

# *Nitsuko*

## *Portrait 308/824*

Pocket Guide

1.1 (308) / 2.1D (824)

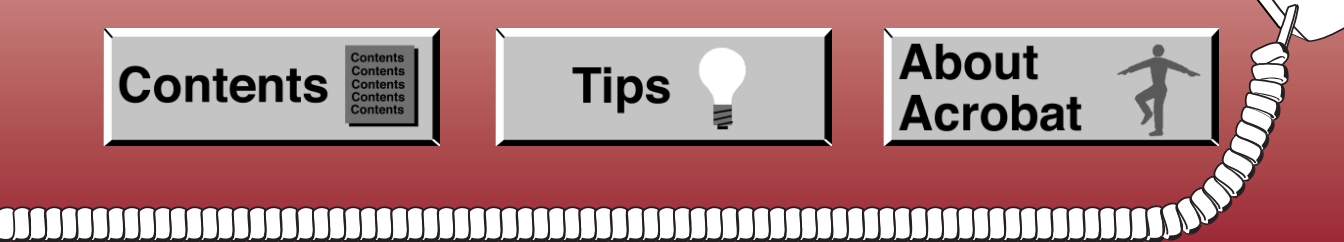
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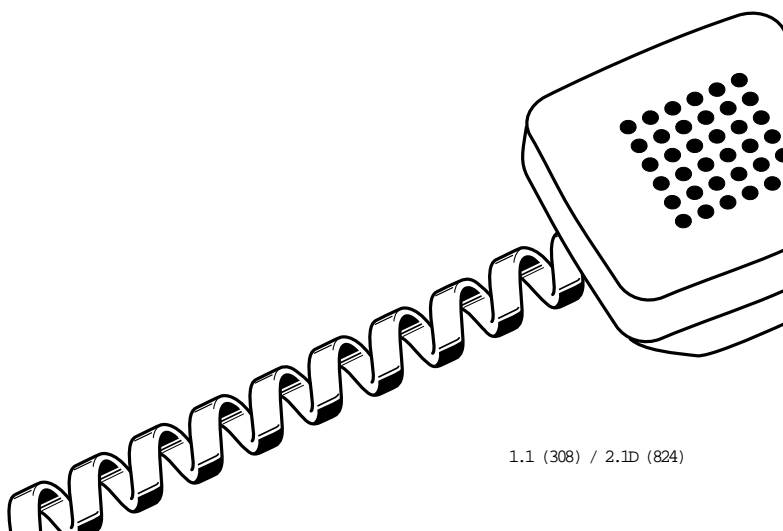
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**NITSUKO** AMERICA★

PORTRAIT  
*308/824*

**Pocket Guide**



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## Using The Feature Section

The Feature section of this manual is in alphabetical order. The features are divided into headings as follows:

**Description** tells what the feature is and describes its benefits. Along with the Description are the *Conditions* and *Default Configuration*. Conditions provides the feature's operational limits (if any). Default Configuration outlines how the feature works with the default programming. When initially installed, the system uses the default configuration.

**Programming** explains the system programming that lets you customize the feature. Some features require programming, others don't. You **must** customize the *Required Programming* to make the feature work. *Other Programming* lists additional programs you should consider when setting up the feature. If you decide to customize a feature:

- Enter the change in the system
- Record the change on the Program Record Form (PRF)

**Related Features** presents the feature interaction.

**Feature Operation** consists of instructions on how to use each feature.

Note that references to program like:

"... if enabled in Program 8 [A.]" *or*

"Program 8 - Extension Options (2)" - [A.] Instrument Type"  
are referring to option A within Program 8.

---

## Using the Program Section

The Program section is in numerical order and is divided into headings as follows:

**Description** tells what options/function the program will enable/disable. The available options for each program are shown [*in brackets*] under each program's description.

**Conditions** describes any limits or special considerations that may apply to the option.

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## INTRODUCTION (cont'd)

**Default Configuration** lists the default (factory-installed) setting for the program. When initially installed, the system uses the Default Value.

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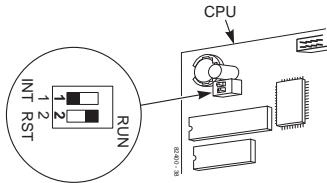
## Programming

To change the system's programmable options, you must have a telephone connected to port number 1.

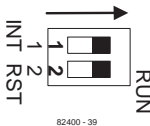
To enter data for an option, just access the option and enter in the appropriate information from the Program Record Form.

### Programming a Newly Installed System

When programming a new system, with the power supply powered down, move the Switch-1 on the CPU (NX7E-408M-A1) to the left side to INT. Power up the CPU. The system is then initialized with the default values.



After the system has been running for 10 seconds, install the battery (observing correct polarity) and move the Switch-1 to the right side to RUN to protect your system data. **This switch must always remain in the RUN position for normal system operation.** This will allow the system to retain the system programming in case of a power failure. **This switch should only be moved to the INT position when you wish to reset the system to the factory defaults (see “System Reinitialization”).**



### Note:

If you exited Programming Mode and did not set the right position at Switch-1, the display will indicate:

CHECK SW SETTING  
-- C

To correct this:

- Press #. (This returns you to the programming mode.)

- Change the Switch-1 position. (Move to right to **RUN**.)
- Press **HOLD** key. (This will exit the program mode.)

### **System Reset**

The Switch-2 (**RST / RUN**) is used for resetting the system when required. Move the switch to **RST** (the left) side to reset the system immediately - keeping current program settings. This switch should then be moved back to the **RUN** (the right) side for normal operation.

### **System Reinitialization (to Default Settings)**

**Caution: This will reinitialize all programs to their default setting! All programming changes will be lost and each program will be reset to the default setting!**

To reinitialize the system, move the Switch-1 on the CPU (NX7E-408M-A1) to the left side to **INT**. Move the Switch-2 to **RST** (to the left) momentarily then return it to the **RUN** (to the right) side. The system will reinitialize with the default values. Wait 10 seconds then move the Switch-1 to the right side. The system can then accept any programming changes you make in the system data.

### **Connecting a Single Line Phone**

When installing a single line set, you must do one of the following steps for the system to recognize the phone:

- Method 1 = Go off-hook then hang up.
- Method 2 = Enter system Program 13 [E.]. For Terminal Connection, enter '1' (connected). Note: All entries in Program 13 should be "0" for SLTs.

With either method, if the single line phone is removed, you must enter system Program 13 [E.] and change the entry to '0' (not connected).

### **Entering System Programming**

- From port 1's display phone (usually extension 10) on-hook, press the **FTR** key.
- Dial #, \*, #, \* and the password (8 digits maximum).
- Press the **HOLD** key.

Program mode may be entered at any time without any changes to the switches on the CPU. The switches must always remain in the 'RUN' (to the right) position to allow program entry and retain memory in the event of a power

(Continued on next page)

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## INTRODUCTION (cont'd)

failure. They should only be moved when a reset/reinitialization is required. Refer to 'System Reset' or 'System Reinitialization' for further information.

The system password can be changed from the default of '8111111' to any combination of digits up to 8. The password can consist of any digits between 0 and 9. Refer to Program 92.

If the password is changed from the default and the new password is forgotten, you can enter BYPASSCODE (each letter corresponds to the digits on the dial pad). You can then enter the programming mode. If you enter an incorrect password, you will hear a one-second error tone and system access is denied.

The following keys can be used in the programming mode:

- 0 - 9 = Used to enter program number, extension number, trunk number, option number, etc.
- \* = Go to next item.
- # = Exit from current program number.

To program an option:

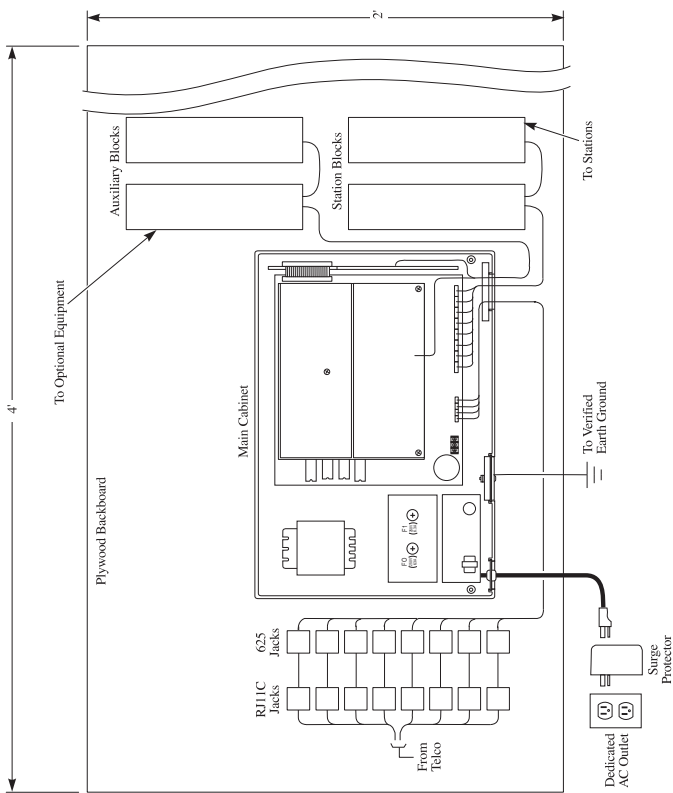
1. Dial program number (01 - 99).
2. Dial \*.
3. Enter the required information as shown in **Program Entry** (under each program description).
4. If an option requires more than one entry (extension, trunk, etc.), repeat step 3.
5. Dial # to exit the programming mode.

### Exiting Programming

You must exit out of the program option you may currently be in. To exit from the program option, press #. The display should then read 'Programming 00'. At this point you can press the HOLD key to exit system programming.

### Note:

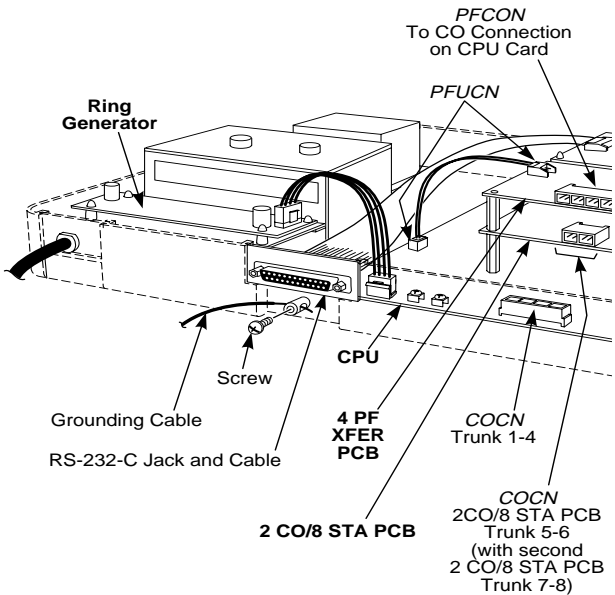
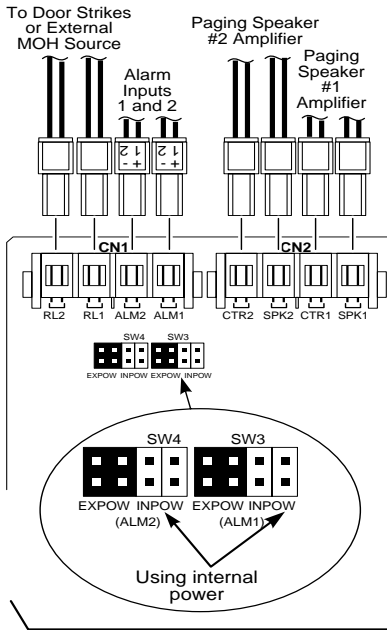
When the Protect Switch on the CPU PCB is set to initial side or if an error was made in programming, you will not be able to exit the programming mode.



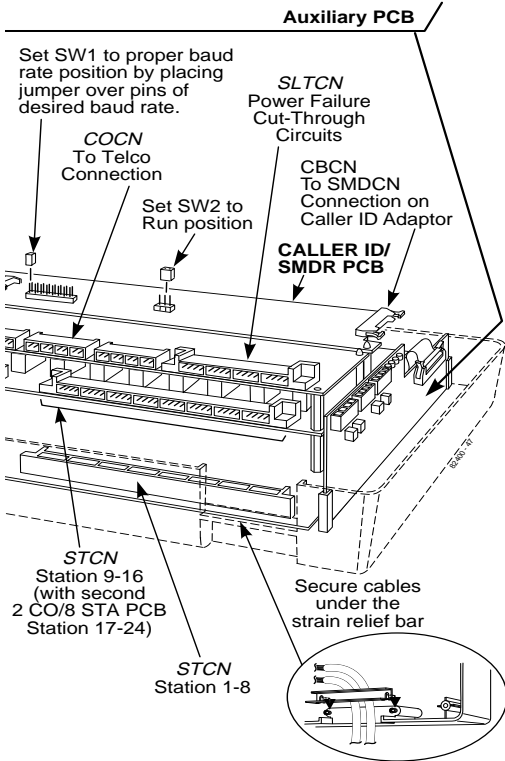
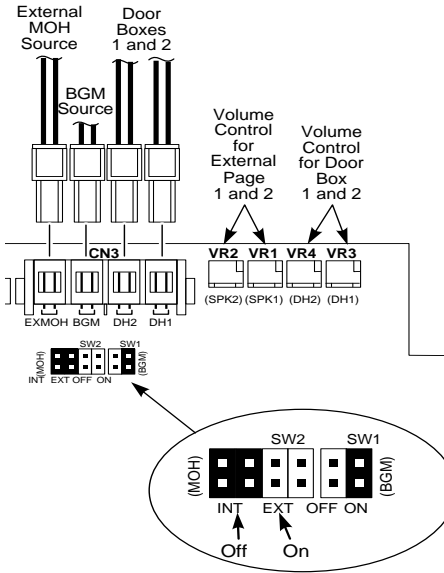
## Installation Layout



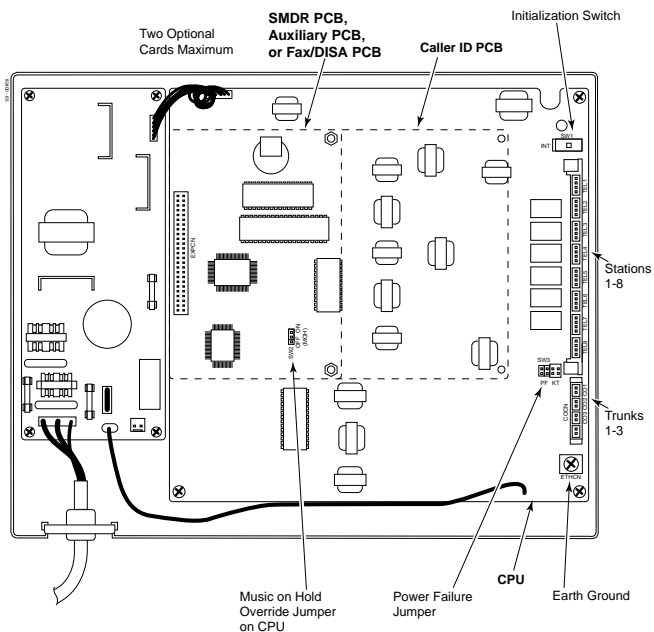
# INTRODUCTION (cont'd)



## Portrait 824 System



# INTRODUCTION (cont'd)



## Portrait 308 System

<b>Keypad LEDs</b>	
<i>Your phone is idle (not on a call)</i>	All LEDs out (dark)
<b>Outside Calls</b>	
<i>An outside line is busy</i>	The line key is <b>ON (Red)</b>
<i>An outside call is ringing your phone</i>	The line key flashes <b>Slowly (Red)</b>
<i>You're on an outside call</i>	The line key is <b>ON (Green)</b>
<i>You place the outside call on Hold</i>	The line key flashes <b>Quickly (Green)</b>
<i>Or a co-worker places the call on Hold</i>	The line key flashes <b>Moderately (Red)</b>
<i>Or you place the outside call on Exclusive Hold</i>	The line key flickers <b>Moderately (Green)</b>
<i>If a call on Hold recalls to you</i>	The line key flashes <b>Quickly (Green)</b>
<b>Intercom Calls</b>	
<i>An Intercom call rings your phone</i>	ICM flashes <b>Quickly (Red)</b>
<i>You answer an Intercom call</i>	ICM is <b>ON (Red)</b>
<i>You place the Intercom call on Hold</i>	ICM flickers <b>Slowly (Red)</b>
<b>Miscellaneous Features</b>	
<i>You have a Call Forwarding enabled</i>	TRFR flashes <b>Slowly (Red)</b>
<i>Someone has their extension Call Forwarded to you</i>	TRFR flashes <b>Quickly (Red)</b>
<i>You activate Microphone Mute</i>	MIC is <b>ON (Red)</b>
<i>You activate Do Not Disturb</i>	DND/CONF is <b>ON (Red)</b> or flashes <b>Moderately (Red)</b> (depending on programming)
<i>You have a Message Waiting</i>	MW flashes <b>Quickly (Red)</b>
<i>You send a Message Waiting</i>	MW flickers <b>Moderately (Red)</b>
<i>Your phone is Monitored</i>	MON flashes <b>Quickly (Red)</b>

## INTRODUCTION (cont'd)

### Keyset LEDs (Cont'd)

#### Miscellaneous Features (Cont'd)

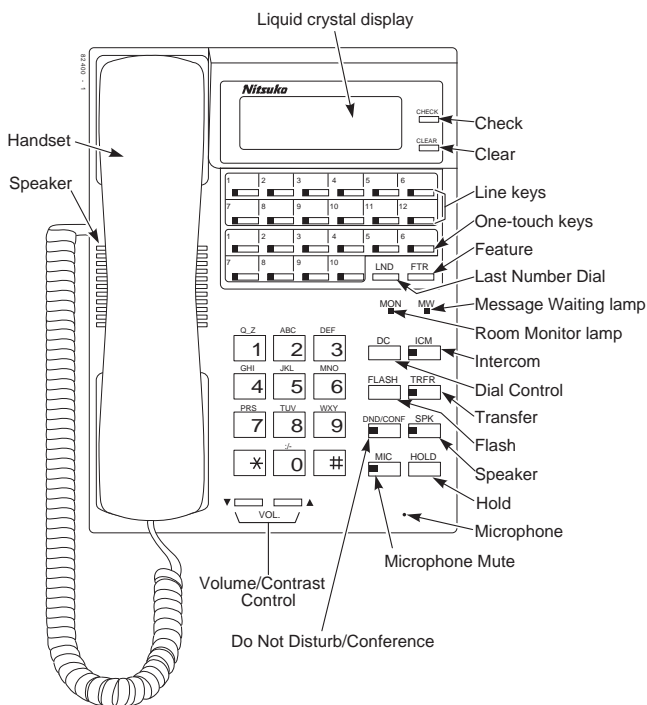
<i>You are Monitoring a phone</i>	MON flickers <b>Moderately (Red)</b>
<i>You have Night Answer active</i>	TRFR ON <b>(Red)</b>
<i>You activate Selectable Display Messaging</i>	DND flashes a <b>Double Wink (Red)</b>

