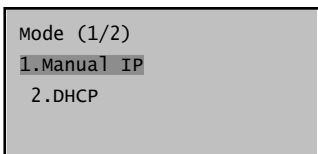
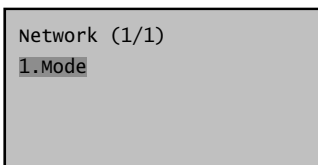
Utilize the following programming steps to program the ITP-5012L IP keyset to operate within the users network.

## Network Parameter Setup

From the Setup, Main Menu, select **[2. Network]** to set or modify the network parameters. The LCD will display the **Network (1/1)** screen.

Press **ENTER** and you will see the **Mode (1/2)** screen.

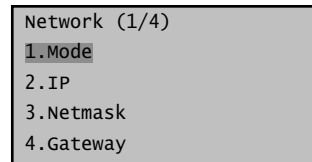
- If **[1. Manual IP]** is selected, the user must enter the IP address, subnet mask, and gateway value for the customer network that the 5012L resides on.
- If **[2. DHCP]** is selected, the IP address, subnet mask, and gateway value will be set to the default values automatically. (Choose this option only if a DHCP server is available on the local network).



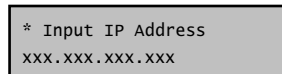
## Setting IP Manually

If **[1. Manual IP]** is selected the **Network (1/4)** sub menu will be displayed.

The user directly enters the IP address, subnet mask, and gateway, address as follows:

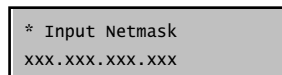


- If the **[2. IP]** menu is selected, the LCD will display the following message and the user can enter its IP address.



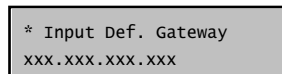
Check if there is any currently saved IP address of the phone on the LCD. If the IP address has not been set, the LCD displays nothing. The user can enter the IP address using [0]-[9] dial buttons and [\*] button can save that IP address by pressing the [Enter] button of navigation button assembly.

- If the **[3. Netmask]** menu is selected, the user can enter a new Netmask IP address.



Check if there is any currently saved subnet mask address of the phone on the LCD. If the subnet mask address has not been set, the display will show nothing. Press any dial buttons from [0]-[9] and [\*] button to enter the subnet mask IP address and then save that subnet mask IP address by pressing the [Enter] button of navigation button assembly.

- If the **[4. Gateway]** menu is selected the user can enter a new gateway address.



The user can check if there is any gateway IP address of the phone that is currently saved on the LCD. If the gateway IP address has not been set, the LCD will show nothing. Use any dial buttons from [0]-[9] and [\*] button to enter the gateway IP address and save it by pressing the [Enter] button of navigation buttons.

NOTE: In the [2. Network Menu], [1. Mode] option, when [2. DHCP] is selected the IP address, Netmask, and Gateway will not be displayed on the LCD.

## Load and Upgrade Set/Modify

The third item [3. Load & Upgrade] sets or modifies the IP phone's software version. Use extreme caution when upgrading the keyset.

Select the [3. Load & Upgrade] item and move to the lower level. The screen below is displayed.

1. Load Option  
2. Upgrade Program

Item not visible in the first screen:

3. Upgrade Bootrom  
4. Format

In the [1. Load Option] item, move to the lower level and select [2. File System].

Each of the items [2. Upgrade Program] and [3. Upgrade Bootrom] are used for upgrading program and bootrom. Set the IP of the TFTP server you wish to upgrade and press OK.

The [4. Format] item is used for deleting all programs and data except bootrom.

CAUTION: For engineering purposes only. The format option should not be used unless instructed by an Authorized Samsung Engineering or Technical Support Representative.

## Authentication Server Related Set/Modify

The fifth item [5. Server] sets or modifies settings related to the authentication server. Select the [5. Server] item and move to the lower level. The screen below is displayed.

1. Server IP

You can set/modify the IP address of the authentication server at the [1. Server IP] item. The screen below is displayed when you enter the item. The server IP is the IP address of the MCP2.

Input ServerIP  
xxx . xxx . xxx . xxx

You can confirm the current IP address of the authentication server at the LCD panel. The address is left blank if it is not set. Use the dial buttons from [0]-[9], and [\*] to set the IP address and press the [ENTER] button among the navigation buttons to save and exit.

\* Input Id  
xxxx

You must input the ID assigned to your ITP phone. See your phone system administrator to get this value. Press the [ENTER] button to save and exit.

\* Input Password  
xxxx

You must input the password associated with your ID. See your phone system administrator to get this value. Press the [ENTER] button to save and exit.

## Completion of Settings

Verify settings at the first item [1. Information] after setting all of the above items. Select the sixth item [6. Exit] to save all modified settings and reboot the ITP-5012L phone.

# OUTSIDE CALLS

**Note:** When making calls, internal or outside calls, in order to access the programmable button screens, press the **SCREEN** button. Then you can utilize either the **SCROLL** button or the **UP/DOWN** arrow (select) buttons on the display.

## MAKING AN OUTSIDE CALL

**IMPORTANT:** Put phone in **OVERLAP MODE:**

- Press the **MENU** button.
- Select **CONFIG** and then select **DIAL MODE**.
- Change it to **OVERLAP**. If your phone is not in **OVERLAP** mode you must always press the **SEND** button after dialing the digits to send the call.
- Lift the handset and press an idle outside line button, line group button or dial a line access code to receive dial tone—**OR**—press an idle outside line button, line group button or dial a line access code to receive dial tone through the speaker—**OR**—lift the handset and dial the Trunk Group access code or simply start dialing.
- Dial the telephone number or the Intercom number.
- Finish the call by replacing the handset. To disconnect a speakerphone call, press the **ANS/RLS** or **END** button.

NOTES:

1. You will receive No More Calls tone when you attempt to make a call and there is no button available for that line.
2. If Least Cost Routing is enabled on your phone system, this button may be labeled **LCR** or accessed by dialing an access code (usually 9).
3. If your system is programmed to require an authorization code before making a call, dial **\*** plus a valid code before selecting a C.O. line.
4. If your system is programmed to require an account code before making a call, press the **ACCT** button or dial **47** plus a valid bin number, press the **ACCT** button again and then select a C.O. line.

For more information on authorization and account codes, see your system administrator.

**NOTE:** If the Hot Keypad feature has been turned off, you must first lift the handset or press the **SPEAKER** button before dialing.

## DIALING FROM THE OUTGOING / INCOMING MENU

- From the station idle screen, press the **MENU** button and select **P-BOOK**.
- Select **DIALED Nos** or **RECEIVED Nos** from the submenu. These menus will store the last thirty calls made to and from the station.
- Press the select button on the display, associated with the number to redial or use the **DIRECTION** or **SCROLL** button to move the cursor to the desired number. Press the **ENTER** button to display the detailed information of the number.
- Press the **SEND** button to dial the number.

## DIALING THE MOST RECENT OUTGOING / INCOMING NUMBER

- Press the **SEND** button. The most recent call (Internal or External) to or from the station will be displayed.
- Continue to press the **SEND** button and the system will automatically dial the number for you.

## MAKING CALLS FROM THE CALL LOG

The Station Call Log displays the last outgoing station, and incoming trunk calls. The total number of calls that can be displayed is 60. You may redial any of these calls from the Call Log.

- Press the **SEND** button to display the first page of the **CALL LOG**.
- Use the **SCROLL** button or the **DIRECTION** button to navigate to the desired number. Use the **UP** and **DOWN** arrows, associated with the top left and right soft keys to advance and return through the **CALL LOG** Screens.
- When the desired number is highlighted, press the **SEND** button.
- The number will be automatically dialed.

## ANSWERING A CALL

- Lift the handset and you are automatically connected to the ringing call. *See Ring Preference under Customizing Your Keypad*—**OR**—press the **SEND** button to automatically answer on the speakerphone.
- While a call is ringing in, the display will indicate the type of call coming in (station number and name, trunk number and name, etc.)

NOTES:

1. If a call is flashing at your keyset but not ringing, you must press the flashing button to answer.

2. While a call is ringing in, press the **SCREEN** button to display the programmable button screen. This will enable you to view and invoke any of the station features that you may wish.

## UNIVERSAL ANSWER

Outside lines may be programmed to ring a general alerting device. To answer calls ringing this device, dial **67—OR—**press the **UA** button. This device can operate in any one of the six different ring plans.

NOTE: If the Hot Keypad feature has been turned off, you must first lift the handset or press the **SPEAKER** button before dialing.

## RECALL DIAL TONE

- Press the **NEW** button to disconnect your existing call, wait for dial tone and then make a new call on the same line.

NOTE: If this button does not appear on your keyset, the **FLASH** button may be programmed to recall dial tone.

## SENDING A FLASH

While on an outside call, press the **FLASH** button to send a flash to the telephone company. This is required for some custom calling features or CENTREX use.

NOTE: Flash is not available on an ISDN circuit.

## BUSY LINE QUEUING WITH CALLBACK

If you receive a busy signal when you are selecting an outside line, this means that the line or group of lines is busy.

- Press the **CALLBACK** button, if programmed, or dial **44**, you will hear confirmation tone.
- Press the **ANS/RLS** or **END** button.
- When the line becomes free, the system will call you back.
- Lift the handset or press the **SEND** button to answer, wait for dial tone and dial the telephone number or speed dial number again.

NOTES:

1. A callback will be canceled if not answered within 30 seconds. If you have set a callback, the cursor associated with the **CALLBACK** button will be solid black.
2. If the Hot Keypad feature has been turned off, you must first lift the handset or press the **SPEAKER** button before dialing.

## CANCELING CALLBACK

A callback will be canceled if not answered within 30 seconds. If you have set a callback, the cursor associated with the **CALLBACK** button, will be solid black.

To cancel a callback:

- Press the **CALLBACK** button, if programmed, or dial **44**. The display will show the callback details and an option to **CLEAR** the callback.
- Press the **CLEAR** button, or press the **HOLD** button. This will cancel the last set callback and display the next set callback, also with the option to **CLEAR**. This process is repeated until all callbacks are cleared from memory.

NOTE: If the Hot Keypad feature is turned off, you must first lift the handset or press the **SPEAKER** button before dialing.

# INTERCOM CALLS

## CALLING OTHER STATIONS

- Dial the extension number or group number.
- Wait for the party to answer. If you hear a brief tone burst instead of ringback tone, the station you called is set for Voice Announce or Auto Answer. Begin speaking immediately after the tone.
- Finish the call by replacing the handset or pressing the **ANS/RLS** button or **END** button.

### NOTES:

1. If you have a **DSS** button assigned to an extension or station group, you may press this button instead of dialing the number.
2. If the Hot Keypad feature has been turned off, you must first lift the handset or press the **SPEAKER** button before you begin dialing.

## DIALING THE MOST RECENT OUTGOING / INCOMING NUMBER

- Press the **SEND** button. The most recent call (Internal or External to system) to or from the station will be displayed.
- Continue to press the **SEND** button and the system will automatically dial the number for you.

## ANSWERING INTERCOM CALLS

- When your keyset rings, simply lift the handset—**OR**—press the **ANS/RLS** or **SEND** button to be connected to the calling station.
- Finished the call by replacing the handset or pressing the **ANS/RLS** or **END** button.

*See Ringing Preference under Customizing Your Keypad.*

## VOICE ANNOUNCE MODE

When another station calls you, your keyset will sound a brief attention tone and you will hear the caller's announcement.

- Press the **ANS/RLS** or **SEND** button to turn on the microphone and speak handsfree—**OR**—lift the handset to reply.
- To finish the call, replace the handset or press the **ANS/RLS** or **END** button.

NOTE: In order for C.O. calls to be answered handsfree, AUTO ANS CO must be set to ON.

## AUTO ANSWER MODE

When another station calls you, your keyset will sound a brief attention tone and then automatically answer the call.

- Your microphone and speaker are turned on and you can speak handsfree. For privacy, use the handset.
- To finish the call, replace the handset or press the **ANS/RLS** or **END** button.

NOTE: In order for C.O. calls to be answered handsfree, AUTO ANS CO must be set to ON.

## BUSY STATION CALLBACK

When you call another station and receive a busy signal:

- Press the **CALLBACK** button, if programmed, or dial **44**.
- When the busy station becomes free, your keyset will ring.
- Lift the handset or press the **ANS/RLS** or **SEND** button to call the now idle station.

### NOTES:

1. A callback will be canceled if not answered within 30 seconds. If you have set a callback, the cursor associated with the **CALLBACK** button, will be solid black.
2. If the Hot Keypad feature has been turned off, you must first lift the handset or press the **SPEAKER** or **SEND** button before dialing.

## BUSY STATION CAMP-ON

When you call another station and receive a busy signal but you do not want to wait for a callback:

### MANUAL CAMP-ON

- Press the **CAMP** button or dial **45**.
- The called station will receive off-hook ring tone repeated every few seconds and the cursor associated with the first available **CALL** button will flash black to indicate your call is waiting.
- Wait for the called party to answer.
- The called station must release its first call or place it on hold before answering your camp-on.

### NOTES:

1. If you receive No More Calls tone, that station has no available button to accept your call. Hang up or leave a message.

2. If the Hot Keypad feature has been turned off, you must first lift the handset or press the **SPEAKER** button before dialing.

### AUTO CAMP-ON

When you want to automatically camp on to a busy station without pressing the camp on button every time you call a busy station, you can set your phone for auto camp-on.

- With the handset on-hook, press **TRANSFER** and then dial **110**.
- Dial **081** to turn **ON** auto camp-on or **080** to turn it **OFF**.
- Press **TRANSFER** to store your selection.

#### From the LCD:

- Press the **MENU** button.
- Scroll to **CONFIG** option and press **ENTER**.
- Scroll to **STATION ON/OFF** and press **ENTER**—**OR**—you may dial **0** and immediately enter the option.
- Scroll to **AUTO CAMPON** option. Press **ENTER** to change status.
- Press **CANCEL** to return to main configuration screen—**OR**—press **END** to return to idle screen.

## CALLING YOUR SYSTEM OPERATOR

- Dial **0** and press **SEND** button to call your system operator or group of operators.
- If you want to call a specific operator, dial that person's extension number.

NOTE: If the Hot keypad feature has been turned off, you must first lift the handset or press the **SPEAKER** button before you begin dialing.

## CALL PROCESSING

### SYSTEM HOLD

When you are connected to any call, press **HOLD**. The call will flash at the keyset. If this call appears on a line button at other keysets, it will flash at those keysets also.

- To take the caller off hold, press that button and the flashing LED will go steady again. Resume the conversation—**OR**—press the **HOLD** button. The flashing LED will go steady again and you will be connected to the call again. Resume the conversation.

NOTE: While on a call, pressing a line button, route button or flashing **CALL** button will automatically put your first call on hold and connect you to the new call. [See \*Automatic Hold under Customizing Your Keypad\*](#).

### EXCLUSIVE HOLD

To place an outside call on hold at your phone so that other users cannot get it:

- Press the **HOLD** button twice. The call will flash on your keyset and this line will show a steady indication on other keysets.
- To retrieve the call, press the flashing line button or press the **HOLD** button a third time.

NOTE: Intercom calls will always be placed on exclusive hold.

### REMOTE HOLD

When you wish to place a call on hold at another station.