### 824 System Only

#### DSS Console LEDs

<i>All programmed extensions idle (not on a call)</i>	All LEDs out (dark)
<b>Outside Calls</b>	
<i>An extension is on a call</i>	Extension's key is <b>ON (Red)</b>
<b>Intercom Calls</b>	
<i>An extension is on a call</i>	Extension's key is <b>On (Red)</b>
<i>An extension is Intercommed and talks handsfree</i>	Extension's key flashes <b>Moderately (Red)</b>
<b>Miscellaneous Features</b>	
<i>An extension activates Do Not Disturb</i>	Extension's key flashes <b>Quickly (Red)</b>

# Your Multibutton Phone



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## INTRODUCTION (cont'd)

### SYSTEM NUMBER PLAN

<b>Code</b>	<b>Function</b>
-------------	-----------------

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#### **Account Codes**

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99 + *acct code*     Input Acct Code (SLT-Dial Plan 1 or 2)

#### **Alarm Clock**

---

50 + *Alarm #*     Set Alarm Clock

#### **Call Forwarding**

---

63 + *ext + option #*     Set Call Forwarding (SLT-Dial Plan 1)

053 (or 953) + *ext # + option #*     Set Call Forwarding (SLT-Dial Plan 2)

#### **Call Pickup**

---

9                     Answer a Doorbox call (keyset)  
#                     Answer an Intercom, Hold or DISA call  
                              (extension in same paging group)  
8                     Answer Intercom, Meet-Me Answer, Hold  
                              and DISA calls (within same paging  
                              group) (SLT on Dial Plan 1)  
08 (or 98) + *ext*     Answer Intercom, Intercom Hold, Hold  
                              and DISA calls (SLT on Dial Plan 1 or 2)  
08 (or 98) + 9     Answer a Door Box call (SLT on Dial  
                              Plan 1 or 2)  
88                    Call to Door Box 1 (from ICM dial tone)  
89                    Call to Door Box 2 (from ICM dial tone)

#### **Call Timer**

---

51                    Start or Stop Call Timer

#### **Call Waiting (Camp-On)**

---

\*                    Set Call Waiting for busy extension

#### **Callback**

---

\* + 0                Set Camp-On message when trying to  
                              reach Intercom extension  
#                    Step Call

#### **C.O. Calls (Trunk Numbers/Access Codes)**

---

0                    Seize the idle CO line (keyset)  
1 - 6                Seize idle CO line a queue group (keyset)  
9 (0)                Seize idle CO line (SLT-Dial Plan 1)  
1 - 6                Seize the idle CO line of each queue  
                              group (SLT on Dial Plan 1)

## SYSTEM NUMBER PLAN

<b>Code</b>	<b>Function</b>
<b>C.O. Calls (Trunk Numbers/Access Codes) (cont.)</b>	
<i>0 (or 9) + trunk #</i>	Seize specified trunk (outgoing call or answer to hold) (SLT-Dial Plan 1)
<i>06 (or 96)</i>	CO Call Pickup (SLT-Dial Plan 1/2)
<i>09 (or 99) + ext</i>	Seize last held CO line on a specific extension (SLT on Dial Plan 1/2)
<i>9 (or 0)</i>	Seize idle CO line (SLT-Dial Plan 2)
<i>0 (or 9) + trunk #</i>	Seize specified trunk (outgoing call or answer to hold line) (SLT-Dial Plan 2)
<i>9 + trunk #</i>	Seize specified trunk (from ICM dial tone)(keyset or SLT-Dial Plan 1)
<i>96</i>	Answer incoming CO line (from ICM dial tone) (keyset or SLT-Dial Plan 1)
<i>99 + ext</i>	Seize last held CO line on a specific extension (from ICM dial tone) (keyset or SLT-Dial Plan 1)
<b>Conference</b>	
<i>80 - 87</i>	Meet-Me Answer (keyset)
<i>88</i>	Meet-Me Answer (same paging group) (keyset)
<i>08 (or 98) + 80 - 87</i>	Meet-Me Answer (SLT-Dial Plan 1/2)
<i>08 (or 98) + 88</i>	Meet-Me Answer (same paging group) (SLT-Dial Plan 1/2)
<i>#</i>	Set Meet-Me Conference while Paging
<i>93 + ext. #</i>	Single line conference with internal parties
<i>94 + trunk # + phone #</i>	Single line conference with CO lines
<b>Directed Call Pickup</b>	
<i>#</i>	Pick up calls from ringing extensions within same internal page zone
<b>Directory Dialing</b>	
<i>4</i>	Intercom Directory Dialing
<i>6</i>	Speed Dial Directory Dialing
<b>Flash</b>	
<i>90</i>	Single line phone flashes call to CO line
<b>Group Ring</b>	
<i>01 - 30</i>	Ring Groups available
<i>61</i>	Answer Exclusive Hold (SLT-Dial Plan 1)
<i>051 (951)</i>	Answer Exclusive Hold (SLT-Dial Plan 2)

(Continued on next page)



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## INTRODUCTION (cont'd)

### SYSTEM NUMBER PLAN

<b>Code</b>	<b>Function</b>
<b>Hold</b>	
92	Single line phone places a call on Exclusive Hold
91	Single line phone places a call on Hold
<b>Intercom</b>	
10 - 79	Extension numbers (from ICM dial tone)
7	Seize ICM dial tone (SLT-Dial Plan 1)
0	Call Attendant (from ICM dial tone) (keyset and SLT-Dial Plan 1)
# + <i>hunting</i> <i>group #</i>	Call to Hunt Group (from ICM dial tone) (keyset and SLT on Dial Plan 1)
0	Send Message Waiting while hearing busy/no answer from ICM call
1	Changes ICM call to Voice or Signal call
1	If dialing busy Intercom extension, sets Off-Hook Signaling
<b>Last Number Redial</b>	
60 + <i>queuing</i> <i>group #</i>	Last Number Redial by specific queue groups (SLT on Dial Plan 1)
04 (94) + <i>queue</i> <i>group #</i>	Last Number Redial by specific queue group (SLT on Dial Plan 2)
047	Last Number Redial using the same line the original call used
<b>Message Waiting</b>	
* + <i>ext</i> + *	Cancel specific Message Waiting (keyset)
* + 0 + *	Cancel all Message Waitings left for your and that you left for others (keyset)
*	Call back to Message Waiting
<b>Morning Call</b>	
64 + <i>HHMM</i>	Set Reminder Call (SLT on Dial Plan 1)
054 (954) + <i>HHMM</i>	Set Reminder Call (SLT on Dial Plan 2)
<b>Paging</b>	
80	All Call Paging (from ICM dial tone)
81	Page Zone 1 (from Intercom dial tone)
82	Page Zone 2 (from Intercom dial tone)
83	Page Zone 3 (from Intercom dial tone)
84	Page Zone 4 (from Intercom dial tone)
85	External Page Zone 1/2 (from ICM dial tone)

## SYSTEM NUMBER PLAN

<b>Code</b>	<b>Function</b>
<b>Save</b>	
86	External Page Zone 1 (from ICM dial tone)
87	External Page Zone 2 (from ICM dial tone)
DC + DC	Save the last outside number dialed
DC + #	Dial a saved number
<b>Selectable Display Messages</b>	
00-49	Select Messages 00-49
<b>Speed Dial</b>	
5 + <i>queue</i> <i>group #</i> + <i>speed dial #</i>	Speed Dialing by specific queuing groups (SLT on Dial Plan 1)
03 (93) + <i>queue group</i> <i>#</i> + <i>speed</i> <i>dial #</i>	Speed Dial by specific queuing group (SLT on Dial Plan 2)
<b>Toll Restriction</b>	
*# + <i>personal code</i> + *	Dial Block Set (keyset)
*# + <i>per-</i> <i>sonal code</i> + #	Dial Block Reset (keyset)
65 + <i>personal code</i>	Dial Block Set (SLT-Dial Plan 1)
66 + <i>personal code</i>	Dial Block Reset (SLT-Dial Plan 1)
055 (955) + <i>personal code</i>	Dial Block Set (SLT-Dial Plan 2)
056 (956) + <i>personal code</i>	Dial Block Reset (SLT-Dial Plan 2)
<b>Walking Class of Service</b>	
07 (97) + <i>security</i> <i>code</i>	Walking Class of Service (SLT-Dial Plan 1 or 2)
<b>Miscellaneous</b>	
*	Confirmation Tone Set/Reset
#	Background Music Set/Reset (824 only)
69	Cancel all Message Waiting/Callback/Call Forward/Reminder Call signals for own extension (SLT-Dial Plan 1)
059 (959)	Cancel all Message Waiting/Callback/Call Forward/Reminder Call signals for own extension (SLT on Dial Plan 2)

**- For Your Notes -**

---

## ACCOUNT CODE CAPABILITY

308 ☞ Available
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824 ☞ Available
-----------------

Account Codes are user-dialed codes associated with trunk calls. An extension user can enter an Account Code before making an outside call or during a previously established call. If the system is programmed to force an Account Code entry, it must be done *before* the call is made. The Account Codes print along with the other call data on the SMDR record after the call completes. Account Codes can be up to 8 digits long and are not verifiable. Any code may be entered.

**Conditions:** This feature requires the SMDR PCB.

**Default Configuration:** Account Codes allowed.

---

### Programming

#### Required Programming

***Program 57 - SMDR Options (1) - [D.] KTS (Keyset)  
Account Code***

Enable [0], force [1], or disable [2] Account Codes for keysets to print on SMDR reports.

***Program 58 - SMDR Options (2) - [B.] SLT Account Code***

Enable [0] or disable [1] Account Code input for single line sets to print on SMDR reports.

#### Other Programming

None

---

### Related Features

#### SMDR

Account Codes entered can appear on SMDR reports.

#### C.O. Calls, Placing

Users can dial Account Codes while placing calls. The system may require Account Code entry.

---

### Feature Operation

#### **To enter an Account code (from a keyset)**

CO line + \* + Account Code + \* + Telephone number.

#### **To enter Account Code (from a single line phone)**

CO line + Flash hookswitch + 99 + Account Code + Flash hookswitch + Telephone number.

---

## ALARM CLOCK

308 ☞ Available
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824 ☞ Available
-----------------

The Alarm Clock lets a *display phone* user set two alarms as a reminder for appointments, meetings, etc. The alarms sounds daily at the set time unless cancelled. This can be programmed as a One-Touch key. Refer to 'Programmable Keys'.

**Conditions:** None

**Default Configuration:** Alarm enabled.

---

### Programming

#### Required Programming

None

#### Other Programming

##### *Program 91 - Function Key Initialization*

Use this program to reset all One-Touch keys back to initial-ized value. Clears Personal Speed Dial, Selectable Display Messages, reprogrammed DSS keys, Programmable Feature keys, and any alarms that may have been set.

---

### Related Features

#### Programmable Keys

The user-programmable option can be stored as a Feature key.

---

### Feature Operation

#### **To set an alarm at a display keyset:**

SPK + FTR + 50 (or press One-Touch Feature key) + 1 (sets first alarm) or 2 (sets second alarm) + Dial time (using a 24-hour clock) + \* + SPK.

*Display shows a down arrow (for alarm 1) or up arrow (for alarm 2) when Alarm is activated.*

#### **To check an alarm setting:**

SPK + FTR + 50 + 1 (first alarm) or 2 (second alarm) + SPK.

#### **To stop the alarm tone:**

Press CLEAR.

#### **To cancel an alarm:**

SPK + FTR + 50 (or press One-Touch Feature key) + 1 to cancel first alarm or dial 2 to cancel second alarm + \* + SPK.

## ALPHANUMERIC DISPLAY

308  Available

824  Available

Each *display* phone is equipped with a 2-line, 16-character Liquid Crystal Display (LCD). These displays are used to help the display telephone user process calls, identify callers, send and receive Text Messages, and customize features. Note that Time, Date, extension number, and, if programmed, name always display when the extension is idle.

<b>This Display</b>	<b>Appears using (And shows)</b>
00:00:00	Call Timer (Indicates length of time since timer was started 0)
ABANDONED CALL	Temporary Memory (A call was not answered or using memory for Caller ID)
ALARM 1>>	Alarm (End user is setting Alarm)
ALARM 2>>	
ALARM KEY	Programmable Keys/Check (An end user has a One-Touch key programmed with a programmable feature.)
TIMER KEY	
NIGHT KEY	
MONITOR KEY	
MONITORED KEY	
RECALL LINE DISP	
REPEAT DIAL KEY	
HURRY UP KEY	
CO DIR KEY	
ICM DIR KEY	
I-HOLD PICKUP	
REST. CLASS CHG.	
DIAL IN AUTO TRNS	
LOOP KEY	
BUSY XXX	Intercom (User has dialed busy ICM #)
CALL FM 88 DOOR1 or	Door Box (Extension user receives call from Door Box)
CALL FM 89 DOOR2	
CALL FM XXX	Intercom (Call from extension XXX)
CALL TO 88 DOOR1 or	Door Box (Extension user places call to a Door Box)
CALL TO 89 DOOR2	
CALL TO XXX	Intercom (Extension # (or name, if programmed) of extension called)
CALL TO XXX - >> YYY	Call Forward (Extension XXX is Call Forwarded to extension YYY)
CALLBK XXX	Callback (The Callback feature is activated)
CAMP ON XXX	Call Waiting (Camp-On) (The Call Waiting feature is activated)
CHECK SW SETTING —C	Program Entry (Switch-1 is not set properly when exiting programming.)

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## ALPHANUMERIC DISPLAY (cont'd)

<b>This Display</b>	<b>Appears using (And shows)</b>
CLBK FM LINE XX	Callback (Queued line is free and is calling back the extension)
CLBK FM XXX	Callback (A previously programmed Callback is now recalling the extension which placed the Callback)
CO DIR	Directory Dialing (User has accessed Speed Dial Directory Dialing)
CO XX DLSXX FXX	Programmable Keys (Depending on which key is being programmed, one of these lines will appear)
CONF ALL CALL or CONT INT X or MEET ME CONF	Meet-Me Conference (User initiates a Meet-Me Conference with three or more internal parties)
DIAL BLOCK	Toll Restriction (Dial Block feature is activated)
DIAL BLOCK CLEAR STA. NO- XXX	Toll Restriction (Dial Block password is cleared in system programming)
DIALIN AUTO TRNS	DISA's Auto Transfer is active
DND XXX	Do Not Disturb (The extension called is in DND)
ENTER STA # ENTER TIME	Selectable Display Messaging (User activates Broadcast Message)
ERROR E	Program Entry (An error in programming has occurred)
FXX 1234567890	CHECK/Speed Dial (User verifies a personal Speed Dial number programmed as a One-Touch key)
FXX YYY	CHECK/Speed Dial (User verifies an Intercom number programmed as a One-Touch key)
ICM DIR	Directory Dialing (User has accessed Intercom Directory Dialing)
ICM/CO SPD DIAL	CHECK (A user verifies a One-Touch key's programming)
LEAVE MESSAGE ?	Message Waiting (When activated, a user can send a Text Message to receiving extension)
LINE XX	Central Office Calls, Placing (User has accessed outside line # XX)
LINE XX DC	Speed Dial (An end user has seized a line + pressed DC to dial Speed Dial #)
LINE XX LND	Last Number Redial (A user has pressed LND)
LINE XX REPEAT XXX	Repeat Redial (A phone retries # for Repeat Redial feature)
LINE XX SAVE	Save (User has redialed a number by using the SAVE feature)

<b>This Display</b>	<b>Appears using (And shows)</b>
LINE XX KEY	CHECK (A user verifies a line key's programming)
LINE XX STA YYY	Hold (A call on hold is picked up)
MEET ME ALL Call or MEET ME INT X or MEET ME ALL EXT or MEET ME EXT Y	Meet-Me Conference (User is placing a Meet-Me Conference)
MSG XXX	Selectable Display Messaging (Selectable Display Messaging being programmed)
NOT DEFINED	CHECK (The user pressed CHECK and a key which hasn't been programmed)
NO MSG	Call Waiting (Camp-On) or Message Waiting (The message number entered for Text Message feature doesn't exist)
OUT OF OFFICE MSG TO XXX	Message Waiting (User who sent message 'Out of Office' to extension XXX is verifying message by pressing CHECK)
OUT OF OFFICE MSG FM XXX	Message Waiting (User checking a message that extension xxx sent)
OUT SVC	The extension/feature being tried is not available
PAGING ALL CALL or PAGING INT X or PAGING ALL EXT or PAGING EXT Y	Paging (Paging is activated for All Call or Group Number X or All Ext-extensions or External Speaker Y)
PARK HOLD KEY	CHECK (A user verifies a Park key's programming)
PASSWORD @@@@@@	Program Entry (User has entered the password to enter programming mode)
PROGRAMMING 00	Program Entry (A user has accessed the programming mode and can enter a program number)
RECALL LINE DISP	Hold (Recall Line Display feature has been activated on a phone)
REPEAT DIAL	Repeat Redial (A phone has been programmed for Repeat Redial)
REST CLASS CHG	Walking Class of Service Programmable Feature key has been activated
SEND MG ? XXX	Call Waiting (Call Waiting is activated and a user is sending a Text Message to the receiving extension)
STA # XXX	Name Storing (A user is storing a name with and Intercom number)
STATION PORT XX	CHECK (An end user has pressed CHECK and a key on the DSS console to verify programming)

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## ALPHANUMERIC DISPLAY (cont'd)

<b>This Display</b>	<b>Appears using (And shows)</b>
SYS # XX	Name Storing (A user is storing a name with a Speed Dial number)
TEL-XXX PAG. GP-Y	CHECK (User verifies extension number and page group number assigned)
TRK QUEUING	Line/Trunk Queuing (Line has been queued)
XX 1234567890	CHECK/Speed Dial (User verifies a system Speed Dial number programmed as a One-Touch key)
YEAR> DATE> DAY> TIME>	Time and Date Setting (Time and date are being programmed)

---

### Programming

#### Required Programming

None

#### Other Programming

None

---

### Related Features

Refer to the features indicated in the previous tables.

---

### Feature Operation

#### To set contrast control:

Press the Volume Up or Volume Down key to get the desired contrast for the display.

Refer to the individual features for Feature Operation.

---

## BACKGROUND MUSIC

308 ☞ Not Available
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824 ☞ Available
-----------------

Background Music (BGM) sends music from a customer-provided music source to the speakers of the keyset telephones. If an extension user activates it, BGM plays whenever the user's extension is idle. Incoming calls and Page announcements override BGM. Optionally, BGM can also play over the external paging zones. When BGM is enabled, one intercom link is used exclusively for BGM.

**Conditions:** None

**Default Configuration:** Background Music allowed

---

### Programming

#### Required Programming

None

#### Other Programming

##### *Program 49 - External Zone BGM/Alarm*

Enable [1] or disable [0] BGM to an external page zone.

##### *Program 56 - Relay Assignment*

Assign BGM to relay 1 or 2. [0=not assigned, 1=Door Box 1, 2=Door Box 2, 3=external MOH, 4=BGM]

---

### Related Features

#### Music On Hold

BGM and MOH can share the same music source, if desired.

#### Paging

External Paging Zones can also broadcast BGM.

---

### Feature Operation

**To turn BGM on or off while an extension is idle:**

Don't lift handset + #.

---

## CALL FORWARDING

308 ☞ Available
-----------------

824 ☞ Available
-----------------

Call Forwarding permits a user to redirect their calls to another extension. This ensures that the user's calls are covered when they are away from their work area. All extensions can reroute their outside calls to the same destination extension (e.g. voice mail port) if required. When single line sets have Call Forwarding enabled, it will be indicated by a interrupted dial tone.

### Executive Call Forwarding

This feature allows two extensions to be specially paired for the purpose of forwarding calls. The extension designated as the 'executive' can forward its incoming calls to the extension designated as the 'secretary'. A maximum of eight pairs can be formed. Up to all eight executive extensions can be paired with the same secretary extension, if desired. The executive extension must be programmed for a level of Do Not Disturb (DND). If, for example, DND level 1 is selected, the executive's extension can forward its CO calls - access and audible - to the secretary's extension. The secretary's extension can reach the executive's extension even when Executive Call Forward is activated.

- Conditions:**
- A power failure cancels all Call Forwarding.
  - When Call Forwarding is set for a "No Answer" option, any Intercom calls (forced ringing or handsfree) to the extension will forward once Program 28 - Call Forward Transfer Timer expires unless the handset is lifted.

**Default Configuration:** Call Forwarding allowed at all extensions.

---

## Programming

### Required Programming

None

### Other Programming

#### *Program 28 - Call Forward Transfer Timer*

Program how long an extension rings before being forwarded to another extension [1-255 seconds].

#### *Program 9 - Executive Call Forward*

Indicate executive/secretary extension pairs for Executive Call Forwarding feature.

### ***Program 13 - Extension Options (3) - [B.] Do Not Disturb***

Enable DND for the executive's extension [0=disabled, 1=CO audible disabled, 2=CO and ICM calls disabled, 3=CO and ICM calls disabled or just CO audible disabled].

---

## **Related Features**

### **Do Not Disturb**

Calls cannot be rerouted to an extension in Do Not Disturb.

### **Programmable Keys**

The user-programmable option can be stored as a Feature key.

### **Voice Mail**

An extension user can forward calls to the Voice Messaging System.

---

## **Feature Operation**

### **To activate Call Forwarding:**

#### Keyset:

SPK + TRFR + Destination extension + Option code + SPK.

*Note: If no code is entered, all calls forward immediately to the destination extension.*

#### Option Codes:

0 = Call Forward, Immediate

All calls forwarded immediately to destination.

1 = Call Forward When Busy

Forwarded only when the extension is busy.

2 = Call Forward When Unanswered

Forwarded only if the call is unanswered.

3 = Call Forward When Busy / Unanswered

Forwarded only when busy or unanswered.

#### Single Line Phone:

Lift handset + Function code + Destination extension + Option Codes (see above) + Hang up.

#### *Function Codes:*

*SLTs set for Dial Plan 1, dial 63.*

*SLTs set for Dial Plan 2 and "0" is the programmed entry for Automatic Line Access Code (Program 20 [D.]), dial 953.*

*SLTs set for Dial Plan 2 and "1" is the programmed entry for Automatic Line Access Code (Program 20 [D.]), dial 053.*

*Note : When Call Forward is activated, the end*

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---

## CALL FORWARDING (cont'd)

*user will hear a moderate busy-type signal when the handset is lifted.*

### **To cancel Call Forwarding (must be done from originating extension):**

#### Keypad:

SPK + TRFR twice + SPK.

#### Single Line Phone:

Lift Handset + Function code + Hang up.

#### *Function Codes:*

*SLTs set for Dial Plan 1, dial 69.*

*SLTs set for Dial Plan 2 and "0" is the programmed entry for Automatic Line Access Code (Program 20 [D.]), dial 959.*

*SLTs set for Dial Plan 2 and "1" is the programmed entry for Automatic Line Access Code (Program 20 [D.]), dial 059.*

### **To activate Executive Call Forward:**

Press DND at executive's extension.

### **To cancel Executive Call Forward:**

Press DND twice at the executive's extension.

308 ☞ Not Available
---------------------

824 ☞ Available
-----------------

Call Parking allows a *keyset* user to place an outside call in a waiting state (called a Park orbit) so that any other keyset extension within the same Park group may pick it up. After parking the call, the user can Page the person receiving the call and hang up. The paged party just presses the Park key from any extension within the same Park group to pick up the call.

The system has four Park groups, but only one Park group can be assigned per extension. A Park group can contain any number of lines.

The Park keys are assigned to a CO key. Each Park key takes the place of a CO key. A key can be either a Park key *or* a CO line key, not both.

**Conditions:** None

**Default Configuration:** No Park Groups assigned.

---

## Programming

### Required Programming

#### *Program 8 - Extension Options (2) - [E.] Park Group Assignment*

Assign an extension number to a Park group [0=disabled, 1-4=Park groups 1-4].

#### *Program 55 - Park Key Assignment*

For each station port, enter the first and last line keys to be used as Park keys [00=not assigned, 01-12=line key numbers].

### Other Programming

None

---

## Related Features

### Programmable Keys

Assign a Park/Hold Retrieve key for easy access of call placed in Park.

### Hold

You can put a call on Hold instead of using the Park key.

### Transfer

Instead of parking a call in orbit, an extension user can transfer a call to an extension.

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---

## **CALL PARKING (cont'd)**

### **Voice Mail**

When using Voice Mail, Call Parking can not be used for the Park and Page feature within the Voice Mail system.

---

### **Feature Operation**

#### **To place a call on Park:**

While on an outside call, press One-Touch Feature (Park) key.

#### **To answer a call on Park (within the same Park group as the extension that placed the call in Park):**

Lift handset + One-Touch Feature (Park) key.

*Any extension without a Park key can pick up the call by pressing Intercom + 99 + extension number that placed call on Hold. (A SLT may need to dial an access code for ICM dial tone.)*

308 ☞ Available
-----------------

824 ☞ Available
-----------------

The Call Timer lets a *display keyset* user time their outside calls on the telephone display. This helps users who must keep track of their time on the phone.

There are two ways to activate the timer. The first type would be done in the system programming. This type of timer times outgoing CO calls on display phones. The display changes to a stopwatch at the programmed Start Time and the timing stops when the extension user hangs up. The display shows the duration of the call for approximately eight seconds, then changes to display the date and time.

The second type offers more flexibility. The user can press it any time before placing or answering a call, or while on a call. The Timer feature also allows the user to time Intercom calls, or use the idle telephone as a stopwatch. This feature can be programmed as a One-Touch key in the Programmable Keys feature.

**Conditions:** None

**Default Configuration:** Call Timer enabled.

---

## Programming

### Required Programming

#### *Program 25 - Call Duration Timer*

Program timer to start timing a call after the specified amount of time the line is accessed [1-180 seconds].

### Other Programming

None

---

## Related Features

### Programmable Keys

The user-programmable option can be stored as a Feature key.

---

## Feature Operation

### **To activate/deactivate the manual Call Timer:**

FTR + 51 to start/stop timing (or press One-Touch Feature key) + CLEAR to return to date and time.



---

## CALL WAITING (CAMP-ON)

308 ☞ Available
-----------------

824 ☞ Available
-----------------

With Call Waiting, an extension user may call a busy extension and wait in line (Camp-On) without hanging up. The call goes through when the busy extension becomes free. This lets callers wait in line for a busy extension without being forgotten.

**Conditions:** None

**Default Configuration:** Call Waiting enabled.

---

### Programming

#### Required Programming

None

#### Other Programming

#### *Program 4 - Extension Options (1) - [C.] Intercom Off-Hook Signaling*

Enabled or disable Off-Hook Signaling for Selectable Display Messaging [0=none, 1=manually signalled, 2=automatically signalled when busy].

---

### Related Features

#### **Direct Station Selection, Extension**

After hearing a busy signal, a DSS caller can Camp-On to a busy extension.

#### **Extension Hunting**

Camp-On can be activated when a user calls a busy Hunt Group - the call will be sent to the first available extension in the Hunt Group.

#### **Off-Hook Signaling**

Camp-On cannot be activated by an extension that is programmed for Automatic Intercom Off-Hook Signaling (Program 4 [C.]).

#### **Selectable Display Messaging**

A user can send a message to a busy display keyset user, such as 'CALL ME ASAP'.

---

### Feature Operation

#### **To send a Call Waiting tone to a busy extension:**

Place Intercom call + \* + Do not hang up-Wait for call to go through.

308 ☞ Available

824 ☞ Available with software 2.1B and higher.

Caller ID allows a *display keyset* to show an incoming caller's telephone number and/or name with the time and date on the phone's display. The caller's information can be checked before answering an incoming call. The information received by the system depends upon the capabilities of your local telco.

The system supports telco's Called Number Identification (CNI) and Called Number Delivery (CND) services. There are two types of Caller ID message formats currently available. Single Message Format and Multiple Message Format. With Single Message Format, the telco sends only the caller's phone number (DN). The DN is either 7 or 10 digits long. In Multiple Message Format, the telco sends the DN and the caller's name. The DN for this format is also 7 or 10 digits long, and the name provided consists of up to 15 characters. The data remains stored for the duration of the call.

Information Received:	Display Shows:	Display After Pressing CHECK:
Name/Number	number name	number telco time/date
Number	number	number
telco time	telco time/date	
Name	NO NUMBER INFO name	NO NUMBER INFO telco time/date
Call from Non-ID	line number	line number
Service Area	NO CALLER INFO	NO CALLER INFO
No Caller ID	NO NUMBER INFO	NO NUMBER INFO
Information	telco time/date	telco time/date

**Caller ID Table**

Caller ID information (name and number) can be stored in the system's Caller ID Table (up to 100 bins). Keyset users can also make outgoing calls using the Caller ID Table. The Caller ID Table and the Temporary Memory bins can only hold a maximum of 10 digits. Therefore, a long distance number can not be stored in a bin.

**Temporary Memory**

When a call is abandoned or the Caller ID table is full, the

(Continued on next page)

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## CALLER ID (cont'd)

caller's information will be stored in the Temporary Memory (up to 24 Caller ID names and numbers). If the Temporary Memory is full, the oldest Caller ID information will automatically be deleted and the new information will be stored in its place.

The Temporary Memory can be used for the following:

- Placing an outgoing call using the stored Caller ID information.
- Transferring stored Caller ID information from the Temporary Memory to the Caller ID Table.

The Caller ID Table and the Temporary Memory bins can only hold a maximum of 10 digits. Therefore, a long distance number can not be stored in a bin.

**Conditions:** System software must be version 2.1B or higher.

**Default Configuration:** Caller ID disabled.

---

## Programming

### Required Programming

#### *Program 3 - Line Options (2) - [E.] Caller ID*

This determines if the Caller ID feature is enabled or disabled for each line number [0=disabled, 1=enabled].

### Other Programming

#### *Program 15 - System Options (1) - [E.] Single Step Access*

Designate if an extension user can obtain an outside or ICM dial tone in a single step, without lifting the handset or pressing the SPK key [0=disabled, 1=enabled]. If this is disabled, the user would just press the line key to see the Caller ID information. If this is enabled, the user must press the FLASH key then the line key.

#### *Program 58 - SMDR Options (2) - [D.] Caller ID Printout*

Program whether the SMDR will print Caller ID information, and if so, which information will be printed [0=not printed, 1=phone number printed, 2=name printed, 3=name printed if provided by telco, otherwise the number is printed].

#### *Program 61 - Extension Options (4) - [B.] Caller ID Data Indication*

Choose whether the station will display Caller ID data [0=not displayed, 1=displayed].

### ***Program 61 - Extension Options (4) - [C.] Editing the Caller ID Table***

Enable or disable the ability to edit the Caller ID table [0=disabled, 1=enabled].

### ***Program 64 - System Options (7) - [B.] Temporary Memory Status***

Program whether or not the system will indicate on display phones when a call has been abandoned or the Caller ID table is full [0=not displayed, 1=displayed].

### ***Program 74 - Caller ID Timers***

If required, adjust the following timers as needed:

- Caller ID Information Waiting Timer [000=no delay, 001 - 015=1-15 seconds]
- Incoming Signal Detection Timer [000 - 015 = 0 - 1.5 seconds (in 100 ms intervals)]
- Caller ID Signal Duration Timer [000 - 015 = 0 - 750 ms (in 50 ms intervals)]
- Caller ID Signal Carrier Detection Timer [000 - 008 = 500 - 900 ms (50 ms intervals) OR 009 - 014 = 1 - 2 seconds (200 ms intervals) OR 015 = 3 seconds.  
Example: 000 = 500 ms, 001 = 550 ms, 002 = 600 ms, etc. OR 009 = 1.0 second, 010 = 1.2 seconds, 011 = 1.4 seconds OR 015 = 3 seconds]

### ***Program 78 - System Options (8) - [A.] Automatic Caller ID Display***

In the 308 system only, determine if the system should automatically display the Caller ID information on the telephone's display [0=not displayed, 1=displayed]

### ***Program 94 - Clear Caller ID Table***

Use this program only when you wish to clear all of the information in the Caller ID Table.

---

## **Related Features**

### **C.O. Calls, Answering**

Each line can be programmed to provide display keyset users information on the calling party, if provided by telco.

### **Programmable Keys**

The Caller ID feature has several Programmable Keys that can be stored for quicker operation.

(Continued on next page)

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## CALLER ID (cont'd)

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### Feature Operation

#### To view Caller ID information:

##### *Pre-Answer Display:*

Do not lift the handset + Press the line key + Press CHECK key to display further information (if available).

*If Single Step Access is enabled, the user must press the FLASH key then the line key.*

##### *Post-Answer Display:*

Answer call as normal (Caller ID information is displayed) + Press CHECK key to display further information (if available).

### Caller ID Table

#### To store Caller ID information in the table:

Answer call + Press FTR key + Dial 90.

*If a confirmation tone (one short beep) is heard, the information was successfully stored in the next empty memory bin in the Caller ID Table.*

*If an error tone (three short beeps) is heard:*

- *the system does not allow the extension to edit the table (Program 61 [C.]).*
- *the call does not have Caller ID information available*
- *another extension is storing information simultaneously*
- *the Caller ID Table is full*

#### To store new information or edit existing information:

Do not lift handset + Press FTR key + Dial 91 for a specific bin number then enter bin number (001-100) **OR** 92 for the next available bin number + Press \* + Enter telephone number + Press \* + Enter caller's name (see below) + Press HOLD + Press CLEAR.

#### Entering a caller's name:

Input the letters of the name:

*For numbers, dial 0-9 on the dial pad for the desired numbers.*

*For letters and symbols, use the One-Touch keys (1-3) with dial pad (0-9):*

*To enter a letter/symbol:*

*1) Dial the first, second, or third One-*

*Touch key for the letter's position as shown above the number button (e.g., For key 2 - press the first One-Touch key to get the letter 'A')*

2) *Dial letter/symbol on dial pad.*

*One-Touch key 4 = space*

*One-Touch key 5 = delete a character*

*One-Touch key 6 = delete all characters*

*\* = shifts cursor to the left*

*# = shifts cursor to the right*

**Deleting a bin's entry:**

Press FTR key + Dial 91 + Dial bin number (001-100) + Press \* + Press FTR key + \* + Press CLEAR key.

**To make an outgoing call using a bin number:**

Press FTR key + Dial 91 + Dial bin number (001-100) + Press CO or Loop key.

*Dialing out from a stored number may not work with all central offices. The number stored in the bin may have to be edited (e.g. With 203-926-5400, the "203" may have to be removed in order to dial the number properly).*

**To search the Caller ID Table for a stored number:**

Press FTR key + Dial 93 + Dial the digits of the phone number to be searched (up to 10 digits max.) + Press \* (the first name and number is displayed) + To scroll, press # (forward) or \* (backwards).

**To call the displayed number:** Press a CO or Loop key.

**To edit the information:** Press HOLD + follow the editing instructions explained previously.

**To delete the information:** Press HOLD + Press FTR key + Press \*.

**To search the Caller ID Table for a stored name:**

Press FTR key + Dial 94 + Starting with the last name, enter the letters of the name (up to 15 letters max.) to be searched + Press HOLD (the first name and number is displayed) + If needed, scroll by pressing # (forward) or \* (backwards).

**To call the displayed name:** Press a CO or Loop key.

(Continued on next page)

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## **CALLER ID (cont'd)**

**To edit the information:** Press HOLD + follow the editing instructions explained previously.

**To delete the information:** Press HOLD + Press FTR key + Press \*.

### **To place an outgoing call from the Temporary Memory:**

Press FTR key + Dial 95 + Scroll to find the number desired: # scrolls forward, \* scrolls backward + Press CO or Loop key when number displayed.

*If the extension is not allowed to edit the Temporary Memory, an error tone will be heard after dialing '95'.*

### **To clear all stored information in the Temporary Memory:**

Press FTR key + Dial 96.

### **To transfer information from the Temporary Memory to the Caller ID Table:**

Press FTR key + Dial 95 + Press # + Press HOLD.