- Press **TRANSFER** and dial the station number (or press the appropriate **DSS** button)
- Press the **HOLD** button. This will place the call on system hold on an available **CALL** button or Line button at the remote station and return you to dial tone.

#### NOTES:

1. If the destination station does not have any free **CALL** buttons or line buttons you will hear No More Calls tone and must return to the other party by pressing the **TRANSFER** button (or the **RETURN** soft key in the display).
2. Intercom calls cannot be put on remote hold.

## HOLD RECALL

If you leave a call on hold longer than the hold timer, it will recall your station. The button that the call appears on will have a slow flashing indicator.

- When your phone rings, lift the handset or press the **ANS/RLS** button—**OR**—press the **SEND** button to answer the recall.
- If you do not answer this recall within a pre-programmed period of time, it will go to the system operator.

## CONSULTATION HOLD

When you are talking on an outside line and it is necessary to consult with another extension:

- Press the **TRANSFER** button; you will receive transfer dial tone. Your call is placed on transfer hold.
- Dial the extension number.
- Consult with the internal party.
- Press **TRANSFER** to return to the outside party or hang up to transfer the call.

NOTE: Repeatedly pressing the **TRANSFER** button will toggle between the outside party and internal extension. If necessary you may disconnect either one of the parties by pressing the **DROP** button.

## RETRIEVING CALLS HELD AT ANOTHER STATION

When a line is on hold and it appears on your keyset, press the **LINE** button with the flashing indicator.

When a line is on hold and it does not appear on your keyset, dial **12** plus the line number or the extension number of the station that placed the call on hold.

NOTE: If the Hot Keypad feature has been turned off, you must first lift the handset or press the **SPEAKER** button before you begin dialing.

## TRANSFERRING CALLS

Transfer is used to send any calls to another extension in one of two ways. You can do a screened transfer by informing the other extension who is calling or you can do a blind transfer without notification.

- While on a call, press the **TRANSFER** button and dial an extension number or group number. Your call is automatically put on transfer hold—**OR**—press a **DSS** button or station group button. Your call is automatically put on transfer hold.
- Hang up when you hear ringing (this is an unscreened or blind transfer)—**OR**—wait for the called party to answer and advise him/her of the call and hang up. If the transfer is refused, you will be reconnected to the outside line when the called station hangs up or you can press **TRANSFER** to return to the outside party.
- If you wish to send the call to another extension without waiting for the first station to hang up, simply press another **DSS** button—**OR**—press the **CALL** button or C.O. line button to return to the outside party and begin the transfer process again.
- When you are transferring a call to a keyset set for Voice Announce or Auto Answer, the transferred call will always ring.

NOTES:

1. After the inside party answers, you may alternate back and forth between the parties by pressing the **TRANSFER** button.
2. If you receive No More Calls tone, that station has no button available to receive another call. Press **TRANSFER** to return to the other party.
3. You cannot transfer an Intercom call by pressing a **DSS** button. You must press the **TRANSFER** button and dial the destination extension number.

## TRANSFER WITH CAMP-ON

When you are transferring a call to another station and you receive a busy signal, you may camp the call on to this station. Simply hang up when you hear the busy signal. The called party will be alerted that a call is waiting for them.

NOTE: If you receive No More Calls tone, that station has no button available to receive another call. Press **TRANSFER** to return to the outside caller.



## TRANSFER TO VOICE MAIL

This feature is used to send a call directly to a voice mailbox. Your keyset must have a correctly programmed **VT** button to accomplish this. To transfer a call directly to a voice mailbox:

- While on a call, press the **VT** button and dial the mailbox number.
- Hang up when dialing is completed.

## CALL WAITING

If an outside call has been camped-on to your phone or another station has camped-on to you:

- You will hear a tone in the earpiece and the call that is waiting for you (camped-on) will flash. In addition the bottom line of the display will indicate the number of the station or trunk party camped-on.
- Press the flashing button to answer; your other call will go on hold automatically if your station has the Automatic Hold feature set. If not, you must press **HOLD** and then the flashing button—**OR**—finish the first call and hang up; the waiting call will ring.
- Lift the handset or press the **ANS/RLS** or **SEND** button to answer.

NOTE: Intercom calls will not go on Automatic Hold. When using the speakerphone the camp-on tone will come through the speaker.

## CONFERENCE CALLS

You may conference up to five parties (you and four others) in any combination of outside lines and internal stations in any order.

- While engaged in a conversation, press the **CONFERENCE** button and receive conference tone.
- Make another call, either intercom or outside, press the **CONFERENCE** button and receive conference tone.
- Make another call or press the **CONFERENCE** button to join all parties.
- Repeat the last step until all parties are added.

NOTE: When attempting to add another party to the conference and you are not able to reach the desired person, hang up. Simply press the **CONFERENCE** button again to return to your previous conversation.

### To drop a party from your conference call:

- Press **CONFERENCE** and dial the extension or line number that is to be dropped.
- Press **CONFERENCE** again to reestablish the conference.

NOTE: To leave the conference, hang up. Control is passed to the next internal station. If there are no internal stations and you wish to leave outside lines connected together in a trunk to trunk conference, press the **CONFERENCE** button plus the **CALL** button that the call appears on or follow the instructions to drop a party and use your extension number. When they hang up, the lines will release automatically. Press **CONFERENCE** to rejoin a trunk to trunk conference.

## CONFERENCE SPLITTING

If you are the controlling party of a conference and your keyset has the Auto Hold feature turned on (*See Customizing Your Keyset*) and all of the outside lines involved in the conference appear as buttons on your keyset, you can split the conference into separate calls as follows:

- Press any one of the outside line buttons. That outside line indicator will remain steady to indicate you are still connected to it. All other outside lines in the conference will be placed on system hold at your keyset. All intercom callers in the conference will be disconnected. You may now speak with each caller privately and transfer them as usual, or reestablish another conference.

## CONFERENCE GROUPS

Users can create up to five Conference Groups with four members each. They can then call all members or only selected members of this group at the same time. As each member answers their status is indicated in the display. Depending whether the member is either IN the conference or OUT of the conference they can be dropped or called with a single button press. Each Conference Group can be programmed with a name for easy identification.

### Set up Conference Groups

- From the idle condition press the **CONFERENCE** button.
- Scroll to or press conference number **1-5**.
- Press the **MENU** button, then press **ENTER** or dial **1** for Edit Group Name.
- The Group Name Window appears. Enter a 20 character name using the dial pad keys. Use the navigation key to move the cursor left or right while entering characters.
- Press the **ENTER** button to save the Conference Group name. Now press the **Conference Group Number** or corresponding left soft key. A window appears where the telephone numbers can be programmed for up to 4 members. Press the left soft key or use navigation key to move the cursor to select a blank entry.
- Enter **9** plus the outside telephone number or enter an internal extension number. Then press **ENTER** to save this entry. The cursor moves to the next blank entry. Repeat the process until all members are entered in the Conference Group. Use **CANCEL** to erase digits as needed.

- Now press **MENU**, then **ENTER** to save the phone numbers.
- Press **ENTER** again to save the Conference Group information.
- Press **END** to return phone to idle condition.

### Using Conference Groups

- From the idle condition press the **CONFERENCE** button.
- Press the **left soft key** to select the Conference Group.
- Press **SEND ALL** to call all members of the group – OR – press the right soft keys to deselect one or more members, then press **SEND ALL**. As each member answers, their status indicator on the left will change from an X to a darkened circle.
- The **OPTION** on the right side of the display will indicate either **DELETE** or **SENDING**. **DELETE** is the only option once they have answered. You may delete or drop them from the conference call if they do not answer, you receive a busy signal or hear their answering machine. **SENDING** is the only option when they are not in the conference. Press **SENDING** to call the member so they can join the conference.
- When the conference call is finished, place the handset in the cradle or press the **SPEAKER** key to hang up.

Note: The originating station is the Supervisor of the conference. When this station hangs up, all the conference group members are disconnected. When you want to hang up but keep the other members in the conference, press the **SUPERVISOR** button, then cursor to another internal station, then hang up. Control of the conference is passed to this station. You are free to go about your business.

## FORWARDING CALLS

This option allows for one button Call Forward setting. You may forward your calls to another station, station group or external destination.

Call forwarding may be set in several different manners:

1. From the dial pad, dial 60 plus the extender (see below) that corresponds with the type of forwarding desired, followed by the station number to forward to.
  - 60 + 0 **Call Forward Cancel.** Cancels all call forwarding from the station.
  - 60 + 1 **Call Forward All Calls.** Forwards all calls under any condition.
  - 60 + 2 **Call Forward Busy.** Forward calls to another station when you are on the phone.
  - 60 + 3 **Call Forward No Answer.** Forward calls to another station when you don't answer.
  - 60 + 4 **Call Forward Busy/No Answer.** Sets both Forward Busy and Forward No Answer.

- 60 + 5 **Call Forward DND.** Forwards calls when you activate DND.
- 60 + 6 **Call Forward Follow Me.** Forward calls to the station where you currently are.

2. From the LCD:

- Press the **MENU** button, scroll to the **FORWARD** icon, press **ENTER**.
- Scroll to the desired Forward Option. Press **MENU** button.
- Select **EDIT**, enter the Station Number to forward to and press **ENTER**.

NOTE: Once call forwarding has been initially set, for subsequent settings, you may scroll to the desired forward type and press **ENTER** to forward to that same destination. You may also press the **SELECT** button associated with the desired forward type, as opposed to scrolling to it.

3. From the Station Feature Button:

- Each of the forward types may be assigned its own feature button. Pressing the desired feature button will set forwarding to the last destination.

NOTES:

1. If the Hot Keypad feature has been turned off, you must first lift the handset or press the **SPEAKER** button before you begin dialing.
2. The station that receives a Forward All call can transfer the call to the forwarded station. This is useful when you are expecting an important call but you do not wish to be disturbed by other calls.
3. When a station user places his/her keyset in Forward All mode and he/she does not have a **FORWARD ALL** button, the **TRANSFER** button will light to indicate Forward All has been set and calls to this station have been transferred elsewhere.

## CALL FORWARD OPTIONS

A display keyset may review or change call forward options and destinations. Call forward access can be done via the keypad or by accessing the keyset display features. To review or change call forward options:

- Press **TRANSFER 102**.
- Dial **0-6** to select the forward type (e.g., 1) **OR** Press **UP** or **DOWN** to select the forward type Press the right soft key to move the cursor
- Dial the destination number (e.g., **202**) **OR** Press **UP** or **DOWN** to select the destination and press the right soft key to move the cursor
- Dial **1** to set **OR** press **UP** or **DOWN** to select **YES** or **NO** and press **TRANSFER** to store and exit.

## STATION CALL PICKUP

To pick up (answer) a call ringing at another station, lift the handset and dial **65** plus the extension number of the ringing phone. If you have a DP key assigned with a station number, you only need to press this DP key with the flashing light to answer this ringing station. NOTE: If the Hot Keypad feature has been turned off, you must first lift the handset or press the **SPEAKER** button before you begin dialing.

## GROUP CALL PICKUP

To pick up (answer) a call ringing in any pickup group, lift the handset and dial **66** plus the desired group number (**01-20** on the **iDCS 100 Release 2**, **01-99** on the **iDCS 500 Release 2 M**, and **01-99** on the **iDCS 500 Release 2 L and OfficeServ 7200**) or press the flashing **GROUP PICKUP** button if available.

### NOTES:

1. A group pickup button can have an extender for a specific pickup group.
2. If the Hot Keypad feature has been turned off, you must first lift the handset or press the **SPEAKER** button before dialing the access code.

## MY GROUP PICKUP

If desired, a new access code can be assigned to pickup ringing calls in the same pickup group as you are in. Like "66" above except you do not need to dial the desired group number. See your installation company for the assigned access code. MY GROUP PICKUP: \_\_\_\_\_.

## PRIVACY RELEASE

This feature will allow another station to join in our conversation by releasing privacy on the C.O. from your phone.

**To Release Privacy:** While you are talking on a C.O. line and you wish to have other internal parties (or up to three) join the conversation.

- Press the **PRB** button (the **PRB** indicator will be steady). Inform the other party that he/she may now join the conversation.

After the other party (or parties) has joined the conversation and you wish to return privacy to the line so that no one else can join the conversation, press the **PRB** button a second time, the **PRB** button LED will be off.

**To Join a Non-Private Conversation:** When someone has informed you that you can join a conversation:

- Press the **C.O. line** button that he/she has indicated OR
- Dial the **C.O. line number** that he/she has indicated.

## DIALING FEATURES

All "DIALING FEATURES" instructions are written to support Overlap Dialing mode. This is the technical name for dialing from a telephone as it has been for many years. In recent years the cell phone industry has changed the cell phones to use Enblock Dialing. With this dialing mode all the digits are dialed and then sent to the carrier after pressing the SEND key. Please check your telephone setup to confirm what dialing mode is used.

## SPEED DIALING

You can dial a preprogrammed telephone number stored in the system-wide speed dial list of numbers 500-999 or from your personal list of numbers 00-49.

Your system may be set for 950 system wide numbers. If so the system speed dial access codes are 050-999 and the station speed dial codes are 000-049.

- From the Main Fixed Feature screen with the handset on-hook, press the **SPEED DIAL** button or dial **16**.
- Dial the desired speed dial number.
- The telephone number is automatically dialed for you.

NOTE: If the Hot Keypad feature has been turned off, you must first lift the handset or press the **SPEAKER** button before you begin dialing.

### From the LCD:

- Press the **MENU** button.
- Scroll to the **PHONEBOOK** option, press **ENTER**.
- Scroll to **SEARCH**, press **ENTER**.
- Choose the method to be used to initiate a speed call, as described below.

**SEARCH**—Search and initiate speed dial calls by: Speed Dial Number, Associated Names, Telephone Numbers, Assigned Groups or Previous Calls, registered to the phone.

- Scroll to, or dial the associated number of the desired function. (Search, Outgoing, Incoming, New Number, Edit Group, Delete All, My Own Number) and press **ENTER**.
- Once in the menu, you may dial the selected number, change, delete or register the number. When the information is displayed, press **ENTER** to dial the number, press **MENU** to display further options.

1. **BY SPEED DIAL #:** Searches all speed dial numbers assigned to the phone. Enter the speed dial number of the party you wish to call. When the number is displayed, press **ENTER** and the number will be automatically dialed for you.

If you press **ENTER** without entering a speed dial number, all registered numbers will be displayed.

2. **BY NAME:** Searches for a telephone number by names associated with them. Enter the name in the "By Name" box and press **ENTER**. When the name is displayed, press **ENTER** again and all of the numbers associated with that name are displayed. Using the direction button, highlight the desired number. Press **ENTER** and the system will automatically dial it for you.

If you press **ENTER** without entering a name, all registered names will be displayed.

3. **BY PHONE NUMBER:** Searches for an entry by the phone number registered. Enter the phone number of the party you wish to call. Press **ENTER** and the number will be displayed from the PHONEBOOK. When the number is displayed, press **ENTER** and all information associated with that number is displayed.

If you press **ENTER** without entering a number, all registered numbers will be displayed.

Notes:

- Entering (\*123\*) searches all numbers that include the 123 in them.
- Entering 305\* searches all numbers that begin with 305.
- Entering \*3000 searches all numbers that end with 3000.