*The information will be stored in the next available bin.*

308 ☞ Available
-----------------

824 ☞ Available
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When an extension user calls a busy extension, the user may leave a Callback request for a return call. The user does not have to repeatedly call the busy extension back, hoping to find it idle.

The system processes Callbacks as follows:

- Caller at extension A leaves a Callback at busy extension B. Caller A can place or answer calls while waiting for the Callback. When placing calls, Caller A must preselect a line key or ICM key before lifting the handset.
- When caller B becomes idle (for at least four seconds), the system rings caller A.
- Caller B can place or answer additional calls before the Callback rings and not affect the Callback.
- Once caller A answers the Callback ring, the system rings (formerly busy) caller B. If caller A does not answer the Callback ring (within twenty seconds - this is fixed and is not able to be changed), the Callback is canceled.
- As soon as caller B answers, the system sets up an Intercom call between A and B. If caller A places another call, the system reinstates the Callback when caller B hangs up.

### **Conditions**

- (A.) A power failure or system reset cancels all Callback requests.
- (B.) An extension can only receive one Callback request. If any other extensions try to leave a Callback request, they will receive an error tone.

**Default Configuration:** Callback allowed.

---

## **Programming**

### **Required Programming**

None

### **Other Programming**

#### ***Program 4 - Extension Options (1) - [C.] Intercom Off-Hook Signaling***

Enable or disable the ability to Off-Hook Signal [0=disabled, 1=manually signalled, 2=automatically signalled when busy].

(Continued on next page)



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## **CALLBACK (cont'd)**

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### **Related Features**

#### **Extension Hunting**

Callback can be activated after calling a busy Hunt Group.

#### **Off-Hook Signaling**

Callback cannot be used by an extension that is programmed for Automatic Intercom Off-Hook Signaling (Program 4 [C.], an entry of '2').

---

### **Feature Operation**

#### **To activate Callback:**

Place Intercom call + \* + Hang up.

#### **To answer the Callback signal:**

*The signal is a quick double ring and the ICM key does not flash.*

Lift handset. Extension is called.

#### **To cancel Callback:**

Lift handset before receiving the Callback signal + Hang up.

308 ☞ Available - 3 trunks.
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824 ☞ Available - 8 trunks.
--------------------------------

The system administrator can customize the routing of incoming CO (trunk) calls to meet the exact site requirements. This lets trunk calls ring and be answered at any combination of system extensions.

CO lines can be grouped into a maximum of 30 groups with 2 line groups assigned per extension. The line groups assigned to each extension can access incoming calls and set the audible assignments (day and/or night mode ringing) for the extensions.

### **Flexible Line Appearance**

This feature allows an incoming line group (assigned in Program 7) to shift appearance so that the lowest numbered line in the group (regardless of the number) appears under CO key 1, and the rest follow on keys 2, 3, 4, etc. For example, an incoming line group containing lines 4-8 can appear under CO keys 1-4. Flexible Line Appearance shifts exactly one incoming line group at every extension and automatically provides each extension with both incoming and outgoing access to that line group.

Note that enabling this feature disables Program 6 - Outgoing Line Access, Program 7 - Incoming Line Access/Audible - option [B], Common Use Lines set in Program 3 - Line Options (2), and Recalling Line Preference set in Program 16, option [B].

**Conditions:** None

**Default Configuration:** All lines ring at station #10; all stations have lampping for all lines.

---

## **Programming**

### **Required Programming**

#### ***Program 2 - Line Group Assignment***

Assign the lowest and highest line numbers [01=system max.=line number] to be in each line group number [01-30].

#### ***Program 7 - Incoming Line Access/Audible***

Assign line access [00=not assigned, 01-30=line group #] and line audible [0=no ring, 1=day ring, 2=night ring, 3=day and night ring] for each extension required. A user can answer an incoming call only if the extension has Incoming Line Access to the group containing that line.

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## **C.O. CALLS, ANSWERING (cont'd)**

### ***Program 16 - System Options (2) - [A.] Ringing Line Preference***

Enable or disable Ringing Line Preference for extensions [0=disabled, 1=all incoming calls to Group 1 + ringing calls to Groups 2, 2=incoming ringing calls to Groups 1 and 2].

### **Other Programming**

### ***Program 3 - Line Options (2) - [C.] Common Use Line Assignment***

Assign a line that can be used by any Tenant Group, if desired. The line will appear on all stations and everyone will have incoming and outgoing access to it [01-system maximum=line number].

### ***Program 15 - System Options (1) - [A.] Flexible Line Appearance***

Enable or disable Flexible Line Appearance for all extensions [0=disabled, 1=enabled]. Enabling this feature disables entries in Program 6 - Outgoing Line Access, Program 7 - Incoming Line Access/Audible - option [B], Common Use Lines set in Program 3 - Line Options (2), and Recalling Line Preference, Program 16, option [B].

### ***Program 50 - External Zone Line Audible***

Assign a line group number [01-30] and a ring mode [0=no ring, 1=day ring, 2=night ring, 3=day and night ring] to each external speaker.

### ***Program 60 - Loop Disconnect Detection Timer***

Use this timer to detect open loop (disconnect) from telco. This program is set in 20 ms intervals [000=not detected, 001 - 050=20 - 1000 ms].

### ***Program 86 - Line Options (3)***

Use this program to enable or disable the Loop Disconnect Detection for each line [0=disabled, 1=enabled].

---

## **Related Features**

### **Caller ID**

Incoming calls can display caller information for lines to display phones, if the information is provided by telco.

### **Directed Call Pickup**

Directed Call Pickup can be used to answer incoming calls.

### **Paging**

External Paging Output allows incoming CO audible to broadcast over the external page zones.

## Name/Message Storing

Program names to help easily identify a line or speed dial number used.

---

## Feature Operation

### To answer a trunk call:

Lift handset or press SPK key + Press flashing CO key.

- *Single Line Phones, just lift the handset.*
- *For keysets, if Ringing Line Preference is enabled, the call is connected.*

### To use Universal Answer to pickup an incoming CO call:

#### Keyset

Lift handset or press SPK key + ICM + 96.

#### Single Line Phone

Lift handset + Dial Universal Answer code (see below).

*If “0” is the programmed entry for Automatic Line Access Code for SLT (Program 20 [D.]), dial 960. If Program 15 [C.] has option “1” or “3” enabled you can also dial 96x (x=queue group number 1-6).*

*If “1” is the programmed entry for Automatic Line Access Code for SLT (Program 20 [D.]), dial 060. Note that Program 15 [C.] must be set to either option “1” or “3”.*

### To use Directed Call Pickup to answer an Intercom call, incoming call on a DISA line and Unannounced Transfer (you must be in the same page zone (Program 8 [C.]) or know the extension number of the phone that’s ringing):

*If more than one extension is ringing, the calls are answered as follows: Intercom calls, Unannounced Transfer and then Incoming calls on a DISA line.*

#### Keyset

Lift handset. Do not press SPK + Dial extension number of ringing phone **OR** Dial #.

#### Single Line Phone

Lift handset + Dial access code (08 or 98, depending on your Dial Plan) + Dial extension number of ringing phone **OR** Dial #.

---

## C.O. CALLS, PLACING

308 ☞ Available - 3 trunks.
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824 ☞ Available - 8 trunks.
--------------------------------

The system administrator can customize the way each extension user places outgoing trunk calls. A user can place a call by:

- Pressing a line key
- Dialing a trunk number
- Dialing a trunk group

System programming lets the administrator customize the call placing options to meet site requirements and each individual's needs.

### **Outgoing Line Access**

CO lines can be grouped into a maximum of 30 groups. The line groups assigned to each extension are used for outgoing calls. Up to two outgoing line groups can be assigned to an extension. An extension user can place outside calls on a particular line group by pressing a CO key or dialing a line number.

### **Line Queuing**

When all outgoing lines in a particular group are busy, Line Queuing puts a keyset user on a "waiting list" for an available line in the group. As soon as a line becomes free, the user's phone rings and a CO key flashes. Up to eight extension users can activate Line Queuing for the same group. When signaled, the user must answer within 20 seconds or the line rings the next person on the "waiting list". Keyset can have access to Queue Groups numbers 1-6. SLT's can have access to groups 1-6.

### **Automatic Line Access**

Automatic Line Access lets an extension user access an outgoing line without pressing a CO key or dialing a two-digit line number. A single-digit code automatically accesses an outgoing outside line.

### **Single Step Access**

This feature allows a keyset user to obtain outside or Intercom dial tone for an outgoing call in a single step, without lifting the handset or pressing the SPK key. If this feature is programmed, the keyset user only needs to press the CO key or ICM key depending on the type of call being placed.

## Preselect

A keyset user can preselect the key they wish to use before lifting the handset or pressing the SPK key. The keyset user presses the CO key or ICM key depending on the type of call being placed. The handset or SPK key must then be pressed within 3 seconds of pressing a key.

## Dial Plan for Single Line Phones

Assign each single line phone to either Dial Plan 1 or 2 in Program 8 [B.].

### Dial Plan 1:

Allows user to access queue group 1-6 (Program 15 [C.] must be programmed with either 1 or 3)

- \* Allows '0' or '9' to automatically access a line
- \* Allows direct line access by dialing '0' or '9' and a line number

To call an extension number, the user must dial '7' then the extension number

### Dial Plan 2:

Allows no access to queue groups

- \* Allows '0' or '9' to automatically access a line
- \* Allows direct line access by dialing '0' or '9' and a line number

To call an extension number, the user dials only the extension number

- \* CO line access depends upon the choice made in Program 20 [D.].

**Conditions:** None

**Default Configuration:** All extensions have access to all lines using Dial Plan 2.

---

## Programming

### Required Programming

#### *Program 1 - Line Options (1) - [A.] Line Type (CO/PBX)*

Define the type of lines connected to the system. To enable SLT's to work correctly, all unused lines must be set to '0' [0=no connection, 1=CO line, 3=PBX line].

#### *Program 2 - Line Group Assignment*

Assign CO and PBX lines to line groups for incoming and outgoing use [lowest and highest line number=01-system maximum].

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## **C.O. CALLS, PLACING (cont'd)**

### ***Program 3 - Line Options (2) - [C.] Common Use Line***

If Tenant Groups are assigned, you can optionally assign a common line to be used by everyone [0=no common line, 1=common line].

### ***Program 3 - Line Options (2) - [D.] Non-Restricted Line***

An extension that has any level of Toll Restriction applied can have unrestricted dialing on a line designated as a Non-Restricted line.

### ***Program 6 - Outgoing Line Access***

Select the line group numbers, up to two, each extension can use to place outgoing calls [00=not assigned, 01-30=line group numbers].

## **Other Programming**

### ***Program 1 - Line Options (1) - [C.] Queue Group***

Assign Queue Groups to each line to be used [0=no group, 1-6=Queue Group 1-6].

### ***Program 8 - Extension Options (2) - [B.] SLT Dial Plan***

Assign a Dial Plan for a single line telephone [0=Dial Plan 1, 1=Dial Plan 2].

### ***Program 15 - System Options (1) - [E.] Single Step Access***

Single Step Access allows a keyset user to place a CO line or ICM call without lifting the handset or pressing the speaker key first [0=disabled, 1=enabled].

### ***Program 15 - System Options (1) - [C.] Automatic Line Access***

This feature allows a keyset user to access the first available line [0=disabled, 1=press SPK key and queuing group number, 2=dial 0 from on-hook condition, 3=options 1 and 2 combined]. This option must be set to '1' or '3' when using Queue Groups to access a line.

### ***Program 16 - System Options (2) - [B.] Recalling Line Preference***

Enable or disable Recall Line Preference for all extensions [0=disabled, 1=enabled].

### ***Program 20 - System Options (6) - [D.] Automatic Line Access Code for SLT***

Set the option single line phones use for Automatic Line Access [0=off-hook and dial 0, 1=off-hook and dial 9].

### ***Program 60 - Loop Disconnect Detection Timer***

Use this timer to detect open loop (disconnect) from telco. This program is set in 20 ms intervals [000=not detected, 001 - 050=20 - 1000 ms].

### ***Program 64 - System Options (7) - [C.] Automatic Line Access With Single Digit Code***

Program how Automatic Line Access will seize a line [0=lowest line number available, 1=highest line number available, 2=rotating lines (line 1, then line 2, then line 3, etc.)].

### ***Program 86 - Line Options (3)***

Use this program to enable or disable the Loop Disconnect Detection for each line [0=disabled, 1=enabled].

---

## **Related Features**

### **Account Code Capability**

Users can dial Account Codes while placing calls. The system may require Account Code Entry.

### **Last Number Redial / Save / Speed Dial / Repeat Dial**

These features give extension users convenient options to dialing manually.

### **Name/Message Storing**

Use this feature to easily identify lines and speed dial numbers used, and to program messages for Selectable Display Messaging.

### **Toll Restriction**

Toll Restriction may be programmed in the system to restrict the numbers a user may dial. Dial Block allows each user to temporarily block outgoing CO calls, if desired.

---

## **Feature Operation**

### **To place a call when the line appears under a CO key (keyset only):**

Lift handset + CO key + Telephone number.

### **To place a call on a specific line:**

#### Keyset

Lift handset + ICM key + dial 9 + Two-digit line number (e.g., 01, 02, 03, etc.) + Telephone number.

#### Single Line Phone

Lift handset + 0 or 9 (depending on your access code) + Two-digit line number (e.g., 01, 02, 03, etc.) + Telephone number.

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## **C.O. CALLS, PLACING (cont'd)**

*When “0” is the programmed entry for Automatic Line Access Code for SLT (Program 20 [D.]), dial 9.*

*When “1” is the programmed entry for Automatic Line Access Code for SLT (Program 20 [D.]), dial 0.*

### **To use Line Queuing:**

#### Keyset

Lift handset + HOLD + Dial Queue Group number (1-6) +  
Replace handset.

*If you hear busy tone, the extension can not use  
Line Queuing for that group.*

### **When Line Queuing rings an extension:**

Lift handset.

*Keyset users may then have to press flashing CO key.*

### **To access the first available outgoing line using Automatic Line Access:**

#### Keyset

Press SPK key if needed+ Dial 0.

#### Single Line Phone

Lift handset + Dial 9 or 0 (depending on Program 20 [D.]).

### **To access the first available line in a Queue Group using Automatic Line Access:**

#### Keyset

Press SPK key + Dial Queue Group number (1-6).

#### Single Line Phone (Dial Plan 1 phones only)

Lift handset + Dial Queue Group number (1-6).

308 ☞ Available - 6 internal parties with two outside callers maximum.
---

824 ☞ Available - 6 internal parties with two outside callers maximum.
---

Conference lets an extension user establish an outside call and then add additional inside parties to the conversation. If Multi-Line Conference is enabled in programming, a second outside call can be added to the conversation.

With this feature a user may join in a telephone meeting with several different people without leaving the office.

**Conditions:** The 308 System allows only two simultaneous Conference calls.

**Default Configuration:** Conference with only internal parties enabled.

---

## Programming

### Required Programming

#### *Program 16 - System Options (2) - [D.] Add-On Conference Set-Up Mode*

Program a Conference to set-up call by call or all at once [0=increase one by one, 1=increase 5 parties at once].

### Other Programming

#### *Program 16 - System Options (2) - [E.] Multi-Line Conference*

To allow outside calls to be in a Conference, enable this option [0=disabled, 1=enabled].

#### *Program 5 - Unsupervised Conference Port*

Assign an extension port to an Unsupervised Conference circuit [01-04]. Each Unsupervised Conference circuit must be assigned to an **unused** extension port.

---

## Related Features

### Executive Override

Another extension user can join (break in to) the Conference using Executive Override as long as the total number of inside parties does not exceed six.

### Meet-Me Conference

Conference allows additional parties to be added to a

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## CONFERENCE (cont'd)

previously established conversation. Meet-Me Conference does not.

### Music On Hold

While a Conference is being set up, MOH plays to the initial caller.

### Tandem Calls (Tandem Trunking)

This allows a user to establish a Conference call with two outside parties and then hang up, leaving the outside parties connected.

---

## Feature Operation

### Method 1

#### **To establish a conference call from a keyset:**

Establish first call + CONF key + ICM key and Dial extension number OR establish second outside call + CONF.

*For Intercom calls, the party must answer using the handset or by pressing the SPK key.*

*To add more inside parties, repeat CONF + ICM + Dial extension number/establish next call + CONF.*

#### **To establish a conference call from a single line phone:**

Establish first outside call + Flash Hookswitch + Dial 93 when adding an internal party or dial 94 when adding an outside call + Dial the phone/extension number of party to be added + Flash Hookswitch.

*To add more inside parties, repeat Flash Hookswitch + Dial 93 (internal party) or dial 94 (outside call) + Dial the phone/extension number + Flash Hookswitch.*

### Method 2

#### **To establish a conference call from a keyset:**

Establish an outside call + Press CONF key + ICM key and call the other extension by paging and announce the CO line key number + CONF.

*The called party must press the CO line key to join.*

#### **To join a Conference when invited:**

Lift handset + Press CO line key.

---

## CONFIRMATION TONE

308 ☞ Available
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824 ☞ Available
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The Confirmation Tone feature allows a tone to be emitted from the built-in speaker on the *keyset* phone each time a line, function or dial pad key is pressed. The tone confirms the key was fully pressed.

**Conditions:** None

**Default Configuration:** Confirmation Tone enabled.

---

### Programming

#### Required Programming

#### *Program 13 - Extension Options (3) - [A.] Confirmation Tone*

Enable [0] or disable [1] the Confirmation Tone.

#### Other Programming

None

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#### Related Features

None

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#### Feature Operation

#### **To activate/deactivate the Confirmation Tone:**

Do not lift handset + Dial \*.

---

## DP AND DTMF COMPATIBILITY

308 ☞ Available
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824 ☞ Available
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The system administrator can program each trunk for Dual Tone Multifrequency (DTMF) or Dial Pulse (DP) dialing. This allows the system to connect to any combination of DTMF or DP trunks.

DP/DTMF Compatibility also provides Pulse to Tone Conversion. Pulse to Tone Conversion lets a keyset user change their extension's dialing mode while placing a call. For systems in a DP area, this permits users to access dial-up OCC's (e.g., MCI or GTE Sprint) from a DP area.

**Conditions:** None

**Default Configuration:** Trunks are DTMF.

---

### Programming

#### Required Programming

##### *Program 1 - Line Options (1) - [B.] Dial Mode*

###### *Assignment*

Assign either DP or DTMF to a line [0=DP, 1=DTMF].