4. **BY GROUP:** Searches for an entries by group information registered. Scroll to group or enter associated number, press **ENTER**. The numbers registered to that group are displayed. Scroll to the desired number and press **SEND**. The number is automatically dialed for you.
5. **BY TIME:** Searches for entries based on incoming calls that have registered numbers on the set. Scroll to the desired entry and press **ENTER**. The information associated with that call will be displayed. Scroll to the desired number entry and press **SEND** to have the number dialed automatically for you.

## PROGRAMMING PERSONAL SPEED DIAL NUMBERS

You can program frequently dialed telephone numbers in a personal speed dial list. A station may be assigned up to fifty numbers, **00–49**. See your system administrator to determine the amount assigned to your station. The phone itself maintains 1000 station speed dial numbers.

- While on-hook, press **TRANSFER** and then dial **105**.
- Dial a speed dial number (**00–49**).
- Dial a line or line group access code.
- Dial the telephone number to be stored (24 digits maximum). It can include #, \*, FLASH and PAUSE.
- Press **TRANSFER** to store the number.

NOTE: If the Hot Keypad feature has been turned off, you must first lift the handset or press the **SPEAKER** key before you begin dialing.

### From the LCD:

- Press **MENU** button.
- Scroll to **PHONEBOOK** option, press **ENTER**.
- Scroll to **New Number** and press **ENTER**. Or you may dial [4] and immediately enter the option.
- Enter the name and all desired phone numbers for that particular speed dial entry and press **ENTER**.

## ONE TOUCH SPEED DIALING

You may assign any speed dial number to an already existing One Touch Speed Dial button for quick and easy dialing of frequently used numbers.

- While on-hook, press **TRANSFER** and then dial **107**.
- Press a One Touch Speed Dial button.
- Dial the speed dial number (**00–49** or **500–999**) that you want assigned to this button.
- Press **TRANSFER** to store your selection.

To call this telephone number, just press the One Touch Speed Dial button.

NOTE: If the Hot Keypad feature has been turned off, you must first lift the handset or press the **SPEAKER** key before you begin dialing.

## DIRECTORY DIALING

- Press the **SCREEN** button twice. Scroll to the first Fixed Feature screen.
- Press the **DIRECTORY** button.
- Press the soft button associated with the desired option.
  - STN** - Accesses Station name directory,
  - SYSTEM** - Accesses System speed dial name list.
  - PERS** - Accesses your personal speed dial name list.
- Enter the first digit of the desired party.
- Press the **UP/DOWN** buttons to scroll to the desired entry.
- Press the appropriate operation soft button:

**DIAL** - Dials the displayed number.

**PREVIOUS** - Moves you to the previous entry.

**EXIT** - Exit programming and return to idle screen.

**NEXT** - Moves you to the next entry.

- Press **END** to return to idle screen.

## LAST NUMBER REDIAL

To redial the last telephone number you dialed, press the **REDIAL** button or dial **19**.

To redial the last telephone number you dialed, from the Main Fixed screen, press the **LAST REDIAL** button.

NOTES:

1. If the Hot Keypad feature has been turned off, you must first lift the handset or press the **SPEAKER** button before you begin dialing.
2. Redial does not apply to intercom calls.

## MANUAL RETRY WITH REDIAL

While you are on an outside call listening to a busy signal and you want to redial the same number dialed.

- Press the **REDIAL** button.

This will hang up your existing call and manually redial the same number dialed. You can repeat this operation for a limited number of attempts.

## SAVE NUMBER WITH REDIAL

To save the number you just dialed for later use, press the **SAVE/REPEAT** button before hanging up.

To redial this saved number at any time, press the **SAVE/REPEAT** button or dial **17**. The same line will be selected for you.

NOTES:

1. If the Hot Keypad feature has been turned off, you must first lift the handset or press the **SPEAKER** button before you begin dialing.
2. The saved telephone number is stored in memory until you save another number.
3. Redial does not apply to intercom calls.

## AUTOMATIC REDIAL/RETRY

When you are making an outside call and you receive a busy signal, the system can automatically redial the number for you. It will automatically redial at a pre-programmed interval for up to 15 attempts.

- When you hear a busy signal, press the **AUTO-RETRY** button.
- The system will reserve the line and automatically redial the same number for you. You will hear the call being made through the keyset speaker. The microphone is muted.
- When the called party answers, lift the handset or press the flashing **SPEAKER** to begin speaking.

NOTES:

1. If you make another call, auto-redial is canceled.
2. To cancel an auto-retry, lift and replace the handset.

## PULSE TO TONE CHANGEOVER

When making an outside call on a dial pulse line, press #. All digits dialed after the # will be sent as tones.

## MEMO REDIALING

When you are calling directory information, you can store the number you are given using the **SAVE** feature. There is no need for pencil and paper.

- While you are talking on an outside call, press **SAVE**.
- Dial the telephone number as it is dictated to you on the key pad.
- Press **SAVE** to store the number.

To dial the number, press the **SAVE/REPEAT** button. It will select the same line and dial the stored number. If necessary, you can select a different line and then press the **SAVE/REPEAT** button.

# PAGING AND MESSAGING

## MAKING AN INTERNAL PAGE

To make an announcement through the keyset speakers in the idle condition:

- Lift the handset.
- Press the **PAGE** button or dial **55**.
- Dial the desired zone number **0, 1, 2, 3** or **4**.
- After the attention tone, make your announcement.

NOTE: If you have a dedicated page zone button, it is not necessary to press **PAGE** and dial a zone number.

## MAKING AN EXTERNAL PAGE

To make an announcement through the external paging speakers:

- Lift the handset.
- Press the **PAGE** button or dial **55**.
- Dial the desired zone number **5, 6, 7** or **8**—OR—dial **9** to page all external zones.
- After the attention tone, make your announcement.

NOTE: If you have a dedicated page zone button, it is not necessary to press **PAGE** and dial a zone number.

## ALL PAGE

To page all designated keysets in internal zone 0 and all external zones at the same time:

- Lift the handset.
- Press the **PAGE** button or dial **55**.
- Dial **\*** or press the **ALL PAGE** button.
- After the attention tone, make your announcement.

NOTE: The indicator on the PAGE button will be lit steady when an All Page is in progress.

## MEET ME PAGE

- Lift the handset.
- Press the Meet Me Page (**MMPG**) button or dial **54**.
- Dial the desired zone number.
- After the attention tone, instruct the paged person to dial **56**.

- Press **WAIT** or **TRANSFER**.
- Remain off-hook until the person dials **56** from any phone.
- The paged person will be automatically connected with you.

## CALL PARK AND PAGE

When you have an outside call for someone who is not at his/her desk, you can park the call prior to paging. The iDCS 100 Release 2, iDCS 500 Release 2, and OfficeServ 7200 systems offer two different methods:

### MANUAL PARK ORBITS

- While in conversation, press the **PARK** button.
- Entered a desired orbit number (**0-9**), if the orbit number is busy dial another orbit number. Display users can press **\*** to automatically place the call in any available orbit number and see the number in the display.
- Remember the selected orbit number.
- Replace the handset when finished.
- Lift the handset and make a page announcement as previously described (example: "John Smith park two").

### To retrieve a parked call from orbit:

- Press the **PARK** button and dial the announced orbit number (**0-9**).
- You will be connected to the parked call.

### NOTES:

1. You must have a **PARK** button or park access code to retrieve and place calls in park orbits.
2. If the parked call is not retrieved within a pre-programmed period of time, it will recall your keyset and have a slow flashing amber light. You cannot park and page intercom calls.
3. If the Hot Keypad feature has been turned off, you must first lift the handset or press the **SPEAKER** button before you begin dialing.

### AUTOMATIC PARK WITH PAGE BUTTON

- While in conversation, press the **PAGE** button. The call is automatically parked at your station.
- Receive page tone and dial a desired page zone number.
- Make announcement indicating your extension number or the line number. Hang up.

### To retrieve an automatically parked call:

- Dial **10** plus the number that was announced. If you have a **PAGPK** button, press it and dial the number that was announced. If you have a **PARK** button, press it and dial the announced orbit number.

- You will be connected to the parked call.

#### NOTES:

1. If the call is not retrieved within a pre-programmed period of time, it will recall your keyset and have a slow flashing amber light. You cannot park and page intercom calls.
2. If the Hot Keypad feature has been turned off, you must first lift the handset or press the **SPEAKER** button before you begin dialing.

## SETTING A MESSAGE INDICATION

When you are calling another station and no one answers or you receive a busy signal, you can leave a message indication:

- Press the **MESSAGE** button—**OR**—dial **43** and receive confirmation tone. Hang up.
- The message button on the Main Programmable Button screen and the TSI will flash at the called station.

#### NOTES:

1. A station can have up to five message indications.
2. If the Hot Keypad feature has been turned off, you must first lift the handset or press the **SPEAKER** button before you begin dialing.

## CANCELING MESSAGES

To cancel a message indication that you left at another station, dial **42** plus the extension number of the station at which you left a message.

To cancel all message indications left at your keyset, dial **42** plus your extension. Your **MESSAGE** button indicator will stop flashing and the TSI will go out.

NOTE: If the Hot Keypad feature has been turned off, you must first lift the handset or press the **SPEAKER** button before you begin dialing.

## RETURNING MESSAGES

- Press the **MESSAGE** button or dial **43**. The first station that left a message will be called automatically. If that station does not answer, your **MESSAGE** button indicator will continue to flash and the TSI will stay on.
- Repeat until all messages have been returned in the order received.
- Your **MESSAGE** button indicator will stop flashing and the TSI will turn off when all messages have been returned.

#### NOTES:

1. Display keyset users can view message indications and return them in any order. See *Viewing Message Indications* under *Display Features*.

2. If the Hot Keypad feature has been turned off, you must first lift the handset or press the **SPEAKER** button before you begin dialing.
3. If a message has been left at your keyset by a keyset in Auto Answer, you must manually cancel the message after it has been returned.

## PROGRAMMED MESSAGES

When you will be away from your phone for any length of time, you can leave a programmed station message. Display stations calling you will see this message and be informed of your status or follow your instructions.

- Dial **48** plus any of the message codes (**01–20**) listed on the back of this user guide.
- To cancel any of these messages you might have selected, dial **48** plus **00**.
- Press **TRANSFER** to exit and store your selection.

NOTE: If the Hot Keypad feature has been turned off, you must first lift the handset or press the **SPEAKER** button.

You can have multiple programmed message buttons (**PMSG**) and each one can have a different message code:

- Press any programmed message (**PMSG**) button. The message is set and the PGM MSG button indicator will be lit steady. Press the button again to turn off the programmed message and the indicator will go blank.
- Pressing another programmed message (**PMSG**) button will turn the previous one off and set a different programmed message.

#### To assign absent messages via the LCD:

- Select pre-programmed, or custom messages from the extended absences (10 pre-programmed and 10 custom messages).
- Scroll to or dial [7] and press **ENTER**.
- Scroll **UP/DOWN** to the desired message.
- Press **ENTER**, display confirms save.
- To clear absent message, press **MENU** at message option and scroll down to clear, press **ENTER**, display requires more input, select **YES/NO**, press **ENTER**, display confirms cleared.

# CONVENIENCE FEATURES

## DO NOT DISTURB

Use this feature when you want to block calls to your keyset.

- While on-hook, press the **DND** button or dial **401**. The **DND** button indicator will be lit steady to remind you of this mode.
- To cancel **DND**, press the **DND** button again or dial **400**. The **DND** button indicator goes blank. You can make calls while in the DND mode.

### NOTES:

1. If the Hot Keypad feature has been turned off, you must first lift the handset or press the **SPEAKER** button.
2. If you place your keyset in **DND** mode and you do not have a **DND** button, your **TSI** button will flash to indicate DND status.

## ONE TIME DND

If you are on a call and you do not wish to be interrupted while on that call, you can press the **DND** button and place your station in Do Not Disturb. When you hang up at the end of the call, DND will be automatically canceled and your keyset will be able to receive new calls. This feature requires a **DND** button.

## MUTE

You can mute the handset transmitter or the microphone during any conversation:

- Press the **MUTE** button. The **MUTE** button indicator will be lit steady.
- To resume speaking, press the **MUTE** button again. The **MUTE** button indicator goes blank.

## BACKGROUND MUSIC

When a music source is supplied, you may listen to music through the speaker in your keyset:

- While on-hook, press the **HOLD** button to hear music.
- Press the **HOLD** button again to turn music off.

You can set the level of background music by using the **VOLUME** buttons while listening to the music. This does not affect the speakerphone level.

## ESTABLISHED CALL PICKUP

To pick up an established call in progress at a single line extension connected to a computer modem on your PC.

- Press the **EP** button for that station on your keyset and the call is automatically moved to your keyset.
- The single line extension on your modem will be disconnected.

NOTE: You must have an assigned (**EP** button) button on your regular keyset, for the single line station.

## APPOINTMENT REMINDER / ALARM REMINDER

### ALARM CLOCK

This feature works like an alarm clock. Use it to remind yourself of an appointment later in the day (TODAY ONLY) or as a daily reminder every day (DAILY). You can set up to three alarms. Each one can be either a TODAY ONLY or a DAILY alarm.

When the alarm rings, you will hear three short rings repeated three times. Lift the handset to answer the alarm. If you do not, the alarm will alert you two more times at five minute intervals.

Set alarm for desired duration (Everyday, Once). These alarms can be used to remind you of an appointment later in the day (Once) or as a daily reminder (Everyday). There are two possible alarms. Each can be either a today (Once) or a daily (Everyday) alarm.

### To set alarms:

- Press **TRANSFER** and then dial **112**.
- Dial the alarm number **1, 2** or **3**.
- Dial the time at which you want the alarm to sound. Enter the time as HHMM (hours and minutes) using the 24 hour clock.
- Dial **0** (NOT SET), **1** (TODAY ONLY) or **2** (DAILY) to select the alarm type.
- Press **TRANSFER** to save.
- Repeat for each alarm if needed.

### To cancel individual alarms:

- Press **TRANSFER** and then dial **112**.
- Dial alarm number **1, 2** or **3**.
- Press the **HOLD** key.



### From the LCD:

- Press **MENU** button.
- Scroll to **E-DIARY** option, press **ENTER**.
- Scroll to **ALARM** option and press **ENTER**—**OR**—you may dial 2 and immediately enter the option.
- Choose the desired **ALARM NUMBER (1/2)**.
- Enter **TIME** via the dial pad in 24-hour format.
- Set **RING TONE** via the direction button (left/right). Each tone is heard.
- Set **REPEAT DURATION** via the direction button.
- Press **ENTER** when finished.

### To clear alarm:

- Scroll to **CLEAR** option in Alarm Clock setting screen and press **ENTER**.

### DAILY PLANNER

Scheduling feature with message. Allows the scheduling of up to 30 alarm reminders. Each of these reminders can have an associated message of up to 32 characters. These reminders can be scheduled to ring one hour before, one half hour before or right at the exact time set.

- Press **TRANSFER** and then dial **116**.
- Dial the alarm number **1, 2** or **3**.
- Dial the time you want the alarm to go off. Enter the time as HHMM (hours and minutes) using the 24 hour clock.
- Dial **0** (NOT SET), **1** (TODAY) or **2** (DAILY) to select the alarm type.
- Write your message using the dial pad keys. Each press of a key selects a character. Pressing the next key moves the cursor to the next position. For example, if your message is "TAKE MEDICATION," press **8** once to get the letter "T." Press **2** once to get "A." Press **5** twice to get "K." Continue selecting characters from the following table to complete your message.
- Press the **TRANSFER** key to store the alarm and reminder message.
- Repeat for each alarm if needed.

### From the LCD:

- Press direction button **UP/DOWN** to set the month. Press direction button **LEFT/RIGHT** to set the date. Press **ENTER** on the desired date.
- Press **MENU** then **ADD**.
- Enter the **TIME** desired for the alarm (in 24 hour format).
- Enter the message in the **CONTENTS** field.
- Write your message using the dial pad buttons. Each press of a key selects a character. Pressing the next key moves the cursor to the next position. For example, if your message is "TAKE MEDICATION," press 8 once to get the letter

"T." Press 2 once to get "A." Press 5 twice to get "K." Continue selecting characters from the following table to complete the message.

- Enter **ALARM ALERT** period.
- Set **RING TONE**.
- When all information is set, press **ENTER**.

|        |       |   |   |    |   |
|--------|-------|---|---|----|---|
| COUNT  | 1     | 2 | 3 | 4  | 5 |
| DIAL 0 | <     | > | . | )  | 0 |
| DIAL 1 | space | ? | , | !  | 1 |
| DIAL 2 | A     | B | C | @  | 2 |
| DIAL 3 | D     | E | F | #  | 3 |
| DIAL 4 | G     | H | I | \$ | 4 |
| DIAL 5 | J     | K | L | %  | 5 |
| DIAL 6 | M     | N | O | ^  | 6 |
| DIAL 7 | P     | Q | R | S  | 7 |
| DIAL 8 | T     | U | V | Q  | 8 |
| DIAL 9 | W     | X | Y | Z  | 9 |
| DIAL * | :     | = | [ | ]  | * |

### NOTES:

1. When the character you want appears on the same dial pad key as the previous character, press **UP** to move the cursor one space to the right.
2. Other symbols are available for DIAL #.

## ANSWERING THE DOOR PHONE

When you are programmed to receive calls from a door phone:

- You will receive three short rings repeated.
- Lift the handset or press **ANS/RLS** button. You are connected to the door phone.
- If an electric door lock release is installed, dial **13** to unlock the door.

## CALLING THE DOOR PHONE/ ROOM MONITOR

You may call the door phone and listen to what may be happening outside or in another room.

- Dial the extension number of the door phone.
- You will be connected to the door phone and you can listen or have a conversation.
- If an electric door lock release is installed, dial **13** to unlock the door.

NOTE: If the Hot Keypad feature has been turned off, you must first lift the handset or press the **SPEAKER** button.

## EXECUTIVE/SECRETARY HOT LINE

If programmed, an executive and a secretary can have a hot line between them. When the executive station is in the DND mode, all of its calls will ring the secretary station.

When an Executive/Secretary hotline is programmed to this keyset, the keyset offers an additional screen option. This screen has options for setting the status of the keyset user. This status update is viewable to EasySet users only.

- Either person can press the **BOSS** button to make a voice call to the other station.
- Using the hot line will override DND at the other station. This button will have a flashing indication when the other station is in use.

### To transfer a call to a Boss in DND:

- Press the **TRANSFER** button followed by the **BOSS** button.
- Wait for the **BOSS** to answer to announce the call and hang up to complete the transfer—**OR**—hang up to complete a blind transfer after pressing the **BOSS** button.

### To send a text message to the Boss display:

- Press the **TRANSFER** button followed by the **EXE/SECR MSG** soft button.
- Scroll to the desired message and press **ENTER** (the BOSS station gets three short ring bursts, followed by the message).
- This method gives you the option to transfer the call to another station if so desired.
- Press the **TRANSFER** button again to be reconnected to the caller.
- Take the necessary action (the BOSS cancels DND and transfer the call or take a message)—**OR**—press the **EXE/SECR MSG** soft button, scroll to the desired

message and press **ENTER** (while maintaining contact with the caller). This method does not give you the option to transfer the call to another station.

- Take necessary action (take message, etc.)

### To set up the Executive/Secretary messages (10 each):

- Press **BOSS/SECR** button and establish a connection.
- Press the **EXE/SECR MSG** button. The first message screen is displayed. Pressing the **DOWN** arrow in the upper left corner of the LCD will scroll you to the second screen. Pressing the **UP** arrow in the upper right corner of the LCD will return you to the first screen.
- This method gives you the option to transfer the call to another station if so desired.
- Scroll to the desired message.
- Press **MENU** button for options (Send, Edit, and Remove)
  - SEND** - Sends the message to the other end.
  - EDIT** - Enter message from the dial pad.
  - REMOVE** - Deletes message. Use remove option to delete the “Blank Message” default message.

### From the BOSS station in DND:

- Receive three short, double ring bursts, followed by the text message from the Secretary.
- Press **ENTER** to invoke **REPLY** option—**OR**—scroll to **OK** option and press **ENTER**.
- If **REPLY** option is activated, the Select Message screen is displayed.
- Scroll to the desired message and press **ENTER**. The message is sent to the Secretary keyset display and the Secretary station has the option to reply, if so desired.

### Sending a text message from the BOSS keyset to the Secretary keyset, from the idle condition:

- Press the **EXE/SECR MSG** button.
- Press the **NEXT** button (if there are more than two Secretary stations assigned to that BOSS station, all Secretary keysets will be displayed), in the case of multiple Secretary stations, scroll to the desired Secretary, press the soft key associated with that Secretary and press **NEXT** button.
- Scroll to the desired message and press the associated soft key or **ENTER**.
- The message is sent.

### Executive Divert:

- From the BOSS keyset when the keyset rings, press the **EXEC DIVERT** button. The call is forwarded to the Secretary station.

- Pressing the **EXEC DIVERT** button, when the keyset is in idle status, will divert all calls after, to the Secretary station. Pressing the **EXEC DIVERT** button again, will cancel the divert function.

## GROUP LISTENING

When you are engaged on a call and you are using the handset, you may want other people to hear the distant party's voice over the speaker:

- Press the **LISTEN** button to turn on the speaker. The microphone is not in use, so the distant party does not hear other parties present in your office.
- Press **LISTEN** again to turn the speaker off and resume private conversation.
- Repeat if necessary.

NOTE: Depending on speaker volume and the acoustics of your office, it may be advisable to turn the group listening feature off before hanging up. This will eliminate a momentary squeal.

## ACCOUNT CODES

When equipped with optional equipment, your system will allow calls to be charged to a specific account.

- During any outside C.O. call, press the account (**ACC**) button.
- Enter the 3 digit account code bin number when prompted, **OR** If your button has an extender of 000 enter the account code (maximum 12 characters including \* and #) and press **ACC000** again, **OR** If your button has an extender other than 000 (001~999) account code contained in that bin will automatically be entered for you.

## LOCKING YOUR KEYSSET

You can lock your keyset to control misuse of your phone while you are away. You can unlock it when you return. Your default station passcode is 1234.

- Press **MENU** button.
- Scroll to **CONFIG** option. Press **ENTER**.
- Scroll to **LOCK** option and press **ENTER—OR—**you may press 2 and immediately access option.
- Enter the **PASSWORD**. Press **ENTER**.
- Use Direction button to scroll **LEFT/RIGHT** to choose desired mode.
  - 1. UNLOCK** - No restrictions. User may complete internal and outside calls.
  - 2. DIS. CALL ORG** - Restricted to incoming calls only. No outside calls can be made.
  - 3. LOCK ALL** - No calls, incoming or outgoing allowed to or from the set.
- Press **ENTER**.

- Press **CANCEL** to return to Main Config Menu—**OR—**press **END** to return to idle screen.

## MANUAL SIGNALLING

Use this feature when you want to send a brief 500ms ring burst to another station, regardless of the status of your phone (on-hook, off-hook, handsfree, DND, or ringing).

### To send a signal to another station:

- Press the Manual Signalling (**MS**) button.
- You may press the **MS** button repeatedly to send multiple signals to the designated station.

**NOTE: Your phone must have a Manual Signalling (MS) button with a station number extender assigned to it.**

## OFF-HOOK VOICE ANNOUNCE

Keysets may receive a voice announcement while on another call. The calling station must have an **OHVA** button. When you are in DND, you cannot receive OHVA calls. The OHVA feature will work with intercom and transferred calls.

When you receive an OHVA and secure OHVA is ON, you will hear the announcement in the handset receiver, if you are using the handset. If secure OHVA is OFF then you will hear the announcement on the speaker, if you are talking on the handset. If you are using the speakerphone the announcement will always be heard through the speaker.

### To make an off-hook voice announcement:

- Dial the extension number or press the **DSS** button.
- When you receive a busy signal, press the **OHVA** button.
- After the attention tone, begin speaking.
- Finish the call by replacing the handset or pressing the **ANS/RLS** button.
- Press the flashing **CALL** button on your keyset. This will place the original party on hold and allow you to talk to the announcing party.
- To return to your first party, press the button corresponding to your original call. This will disconnect the OHVA call.

### NOTES:

- When you are voice announcing to a station close to you, use the handset to avoid an echo effect.
- You cannot off-hook voice announce to single line telephones.

## OHVA BLOCK

Your keyset can be programmed with an OHVA Block (**BLOCK**) button. Pressing this button will prevent anyone from making an OHVA to you until you press the button again and cancel the blocking.

## OHVA REJECT

Your keyset can be programmed with an OHVA Reject (**REJECT**) button. Pressing this button while receiving an OHVA call will disconnect the voice announcing party and return you to your original call.

## IN GROUP/OUT OF GROUP

If your keyset is assigned to a station ring group, you can remove your keyset from the group and then put it back in. While you are out of the group, you can receive calls to your extension number but not calls to the group number. If you have an **IN/OUT** button with the group number assigned.

- Press the **IN/OUT** button. The button indicator will be lit steady when your keyset is in the group.
- Press the **IN/OUT** button again to exit the group and the indicator will go blank. Repeat as necessary.

If you do not have an **IN/OUT** button:

- Dial the **IN/OUT** access code number \_\_\_\_\_, then the group number, then **0** to exit the group or **1** to enter the group.

NOTE: If the Hot Keypad feature has been turned off, you must first lift the handset or press **SPEAKER** button.

The **IN/OUT** button can include an extender to indicate the specific group that this button will affect. This means that if you are in multiple groups, you can decide for which groups you will receive calls.

# CUSTOMIZING YOUR KEYSSET

## AME PASSWORD

This feature allows people using the AME feature to enable password protection. This will prevent unauthorized people from listening to your messages being left. The passcode is the same as your station passcode. This feature only applies if there is a SVMi card installed in the system and your keyset has a programmed AME button.

- With the handset on-hook, press **TRANSFER** and then dial **110**.
- Dial **101** to turn on AME PASSCODE or **100** to turn it off.
- Press **TRANSFER** to store your selection.

### From the LCD:

- Press **MENU** button.
- Scroll to **CONFIGURATION** option and press **ENTER**.
- Scroll to **STATION ON/OFF** and press **ENTER—OR—**you may dial **0** and immediately enter the option.
- Scroll to **AME** password and press **ENTER** to change status.
- Press **CANCEL** to return to the Main Option Page—**OR—**press **END** to return to the idle screen.

## AUTO CAMP-ON

This option allows intercom calls to be automatically camped on, if possible, when a busy station is called.

- With the handset on-hook, press **TRANSFER** and then dial **110**.
- Press **081** to turn CAMP-ON on or **080** to turn it off.
- Press **TRANSFER** to store your selection.

### From the LCD:

- Press **MENU** button.
- Scroll to **CONFIGURATION** option and press **ENTER**.
- Scroll to **STATION ON/OFF** and press **ENTER—OR—**you may dial **0** and immediately enter the option.
- Scroll to **AUTO CAMP-ON** and press **ENTER** to change status.
- Press **CANCEL** to return to the Main Option Page—**OR—**press **END** to return to the idle screen.

## SELECT RING TONE

Each keyset user can select any one of eight ring frequencies.

- While on-hook, press **TRANSFER** and then dial **111**.
- Dial **1–8** or press the **UP** and **DOWN** keys to hear each tone.
- When you hear the tone that you prefer, press **TRANSFER** to save it.

**NOTE: Specific lines or stations may be programmed to ring with a different tone than what you have selected for your keyset.**

### From the LCD:

- Press **MENU** button.
- Scroll to **VOLUME** option and press **ENTER**.
- Scroll to **RING TYPE** and press **ENTER—OR—**you may dial **1** and immediately enter the option.
- Scroll to **RIGHT/LEFT** to choose tone and press **ENTER** at the desired tone.
- Press **CANCEL** to return to the Main Option Page—**OR—**press **END** to return to idle screen.

## CHANGE YOUR PASSCODE

From the factory, your station passcode is 0000. You can change your station passcode whenever you desire.

- While on-hook, press **TRANSFER** and then dial **101**.
- Dial your old passcode.
- Dial a new passcode (must be four characters). You can use **0–9**.
- Redial the new passcode to verify. If successful, you will hear two beeps. Four beeps indicate an incorrect code. Reenter the code again.
- Press **TRANSFER** to store the new passcode.

### From the LCD:

- Press **MENU** button.
- Scroll to **CONFIGURATION** option and press **ENTER**.
- Scroll to **PASSWORD** and press **ENTER—OR—**you may dial **1** and immediately enter the option.
- Enter **CURRENT PASSWORD**, press **ENTER**.
- Enter **NEW PASSWORD** and press **ENTER**.
- Enter **NEW PASSWORD** again, for confirmation and press **ENTER**.
- Press **CANCEL** to return to the Main Option Page—**OR—**press **END** to return to idle screen.

## SET ANSWER MODE (INTERCOM)

You can receive internal calls in one of three modes ([see Answering Intercom Calls under Intercom Calls](#) for descriptions).

- While on-hook, press **TRANSFER** and then dial **103**.
- Dial **0** for Ringing, **1** for Auto Answer or **2** for Voice Announce.
- Press **TRANSFER** to store your selection.

### From the LCD:

- Press **MENU** button.
- Scroll to **CONFIGURATION** option and press **ENTER**.
- Scroll to **ANSWERING MODE** and press **ENTER—OR—**you may dial **3** and immediately enter the option.
- Scroll **RIGHT/LEFT** to select desired station ring type setting. (Ring, Automatic, Broadcast [Voice Announce]).
- Press **CANCEL** to return to the Main Option Page—**OR—**press **END** to return to idle screen.

**NOTE:** When your keyset is programmed for Auto Answer and you have Forward No Answer (FNA) turned on, you must answer screened transfers by pressing the **ANS/RLS** button before your FNA timer expires or the call will forward.

## SET ANSWER MODE (CO)

Your incoming CO calls can be set to follow the intercom answer mode.

- While on-hook, press **TRANSFER** and then dial **110**.
- Dial **15** to access **AUTO ANS CO**.
- Press the **VOLUME UP** or **DOWN** key to change status.
- Press **TRANSFER** to store your selection.

## AUTOMATIC HOLD

While on an outside call, pressing a line button, route button or a flashing **CALL** button will automatically put your call on hold and connect you to the next call. This feature can be turned on or off at your keyset.