##### *Program 17 - System Options (3) - [A.] Dial Pulse Sender Speed / [B.] Make/Break Ratio / [C.] DTMF Duration*

Set timers for Dial Pulse [0=10 PPS, 1=20 PPS], Make/Break Ratio [0=33%, 1=39%], and DTMF Minimum Pause Time [0=high speed (80ms on-80ms off), 1=mid speed (100ms on-100ms off), 2=low speed (150ms on-150ms off)].

#### Other Programming

None

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### Related Features

#### Speed Dial

If a Speed Dial number uses a DP trunk and contains a pause, pulse to tone conversion can be automatic. The digits before the pause dial out DP. The digits after the pause dial out DTMF.

---

### Feature Operation

#### **To change from Pulse to Tone Mode:**

Dial phone number (pulse mode) + # + Dial phone number (tone mode).

---

## DEPARTMENT STEP CALLING

308 ☞ Available
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824 ☞ Available
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Department Step Calling routes internal and DISA calls to a predefined group of extensions. A call rings the first available extension in a group. If the user receives no answer, they can then ring the next extension in the group using the Step Call feature. Department Step Calling is helpful, for example, for a group of co-workers that share responsibility for answering calls. Each call can cycle through the group until an available member picks it up or until it reaches the last extension number in the group. When the user has reached the last extension and presses # again, they will hear a busy signal, indicating that there are no more extensions in the group.

**Conditions:** None

**Default Configuration:** No groups configured.

---

### Programming

#### Required Programming

##### *Program 11 - Hunt Groups*

Assign extensions to a Hunt Group. Five Hunt Groups maximum [0-4=Hunt Group number] with a maximum of sixteen extensions per group.

#### Other Programming

None

---

### Related Features

#### Call Waiting (Camp-On)

When all extensions in a hunt group are busy, a user receives a busy tone and can then activate Callback or Camp-On. This feature automatically connects the user to the first extension programmed into that group as soon as it becomes available.

#### Step Calling

If a call is not answered, you can use Step Calling to force the call to ring to the next extension.

#### Transfer

A call can be transferred to a group number.

(Continued on next page)

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## DEPARTMENT STEP CALLING (cont'd)

---

### Feature Operation

**To call a Department Group number:**

Keypad

Lift handset + ICM + # + Department Group number (0-4).

*First available extension is called. If there is no answer, the user can dial # again to call the next idle extension (see Step Calling).*

Single Line Phone (set on Dial Plan 1)

*Single line phones set on Dial Plan 2 cannot use this feature.*

Lift handset + Dial 7 + # + Department Group number (0-4).

*First idle extension is called. If there is no answer, the user can dial # again to call the next idle extension (see Step Calling).*

**Transferring a call to a Department Group (keyset only):**

Lift handset + ICM + # + Department Group number (0-4)  
+ TRFR.

## DIRECT INWARD SYSTEM ACCESS

308 ☞ Available

824 ☞ Available

DISA permits outside callers to dial a special telephone number and directly access system extensions, trunks and features. For example, DISA helps sales people who are away from the office but want to use the company's trunks for long distance calls.

To use DISA to access an outside line, the outside caller:

- Dials the telephone number that rings a DISA trunk
- Waits for the DISA trunk to automatically answer
- Dials '#' and the DISA password (access code)
- Accesses the desired line and dials the telephone number followed by a '#'

If all DISA ports are in use and a new call comes in on a DISA line, the call will be treated as a regular call - not a DISA call. DISA calls ring system extensions like any other outside call (i.e., on a line or loop key).

An automatic answering machine (customer-provided) can be connected to the system as a voice-announce device for the DISA line to provide auto-attendant functions.

Additionally, the 308 system has an auto attendant feature in the Fax/DISA PCB which provides announcements.

### Call Forwarding a DISA Line

Incoming DISA calls can be programmed to Call Forward to a preprogrammed outside number. When this feature is activated, an incoming call on a DISA line is transferred automatically to the telephone number programmed in the System Speed Dial number '99'.

### Conditions

- The DISA caller must use a DTMF type telephone.
- DISA requires disconnect supervision from telco.
- When entering system programming, if a port is connected to a keyset, an error indication will be displayed if you try to program that port as a DISA port.
- After programming a DISA port, if a keyset is connected to that port, the system will automatically change from DISA to a keyset.

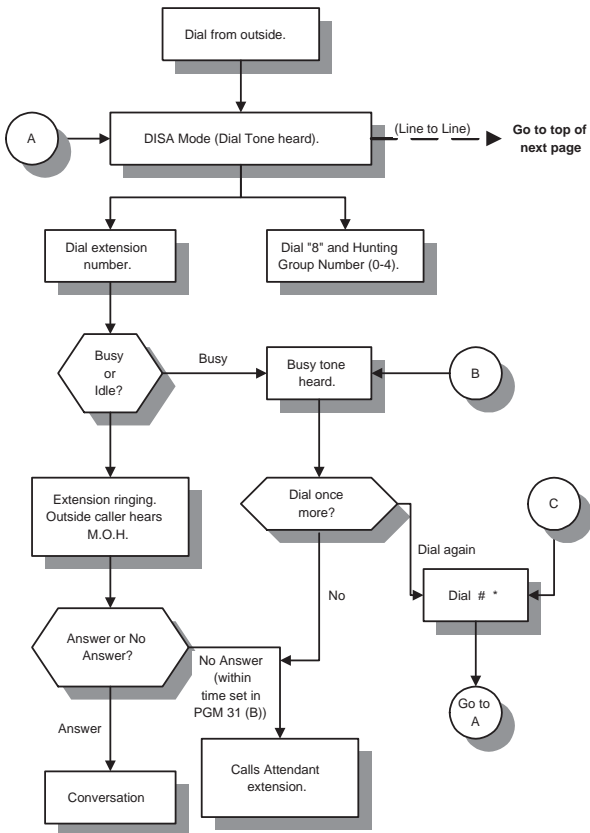
**Default Configuration:** No DISA trunks programmed.

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# DIRECT INWARD SYSTEM ACCESS (cont'd)

## DISA Operation Flowchart

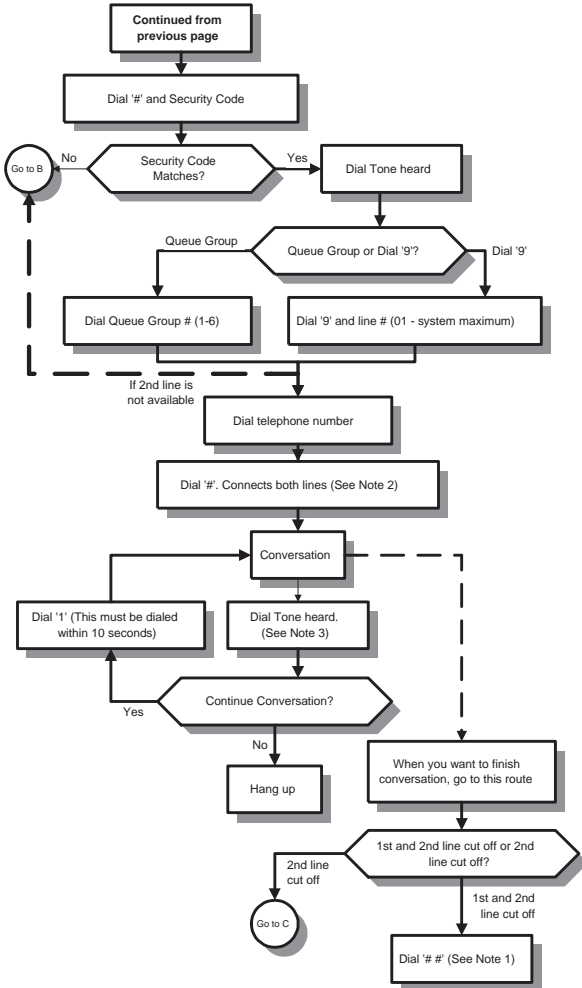


Note: If any entry is delayed more than 10 seconds, the call diverts to the attendant.

If the Attendant extension (set in Program #51) does not answer within 30 seconds, the call will be cut off.

Timers for line cut-off are in Program 31.

# DISA Operation Flowchart



- Note 1:** If these operations are not executed, line is cut off by the system's preprogrammed time set in Program 31 (B).
- Note 2:** If this operation is not executed during the time set in Program 31 (A), both CO lines are cut off.
- Note 3:** When the time programmed in Program 31 (B) is exceeded, you hear dial tone.

(Continued on next page)

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## DIRECT INWARD SYSTEM ACCESS (cont'd)

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### Programming

#### Required Programming

##### ***Program 3 - Line Options (2) - [A.] DISA Line / [B.] DISA Access Mode***

Enable the CO lines to be used as DISA lines [0=disabled, 1=enabled] and provide access to the lines [0=no access, 1=day mode, 2=night mode, 3= day and night mode].

##### ***Program 8 - Extension Options (2) - [A.] Instrument Type***

Each DISA line requires an unused extension port which must be programmed as type 1. The extension must be supported by a station card, and the port can be the same port used in Program 5 for Unsupervised Conference [0=keyset, 1=DISA, 2=single line set (DP), 3=single line set (DTMF)].

##### ***Program 30 - Voice Message Timer***

Assign the timer the voice message device will use for answering calls [Automatic Answering; 000=disabled, 001-255=1-255 seconds], and the timer for calls not answered by the voice message device [Dial Tone Sent; 000=disabled, 001-255=1-255 seconds]. If the timers are exceeded, dial tone will be sent to the trunk.

##### ***Program 31 - Line to Line Cut-Off Timer***

Assign the timers for line-to-line conversation cut-off. [Path Connection Waiting Timer - 000=disabled, 001-255=1-255 seconds; Warning Tone Timer for Conversation Cut-Off - 000=disabled, 001-255=1-255 seconds].

##### ***Program 46 - DISA Security Codes***

Create up to eight security codes for DISA callers four digits maximum.

##### ***Program 47 - DISA Security Code Extension***

Assign extension numbers to each DISA Security Code [10-system maximum=extension numbers].

##### ***Program 48 - DISA Class of Service***

Assign a Class of Service to each DISA Security Code [0-5=COS levels 1-5].

##### ***Program 51 - Attendant Extension for DISA***

Assign the operator's extension number to receive improperly completed DISA calls.

### ***Program 64 - System Options (7) - [D.] LED Indication for Incoming DISA Call***

Program how an incoming DISA call will appear on the phone's LED. [0=incoming DISA calls show busy LED, 1=incoming DISA calls flash like an incoming call].

### ***Program 66 - DISA Timers***

Set the timers for automatic termination of unauthorized calls, busy extensions, or calls transferred to the operator which are unanswered [Automatic Answer - 000=answered at once, 001 - 255=1-255 seconds; Dial Waiting Timer - 001-255=1-255 seconds; Extension Calling Timer - 001-255=1-255 seconds].

### **Other Programming**

#### ***Program 13 - Extension Options (3) - [D.] Voice Announce Device Port***

Enable or disable the Voice Announce Device port [0=disabled, 1=enabled].

#### ***Program 68 - Fax Assignment (2) - [A.] Line Type***

For Portrait 308 only, program whether the line is to be used for fax, DISA, or both. The setting here determines whether or not the automated attendant will play the greeting messages [0=fax, 1=DISA, 2=fax and DISA].

---

## **Related Features**

### **Call Forwarding**

Allows outside parties calling on the DISA line to be transferred to a preprogrammed number automatically when the system is set on the Call Forward mode. The destination of the telephone number must be set on the Speed Dial number 99.

### **Directed Call Pickup**

Directed Call Pickup can be used to answer incoming DISA calls.

### **Tandem Calls/Trunking**

Tandem Calling allows a DISA caller to access an outside line.

### **Tenant Service**

All tenants share the same DISA codes.

### **Toll Restriction**

All calls follow the Class of Service programmed for the DISA line.

(Continued on next page)

---

## DIRECT INWARD SYSTEM ACCESS (cont'd)

---

### Feature Operation

**To use DISA to call an extension or access a Hunt Group:**

Call the DISA line + Dial desired extension number or dial 8 + Hunt Group number (0-4).

**To reuse the DISA line when called extension is busy:**

Dial # + \* + Dial desired extension number or dial 8 + Hunt Group number (0-4).

**To use DISA to place a call on a system line (Line-to-Line):**

Call the DISA line + Dial # + Dial DISA security code + Queue Group number (1-6) for desired line or dial 9 and the two-digit line number + Dial telephone number + #.

*If busy tone is heard, use either procedure below to disconnect.*

**To hang up the outside call and reuse the DISA line:**

Dial # + \* + # + DISA security code + Queue Group number (1-6) for desired line or dial 9 and the two-digit line number + Telephone number + #.

*If busy tone is heard, use either procedure below to disconnect.*

**To disconnect both the DISA line and the system line (This procedure *must* be used before hanging up):**

Dial # #.

### CALL FORWARDING ON THE DISA LINE:

**To set the Call Forwarding mode (for keyset at station 10 only):**

Press SPK + FTR + Dial 70 + SPK.

**To cancel the Call Forwarding mode (for keysets only):**

Press SPK + FTR + Dial 70 + SPK.

---

## DIRECT STATION SELECTION, DSS

308 ☞ Not Available
---------------------

824 ☞ Available
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The Direct Station Selection (DSS) Console has 24 DSS keys. Each DSS key can be assigned as a DSS or program-mable one-touch feature key. **The DSS Console can only be connected to a display keyset.**

Each DSS key is assigned to the physical port number accordingly (**Not by extension number which is set in Program 14**). DSS Console users can intercom the other extensions by just pressing a DSS key. They can also transfer a call to an extension by pressing a DSS key and TRFR key. The system can have a maximum of 3 DSS Consoles.

**Conditions:** None

**Default Configuration:** All DSS keys are programmed for extensions 10-33.

---

### Programming

#### Required Programming

None

#### Other Programming

None

---

### Related Features

#### Programmable Keys

The DSS Console provides an additional 24 keys that can be programmed as one-touch feature keys.

---

### Feature Operation

#### To place an Intercom call:

Lift handset + Press one of the DSS keys.

#### Automatic Hold of CO line:

While on a CO call, press one of the DSS keys.

#### Unannounced Transfer:

While on a CO call, press one of the DSS keys + TRFR.

#### Announced Transfer:

While on a CO call, press one of the DSS keys + Make announcement + TRFR.

---

## DIRECT STATION SELECTION, EXTENSION

308 ☞ Available
-----------------

824 ☞ Available
-----------------

Direct Station Selection (DSS) keys provide a *keyset* user with one-button access to other extensions in the system. Each of the ten One-Touch keys on a key telephone can be programmed to call a particular extension. The One-Touch keys can also be programmed to access any Page Zone or Door Box.

Display keysets have Busy Lamp Fields (BLF) which are LED indications for One-Touch keys when used as DSS keys. This indicates to the end-user the status of the associated extension.

**Conditions:** None

**Default Configuration:** One-Touch keys 1-9 are assigned to extensions 10-18. Key 10 is set for All Call Page.

---

### Programming

#### Required Programming

None

#### Other Programming

##### *Program 91 - Function Key Initialization*

Use this program to reset to system default Personal Speed Dial, Selectable Display Messages, Programmable Feature keys, Alarms, and any reprogrammed DSS keys.

---

### Related Features

#### Call Waiting (Camp-On)

After hearing a busy signal, a DSS caller can Camp-On to the busy extension.

#### Intercom

DSS keys can be used as an alternative to dialing Intercom numbers.

---

### Feature Operation

#### To program a One-Touch key for DSS:

Lift handset + DC + # + One-Touch key + Extension number **OR** To program a Page Zone, dial 80-85 for the 308 System, 80-87 on the 824 System **OR** To program a Door Box, dial 88 or 89 + Hang up.

**To use a DSS key:**

Lift handset + One-Touch key set as DSS key

*If Single Step Access is programmed and the phone is equipped with a speakerphone, you do not need to lift the handset.*

**To use a DSS key to Transfer an Intercom Call:**

While on a call, press ICM + DSS key + TRFR

**To display the number programmed under a DSS/One-Touch key (display phones only):**

Do not lift handset + CHECK key + ICM key + One-Touch key + CLEAR



---

## DIRECTED CALL PICKUP

308 ☞ Available
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824 ☞ Available
-----------------

Directed Call Pickup permits an extension user to intercept a call ringing another extension. This allows a user to conveniently answer a co-worker's call from their own telephone.

**Conditions:** None

**Default Configuration:** Directed Call Pickup always allowed.

---

### Programming

#### Required Programming

None

#### Other Programming

#### *Program 8 - Extension Options (2) - [C.] Internal Page Zone*

Assign internal page zones to extensions [0=disabled, 1-4=Page zones 1-4].

---

### Related Features

#### C.O. Calls, Answering

All extension users can use Directed Call Pickup to answer incoming C.O. calls.

#### Direct Inward System Access / Door Box / Intercom / Transfer

Keyset users can use Directed Call Pickup to answer these types of calls. (Does not apply to Single Line Phones users.)

---

### Feature Operation

**To use Directed Call Pickup to answer an Intercom call, incoming call and Unannounced Transfer (you must be in the same page zone (Program 8 [C.]) or know the extension number of the phone that's ringing):**

*If more than one extension is ringing, the calls are answered as follows: Intercom calls, Unannounced Transfer and then Incoming calls on a DISA line.*

#### Keyset

Lift handset. Do not press SPK + Dial extension number of ringing phone **OR** Dial #.

#### Single Line Phone

Lift handset + Dial access code (08 or 98, depending on your Dial Plan) Dial extension number of ringing phone **OR** Press #.

**To use Directed Call Pickup to answer an incoming call:**

Single Line Phone

Lift handset + Dial Universal Answer code.

*If “0” is the programmed entry for Automatic Line Access Code for SLT (Program 20 [D.]), dial 960. If Program 15 [C.] has option “1” or “3” enabled you can also dial 96x (x=queue group number 1-6).*

*If “1” is the programmed entry for Automatic Line Access Code for SLT (Program 20 [D.]), dial 060. Note that Program 15 [C.] must be set to either option “1” or “3”.*

**To use Directed Call Pickup to answer a Door Box call:**

Keyset

Lift handset + Dial 9.

Single Line Phone

Lift handset + Dial access code + 9.