- With the handset on-hook, press **TRANSFER** and then dial **110**.
- Dial **001** to turn Automatic Hold on or **000** to turn it off.
- Press **TRANSFER** to store your selection.

### From the LCD:

- Press **MENU** button
- Scroll to **CONFIGURATION** option and press **ENTER**.

- Scroll to **STATION ON/OFF** and press **ENTER—OR—**you may dial 0 and immediately enter the option.
- Scroll to **AUTO HOLD**, press **ENTER** to change option status.
- Press **CANCEL** to enter change and return to the Main Configuration Menu—**OR—**press **END** to return to idle screen.

NOTE: Intercom calls can be automatically put on hold by pressing **TRANSFER**.

## HEADSET OPERATION

Keyset users can switch between headset mode and handset mode. When using headset mode, press the **ANS/RLS** button to answer and release calls.

- With the handset on-hook, press **TRANSFER** and then dial **110**.
- Dial **021** to use the headset or **020** to use the handset.
- Press **TRANSFER** to store your selection.

### From the LCD:

- Press **MENU** button.
- Scroll to **CONFIGURATION** option and press **ENTER**.
- Scroll to **STATION ON/OFF** and press **ENTER—OR—**you may dial **0** and immediately enter the option.
- Scroll to **HEADSET USE** and press **ENTER** to change option status.
- Press **CANCEL** to enter change and return to Main Configuration Menu—**OR—**press **END** to return to idle screen.

Your keyset may be equipped with a Headset mode button. If it is so equipped pressing this button while the button indicator is blank will cause the keyset to enter headset mode and the button indicator to be lit solid to indicate this. Pressing the button while the button indicator is lit solid will cause the keyset to return to handset mode and the button indicator will go blank.

## HOT KEYPAD

On your phone system your keyset's keypad can be made "live" or "hot" so that it is not necessary to lift the handset or press the **SPEAKER** button before you begin dialing. Calls can be made and features activated by simply dialing the C.O. line number, trunk group access code, intercom number or feature access code.

- With the handset on-hook, press **TRANSFER** and then dial **110**.
- Dial **031** to turn the Hot Keypad on or **030** to turn it off.
- Press **TRANSFER** to store your selection.

### From the LCD:

- Press **MENU** button.
- Scroll to **CONFIGURATION** option, press **ENTER**.

- Scroll to **STATION ON/OFF** and press **ENTER—OR—**you may dial 0 and immediately enter the option.
- Scroll to **HOT KEYPAD**, press **ENTER** to change option status.
- Press **CANCEL** to enter change and return to Main Configuration Menu—**OR—**press **END** to return to idle screen.

## KEY CONFIRMATION TONE

You can hear a short beep (confirmation tone) each time you press a button on the dial pad. This tone can be turned on or off.

- While on-hook, press **TRANSFER** and then dial **110**.
- Dial **040** to turn tones off or **041** to turn tones on.
- Press **TRANSFER** to store your selection.

## REJOINING A PAGE

This feature allows you to hear the remaining portion of an ongoing internal page after you return your keyset to idle. To enable this feature:

- With the handset on-hook, press **TRANSFER** and then dial **110**.
- Dial **051** to turn this feature on or **050** to turn it off.
- Press **TRANSFER** to store your selection.

### From the LCD:

- Press **MENU** button.
- Scroll to **CONFIGURATION OPTION** and press **ENTER**.
- Scroll to **STATION ON/OFF** and press **ENTER—OR—**you may dial **0** and immediately enter the option.
- Scroll to **PAGE REJOIN**, press **ENTER** to change option status.
- Press **CANCEL** to enter change and return to the Main Configuration Menu—**OR—**press **END** to return to idle screen.

## RING PREFERENCE

This feature automatically answers ringing calls when you lift the handset or press the **ANS/RLS** button. This method will always answer calls in the order they arrived at your keyset. When you turn ring preference off, you must press the flashing button to answer a call, allowing you to answer calls in the order you choose.

- With the handset on-hook, press **TRANSFER** and then dial **110**.
- Dial **061** to turn ring preference on or **060** to turn it off.
- Press **TRANSFER** to store your selection.

#### From the LCD:

- Press **MENU** button.
- Scroll to **CONFIGURATION** option, press **ENTER**.
- Scroll to **STATION ON/OFF** and press **ENTER**—**OR**—you may dial **0** and immediately enter the option.
- Scroll to **RING PREF**, press **ENTER** to change option status.
- Press **CANCEL** to enter change and return to Main Configuration Menu—**OR**—press **END** to return to idle screen.

## AUTO ANSWER CO CALLS

This option will allow CO calls that directly ring your phone to auto answer. When a CO call arrives at your station and this option set for ON your phone will sound two beeps, the same as when a screened transfer is completed, and you will be connected to the CO call. In order for this option to work the station must also be programmed for auto answer (*see Set Answer Mode*).

- Press **MENU** button.
- Scroll to **CONFIGURATION** option, press **ENTER**.
- Scroll to **STATION ON/OFF** and press **ENTER**—**OR**—you may dial **0** and immediately enter the option.
- Scroll to **AUTO ANS CO CALL**, press **ENTER** to change option status.
- Press **CANCEL** to enter change and return to Main Configuration Menu—**OR**—press **END** to return to idle screen.

NOTE: Outside lines must ring your station directly for the Auto Answer CO to work. Lines ringing a station group will not cause your phone to Auto Answer the call.

## DISPLAY SPEED DIAL NAME

This option allows you to view the name associated with a speed dial number as it is dialed.

- With you handset on-hook, press **TRANSFER** and then dial **110**.
- Press **111** to turn **DISP SPDNAME** on or **110** to turn it off.
- Press **TRANSFER** to store your selection.

#### From the LCD:

- Press **MENU** button.
- Scroll to **CONFIGURATION** option, press **ENTER**.
- Scroll to **STATION ON/OFF** and press **ENTER**—**OR**—you may dial **0** and immediately enter the option.
- Scroll to **DISP SPDNAME**, press **ENTER** to change option status.

- Press **CANCEL** to enter change and return to Main Configuration Menu—**OR**—press **END** to return to idle screen.

## CALLER ID REVIEW ALL

This feature allows display keyset users to review Caller ID information for calls sent to their stations. This list can be from ten to fifty calls in a first in, first out basis. The list includes calls that you answered and calls that rang your station but that you did not answer. When reviewing this list, you can press one button to dial the person back. The system must be using LCR to dial the stored number.

- With you handset on-hook, press **TRANSFER** and then dial **110**.
- Press **121** to turn **CID REVIEW ALL** on or **120** to turn it off.
- Press **TRANSFER** to store your selection.

#### From the LCD:

- Press **MENU** button.
- Scroll to **CONFIGURATION** option, press **ENTER**.
- Scroll to **STATION ON/OFF** and press **ENTER**—**OR**—you may dial **0** and immediately enter the option.
- Scroll to **CID REVIEW ALL**, press **ENTER** to change option status.
- Press **CANCEL** to enter change and return to Main Configuration Menu—**OR**—press **END** to return to idle screen.

## SECURE OHVA

This option allows you to receive OHVA calls via the speaker while you are on the handset.

- With you handset on-hook, press **TRANSFER** and then dial **110**.
- Press **131** to turn **AUTO CAMP-ON** on or **130** to turn it off.
- Press **TRANSFER** to store your selection.

#### From the LCD:

- Scroll to **CONFIG** and press **ENTER**—**OR**—you may press **0** and immediately enter the option.
- Scroll to **AUTO CAMP-ON** and press **ENTER** to change status.
- Press **CANCEL** to return to option Main Screen.
- Press the **MENU** button—or press the **END** to return to idle screen.

# DISPLAY FEATURES

## DIRECTORY INFORMATION

An 11 character directory name can be assigned to each extension number. Display keyset users can view the name of the called or calling station before answering.

Each outside line can have an 11 character directory name. Incoming calls can be easily identified and answered with different greetings.

Outside and internal calls ringing to a station group will display [CALL FOR xxx] where xxx is the station group number. This allows you to answer calls directed to you differently than calls directed to your group.

## CALL LOG

The system can log both incoming and outgoing calls placed from or to your telephone. You must have a **LOG** button programmed on your keyset and assigned a review list.

Each **IN** and **OUT** list can be up to 50 numbers maximum. They are assigned in blocks of 10 each.

- Press the **LOG** key.
- Press either the **IN** or **OUT** key.
- View the first IN/OUT telephone number. At this point you may select one of the three options related to this number or use the UP/DOWN keys to scroll through your list of calls.
- Press the **CLEAR** button to erase this number from the list.
- Press the NND key repeatedly to view the Name, Number, or Date associated with this call.
- Press the **DIAL** key to call this number.

These options are the same for the incoming or outgoing call logs.

## DIAL BY NAME

Each station or speed dial number can have an associated directory name. A station or speed dial number can be selected by scrolling alphabetically through a directory name list. This on-line “phone book” allows the user to look up and dial any station or speed dial number in seconds.

- Press **MENU** button
- Scroll to **P-BOOK** option, press **ENTER**.
- Scroll to **SEARCH** and press **ENTER**—**OR**—you may dial **1** and immediately enter the option.
- Scroll to **BY NAME**, press **ENTER**.
- Enter **NAME** to search for and press **ENTER**.
- Name is displayed, press **ENTER**, number is displayed.
- Press **SEND** button to automatically call by number.
- Press **MENU** button for more options.
- Press **CANCEL** to enter change and return to Main Configuration Menu—**OR**—press **END** to return to idle screen.

You can also use the Dial by Name feature by following these steps:

- Press the **DIR** button (**DIRECTORY**).
- Select the directory you wish to use: **PERS** (personal speed dial numbers), **SYS** (system speed dial numbers) or **STN** (station names).
- Dial the button on the keypad that corresponds to the first letter of the name you wish to search for.
- Use the **UP** and **DOWN** arrows to scroll through the names.
- Press the **DIAL** soft key to dial the number.

NOTE: A **DIR** button can have an extender to take you directly to one of the above lists (PERS, SYS, or STN).

## CALL PROGRESS DISPLAYS

During everyday call handling, your keyset display will provide information that is helpful and in some cases invaluable. Displays like [CALL FROM 203], [TRANSFER TO 202], [701: RINGING], [TRANSFER FM 203], [708 busy], [Camp on to 204], [Recall from 204], [Call for 501], [message frm 204] and [FWD ALL to 204] keep you informed of what is happening and where you are. In some conditions you are prompted to take an action and in other cases you receive directory information.



## DISPLAY NUMBER DIALED

Display keysets begin showing digits as they are dialed. They will stay in the display until the call duration timer comes on automatically or the **TIMER** button is pressed. If the call duration timer is not used, the number dialed will be displayed until the call is released, transferred or put on hold.

## CALL DURATION TIMER

The system can be set to automatically time outside calls. A few seconds after you dial a telephone number, the timer appears in the display. It appears immediately for incoming calls. The call timer continues for the duration of the call. Call duration times are displayed in minutes and seconds. If a call lasts longer than 60 minutes, the timer restarts.

You can press the **TIMER** button to manually begin timing a call. Press it again to stop timing. If you press it while the automatic timer is on, the call duration time is restarted.

## AUTO TIMER

Display keypad users may have the timer automatically start when they answer incoming calls or after a short delay on an outgoing call.

- With the handset on-hook, press **TRANSFER** and then dial **110**.
- Dial **011** to turn the auto timer on or **010** to turn it off.
- Press **TRANSFER** to store your selection.

### From the LCD:

- Press **MENU** button.
- Scroll to **CONFIGURATION** option, press **ENTER**.
- Scroll to **STATION ON/OFF** and press **ENTER—OR—**you may dial **0** and immediately enter the option.
- Scroll to **AUTO TIMER**, press **ENTER**.
- Press **ENTER** to change option status.
- Press **CANCEL** to enter change and return to Main Configuration Menu—**OR—**press **END** to return to idle screen.

## TIMER FUNCTION

Display keypad users may use this feature as a simple stopwatch.

- When the keypad is idle, press the **TIMER** button to start timing.
- Press the **TIMER** button again to stop timing.
- Read the elapsed time in the display.
- Lift the handset and replace it. The display will return to date and time.

## VIEWING MESSAGE INDICATIONS

You can view all of your message indications before you return them:

- With the handset on-hook, press the **MESSAGE** button with the flashing indicator.
- The first station that left a message indication will be displayed.
- Press the **UP** and **DOWN** arrows to scroll through the stations that left message indications. Use the soft keys to reply, clear or advance to the next message.
- Press the **END** button to return your keypad to the idle condition.

## PERSONAL SPEED DIAL NAMES

Each personal speed dial number can have an 11 character name assigned to it. This name is used to select the speed dial bin when you are dialing by directory.

- Press **TRANSFER** and then dial **106**.
- Dial the speed dial bin number **00–49**.
- Write your message using the procedure described in *Alarm Reminder*.
- Press the **TRANSFER** key to store the speed dial name.
- Repeat for each speed dial bin if necessary.

*See Programming Personal Speed Dial Numbers Section.*

## STATION NAMES

*See Application Program Menus—My Phone.*

## MANAGING KEY ASSIGNMENTS

You can view your key assignments and add extenders to some of your programmable keys for easy one touch operation of frequently used features.

- While on-hook, press **TRANSFER** and then dial **107**.
- Use the **VOLUME** buttons to scroll through all of your programmable buttons **OR** press the programmable button to which you want to add the extender.
- When you reach a key listed below, dial the corresponding extender.
- Press **TRANSFER** to store and exit programming.

Please refer to the *Enhanced Display Programming Section* provided by your installation company when requested for a complete list of descriptions and extenders for any keys you may have programmed on your keypad.

NOTE: Confirm that the cursor is placed correctly before you enter the extender.

## LCR WITH CLEAR

When you are making outside call using LCR and dial an incorrect digit, you can press the **CLEAR** soft key to reenter the telephone number. You do not need to redial 9 to reaccess LCR.

## BACKSPACE WITH LCR

If you misdial while using LCR, you can delete digits shown in the display by pressing the **BACKSPACE** soft key as many times as necessary.

## TEXT MESSAGING

*See also MESSAGE option in the Application Program Menus section.*

This feature allows two digital keyset users to respond to each other with preprogrammed messages. After receiving an Off Hook Voice Announcement or Station Camp-On, you may respond with a text message while continuing to talk and listen to your outside party. The other station can view this message and take the appropriate action or respond back with another text message.

There are 1000 messages assignable to stations in blocks of 10, stored in system memory that can be sent to another display keyset. Only the display keysets that are allowed in system programming (MMC 611) will receive the TEXT MESSAGE soft key in the display and use this feature.

Familiarization with the two digit message numbers you will use the most will make this procedure quick and easy. However if you do not know them, use the **UP/DOWN** button to scroll to the desired message, then press **SEND**.

The basics steps in text messaging are:

1. Press **TEXT MESSAGE** soft key to begin text messaging.
2. Dial the 2 digit number for the desired message.
3. Confirm this is the intended message then press **SEND**.
4. Wait for a reply from the other station (steps 1, 2 & 3)
5. When any station presses **EXIT** the displays at both stations return to their previous call progress condition.

At all times after step 1 you can talk and listen to your caller while repeating steps 2.

The example on the following page will better demonstrate how to use Text Messaging. In this example station 201 is making an off hook voice announcement to station 205 who after hearing the announcement will respond with a text message.

**STATION 201: LINDA**  
received a call on line 702

Talking on line 702

702: 01:15  
CONF PAGE MUTE

Press **TRANSFER**

Transfer:  
RETURN

Dial **205**

205: busy  
OHVA CAMP ON



OHVA to 205

Wait for reply

**STATION 205: JOHN**  
is talking on line 701

701: 05:25

OHVA from 201  
TMSG REJECT

GIVE THE CALL  
TMSG:01 SEND

Dial **03** or press ↑ twice

ASK THEM TO HOLD  
TMSG:03 SEND



Wait for reply

ASK THEM TO HOLD  
TMSG EXIT



702: 01:45  
CONF PAGE MUTE

701: 05:55  
CONF PAGE MUTE

# CALLER ID

## SELECTING YOUR CALLER ID DISPLAY

You can decide if you want to see the Caller ID name or Caller ID number in the display. Regardless of which one is selected, you can press the **NND** button to view the other pieces of Caller ID information. To select the type of Caller ID information you wish to view first.

- With the handset on-hook, press **TRANSFER** and then dial **119**.
- Dial **0** for CID options, **1** for ANI options, or **2** for CLI options.
- Dial **0** if you do not wish to view CID information, **1** to view the NUMBER first or **2** to view the NAME first.
- Press **TRANSFER** to exit and store your selection.

### From the LCD:

- Press the **MENU** button.
- Scroll to **CONFIGURATION** option, press **ENTER**.
- Scroll to **CID DISPLAY** and press **ENTER**—**OR**—you may dial 6 and immediately enter the option.
- Scroll **LEFT/RIGHT** to desired display option.
- Press **CANCEL** to enter change and return to Main Configuration Menu—**OR**—press **END** to return to idle screen.

## VIEWING THE NEXT CALLER ID CALL

In the event that you have a call waiting or a camped-on call at your keyset, you can press the **NEXT** button to display the Caller ID information associated with the call in queue at your keyset. Either the CID name or CID number will show in the display depending on your Name/Number selection.

To view Caller ID information for calls that have been camped-on to your keyset, press the **NEXT** button.

## SAVING THE CALLER ID NUMBER

At any time during an incoming call that provides CID information, you may press the **SAVE** button to save the CID number. The system must be using LCR to dial the saved number.

## REDIALING A SAVED CALLER ID NUMBER

To redial a number that has been saved, press the **SNR** button or dial **17**.

### NOTES:

1. Your telephone system must be LCR correctly programmed to redial the saved number.
2. If the Hot Keypad feature has been turned off, you must first lift the handset or press the **SPEAKER** button before you begin.

## STORING A CALLER ID NUMBER

At any time during an incoming call that provides CID information, you may save the CID number as a speed dial number in your personal speed dial list. To store a Caller ID number in a personal speed dial bin:

- Press the **STORE** button. The system displays the speed dial bin in which the number was stored—**OR**—press the **CID** button and then press the **SCROLL** button.
- Press the **STORE** soft key.
- The system displays the speed dial bin in which the number was stored.

NOTE: Your telephone system must have LCR correctly programmed to redial the saved number. If LCR is not being used on your system, you will not be allowed to STORE CID numbers.

## INQUIRE CALLER ID PARK/HOLD INFO

If you are informed that an incoming call is on hold or has been parked for you, you may view the Caller ID information before you retrieve the call. This may influence how you choose to handle the call.

From an idle keyset:

- Press the **INQUIRE** button—**OR**—press the **CID** button and then the **INQUIRE** soft key.
- Dial the trunk number.
- You may now answer the call by pressing the **ANS** button—**OR**—you may use **NND** to view more information about this call—**OR**—you can return to the idle condition by pressing **IGNORE**.

If you are on a call:

- Press the **INQUIRE** button. Your existing call will go on hold—**OR**—press the **CID** button and then the **INQUIRE** soft key to place the first call on hold.

- Dial the trunk number.
- You may now answer the call by pressing the **ANS** button—**OR**—you may use **NND** to view more information about this call—**OR**—you can return to the idle condition by pressing **IGNORE**.

NOTES:

1. If you are on an intercom call or you have Automatic Hold turned off, you must finish the existing call or place it on hold before inquiring.
2. If you inquire about an outgoing call, you will receive a [call no longer available] display.

## REVIEWING PAST CALLER ID CALLS

This feature allows you to review CID information for calls sent to your keyset. This list can contain 10–50 calls in a last-in, first-out basis. The list includes calls that you answered and calls that rang your keyset but that you did not answer. When reviewing this list, you can press one button to dial the person back. The system must be using LCR to dial the stored number. To access the CID information stored in your REVIEW list:

- Press the **REVIEW** button—**OR**—press the **CID** button and then press the **REVIEW** soft key.
- If you have entries in your review list, the most recent call will be shown first.
- You can now **CLEAR** this entry—**OR**—use **NND** to view more information about this call, **OR** Press **DIAL** to call this person back—**OR**—press **SCROLL** and then press **STORE** to save this number in a personal speed dial bin.

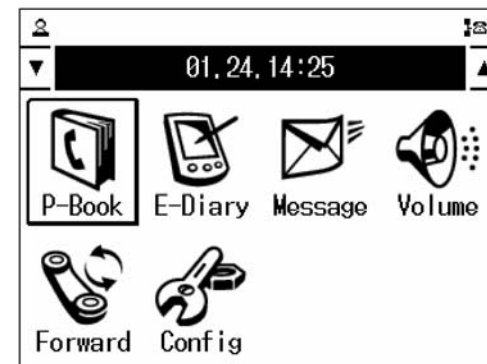
NOTES:

1. Each keyset defaults with ten review bins. Please see your system administrator to determine the number of bins assigned to your keyset.
2. Your system must have LCR correctly programmed to allow you to **DIAL** numbers from the review list or to **STORE** entries from the review list.

# APPLICATION PROGRAM MENUS

Much of the call processing of the ITP 5012L can be accomplished by using the various feature/function screens on the LCD. Below are instructions for additional call processing and special applications that can be accomplished via the LCD programming. These screens, features and functions can be accessed by pressing the **MENU** button. Follow the below user information to utilize these features and functions.

After pressing the **MENU** button, use the direction button to highlight desired menu icon. For multiple screen options, the UP/DOWN arrows at the top left and right sides of the LCD may be used to scroll on a per page basis. Press **ENTER** to access that menu. To navigate within the menu, you may scroll to the desired option/function, dial the associated option/function number or press the associated select button on either side of the display.



*Application Program Main Menu Screen*

Press **END** button to exit programming.

## PHONEBOOK

*Refer to Speed Dialing and Programming Section.*

## E-DIARY

1. **WAKE UP CALL:** Set Wake Up call for desired duration (Everyday, Monday-Saturday, Monday-Friday). Using the direction button scroll **UP/DOWN** to the desired option and **LEFT/RIGHT** to scroll to desired option setting.
  - Enter **TIME** via dial pad in 24-hour format.
  - Set **RING TONE** via direction button (**LEFT/RIGHT**) Each tone is heard.
  - Set **REPEAT DURATION** via direction button.
  - Press **ENTER** when finished.
2. **ALARM:** *See Alarm Reminder Programming Section.*

3. **DAILY PLANNER:** *See Alarm Reminder Programming Section.*
4. **MEMO PAD:** Self memo feature. Allows you to set text message notes. Up to 5 memos may be stored.
  - Add **NEW MEMO:** Type in memo on keypad, press **ENTER**.
  - Press **MENU** button to change fonts or add characters.
  - **SEARCH** displays all memos saved and **REMOVE ALL** deletes all memos.
5. **CALCULATOR**
  - Enter **FIRST NUMBER**, press **SOFT KEY** associated with the proper operation.
  - Enter **SECOND NUMBER** and press **ENTER** to display answer.
6. **WORLD TIME:** Displays times throughout the world.
  - Use direction button, **LEFT/RIGHT** to view desired time zone.
7. **D-DAY PLUS:** Scheduling feature that allows the user to view the time left until an event, or time since event occurred. Use to monitor deadlines, schedules, etc.
  - Enter **DATE, FREQUENCY** and **MEMO**, press **ENTER**.
  - When entering Memo, press **MENU** to change fonts or add characters.
  - Enter Base Date and number of days before or after to begin reminder.
8. **UNIT CONVERT:** Weights and Measures conversion application. Allows you to convert units of weights and measures into other units.
  - Choose desired function (**LENGTH, WEIGHT, AREA, VOLUME, TEMPERATURE**), press **ENTER**.
  - Scroll **LEFT/RIGHT** to select base unit.
  - Scroll **DOWN** and **ENTER VALUE** to be converted.
  - Scroll **DOWN**, select **CONVERSION UNIT**.
  - Press **ENTER** to display answer.

## MESSAGE

1. **RECEIVED:** View received text message information. (Station number, text message, time/date) and set notification of messages received. A maximum of 10 messages may be stored.
  - **MSG. CHARGE:** Number of messages saved, press **ENTER** to view messages.
  - Press **MENU** button to display further options.

- Return calls by highlighting the desired phone/station number and press the **SEND** button.

**TEXTMSG. SETUP:** Set incoming text message signal for specific functionality. Scroll **DOWN** to desired option, scroll **LEFT/RIGHT** to desired option setting.

**INDIVIDUAL INTERVAL:** Sets notification for Once, Every Two Minutes, No Tone.

**INDIVIDUAL TONE:** Sets incoming notifications signal.

**SHOW CONTENTS:** Sets display option of received message. (Save - On, Clear - Off)

2. **SENT:** Used to store and view text messages sent from the station.

### WRITE MESSAGE :

- Write **NEW MESSAGE**, enter **STATION NUMBER** to send message to.
- Scroll **DOWN**, enter **MESSAGE** via dial pad.
- Press **ENTER**.

**INVOKE MESSAGE :** Allows saved messages in Draft option for future delivery.

- Press **ENTER**, displays all saved messages.
- Press **MENU** for message options (Add - New message to list, Modify - a current message in the list, Send - selected message, Delete - selected message.)

3. **DRAFT:** Allows creating and storage of messages for future delivery, or as reminders. You can view stored messages, Search through stored messages, Remove all stored messages.

- **NEW MESSAGE:** Use keypad to add new message to list, for future delivery.
- **SEARCH MESSAGE:** Displays all messages in list.
- **RM, ALL MESSAGE:** Deletes all messages in the list.

## VOLUME

Used to set volume levels of the various functions of the keyset. Scroll left/right to select desired option setting. When setting Ring Type and Ringer volume, each tone level will be heard as you scroll through them.

1. Ring Type: Assigns ringer tone to station. (8 tone options)
2. Ringer: Sets ringer volume level. (8 volume levels)
3. Offhook: Sets off hook ringer volume level. (8 volume levels)

4. Handset : Sets handset receive volume level. (8 volume levels)
5. Speaker: Sets station speaker volume level. (16 volume levels)
6. Broadcast: Voice Announce feature volume. (16 volume levels)

## CALL FORWARD

*See Transferring Calls Section, Forwarding Calls.*

## CONFIGURATION

1. **PASSWORD:** *See Customizing Your Keypad Section, Change your Passcode.*
2. **LOCK:** Station Lock programming. *See Convenience Feature Section, Locking Your keypad.*
3. **ANSWERING MODE:** *See Customizing Your Keypad Section, Station Answering Mode Programming.*
4. **BOSS ANSWERING:** Allows setting of ring type for Bosses station, from Secretary station.
  - Scroll to or dial **4**, press **ENTER**.
  - Scroll **LEFT/RIGHT** to select desired Bosses **RING TYPE** setting. (Ring, Automatic, Broadcast(voice announce).
  - Press **ENTER**, display confirms save.
5. **LANGUAGE:** Select station display language programming.
  - Scroll to or dial **5**, press **ENTER**.
  - Scroll **LEFT/RIGHT** to select desired display language.
  - Press **ENTER**, display confirms save.
6. **CID DISPLAY:** Select station incoming CID information display.
  - Scroll to or dial **6**, press **ENTER**.
  - Scroll **LEFT/RIGHT** to select desired display option.
  - Press **ENTER**, display confirms save.
7. **ABSENT MESSAGE:** *See Paging and Messaging Section.*
8. **INTERNAL CALL:** Select incoming information display from internal caller. (Number or Name)
  - Scroll to or dial **8**, press **ENTER**.
  - Scroll **LEFT/RIGHT** to select desired display option.
  - Press **ENTER**, display confirms save.

9. **DIAL MODE:** Select dial type options. (enblock-requires SEND button to complete the call, or overlap - direct out dial)
  - Scroll to or dial **9**, press **ENTER**.
  - Scroll **LEFT/RIGHT** to select desired display option.
  - Press **ENTER**, display confirms save.

0. **STATION ON/OFF:** Turn various features/functions on/off in the keypad.

These features are:

**AUTO HOLD:** When on an outside call, pressing a line button, route button or flashing CALL button will automatically put your call on hold and connect you to the next call.

**AUTO TIMER:** Timer in LCD that monitors call duration.

**HEADSET USE:** Switches between headset and handset use.

**HOT KEYPAD:** Allows for dialing without lifting handset first.

**PAGE REJOIN:** Allows remaining portion of internal page to be played through keypad speaker, after handset is replaced.

**RING PREF:** Allows for automatically answering of calls when handset is lifted. (Does not require button press)

**AME PASSWORD:** Allows password protection of AME feature on set. This prevents unauthorized listening to messages being left.

**AUTO CAMPON:** Allows intercom calls to be automatically camped on to, when a busy station is called.

**DIS SPDNAME:** Allows the speed dial associated name to be displayed while number is being dialed.

**SECURE OHVA:** Allows OHVA calls to be received by station in conversation on handset.

**CALL COST DISP:** Display in LCD that monitors call cost, for duration of call.

**CID REVIEW ALL:** Allows user to review Caller ID information for calls sent to the station. The list is programming dependent and operates on a first in first out basis. Calls to displayed numbers can be returned with a single button press, provided LCR is being used.

**STOP CID DISPLAY:** Discontinues CID information after call is answered.

**AUTO ANS CO CALL:** Allows CO calls to be auto answered on incoming calls.

- Scroll to or dial **0**, press **ENTER**.
- Scroll to desired feature, press **ENTER** to change option status.
- Press **CANCEL** to enter change and return to main Configuration menu.

# MY PHONE

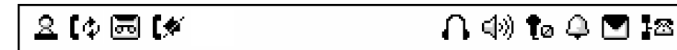
Used to personalize your keyset.











- 1. SELECT BG:** Select LCD background scenery. (Calendar, Seasons)
  - Scroll to or dial **1**, press **ENTER**.
  - Scroll **UP/DOWN** to desired background.
  - Press **ENTER**, saves selection and returns to My-Phone option screen.
- 2. MY NAME:** Allows an 11character name to be assigned to the keyset. This information is sent to internal display keysets on incoming and outgoing calls.
  - Press **TRANSFER** and then dial **104**.
  - Enter the 11 character name using the procedure described in *Alarm Reminder*.
  - Press **TRANSFER** to store the name.