*If “0” is the programmed entry for Automatic Line Access Code for SLT (Program 20 [D.]), dial 98.*

*If “1” is the programmed entry for Automatic Line Access Code for SLT (Program 20 [D.]), dial 08.*

---

## DIRECTORY DIALING

308 ☞ Available
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824 ☞ Available
-----------------

Directory Dialing lets a *display keyset* user call a system Speed Dial or Intercom number by selecting the name associated with the number. The user does not have to dial the number — the user selects the displayed name instead. This feature can be programmed as a One-Touch key in the Programmable Keys feature.

**Conditions:** None

**Default Configuration:** Directory Dialing always allowed.

---

### Programming

#### Required Programming

None

#### Other Programming

None

---

### Related Features

#### Intercom

Extension users can use Directory Dialing as an alternative to dialing Intercom numbers.

#### Programmable Keys

The user-programmable option can be stored as a Feature key.

#### Speed Dial

Extension users can implement Directory Dialing instead of dialing system Speed Dial numbers.

---

### Feature Operation

#### To store a name for each system Speed Dial number:

*This option is only possible from station 10.*

Press DC twice + HOLD + Dial system Speed Dial number (00-99 or 000-199) + \* + Input letters of the name by Name/Message Storing feature (8 digits max.) + HOLD + Dial next system Speed Dial number to store **OR** Press CLEAR to finish.

#### To use Directory Dial to place a Speed Dial call:

Press DC + 6 + Enter first letter of name by Name/Message Storing feature + Find name using # or \* + Press line key.

#### To use Directory Dial to place an Intercom call:

Press DC + 4 + Enter first letter of name by Name/Message Storing feature + Find name using # or \* + Press ICM key.

308 ☞ Available
-----------------

824 ☞ Available
-----------------

At a *keyset*, Do Not Disturb (DND) blocks Page announcements, ringing and incoming voice announcements. DND permits an extension user to work by the phone undisturbed by these system audibles. When the user activates DND, incoming trunk calls still flash the line keys. The user may use the phone in the normal manner for placing and processing calls. This feature is not available to single line phones.

There are four levels of DND which can be programmed into the system for each extension:

Level 0 = No DND capability

Level 1 = Blocks CO audible, allows Intercom calls

Level 2 = Blocks CO audible and Intercom calls

Level 3 = Blocks CO audible and Intercom calls or just CO audible

A user calling an extension in DND hears a fast busy tone.

**Conditions:** None

**Default Configuration:** DND disabled

---

## Programming

### Required Programming

***Program 13 - Extension Options (3) - [B.] Do Not Disturb***

Allow or deny DND [0=disabled, 1=CO audible denied, 2=CO and ICM calls denied, 3=CO and ICM calls denied or just CO audible denied].

### Other Programming

None

---

## Related Features

### Call Forwarding

The Executive Call Forwarding feature allows the “secretary” extension to override the “executive” extension’s override.

(Continued on next page)

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## **DO NOT DISTURB (cont'd)**

---

### **Feature Operation**

#### **To activate DND while the phone is idle:**

For level 1: Press DND once. DND flashes (allows Intercom calls, block CO calls).

For level 2: Press DND once. DND lights steadily (blocks all Intercom and CO calls).

For level 3: Press DND once to block CO audible and Intercom calls. DND lights steadily.

#### **OR**

Press DND twice to block just CO audible. DND flashes.

#### **To cancel DND while the phone is idle:**

Do not lift handset + Press DND once or twice (whichever makes DND extinguish).

#### **To activate DND while on a call:**

For level 1: Press FTR, DND once. DND flashes (allows Intercom calls, block CO calls).

For level 2: Press FTR, DND once. DND lights steadily (blocks all Intercom and CO calls).

For level 3: Press FTR, DND once to block CO audible and Intercom calls. DND lights steadily.

#### **OR**

Press FTR, DND, FTR, DND to block just CO audible. DND flashes.

#### **To cancel DND while on a call:**

Press FTR + DND.

*It may be necessary to press FTR, DND again (depending on programming).*

308 ☞ Available - 2 door boxes.
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824 ☞ Available - 2 door boxes.
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The Door Box is a self-contained Intercom unit typically used to monitor an entrance door. A visitor at the door can press the Door Box call button (like a door bell). The Door Box then sends chime tones to all extensions programmed to receive chimes. To answer the chime, the called extension user just lifts the handset. This lets the extension user talk to the visitor at the Door Box. The Door Box is convenient to have at a delivery entrance, for example. It is not necessary to have company personnel monitor the delivery entrance; they just answer the Door Box chimes instead.

The system can accommodate up to two Door Boxes; both boxes can be used at the same time. Each Door Box has a distinctive chime pattern. When the chime is answered, an Intercom link is used.

Optionally, a customer-provided Door Unlock device can be installed with the Door Boxes so that the keyset users can unlock the door using their phones. The door can be unlocked after an extension user answers chimes from that box or calls that box. The Relay Assignment (Program 56) and Door Relay Timer (Program 88) must be programmed for the device.

- Conditions:**
- Door Boxes do not use any system extension ports.
  - When an outside call is retrieved by pressing the hookswitch during a Door Box call, the door relay can not be manually controlled.
  - When the extension goes on hook during the door relay timer, the door will lock immediately.

**Default Configuration:** No Door Boxes programmed.

---

## Programming

### Required Programming

#### *Program 12 - Door Chime Box*

Assign an extension number to receive the Door Box chimes [10-system maximum=extension numbers] and the ring type each should have [0=no ring, 1=day ring, 2=night ring, 3=day and night ring].

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## DOOR BOX (cont'd)

### *Program 20 - System Options (6) - [A.] Door Chime Tone Duration / [C.] Door Alert Tone*

Enable the Door Box Chime [0=disabled, 1=enabled] and program the duration of the chime [0=2 times, 1=30 sec].

### *Program 20 - System Options (6) - [E.] Existence of Door Chime Box*

Enable/disable Door Box [0=none, 1=Door Box 1 enabled, 2=Door Box 2 enabled, 3=Door Box 1 + 2 enabled].

### *Program 61 - Extension Options (4) - [E.] Door Box Restricted*

Enable or disable an extension's ability to receive or place calls to the Door Boxes [0=enable, 1=disable].

## Other Programming

### *Program 56 - Relay Assignment*

Program Relay Contacts for Door Boxes [1=Door Box 1, 2=Door Box 2]

### *Program 88 - Door Relay Timer*

Program Relay Contacts for manual or automatic release [000=manual operation, 001-255=100 msec-25.5 sec].

---

## Related Features

### **Directed Call Pickup**

Directed Call Pickup can be used to answer Door Box calls.

### **Message Waiting**

A Message Waiting can not be left for a Door Box.

---

## Feature Operation

### **To answer the chime tones (from your phone):**

Lift handset.

### **To answer the chime tones by Directed Call Pickup:**

#### Keyset

Lift handset + 9.

#### Single Line Phone

Lift handset + Dial access code + 9.

*If "0" is programmed entry for Automatic Line Access Code (Program 20 [D.]), dial 98.*

*If "1" is programmed entry for Automatic Line Access Code (Program 20 [D.]), dial 08.*

**To call a Door Box:**

Keypad

Lift handset + ICM + Dial 88 for box 1, 89 for box 2.

Single Line Phone

Lift handset + 7 + Dial 88 for box 1, 89 for box 2.

*If on Dial Plan 2, do not dial 7.*

**To unlock / lock the door after contacting the Door Box (keysets only):**

Press FLASH key to activate the relay.

*The relay remains closed until FLASH is pressed again or the Door Box call is terminated.*

**To program a One-Touch key for a Door Box key (DSS):**

Lift handset + DC + # + One-Touch key + Dial 88 or 89 + Hang up.



---

## EXECUTIVE OVERRIDE

308 ☞ Available
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824 ☞ Available
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Executive Override lets a *keyset* extension user override the system's privacy feature - a user can break into an outside call at another extension, including a call on a Private Line. The intrusion may or may not be preceded by a warning tone, depending on programming. The warning tone comes over the speaker of both extensions. The extension must have outgoing line access for the line they wish to override. The system allows several users to use Executive Override to break into the same line. However, the total number of extensions on the line can not exceed six, no matter how they accessed the line (e.g. Conference, Meet-Me Conference, Tandem Trunking).

**Conditions:** None

**Default Configuration:** Executive Override disabled.

---

### Programming

#### Required Programming

**Program 4 - Extension Options (1) - [A.] Executive Override**

Enable or disable Executive Override for an extension [0=disabled, 1=enabled with a tone, 2=enabled without a tone].

**Program 6 - Outgoing Line Access**

An extension must have access to the line they wish to override [00=no group assigned, 01-30=line groups 1-30].

#### Other Programming

None

---

### Related Features

#### Conference

Another extension user can join (break in to) the Conference using Executive Override as long as the total number of inside parties does not exceed six.

#### Tenant Service

Executive Override is not possible between Tenant Groups, unless a phone is assigned to Tenant '0'.

---

### Feature Operation

#### To use Executive Override to break into a call:

Lift handset or press SPK + Press steadily lit CO key.

*This breaks into the telephone conversation on that line. The extension being overridden may or may not hear a beep.*

---

## EXTERNAL ALERTING DEVICES

308 ☞ Available - 1 external alarm.
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824 ☞ Available - 2 external alarms.
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The system has two external alarm inputs which the installer can connect to customer-provided alerting devices. The system can detect a make (close) or break (open) from an alarm. The system programming determines if the alarm inputs require an open or closed circuit. An alarm detection causes the system to send a signal to stations programmed to receive the alarm. The alarm signal can also be sent to external paging speakers. The paging relays can be used to activate loud bells.

Tripping the alarm loop connected to the alarm input will cause the alarm tones to be sent to any telephones and external page zone(s) programmed to receive them. Alarm 1 produces a constant beep-beep repetition until the circuit is reset. Alarm 2 provides three beeps-pause-three beeps-pause repetition. If both alarms are tripped, Alarm 1 takes priority.

When using external power for the alarm sensor, proper polarity must be observed. The positive is number 1 on the DDK connector, the negative is number 2. The external power should provide no more than 24 volts DC. The current flow is less than 5 mA.

**Conditions:** The devices connected to the relays must meet the following specifications:

Maximum Load: 250 mA @ 24 V dc

Loop Resistance (Internal Power): less than 100 ohms

**Default Configuration:** No alarms programmed.

---

### Programming

#### Required Programming

**Program 13 - Extension Options (3) - [C.] Alarm Audible**

Enable or disable the alarm audible [0=disabled, 1=enabled].

**Program 44 - External Alarm Sensor**

Install the Alarm Sensors [0=not installed, 1=installed] and program the trigger condition [Internal Power: 0=normally closed loop, 1=normally open loop; External Power: 0=normally open loop, 1=normally closed loop].

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## EXTERNAL ALERTING DEVICES (cont'd)

### *Program 49 - External Zone BGM/Alarm - [B.] Alarm 1, [C.] Alarm 2*

Enable or disable Alarms 1 and 2 [0=disabled, 1=enabled].

---

### Related Features

#### Paging

The system administrator can use the external relays to activate external paging amplifiers. Refer to the Paging feature and also to the system hardware manual.

---

### Feature Operation

None

308 ☞ Available

824 ☞ Not Available

Fax Compatibility lets you integrate a customer-provided fax machine into your telephone system.

The Fax/DISA PCB allows for the connection of a G3-type fax machine to a station port. It will detect the CNG signal from an incoming fax call and allow the call to be connected automatically to the fax unit. (If a G2-type fax machine is used, an incoming call may not be automatically transferred to the fax machine.)

### Preparing the Automated Attendant Message

The Fax/DISA PCB provides five automated attendant messages which are used for the fax and DISA features only. Before using either feature, each message must be recorded. These messages can only be recorded at station 10.

Each message's recording time is fixed and can not be changed. The following chart shows the length of time and sample message for each message.

Message 1 18 seconds

Thank you for calling the XYZ company. Please hold while your call is being processed. Thank you.  
**(This is only a greeting message. A caller wishing to send a fax must wait for Message 2 before proceeding.)**

Message 2 18 seconds

Thank you for calling the XYZ company.  
Please dial your extension number between 0 and 7. If you wish to send a fax, please dial # or press the start key now. Thank you.  
**Note: The extension numbers must be specified as 0 through 7. This corresponds as: 0=extension 10 . . . 7=extension 17.**

Message 3 9 seconds

You have dialed an incorrect number. Please enter your extension number again.

Message 4 9 seconds

Your call is being transferred to the operator.  
Please hold.

Message 5 9 seconds

We're sorry you're experiencing problems. Please try your call again later.

(Continued on next page)

---

## FAX COMPATIBILITY (cont'd)

**Conditions:** None

**Default Configuration:** No fax lines programmed.

---

### Programming

#### Required Programming

##### *Program 67 - Fax Assignment (1)*

Assign the following options:

[1.] Line Number

Assign the line number to be used for the fax machine [00=Not assigned, 01 - 03=Line numbers 01-03].

[2.] Station Port

Assign the station port to which the fax machine is connected [00=Not assigned, 12 - 17=stations 12-17].

#### Other Programming

##### *Program 68 - Fax Assignment (2) - [A.] Line Type*

Program whether the line is to be used for fax, DISA, or both. The setting here determines whether or not the automated attendant will play the greeting messages [0=fax, 1=DISA, 2=fax and DISA].

##### *Program 68 - Fax Assignment (2) - [B.] CNG Signal Not Received*

Set how the system should handle a call when the CNG signal is not received [0=cut off, 1=transfer to operator, 2=transfer to fax].

##### *Program 68 - Fax Assignment (2) - [C.] Extension Busy*

Program how the system should handle a call when the desired extension is busy [0=cut off, 1=transfer to operator, 2=resent Attendant Message #2].

##### *Program 69 - Fax Assignment (3)*

Assign the following timers:

[1.] Automatic Answer Timer

If the system should not answer the call immediately, but should wait for a specified amount of time, set the timer for the desired delay time [000=immediate answer, 001 - 255=1-255 seconds].

[2.] Waiting Time for CNG Signal Detection

Set how long the system should wait for a CNG signal [000=not assigned, 001 - 255=1-255 seconds].

[3.] Waiting Time for DTMF Signal Receiving

Program how long the system should wait to receive

DTMF signals [000=not assigned, 001 - 255 = 1-255 seconds].

[4.] Calling Time for Telephone/Fax

Program the calling timer for fax or extensions [000=not assigned, 001 - 255 = 1-255 seconds].

***Program 75 - Extension Options (5) - [C.] Automatic Line Seizing by Fax***

Enable or disable the ability for the fax machine to automatically seize a line when going off-hook [0=disabled, 1=enabled].

---

**Related Features**

**Direct Inward System Access**

The Automated Attendant message provided by the Fax/DISA PCB is used for the Fax and DISA features.

---

**Feature Operation**

**Automated Attendant Messages**

**To record a message:**

Lift handset + Press ICM + Dial 930 + Dial message number (1-5) + Press \* to start recording (wait until dial tone is heard) + Press \* to stop recording + Hang up.

*When recording, make sure to speak clearly.*

*Pressing # will cancel the recording.*

**To erase a message:**

Lift handset + Press ICM + Dial 931 + Dial message number (1-5) + Press \* + Hang up.

**To confirm a message:**

Lift handset + Press ICM + Dial 932 + Dial message number (1-5) + Press \* + Listen to message + Hang up.

---

## FLASH

308 ☞ Available
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824 ☞ Available
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Flash allows an extension user to access certain CO or PBX/Centrex features by interrupting trunk loop current. It also allows a user to disconnect/reconnect on a CO line. Flash lets an extension user take full advantage of whatever features the connected telco or PBX offers. The system administrator must set the Flash parameters for compatibility with the connected telco or PBX. The programmable setting is in 10 msec increments.

**Conditions:** None

**Default Configuration:** 150 (1.5 seconds for CO lines)  
070 (700 msec for PBX/Centrex lines)

---

## Programming

### Required Programming

#### *Program 26 - Flash Timer*

Set the length of the loop current interruption the system provides to a trunk [000=disabled, 001-250=10-2500 msec].

### Other Programming

None

---

## Related Features

### PBX/Centrex Compatibility

If the system is behind a PBX/Centrex, Flash normally gives the user access to many PBX/Centrex features.

---

## Feature Operation

**To flash the trunk you are on:**

Keyset

Press the FLASH key.

Single Line Phone

Press and release the hookswitch (approximately 1/2 second) + Dial 90.

---

## FLEXIBLE STATION NUMBERING

308 ☞ Available
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824 ☞ Available
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Flexible Station Numbering allows any extension number, within a specific range, to be assigned to any telephone port in the system. Originally, extension numbers matched the telephone port numbers. See below for the range of extension numbers available to the telephone ports.

<b>System Port</b>	<b>Available Ext. # (2 digits)</b>	<b>Available Ext. # (3 digits)</b>
10 - 33	10 - 79	100 - 799

**Conditions:** Only one extension can be assigned to each port.

**Default Configuration:** Port numbers match extension numbers.

---

### Programming

#### Required Programming

##### *Program 14 - Flexible Station Numbering*

Assign an extension number to a telephone port and/or change the range of the 2- and 3-digit extensions.

#### Other Programming

None

---

### Related Features

None

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### Feature Operation

None



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## HANDSFREE/MONITOR

308 ☞ Available
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824 ☞ Available
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With Handsfree (Speakerphone), *keyset* users may process calls using the speaker and microphone in the telephone (instead of the handset). Handsfree is a convenience for workers who don't have a free hand to pick up the handset. For example, a terminal operator could continue to enter data with both hands while talking on the phone.

Keysets without full speakerphone capability can initiate calls by pressing the SPK key and processing their calls in a normal fashion. When the called party answers, the user must lift the handset to speak.

**Conditions:** None

**Default Configuration:** Handsfree enabled.

---

### Programming

#### Required Programming

##### *Program 4 - Extension Options (1) - [E.] Headset*

Headset should be disabled for each extension that should have Handsfree [0=disabled, 1=enabled].

#### Other Programming

None

---

### Related Features

#### Headset Compatibility

Keysets with Headset capability should not have Handsfree.

#### Intercom

Handsfree lets any keyset user answer a voice-announced Intercom call without touching the phone.

#### Microphone Mute

An extension user can turn off the phone's microphone at any time.

---

### Feature Operation

#### To place a call Handsfree:

Press SPK + Obtain outside/Intercom dial tone in the usual way + Dial #.

*If Single Step Access programmed, don't press SPK.*

*Speak toward phone when call is established.*

**To answer an outside call using Handsfree:**

Press SPK key + Flashing CO line key + Speak toward phone.