**From the LCD:**

  - Scroll to or dial **2**, press **ENTER**.
  - Enter name. (Press **MENU** button to change form upper to lower case, etc.)
  - Press **ENTER**, display confirms save.
- 3. NETWORK INFO:** View IP information for the keyphone. (IP Address, NetMask, Gateway, Server IP, MAC Address).
- 4. STATUS INFO:** Status Info - Displays status of various station features.
  - Scroll to or dial **4**, press **ENTER**.
  - Displays status of station forwarding, Absent message, DND and Lock.
  - Press **CANCEL** to return to MY-Phone Main Menu.
- 5. ENBLOCK TIMEOUT:** When enblock dialing used, this is the screen clear time, if call is not sent. (**SEND** button not pressed)
  - Scroll to or dial **5** press **ENTER**.
  - Scroll **LEFT/RIGHT** to desired time option.
  - Press **ENTER**, display confirms save.

# STATUS SCREEN OF THE LCD PANEL



-  • Executive-Secretary: Station is programmed for Executive-Secretary feature.
-  • Forward: Call Forwarding is set to station.
-  • Answer Mode: Station is set for Auto Answer or Voice Announce mode.
-  • Do Not Disturb: Station is set for Do Not Disturb.
-  • Headset: Station is set for Headset mode operation.
-  • Group Listen: Station has enabled Group Listen feature.
-  • Mute: Station has enabled Mute feature.
-  • Alarm: Station has set an Alarm Reminder.
-  • Message: Station has received a message from another station.
-  • Network Connection: Indicates Network Connection is operational.

# SVMi E-Series

This section describes how to setup and use the various features available to a Subscriber. A Subscriber is a person that has been authorized access to the various features and services available in the SVMi E-Series. Please review this section carefully before you use your Authorized Features and Services, known as Subscriber Services.

Voice Mail is one of the Subscriber Services available. Your voice mail box has the capability of storing private messages, and offers a number of options for sending or redirecting messages as well as provides several ways to notify you of new messages.

Another very common Subscriber Service is Access Manager. This allows you control over when and where you receive your calls as well as what to speak to your callers in the event you are unable to speak to them directly. The 'events' are referred to as "Call Conditions": No-Answer, Busy, and Blocked are the most commonly used Call Conditions.

This guide can be used by Subscribers from within the office or from telephones outside the office. The basic operation is the same, but the access method will be different. See the SVMi E-Series Subscriber Services Menu Diagram for more details.

Note that some features and prompts detailed here may not be available to all Subscribers. See your System Administrator if you have questions about feature availability.

## ACCESSING YOUR MAILBOX

*[Also known as Subscriber Services Menu]*

### **Inside Callers** *[Subscriber logging in from their Desk]*

- Dial the SVMi E-Series access number or press the key assigned to ring SVMi E-Series [VMMSG].
- Enter your personal password when prompted (the default password is 0000).

### **Outside Callers** *[Subscribers calling from Cell Phones or outside of the office environment]*

- Dial the phone number that will be answered by the SVMi E-Series. The main greeting will answer.
- At the main greeting dial [#] plus your Subscriber (or mailbox) number (Subscriber and Mailbox numbers will usually match your extension number).
- Enter your personal password when prompted (the default password is 0000).

### **Access your Subscriber Services (or Mailbox) from a Station other than your Own (or checking a mailbox associated with a different station)**

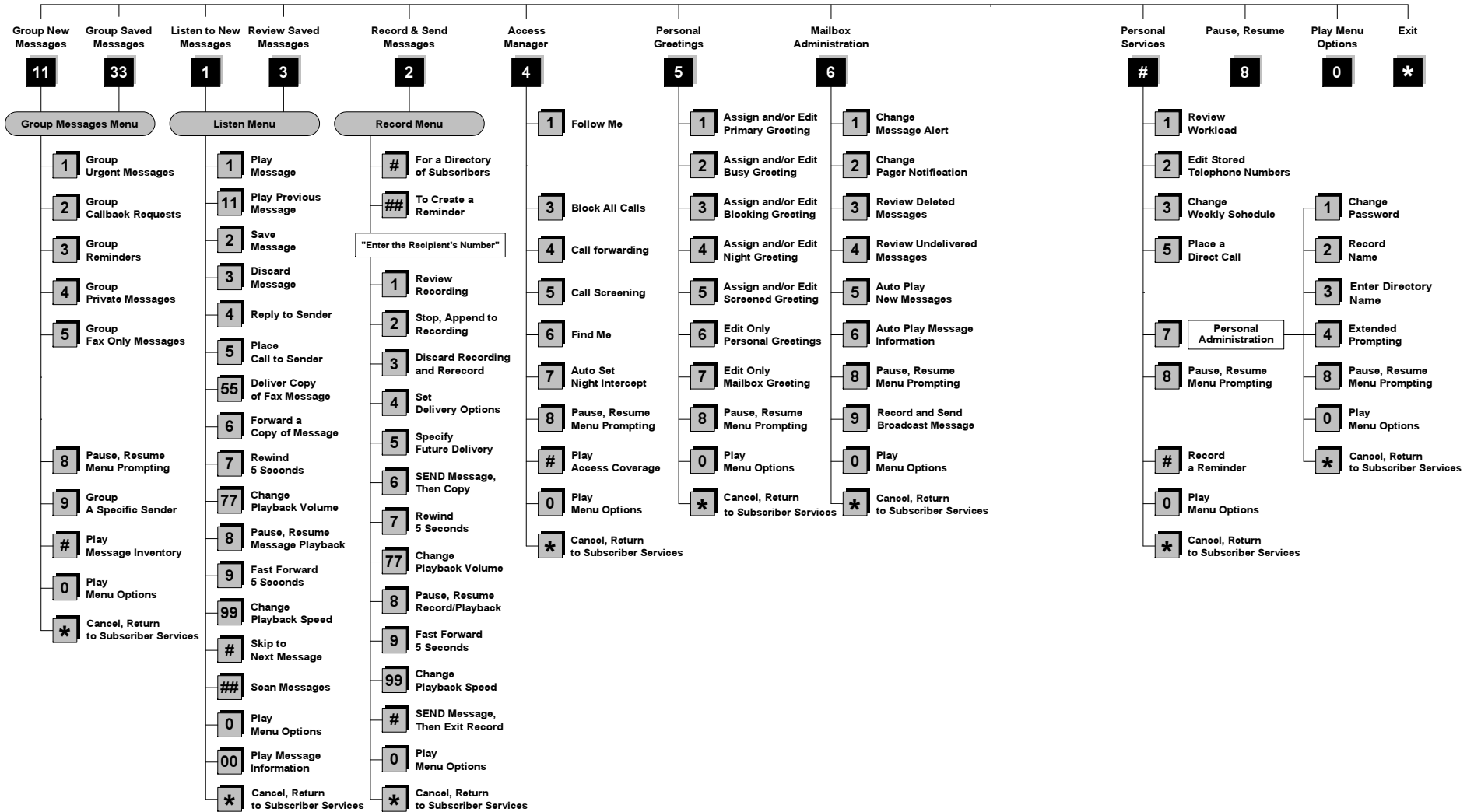
- Press the [VMMSG] key or dial the SVMi E-Series **group number**. You will be prompted to enter a password.
- Press [\*]. This will take you to the Main Auto Attendant Menu.
- Press [#] plus the Subscriber number of your choice. You will be prompted to enter your password.

At this point the inside and outside callers follow the same instructions. You will hear a message stating the number of messages left in your mailbox. You will then hear the Subscriber Services Menu with the following options:

- 1 Listen to New Messages - See Listening to your Message.**
  - 2 Record and Send Message - See Sending Messages.**
  - 3 Review Saved Messages - See Listening to your Message.**
  - 4 Access Manager - See Access Manager.**
  - 5 Personal Greetings - See Personal Greetings.**
  - 6 Mailbox Administration - See Mailbox Administration.**
- # Personal Services - See Personal Services.**
- \* Return to Main Menu.**



# SVMi E-Series Subscriber Services Menu



NOTE: All options shown MAY NOT be authorized. If an option is not available please speak to your system administrator.

## GETTING STARTED

Using your new SVMi E-Series Subscriber Services is as simple as following a few simple spoken instructions. First time users should read this section as a tutorial. You should start with the following steps:

- Access your Subscriber Services Menu - You already know how to do this.

### From the Subscriber Services Menu:

- Record a Primary/No-Answer Personal Greeting. Dial **[5][1]**.
- Record a Mailbox Greeting. Dial **[5][7]**.
- Change your access code (Password). Dial **#[7][1]**.
- Record your name. Dial **#[7][2]**.
- Enter your directory name. Dial **#[7][3]**.

After you have completed the steps above your Subscriber Services are set up and ready to use.

## LISTEN TO YOUR MESSAGES

If there are new messages in your mailbox your **[VMSG]** key will be lit. Call the SVMi E-Series by pressing this key, and when prompted enter your password. You will then be at the Subscriber Services Menu. Select **[1]** to listen to new messages or **[3]** to listen to saved messages.

Note: After you enter your password, if "Autoplay of New Messages" is enabled and you have new messages the SVMi E-Series will begin to play them automatically. A subscriber can control this feature. From the Subscriber Services Menu **[6] [5]** toggles "Autoplay of New Messages" ON/OFF.

## SUBSCRIBER SERVICES MENU

The following is a list of all the options available in the Subscriber Main Menu.

- 1** LISTENING TO NEW MESSAGES
- 11** GROUP NEW MESSAGES
- 2** RECORD AND SEND A MESSAGE
- 3** LISTENING TO OLD MESSAGES
- 33** GROUP OLD MESSAGES
- 4** ACCESS MANAGER
- 5** PERSONAL GREETINGS
- 6** MAILBOX ADMINISTRATION
- 8** PAUSE / RESUME

- 0** PLAY MENU OPTIONS
- \*** EXIT TO AUTO ATTENDANT
- #** PERSONAL SERVICES

**1** or **3**

## LISTENING TO OLD OR NEW MESSAGES

- 1** Play / replay the message you just heard.
- 11** Play the previous message.
- 2** Save the message you just heard and listen to the next message.
- 3** Delete the message you just heard and listen to the next message.
- 4** Reply to the message.  
This will allow you to leave a message in the mailbox of the sender (if the sender has a mailbox on this system).
- 5** Return the call directly to the telephone number that left the message.  
This will work for internal and external callers, but Caller ID service is needed to use this feature on an outside call.
- 55** Deliver a fax copy.  
This will allow you to receive attached faxmail document(s). Faxmail documents can be delivered to any fax machine of your choice as long as out calling is authorized. You can also have faxmail messages automatically delivered to the fax machine of your choice.
- 6** Forward the message and saves a copy.  
The subscriber can be selected by dialing their mailbox number (nnn), using the directory service (#) or you may also add comments and leave it as a memo to yourself (##).  
The Send and Copy Service (option 6) allows a user to send copies of a message to multiple recipients easily. A different introduction message may be left for each recipient.
- 7** Rewind the message 5 seconds.
- 77** Change playback volume of the recording.  
There are two levels of volume during playback. Dialing this code will toggle between the two levels.
- 8** Pause or resume during message playback.
- 9** Fast forward the message 5 seconds.

- 99** Change playback speed of the recording.  
There are two levels of speed during playback. Dialing this code will toggle between the two speeds.
- 0** Play options.  
Pressing this key will play all the menu options available to you from this point.
- 00** Hear the time and date, and sender's information of the message you just heard. Sender information is not available on outside calls.
- #** Move to the next message. This does not Save or Discard the current message - it is retained as new.
- ##** Scan. Plays first 7 seconds of a message then skips to next message. This is similar to the scan button on a radio. It will allow you to find a specific message quickly. To stop scanning press **[1]**.
- \*** Cancel and return to previous menu.

**11** or **33**

## GROUP NEW OR OLD MESSAGES

Messages can be grouped as either Reminders, press **[3]** or Messages from a specific sender, press **[9]**.

Additionally you can press **[#]** and hear a summary of your mailbox contents:

- a) Number of messages
- b) Number of reminders
- c) Number of urgent messages
- d) Number of messages needing a callback
- e) Number of private messages
- f) Number of fax messages

**2**

## RECORD AND SEND A MESSAGE

This option is used to send a message to another subscriber. The steps are simple:

- a) Enter the recipient's mailbox number, or if this is not known enter **[#]** to use the system directory.

- b) Record your message at the tone. After recording the message, you will hear the Send Menu with the following functions:
  - 1** Review
  - 2** Continue Recording
  - 3** Discard and Re-Record
  - 4** Set Message Attributes (Delivery Options)
  - 5** Schedule Future Delivery
  - 6** Save and Send then Send a Copy to Someone Else
  - #** Save and Send the Recording

## Setting Message Attributes

If after recording a message you select **[4]** you can set up any combination of the following delivery options:

- 1** Urgent Delivery
- 2** Return Receipt Requested
- 3** Request a Call Back
- 4** Private Delivery
- 5** Reply Required
- \*** Exit

## Scheduling Future Delivery

If after recording a message you select **[5]** to schedule future delivery, you will be able to set message attributes and set this message as:

- #** Immediate Delivery
- 1** Next Few Hours
- 2** End of Current Business Day (based on your Availability Schedule)
- 3** Beginning of Next Business Day (based on your Availability Schedule)
- 4** A Coming Day of the Week
- 5** Specific Day / Time
- \*** Exit

**4**

## ACCESS MANAGER

The Access Manager allows the subscriber to set a number of options for when, where and how, and/or if the SVMi E-Series contacts you when a caller dials your extension number. All of the options are toggled on/off based on their current status when you access them.

**Note: ALL** Access Manager options **MUST** be individually allowed by the System Administrator for each Subscriber. They are:

### 1 Follow Me

Allows the subscriber to enter an alternate location and set how long the new destination (Designated Location) will be active. This number may be an internal or external number. This is useful if you are frequently traveling or changing the number where you can be reached.

When Follow Me is activated, the transfer will be supervised and confirmed. This means that if the call is not answered or if rejected by the Subscriber at the designated location it will be recalled to the Subscriber's mailbox.

### 3 Call Blocking

When this feature is active, callers will not be transferred to your extension, they will hear your 'blocked' greeting (if recorded) and will go directly to your mailbox if they do not select any or are not offered any other options.

### 4 Call Forwarding

Unlike Follow Me where the subscriber wants to take their calls at an alternate location this feature allows the subscriber to pass control of his calls to another Subscriber. The "Forwarded To" Subscriber will now be in control of the caller and the caller will NOT return to originating Subscriber's Mailbox. If the "Forwarded To" Subscriber does not answer the caller it will now follow what ever the "Forwarded To" Subscriber has set up for their call conditions. The Caller will hear "Forwarding to""{Subscriber Name}" before actually being forwarded.

### 5 Call Screening

If this is turned on, the caller will be asked their name and the SVMi E-Series will play this name to you before the transfer, giving you an option to accept or reject the call.

### 6 Find Me

Find Me, when enabled, will attempt to locate the subscriber by calling a list of preprogrammed phone numbers. The stored phone numbers are entered in 'Personal Services' [#][2] (if allowed by the Administrator). The stored telephone number list can contain up to 9 preprogrammed telephone numbers. The Find Me feature only use the first five.

### 7 Night Intercept

This feature is dependent on your weekly availability schedule, which is entered in 'Personal Services' [#][3] (if allowed by the Administrator). When Night Intercept is active the SVMi E-Series will first ring your extension then

play your primary, No Answer greeting during the day (when you are available) and will NOT ring your extension but simply play your Night greeting during the night (when you are not available).