*If Ringing Line Preference programmed, pressing SPK answers the call.*

**To answer an Intercom call using Handsfree:**

A co-worker Intercoms your extension. Speak toward the phone.

**To hang up a Handsfree call:**

Press SPK.

**To change a handset call into a Handsfree call:**

Press SPK + Hang up.

**To change a Handsfree call into a handset call:**

Lift handset.

**Note: For almost any keyset feature instruction that states, “Lift handset,” the SPK key can be pressed instead. SPK must be pressed again to hang up.**

---

## HEADSET COMPATIBILITY

308 ☞ Available
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824 ☞ Available
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A *keyset* user can utilize a customer-provided headset in place of a handset. Like using Handsfree, a headset frees up the user's hands for other work. However, headset operation provides privacy not available from handsfree. While in the headset mode, the hookswitch must be in the on-hook condition.

This feature requires a modular headset compatible with a 'dynamic' type transmitter network.

### **CAUTION:**

Use of a headset not properly programmed may be harmful to the user. Ringing signals produced by the headset may be painfully loud.

**Conditions:** None

**Default Configuration:** No headsets enabled.

---

## Programming

### **Required Programming**

#### *Program 4 - Extension Options (1) - [E.] Headset*

Enable or disable headsets [0=disabled, 1=enabled].

### **Other Programming**

None

---

## Related Features

### **Handsfree/Monitor**

A keyset with headset enabled can not use handsfree to originate or answer a call. Handsfree ICM calls to this station still function.

### **Repeat Redial**

Repeat Redial is inoperable when using a headset.

### **Volume Control**

The user can adjust the volume of the signals in a customer-provided headset.

---

## Feature Operation

### **To install the headset:**

Make sure phone is idle and programmed for headset operation + Unplug the handset (Leave handset in handset cradle) + Plug in headset.

### **To operate the headset:**

Press SPK whenever you see "Lift handset." or "Hang up."

*The SPK key functions as a Release key.*

308 ☞ Available
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824 ☞ Available
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Hold lets an extension user put a call in a temporary waiting state. The caller on Hold hears silence or Music-On-Hold, not the conversation in the extension user's work area. While the call waits on Hold, the extension user may process other calls or use a system feature.

There are three types of Hold:

- Hold (also called System Hold)
- Exclusive Hold
- Automatic Hold

### **Hold**

With Hold, an outside call on Hold flashes the line key (if programmed) at all other keysets. Any keyset user with the flashing line key can pick up the call. A keyset user can also place an Intercom call on Hold. However, Intercom calls on Hold do not indicate at any other extensions and no other system features can be accessed without disconnecting the call.

### **Exclusive Hold**

When a user places a call on Exclusive Hold, only that user can pick up the call from Hold. The trunk appears busy to all other keysets that have a key for the trunk.

### **Automatic Hold**

Automatic Hold occurs when a user presses ICM or CONF while already on a call. The system places the call on Hold automatically.

Calls left on Hold recall the extension which placed them on Hold after the Hold Recall interval. If still unretrieved, abandoned outside calls ring station #10/attendant. A display phone can be set to the **Recall Line Display Mode**. When a Hold Recall tone is heard, the display will show the line and station number of the recalling line. See "Feature Operation" for setting up.

**Conditions:** None

**Default Configuration:** Hold always allowed at all extensions.

Exclusive Hold allowed at all extensions.

(Continued on next page)

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## **HOLD (cont'd)**

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### **Programming**

#### **Required Programming**

***Program 15 - System Options (1) - [D.] Exclusive Hold***

Enable or disable Exclusive Hold [0=disabled, 1=enabled].

***Program 16 - System Options (2) - [B.] Recall Line Preference***

Enable or disable this feature [0=disabled, 1=enabled].

***Program 21 - Exclusive Hold Timers***

Set recall timer for calls on Exclusive Hold [000=not assigned, 001-255=10-2550 sec.] and timer for how long those calls should ring the extension [001-255=1-255 sec.].

***Program 22 - System Hold Timers***

Set recall timer for calls on System Hold [000=not assigned, 001-255=10-2550 sec.] and timer for how long those calls should ring the extension [001-255=1-255 sec.].

#### **Other Programming**

***Program 6 - Outgoing Line Access / Program 7 - Incoming Line Access/Audible***

SLT's must have access to the line on hold in order to pick up the call [0=allowed, 1=denied].

***Program 16 - System Options (2) - [C.] Allow SLT to Pickup Lines on Hold***

Program whether SLT's should be allowed to pick up calls placed on Hold by other extensions [0=disabled, 1=enabled].

***Program 29 - Attendant Reverting***

Program calls left on hold passed the time set to ring the attendant [000=disabled, 001-255=1-255 sec.].

***Program 77 - Extension Options (6)***

Program whether individual extensions can place calls on hold immediately, ignoring the time set in *Program 87 - Hold Disable Timer*.

---

### **Related Features**

#### **Call Parking**

This allows you to put a call in a waiting state so that any other extension within the same Park Group can pick it up.

#### **Intercom**

After placing ICM calls on Hold, the user can't hang up or the system will disconnect the call.

## Music on Hold

MOH provides music to callers on Hold.

## Feature Operation

### To place a call on Hold:

*If you place an Intercom call on Hold, do not hang up the handset or the call will be terminated.*

#### Keyset (Intercom or Outside calls)

Press HOLD + Hang up.

#### Single Line Phone (Outside calls only)

Flash hookswitch + Dial 91 + Hang up.

### To place an outside call on Exclusive Hold:

#### Keyset

Press HOLD twice + Hang up.

#### Single Line Phone

Flash hookswitch + Dial 92 + Hang up.

### To retrieve a call on Hold:

#### Keyset

Lift handset + For outside calls, press flashing CO key or for Intercom calls, press ICM key.

*If the outside line does not appear on a CO key, press ICM + 99 + your extension number.*

#### Single Line Phone

Lift handset + Dial function code.

*Function Codes:*

*Dial Plan 1 - Dial 61.*

*Dial Plan 2 and "0" is programmed entry for Automatic Line Access Code (Program 20 [D.]) - dial 951.*

*Dial Plan 2 and "1" is programmed entry for Automatic Line Access Code (Program 20 [D.]) - dial 051.*

### To retrieve an outside call on Hold at another extension:

#### Keyset

Lift handset + ICM + 99 + Ext. # that placed call on Hold.

#### Single Line Telephone

Lift handset + 0 or 9 (depending on your access code) + Station number which has the call on Hold.

### To set/cancel Recall Line Display:

Press SPK key + FTR key + CHECK key.

---

## HOTLINE-DUAL HANDSFREE HOTLINE

308 ☞ Available
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824 ☞ Available
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Dual Handsfree Hotline allows one extension to simultaneously call two other extensions. The 'secretary' extension can make a voice announced Intercom call over the speaker of both 'executive' extensions. The users at the executive extensions can reply Handsfree (i.e., by just speaking toward the phone) and all three parties can converse. The simultaneous call goes through only if both executive extensions are idle and an executive extension has not forwarded Intercom calls. In order to reply Handsfree, the microphone at an executive extension must be on. When an executive replies by lifting the handset, the other executive is disconnected. The secretary can make a ringing Intercom call to both executives; however, an executive must lift the handset to reply, which disconnects the other executive.

Up to four Dual Handsfree Hotline partners can be programmed.

**Conditions:** A single line phone can be used as a 'secretary' phone, but it can not be used for an 'executive' phone.

**Default Configuration:** No Dual Handsfree Hotline partnerships programmed.

---

### Programming

#### Required Programming

##### *Program 10 - Dual Handsfree Hotline*

Pair together the 'secretary' and 'executive' extension numbers [00=disabled, 10-system maximum=extension #].

#### Other Programming

None

---

### Related Features

#### Intercom

If an 'executive' extension picks up a Dual Handsfree Hotline call, the other 'executive' is cut off.

---

## Feature Operation

### **To place a Dual Handsfree Hotline call:**

Lift handset at secretary extension + Press ICM + Dial either executive's extension number.

*If ringing is heard, the secretary can dial 1 to convert the call into a voice announced call. If busy tone is heard, the secretary can still contact the other executive by calling the other executive's extension number.*



---

## INTERCOM

308 ☞ Available - 2 ICM links.
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824 ☞ Available - 6 ICM links, expandable by software.
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Intercom gives every extension user dial access to every other extension. The system universally allows Intercom calling.

Intercom calls can ring or voice-announce at the called extension. Depending on system programming and extension user options, any keyset can receive a voice-announced Intercom call. The system administrator can:

- Enable/disable voice announced Intercom calls system-wide
- Enable/disable handsfree reply system-wide
- If allowed system-wide, enable/disable incoming voice-announced Intercom calls for each extension

Each extension user can:

- Force Intercom calls they place to ring the called extension, regardless of other programming
- If allowed system-wide, enable/disable voice-announce for their Intercom calls

### Intercom Line Increase

There are 6 Intercom links provided in the system. One link is reserved if background music is used. The system has Intercom Link Increase. This allows unused line circuits to be used as Intercom links, providing increased Intercom calling capabilities. If all links are busy, the ICM key will light on the phones. The Intercom Hold/Conference feature is disabled when Intercom links are increased.

**Conditions:** None

**Default Configuration:** Intercom calls are always allowed. All ICM calls voice announce at the called keyset.

---

## Programming

### Required Programming

#### *Program 4 - Extension Options (1) - [D.] Intercom Signal Call*

Program by station to have either ICM call voice announce or ring the called extension (0=voice call, 1=ring].

## ***Program 19 - System Options (5) - [B.] Intercom***

### ***Signaling***

Program system-wide to have either to have ICM calls voice announce or ring the called extension [0=voice call, 1=ring].

## ***Program 45 - Intercom Link Increase***

Enable or disable the Intercom Link Increase [00=not assigned, 01=system maximum minus 1=last line # used].

**Note:** Any change to this program will reset the system!

## **Other Programming**

## ***Program 52 - Tenant Options - [A.] Intercom Call***

Enable or disable the ability for different Tenant Groups to Intercom each other [0=enabled, 1=enabled].

---

## **Related Features**

### **Direct Station Selection, Extension / Directory Dialing**

Use DSS keys as an alternative to dialing Intercom extension number.

### **Directed Call Pickup**

Directed Call Pickup can be used to answer Intercom calls.

### **Handsfree/Monitor**

Handsfree lets any keyset user answer voice-announced Intercom call without touching the phone.

### **Hotline - Dual Handsfree Hotline**

If one 'executive' extension picks up a Dual Handsfree Hotline call, the system disconnects the other 'executive'.

### **Message Waiting**

An extension user can leave a Message Waiting request at a busy or unanswered extension.

### **Tenant Service**

Members of Tenant groups can Intercom member of other Tenant groups, if allowed.

---

## **Feature Operation**

### **To place an Intercom call:**

#### ***Keyset***

Lift handset + Press ICM + Dial extension number.

*To convert a ringing call into a voice announced call or vice versa, dial 1.*

(Continued on next page)

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## **INTERCOM (cont'd)**

### Single Line Phone - Dial Plan 1

Lift handset + Dial 7 + Extension number.

*To convert a ringing call into a voice announced call, or vice versa, dial 1.*

### Single Line Phone - Dial Plan 2

Lift handset + Dial extension number.

*To convert a ringing call into a voice announced call, or vice versa, dial 1.*

### **To answer an Intercom call if you hear one beep:**

Listen for: One beep + Speak toward phone.

*If you hear two beeps, the Microphone Mute feature is enabled and handsfree reply is not possible.*

### **To answer an Intercom call that rings your phone:**

Listen for: ICM ring + Lift handset.

---

## LAST NUMBER REDIAL

308 ☞ Available
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824 ☞ Available
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Last Number Redial allows an extension user to quickly redial the last number dialed. For example, a keyset user may recall a busy or unanswered number without manually dialing the digits.

This feature saves up to 18 digits of the number dialed from the last CO line seized by the user. The number can be any combination of digits 0-9, # or \*. The system remembers the digits regardless of whether the call was answered, unanswered or busy.

### Conditions:

The installation of an SMDR PCB will alter the operation of redialing a \*. The first and second \* and any digits dialed in between will be recognized as Account Codes. Any digits following the second \*, including another \*, will be redialed.

**Default Configuration:** Last Number Redial is always allowed.

---

## Programming

### Required Programming

#### *Program 33 - Last Number Redial/Repeat Dial Timer*

Set the interval time between automatic cut-off and seizing a line on Last Number Redial and Repeat Dial features [000=disabled, 001-010=1-10 seconds].

### Other Programming

#### *Program 8 - Extension Options (2) - [B.] SLT Dial Plan*

Choose Dial Plan 1 or 2 for single line phones [0=Dial Plan 1, 1=Dial Plan 2].

---

## Related Features

### C.O. Calls, Placing

This feature gives users convenient options to dialing manually.

---

## Feature Operation

### To use Last Number Redial:

#### Keyset

Lift handset or press SPK + Press CO key + LND key.

(Continued on next page)

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## LAST NUMBER REDIAL (cont'd)

### *Single Line Set*

Lift handset + Dial function code + Queue Group Number (1-6).

*Function Codes:*

*SLTs set for Dial Plan 1, dial 60.*

*SLTs set for Dial Plan 2 "0" is the programmed entry for Automatic Line Access Code (Program 20 -D), dial 94.*

*SLTs set for Dial Plan 2 and "1" is the programmed entry for Automatic Line Access Code (Program 20 - D), dial 04.*

## OR

Lift handset + Dial 047.

*The system automatically chooses the line the original call used.*

308 ☞ Available
-----------------

824 ☞ Available
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Loop keys are programmable keys that simplify the way *keyset* users place and answer outside calls. This feature permits access to an outgoing line automatically by pressing a loop key. This provides the following advantages:

- When the numbers of CO lines connected to the system are larger than the available line keys on a phone, user's can still have access to all the CO lines by pressing the loop key.
- User's can use the Park feature.

Note that only one loop key per extension can be programmed.

**Conditions:** Only a CO line key can be programmed as a Loop key.

**Default Configuration:** No Loop keys programmed.

---

## Programming

### Required Programming

See "Programmable Keys" feature.

### Other Programming

#### *Program 6 - Outgoing Line Access*

Select line groups available to each extension [00=none, 01-30=line groups 1-30].

#### *Program 7 - Incoming Line Access/Audible*

Select line groups each extension can access for incoming calls and the audible assignment for those lines [Access - 00=none, 01-30 line groups 1-30; Audible - 0=no ring, 1=day ring, 2=night ring, 3=day and night ring].

#### *Program 16 - System Options (2) - [A.] Ringing Line Preference*

Allow Ringing Line Preference in order to answer incoming calls on a Loop key [0=disabled, 1=all incoming calls to Group 1 and ringing calls to Group 2, 2=all calls ringing Groups 1 and 2].

---

## Related Features

### Programmable Keys

Designate a CO key as a loop key [feature #1-14].

(Continued on next page)

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## **LOOP KEYS (cont'd)**

### **Transfer**

Transferred CO calls will appear on the loop key.

---

### **Feature Operation**

#### **To place a call using a loop key:**

Press a loop key + Dial number.

#### **To answer a call ringing a loop key:**

Lift handset + Press loop key if required.

---

## MEET-ME CONFERENCE

308 ☞ Available
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824 ☞ Available
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With Meet-Me Conference, a *keyset* user can set up a Conference with up to **five other inside** parties. Each party joins the Conference by dialing a Meet-Me Conference access code (within 30 seconds). Meet-Me Conference lets up to **six keyset users** have a telephone meeting — without leaving the office.

With Meet-Me Page, an extension user can set up an Intercom call with one other co-worker who may not be at their desk. The co-worker simply dials the announced page zone and the call is connected.

**Conditions:** None

**Default Configuration:** Meet-Me Conference always allowed.

---

### Programming

#### Required Programming

##### *Program 8 - Extension Options (2) - [C.] Internal Page Zone*

Assign a page zone to each extension [0=disabled, 1-4=Page Zones 1-4].

##### *Program 19 - System Options (5) - [A.] All Call to External Zone*

Assign an All Call page zone to external zone speakers [0=disabled, 1=Speaker 1, 2=Speaker 2, 3=Speaker 1 + 2].

#### Other Programming

##### *Program 20 - System Options (6) - [B.] Paging Splash Tone*

Enable or disable the Paging Splash tone [0=disabled, 1=enabled].

---

### Related Features

#### Conference

This allows an extension user to add additional parties into an active conversation. Meet-Me Conference does not.

---

### Feature Operation

#### **To set up a Meet-Me Page between two extensions:**

Lift handset + Press ICM (or programmed DSS key) + Dial  
(Continued on next page)



---

## **MEET-ME CONFERENCE (cont'd)**

page zone (80-85 for the 308 System, 80-87 for the 824 System) + Page person and announce same code you dialed + Dial # + Do not hang up.

*Single Line Phones - If set for Dial Plan 1, dial 7 instead of ICM. If set for Dial Plan 2, skip this step.*

### **To join a Meet-Me Page with one other extension:**

Lift handset (Do not press SPK) + SLT only-dial code below + Dial announced code (80-85 for the 308 System, 80-87 for the 824 System) or if calling party is in the same zone, dial 88.

*Single Line Phones on Dial Plan 1 - Dial 8.*

*Single Line Phones on Dial Plan 2 - If "0" is the programmed entry for Automatic Line Access Code (Program 20 [D.]), dial 98.*

*Single Line Phones on Dial Plan 2 - If "1" is the programmed entry for Automatic Line Access Code for (Program 20 [D.]), dial 08.*

### **To set up a Meet-Me Conference with three or more extensions (keyset only):**

Lift handset + Press ICM + Dial code (80-84) + Page desired parties. Announce that parties should press CONF + Press CONF key + Do not hang up.

### **To reply to a Meet-Me Conference with three or more extensions (keyset only):**

Lift handset + Press CONF key.

308 ☞ Available
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824 ☞ Available
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With Message Waiting, an extension user can leave an indication at a busy or unanswered extension requesting a return call. The indication of a message left for a keyset is a quick-flashing MW LED. For single line sets, the indication is a moderate busy-type signal when the handset is first lifted. The originating extension's MW LED will have a double wink. Answering the Message Waiting automatically calls the extension which left the indication. Message Waiting ensures that a user will not have to recall an unanswered extension. It also ensures that a user will not miss calls when their extension is busy or unattended. If a Message Waiting is returned to an extension that does not answer, the MW LED will still flash until the extension is successfully called back.