**Note:** This does NOT use the Day and Night schedules of the phone system. It is solely controlled by the Subscriber's Availability Schedule.

### 8 Pause / Resume

### \* Exit from Access Manager

### 0 Play All Options

### # Play Access Coverage

This feature is useful for finding out how you current access settings are set. It will also tell you what greetings will play under each of the call conditions you have setup.

## 5

## PERSONAL GREETINGS

The options available in this menu will be determined by your System Administrator, and not all of them may be available to you. In the simplest systems, only a mailbox greeting will be available, additional greetings may be accessible in more complex systems.

Your Personal Greeting will be played every time someone dials your extension and you do not answer.

You may record up to 9 Personal Greetings, and you may assign any one of them to be active. There are several different 'Call Coverage' conditions to which you may assign any of your 9 greetings. The Call Coverage Conditions are: No-Answer, Busy, and Do Not Disturb (or Forwarded All). This will allow different greetings to play depending on the type of call forward that you have set, or the condition of your telephone.

The Call Coverage conditions that you can assign specific greetings to are selected by the following digits:

### 1 Primary/No Answer Greeting

Used when in your office, away from your desk or during the time period you are scheduled available. If this is the only Personal Greeting you record, it will play for all call coverage conditions.

This option is available only if the Administrator has assigned you the 'Basic Greeting' feature.

Example: "Hi this is John Smith. I'm sorry I am not available to answer your call. If someone else can help you, please enter the extension number now. Or, to leave me a message, press 1."

## 2 Busy Greeting

Played to a caller when you are already talking to someone on your extension or the telephone at your Designated Location.

This option is available only if the Administrator has assigned you the 'Busy Greeting' feature.

Example: "Hi, this is John Smith. I'm on another line right now. If someone else can help you, please enter the extension number now. Or, to leave a message, press 1."

## 3 Call Blocking Greeting

Used while Call Blocking is enabled in your Access Manager or if your phone is forwarded ALL or DND.

This option is available only if the Administrator has assigned you the 'Call Blocking' feature.

Example: "Hi, this is John Smith. Sorry I missed your call, but I'm going to be out of the office for the next few hours. If someone else can help you, please enter the extension number now. Or, to leave me a message, press 1."

## 4 Night Greeting

Used during the time period you are scheduled UNAVAILABLE, usually after business hours during the evening and at night.

This option is available only if the Administrator has assigned you the 'Scheduling' feature.

Example: "Hi, this is John Smith. I've left the office for the evening. If you would like to try someone else, please enter the extension number now. Or, to leave me a message, press 1."

## 5 Call Screening Greeting

Used while Call Screening is enabled, and you REJECT a caller after listening to the caller's record name.

This option is available only if the Administrator has assigned you the 'Call Screening' feature.

Example: "Hi, this is John Smith. I'm sorry, but I am not available to speak with you at this time. If someone else can help you, please enter the extension number now. Or, to leave me a message, press 1."

## 6 Edit Personal Greetings

You may also edit/record each one of the greetings (1-9) at any time.

Select a greeting number to edit and follow the instructions to record your greeting. When you are done recording your greeting, you will be able to listen to the greeting you recorded, save the greeting you recorded and return to the previous menu, record the greeting again, or exit without saving the greeting.

Note: If you record only the greeting assigned to the No-Answer Call Coverage Condition, then that greeting will play to callers for all Call Coverage Conditions (No-Answer, Busy, Blocked, Night, and Rejected Caller). In this case, the salutation part of the greeting should be very general.

## 7 Edit Mailbox Greeting

Used whenever a caller reaches your mailbox or if you have not recorded any of the Call Coverage greetings. The way a caller is transferred to your mailbox greeting directly, is by another subscriber transferring the caller to your mailbox using the VT (VoiceMail Transfer) key.

This option is available only if the Administrator has assigned you the 'Mailbox Greeting Option' feature.

Example: "Hi, this is John Smith. Please leave me a message, I will call you as soon as I can."

Note: This greeting will only play if none of the 5 personal greetings has played to the caller. A common usage for this Greeting is when another Subscriber is talking with a caller and uses the VT key on their phone to transfer the caller directly to your Mailbox.

# 6

## MAILBOX ADMINISTRATION

The Mailbox Administration menu is used to turn on and off your pager notification, message alert options and other message control features.

### 1 Message Alert

When this function is activated, the SVMi E-Series will call any outside or inside telephone number, after each message is left in your voice mailbox.

To hear your message at the remote location when the SVMi E-Series calls you, after you pick up the telephone and answer you will be instructed that there is a message and to enter your password. Simply enter your password and you will now be logged in.

### Setting Up Message Alert:

- From the Subscriber Services Menu press **[6]** for Mailbox Administration.
- Press **[1]** for Message Alert.
- There are 4 options available to you:
  - Press **[1]** to toggle message alert on and off.
  - Press **[2]** to set the schedule when you would like to be notified.
  - Press **[3]** to be notified on urgent messages only.
  - Press **[4]** to set the destination phone number.

## 2 Pager Notification

When this function is activated, the SVMi E-Series will call your beeper service and notify you after each message is left in your voice mailbox.

- From the Subscriber Services Menu press **[6]** for Mailbox Administration.
- Press **[2]** for pager notification.
- There are 4 options available to you:
  - Press **[1]** to toggle pager notification on and off.
  - Press **[2]** to set the schedule when you would like to be paged.
  - Press **[3]** to be notified on urgent messages only.
  - Press **[4]** to set the pager phone number.

## 3 Undelete

When this function is activated, the SVMi E-Series will allow you to undelete any messages that you have recently deleted (up to the programmed Daily Maintenance Time, which is set to 3 a.m. by Default the following morning).

- From the Subscriber Services Menu press **[6]** for Mailbox Administration.
- Press **[3]** for Deleted Messages.

Deleted voice mail messages are temporarily stored in memory until 3 a.m. the following day. Select this option to recover ("undelete") previously deleted messages, during this period of time.

## 4 Undelivered Retrieval

When this function is activated, the SVMi E-Series will allow you to recall any messages you have sent that have NOT yet been picked up by the recipient.

- From the Subscriber Services Menu press **[6]** for Mailbox Administration.
- Press **[4]** for Undelivered Messages.

This useful feature will allow you to cancel any messages that have NOT yet been picked up by the recipient.

## 5 Auto Play New Messages

If this option is enabled, after you enter your password correctly any new messages will immediately begin to play. To enable (or if already enabled toggle and disable) this feature:

- From the Subscriber Services Menu press **[6]** for Mailbox Administration.
- Press **[5]** to Set Auto Play of New Messages.

## 6 Auto Play Message Information

If this option is enabled, the date, time and sender's name will be played automatically before each message. If this is disabled, the information must be requested manually by pressing '00'. To enable (or if already enabled toggle and disable) this feature:

- From the Subscriber Services Menu press **[6]** for Mailbox Administration.
- Press **[6]** to Set Auto Play of Message Information.

# 9

## MESSAGE BROADCAST

This option will only be available if it has been allowed by the System Administrator.

### Broadcast to All Mailboxes

If you have been designated as a Subscriber Administrator, you may send a message to ALL mailboxes in the system.

- From the Subscriber Services Menu press **[6]** for Mailbox Administration.
- Press **[9]** for Broadcast Messages.

This option will only be available if your mailbox has been assigned Subscriber Administration privileges.



## PERSONAL SERVICES

The Personal Administration Menu is used to set your password and record your name. Many of these features must be allowed by the System Administrator.

### 1 Workload Management

Allows you to access to all reminders, both Active and Pending. If authorized you can group your reminders as Commitments, Follow-Ups or Tasks for better organization. The system will flag each reminder as Active or Pending (pending means scheduled for future delivery).

### 2 Stored Numbers

Allows you to enter up to 9 stored phone numbers. The first five of these are used in the 'Find Me' feature, but any of them (1-9) can be easily dialed using only one digit followed by the pound key, to be used by many other features from within your subscriber space. (ie: "Follow Me," "Message Alert," "Pager Alert," and "Direct Call").

### 3 Schedule Availability

Allows you to enter a weekly availability schedule for use with Night Personal Greeting and the Auto Night Intercept feature. Follow the spoken directions to enter the days of the week and times you are generally available to talk to your callers. All other times you will be considered unavailable.

### 5 Place a Direct Call

Allows you to place a direct call out of the SVMi E-Series from anywhere. You may either dial the number or dial a single digit 1-5 that corresponds to a stored number ([See Personal Services, 2 - Stored Numbers](#)). This feature must be authorized by the System Administrator and can be limited or opened to internal, local, and long distance calls.

### 7 Personal Administration

This area is used during the initial set up of your Subscriber Settings ([see next section](#)).

## PERSONAL ADMINISTRATION SETTINGS

This menu allows you to make changes to basic setup settings, that are rarely changed. Use these when you initially set up your personal Subscriber settings. You probably will not need to change them after that.

### 1 Setting your Password

- From the Subscriber Services Menu press **#[7][1]**.
- The current password will be played and you will have the chance to change it.

### 2 Recording your Name

Use this option to record your name. Your recorded name is played in several different situations. It is important to record your name for proper operation of the SVMi E-Series system.

- From the Subscriber Services Menu press **#[7][2]**.
- The current name will be played and you will have the chance to change it.

Note: It is possible that if you do not record your name and/or enter your Directory Name (described below), you will not be included in the Dial by Name Directory.

### 3 Entering your Directory Name

Use this option to enter your Directory Name. Your Directory Name is used by callers to find you if they do not know your extension number.

- From the Subscriber Services Menu press **#[7][3]**.
- The current Directory Name will be played as a string of digits that are equal to your name spelled out on your telephone keypad. Follow the instructions to enter a new name. You will be prompted to enter your last name and then your first name.

This must be done in order for the directory feature to work correctly.

Note: It is possible that if you do not record your name (described above) and/or enter your Directory Name, you will not be included in the Dial by Name Directory.

### 4 Extended Prompting

Use this option to drastically reduce the number of prompts played in the subscriber interface (mailbox prompts). Change this setting only if you are very familiar with the user operation of the SVMi E-Series.

Note: Remember if you know what digits to press, you can enter them at any time you do not have to wait to be prompted. This feature can be toggled on/off at anytime. Also if it is off you will be prompted within each subscriber menu to press zero for more options. This enables you to still be able to find out what to do if you were to get lost and extended prompting was disabled.

## KEYSET USER FEATURES

The following options are available if you have a display keyset. They require setup by the System Administrator.

### Message Waiting Lights

When new messages are left in your mailbox, the voice mail message light on your keyset will flash. Press this flashing key [**VMMMSG**] and follow the prompts to retrieve messages. This key may be pressed at any time to log into your Subscriber Main Menu.

### Answer Machine Emulation

If you have an Answer Machine Emulation key programmed on your keyset, you can use it to monitor calls going to your voice mail, and optionally answer them. The operation of this feature is similar to screening a call on a home answering machine.

Your keyset must be set to forward on no answer to voice mail. After ringing your station the caller will be connected to your voice mail and hear your personal greeting before leaving a message. During this time you will be monitoring the connection between the caller and your voice mail box. At this time you will only be monitoring the call, you can not talk to the other party until you answer. You may pick up the call at any time or ignore it.

To activate this feature press the **AME** button. The associated indicator will be lit steady. Press again to turn off. If this key is pressed while a station is ringing (during forward no answer), the feature will be turned on for the current call only.

While the caller is leaving a message or ringing you may:

- Press [**#**] to immediately put the caller in your voice mailbox and monitor it.
- Press [**\***] to immediately disconnect your station. The caller continues to leave a message normally.
- Pick up the handset and monitor privately.
- Press **ANS / RLS** to answer the call (using the handset or speaker).

## AME Password

If your keyset has **AME PASSWORD** (MMC 110) set to **YES**, you must enter your station password to listen to messages being left. This will prevent unauthorized people from listening to messages being left for you.

If the password option is turned on, while a message is being left, press the flashing **AME** indicator and enter your station password (not your SVMi E-Series password). You will then hear the message being left.

## Call Record

If you have a call record button assigned to your phone, you may press it at any time, to record the conversation in progress. If you have a display keyset, you will also have the soft key options to pause and time the message.



## SHORTCUTS

### Calling

Calling a station that is busy or does not answer you can press [#] to immediately send the call to the called parties mailbox.

### Call Divert to Voicemail

While receiving an incoming (ringing) call, dial [\*] to immediately send the caller to your personal voicemail box. This will override the call forward no answer setting.

### Direct Messaging

[#] + DSS To make it easy to leave messages for others in your office without having to dial their extension number first, keyset users may simply dial [#] plus a mailbox (extension) number and leave a message directly. If you dial a busy extension press [#] to connect directly with the mailbox.

### Self Memo (Reminder)

Pressing [##] will leave a message in your own mailbox. This is useful to remind yourself of things to do now or in the future. Messages can be sent with future delivery so you can have the system call you when items become due.

## INTERACTIVE DISPLAYS

Display keyset users have the added advantage of using the soft keys and displays to play, save, delete, reply, call, forward, rewind, pause, fast forward, change the volume, get message information, or help.

### Viewing Mailbox Contents

If you have new messages, in addition to the Terminal Status Indicator (TSI) you will be able to use the keyset displays and soft keys to communicate with the SVMi E-Series.

## PERSONAL SPEED DIAL NUMBERS

| CODE | NAME  | TELEPHONE NUMBER |
|------|-------|------------------|
| 00   | _____ | _____            |
| 01   | _____ | _____            |
| 02   | _____ | _____            |
| 03   | _____ | _____            |
| 04   | _____ | _____            |
| 05   | _____ | _____            |
| 06   | _____ | _____            |
| 07   | _____ | _____            |
| 08   | _____ | _____            |
| 09   | _____ | _____            |
| 10   | _____ | _____            |
| 11   | _____ | _____            |
| 12   | _____ | _____            |
| 13   | _____ | _____            |
| 14   | _____ | _____            |
| 15   | _____ | _____            |
| 16   | _____ | _____            |
| 17   | _____ | _____            |
| 18   | _____ | _____            |
| 19   | _____ | _____            |
| 20   | _____ | _____            |
| 21   | _____ | _____            |
| 22   | _____ | _____            |
| 23   | _____ | _____            |
| 24   | _____ | _____            |

# PERSONAL SPEED DIAL NUMBERS

| CODE | NAME  | TELEPHONE NUMBER |
|------|-------|------------------|
| 25   | _____ | _____            |
| 26   | _____ | _____            |
| 27   | _____ | _____            |
| 28   | _____ | _____            |
| 29   | _____ | _____            |
| 30   | _____ | _____            |
| 31   | _____ | _____            |
| 32   | _____ | _____            |
| 33   | _____ | _____            |
| 34   | _____ | _____            |
| 35   | _____ | _____            |
| 36   | _____ | _____            |
| 37   | _____ | _____            |
| 38   | _____ | _____            |
| 39   | _____ | _____            |
| 40   | _____ | _____            |
| 41   | _____ | _____            |
| 42   | _____ | _____            |
| 43   | _____ | _____            |
| 44   | _____ | _____            |
| 45   | _____ | _____            |
| 46   | _____ | _____            |
| 47   | _____ | _____            |
| 48   | _____ | _____            |
| 49   | _____ | _____            |
| 92   |       |                  |

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# NOTES

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