Additionally, Message Waiting lets extension users:

- Cancel all the messages they left at other extensions
- Cancel all messages left at their extension
- View and selectively answer messages left at their extension (display keyset only)
- Using the Selectable Display Messaging feature, a user can leave a text message for the receiving extension to read.

An extension user can leave Message Waiting at any number of extensions. Also, any number of extension users can leave a Message Waiting at the same extension.

### **Conditions:**

A power failure or system reset cancels all Message Waiting indications. Answering the message by establishing a handset to handset connection will also cancel the Message Waiting indication.

**Default Configuration:** Message Waiting allowed.

---

## **Programming**

### **Required Programming**

None

### **Other Programming**

None

(Continued on next page)

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## MESSAGE WAITING (cont'd)

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### Related Features

#### Door Box

An extension user cannot leave a message at a Door Box.

#### Intercom

An extension user can leave a Message Waiting request at a busy or unanswered extension.

#### Selectable Display Messaging

When an extension user Intercoms a display phone and receives a busy signal or no answer, the user can leave a Message Waiting with a selected display message.

---

### Feature Operation

#### To leave a Message Waiting (at an extension that is busy or does not answer):

Call extension and receive busy tone + Dial 0 + Hang up.

*MW flashes as confirmation at both extensions (if phone are keysets).*

#### To cancel all Message Waiting indications you left and that were left for you (display keyset only):

Press FTR + CLEAR.

#### To cancel all Message Waiting indications you left:

##### Keyset

Lift handset + Dial \* 0 \* + Hang up.

##### Single Line Phone

Lift handset + Dial function code.

*Function Codes:*

*SLTs set for Dial Plan 1, dial 69.*

*SLTs set for Dial Plan 2 and "0" is the programmed entry for Automatic Line Access Code (Program 20 [D.]), dial 959.*

*SLTs set for Dial Plan 2 and "1" is the programmed entry for Automatic Line Access Code (Program 20 [D.]), dial 059.*

#### To cancel an individual Message Waiting from the originating phone:

##### Keyset

Lift handset + Dial \* + Extension number + \* + Hang up.

**To cancel an individual Message Waiting from originating or received phone (display keypad only):**

Do not lift handset + Press CHECK + # + HOLD to cancel a message or CLEAR to return phone to idle condition.

*The first message appears. Use \* to advance and use # to go backward.*

**To display the extension number that left a Message Waiting (display keypad only):**

Do not lift handset + Press CHECK key + Dial \* + To display the next extension number that left a Message Waiting indication, dial \* again + Press CLEAR to return to normal display.

*You can use \* to advance and use # to go backward through your messages.*

**To answer a Message Waiting:**

Keypad and Single Line Phone on Dial Plan 2:

Lift handset + Press ICM (SLT's skip this step) + \* + If you receive no answer, call the next extension that left a Message Waiting indication by dialing \* again.

**To answer a Message Waiting:**

Single Line Phone on Dial Plan 1:

Lift handset + Dial 7 + \*.

---

## MICROPHONE MUTE

308 ☞ Available
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824 ☞ Available
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Microphone Mute lets a *keyset* user turn off their phone's handsfree microphone at any time. When activated, (indicated by a lit MIC key) Microphone Mute prevents the caller from hearing conversations in the user's work area. The user may turn off the microphone while the telephone is idle, busy on a call or ringing. The microphone stays off until the user turns it back on.

### Conditions:

If an outside call is placed on Hold to initiate another CO or ICM call, the microphone is reactivated for all calls.

After hanging up, though, you must deactivate the Microphone Mute feature which will reactivate for ICM calls.

**Default Configuration:** Microphone Mute always allowed.

---

## Programming

### Required Programming

#### *Program 19 - System Options (5) - [C.] Microphone On/Off*

This determines whether the microphone is normally "on" or normally "off" at all extensions after a system reset or power failure [0=on, 1=off].

### Other Programming

None

---

## Related Features

### Handsfree/Monitor

An extension user can turn off the phone's microphone at any time.

### Room Monitor

Microphone Mute will not work with Room Monitor active.

---

## Feature Operation

### To activate Microphone Mute:

Press MIC.

*The MIC LED lights steady. You can do this while on a call or when your phone is idle.*

### To deactivate Microphone Mute:

Press MIC.

*The MIC LED goes out.*

308 ☞ Available
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824 ☞ Available
-----------------

Music On Hold (MOH) sends music to calls on Hold, parked calls and calls transferred to a busy extension. The music lets the caller know that his call is waiting, not forgotten. Without an external source for Music On Hold, the system provides a synthesized melody (Home Sweet Home). The external source requires a customer-provided music source (i.e., tape deck, receiver, etc.).

**Note:**

In accordance with U.S. copyright law, a license may be required from the American Society of Composers, Authors, and Publishers (ASCAP) or other similar organizations, if radio, television broadcasts or music and other material not in the public domain are transmitted through the Music-On-Hold feature of telecommunications systems. Nitsuko America hereby disclaims any liability arising out of the failure to obtain such a license.

**Conditions:**

- To turn off the synthesized Music On Hold, either install an Auxiliary PCB in the system or install the Music On Hold jumper (P/N 82411). Refer to the hardware manual for further information.
- A relay can be programmed to close any time a call is on Hold. This would be used to turn on a Message-on-Hold tape player.

**Default Configuration:** Internal Music on Hold available.

---

**Programming****Required Programming**

None

**Other Programming*****Program 56 - Relay Assignment***

Assign a relay number for external Music on Hold [0=not assigned, 1=Door Box 1, 2=Door Box 2, 3=external Music on Hold, 4=Background Music].

---

**Related Features****Background Music**

Music on Hold and Background Music can share the same music source.

(Continued on next page)

---

## **MUSIC ON HOLD (cont'd)**

### **Conference**

While a Conference call is being set up, MOH plays to the initial caller(s).

### **Hold**

MOH provides music to callers on Hold.

---

## **Feature Operation**

None

---

## NAME/MESSAGE STORING

308 ☞ Available
-----------------

824 ☞ Available
-----------------

With the Name Storing feature you can create identification names for each CO line, extension and Speed Dial number in the system. The identification can be up to eight characters long. The storing operation is possible only from station #10.

### Trunk Labeling

Each CO line (trunk line) has an alphanumeric field for easy identification such as LOCAL, SERVICE, SALES, etc.

### Station Name Storing

Extensions can have names display instead of just the station numbers. These names show on an extension's display when the user places or answers calls. Station names make it easier to identify callers. The user does not have to refer to a directory when processing calls.

### System Speed Dial Name Storing

When using the Directory Dialing feature, you can easily identify your Speed Dial numbers by including a name with each Speed Dial number. This feature does not apply to Personal Speed Dial numbers.

**Conditions:** None

**Default Configuration:** No names stored for any lines, extensions, or Speed Dial numbers.

---

## Programming

### Required Programming

None

### Other Programming

#### *Program 61 - Extension Options (4) - [A.] Message Edit Mode*

Indicate which series of phones you have that will be used in the Name/Message Storing feature [0=The Dial Pad "1" key has Q\_Z printed above it, 1=The Dial Pad "1" key has no letters indicated]

---

## Related Features

### **C.O. Calls, Answering / C.O. Calls, Placing / Speed Dial**

Use the Name/Message Storing feature to easily identify lines and Speed Dial numbers you use.

(Continued on next page)



---

## NAME/MESSAGE STORING (cont'd)

### Private Line

Assign names to incoming Private Lines. The name displays after a display telephone user answers a call on the Private Line.

### Selectable Display Messaging

Use Name/Message Storing to edit or append a message.

---

## Feature Operation

### To program a trunk label:

Press DC key twice + Press CO key to be programmed + Dial \* + Input the letters of the name (see below) + Press next CO key to program and dial \* **OR** Press CO key and CLEAR key to finish.

*For numbers, dial 0-9 on the dial pad for the desired numbers.*

#### **For phones with 'Q Z' on the digit 1:**

*For letters and symbols, use the One-Touch keys (1-3) with dial pad (0-9):*

*To enter a letter/symbol:*

1) *Dial the first, second, or third One-Touch key for the letter's position on button*

*(e.g., For key 2 - press the first One-Touch key to get the letter 'A')*

2) *Dial letter/symbol on dial pad.*

*One-Touch key 4 = space*

*One-Touch key 5 = delete a character*

*One-Touch key 6 = delete all characters*

*\* = shifts cursor to the left*

*# = shifts cursor to the right*

#### **For phones with no letters on the digit 1:**

*For letters and symbols, use the One-Touch keys (1-3) with dial pad (0-9):*

*To enter a letter/symbol:*

1) *Dial the first, second, third, or fourth One-Touch key for the letter's position on button*

*(e.g., For key 2 - press the first One-Touch key to get the letter 'A')*

2) *Dial letter/symbol on dial pad.*

*One-Touch key 5 = space*

*One-Touch key 6 = delete a character*

*One-Touch key 7 = delete all characters*

*\* = shifts cursor to the left*

*# = shifts cursor to the right*

*Digit 1 = \_ : / or -*

**To store a station name:**

Press DC key twice + ICM + Dial extension number to be stored + \* + Input the letters of the name to be stored (see above) + ICM + Dial next extension number to store **OR** Press CLEAR key to finish.

**To store a Speed Dial name:**

Press DC key twice + HOLD + Dial the Speed Dial number (00-99) to be named + \* + Input the letters of the name to be stored (see above) + HOLD + Enter the next Speed Dial number **OR** Press CLEAR key to finish.

---

## NIGHT ANSWER

308 ☞ Available

824 ☞ Available

Night Answer lets the attendant put the system in the night mode. Night Answer redirects calls to their night mode destination, as determined by assigned night audible programming. The attendant typically activates Night Answer after normal working hours, when most employees are unavailable to answer calls.

There are two types of Night Answer modes available:

- Night audible assignments go into effect at each extension in the system. Day audible assignments are ignored. This Night Answer mode is activated by station #10.
- Night audible assignments go into effect for all extensions that have the same primary incoming line group as the extension that activates Night Answer. Extensions with a different primary incoming line group receive ringing according to their day audible assignments. Any extension in the same primary incoming line group can activate this Night Answer mode.

Note that when Night Answer is set to all Tenants (Program 15 [B.]), the TRFR key lights steadily at all keysets. When Night Answer is set by each Tenant (Program 15 [B.]), the TRFR key lights steadily at the activating extension and at all other keysets with the same primary incoming line group.

**Conditions:** None

**Default Configuration:** Attendants can activate Night Answer.

---

## Programming

### Required Programming

#### *Program 7 - Incoming Line Access/Audible*

For each extension, assign line groups that are to receive night audible ringing [Line Group - 00=no group, 01-30=line groups 1-30; Audible - 0=no ringing, 1=day ringing, 2=night ringing, 3=day and night ringing].

#### *Program 15 - System Options (1) - [B.] Night Transfer*

Allow Night Answer for either all tenants or each individual tenant [0=station 10 activates for all tenants, 1=any station can activate for its tenant's primary incoming group].

## Other Programming

### *Program 50 - External Zone Line Audible*

Assign incoming CO audible to external page zones [Line Group - 00=no group, 01-30=line groups 1-30; Audible - 0=no ringing, 1=day ringing 2=night ringing, 3=day and night ringing].

---

## Related Features

### **Paging**

Under certain conditions, night mode ringing can also activate the external relays.

### **Programmable Keys**

The Night Answer option can be stored as a Feature key.

### **Tenant Service**

When Night Answer is set by each tenant, only that tenant can put its own trunks in Night Answer.

---

## Feature Operation

### **To activate/deactivate Night Answer (keyset):**

Press SPK key + TRFR key + # + Hang up.

*TRFR lights if activated or extinguishes if deactivated.*

---

## OFF-HOOK SIGNALING

308 ☞ Available
-----------------

824 ☞ Available
-----------------

With Off-Hook Signaling, a user can send an off-hook indication to a busy extension. This tells the busy extension user that another call is waiting. Off-Hook Signaling helps important callers get through — without waiting in line for the called extension to become free.

There are two types of Off-Hook Signaling: CO Off-Hook Signaling and Intercom Off-Hook Signaling.

With CO Off-Hook Signaling, an incoming CO call will send muted ringing to your phone if you are on a handset call or one short burst of tones if on a Handsfree Intercom call.

Intercom Off-Hook Signaling lets an extension user send a signal to a busy extension, then wait for a reply. The signal is one short burst of tones, which comes over the speaker of the busy extension. In addition, the ICM key at the busy extension flashes. The busy extension user can choose not to reply to the signal if it is inconvenient to do so.

Signals can be sent manually or automatically. The manual type requires the user to dial a code to send the signal, while the automatic type sends a signal any time a user calls a busy extension. Intercom Off-Hook Signaling cannot be sent to a busy extension when it is using Handsfree Answerback.

**Conditions:** None

**Default Configuration:** Off-Hook Signaling disabled.

---

### Programming

#### Required Programming

*Program 4 - Extension Options (1) - [B.] CO Off-Hook Signaling / Program 4 - Extension Options (1) - [C.] Intercom Off-Hook Signaling*

Enable or disable Off-Hook Signaling for CO calls [0=disabled, 1=enabled] and enable or disable an extension's ability to send ICM Off-Hook Signaling [0=disabled, 1=manually signalled, 2=automatically signalled when busy].

#### Other Programming

None

---

## Related Features

### Callback / Call Waiting (Camp-On)

Extensions programmed for Automatic Intercom Off-Hook Signaling cannot use the Callback or Camp-On features.

---

## Feature Operation

### To answer CO Off-Hook Signaling:

#### Keyset

Press HOLD to put an outside call in progress on Hold or hang up the call (Intercom call must be hung up since no other features can be used without disconnecting the Intercom call) + Press the flashing line key.

#### Single Line Phone

Hang up initial call or place *outside call* on Hold (Hookflash + 91) and hang up. The second call rings through. (To retrieve the first call, press the hookflash and dial 61 (Dial Plan 1) or 951 or 051 (Dial Plan 2).

### To manually send Intercom Off-Hook Signaling (keyset only):

Place Intercom call (hear busy tone) + Dial 1 + Wait for reply.

*To send more tones, dial 1 again.*

### To use automatic Intercom Off-Hook Signaling:

Place an Intercom call (When called extension is busy, one short burst of tones is heard instead of busy tone) + Wait for a reply.

*Keyset users can manually send more tones by dialing "1".*

### To answer an Intercom Off-Hook Signaling:

#### Keyset

Press flashing ICM (outside call is put on Hold).

*This will terminate an Intercom call in progress so complete your call before pressing ICM.*

#### Single Line Phone

Hang up initial call or place *outside call* on Hold (Hookflash + 91) and hang up. The second call rings through. (To retrieve the first call, press the hookflash and dial 61 (Dial Plan 1) or 951 or 051 (Dial Plan 2).

---

## PAGING

308 ☞ Available - 1 external zone, 4 internal zones.
--

824 ☞ Available - 2 external zones, 4 internal zones.
---

With Paging, extension users may broadcast announcements to other keyset extensions and external Paging amplifiers. Page allows a user to locate another employee or make an announcement without calling each extension individually. Any extension can make a page, but only key telephones that are assigned to an Internal Page Zone can receive a page.

There are two types of Paging:

- Internal Page
- External Page

### Internal Page

Internal Page allows extension users to broadcast announcements into four internal Page Zones and All Call (all zone) Page. When a user makes a Page announcement, the announcement broadcasts to all idle extensions in the zone specified. When a user makes an All Call Page, the announcement broadcasts to all keyset extensions programmed into one of the four internal zones. Extensions not assigned to an internal zone receive no paging. An extension can be a member of only one Internal Page zone.

### External Page

External Page allows extension users to broadcast announcements to two external Page Zones. With External Page, a user can broadcast an announcement over paging equipment connected to external Paging ports. The system can also be programmed to allow incoming CO audible, Background Music (BGM) from an external source, and/or alarm signals to be broadcasted over the external page zones. One relay is dedicated to each external zone and is activated (closed) each time the zone is accessed for Paging, Background Music, CO audible or Alarm signals.

### Conditions:

The External Paging equipment connected to the system must be compatible with the following specifications:

Output Impedance: 600 Ohms

Maximum Input: 3 dBm (1.09 V AC)

Relay Switching: Normally Open

**Default Configuration:**

- All extensions are assigned to Internal Page Zone 1 and are allowed to use All Call Page.
- All Call Page is programmed in One-Touch key #10.

---

**Programming**

**Required Programming**

***Program 8 - Extension Options (2) - [C.] Internal Page Zone***

Assign an internal page zone for each extension [0=no paging, 1-4=page zones 1-4].

***Program 19 - System Options (5) - [A.] All Call to External Zone***

Assign an external page zone to speaker 1 and/or 2 [00=disabled, 1=speaker 1, 2=speaker 2, 3=speaker 1 + 2].

***Program 20 - System Options (6) - [B.] Paging Splash Tone***

Enable or disable splash tones [0=disabled, 1=enabled].

**Other Programming**

***Program 49 - External Zone BGM/Alarm***

Enable BGM and/or alarm signals to an external page zone [BGM - 0=disabled, 1=enabled; Alarm 1 - 0=disabled, 1=enabled; Alarm 2 - 0=disabled, 1=enabled].

***Program 50 - External Zone Line Audible***

Assign CO audible to external page zones. This allows incoming CO audible to be broadcast over the external page zones. [Line Group - 00=no group, 01-30=Line Groups 1-30; Audible - 0=no ring, 1=day ring, 2=night ring, 3=day and night ring].

---

**Related Features**

**C.O. Calls, Answering**

External Paging Output allows incoming CO audible to be broadcast over the external page zones.

**Night Answer**

The system administrator can use external relays to activate external paging amplifiers. Refer also to the system hardware manual.

**Tenant Service**

An extension in a Tenant Group will only All Call Page to their own Tenant Group and, depending on system programming, to external page zones.

(Continued on next page)



---

## PAGING (cont'd)

---

### Feature Operation

#### **To make a Page:**

Lift handset + Press ICM + Dial page zone + Make announcement + Hang up.

*Single Line Phones - If set for Dial Plan 1, dial 7 instead of pressing ICM. If set for Dial Plan 2, skip this step.*

*Page Zones:*

*80 for All Call*

*81-84 for zones 1-4*

*85 for all external zones (the 308 System has only one external zone)*

*86 for external zone 1 (applies to the 824 System only)*

*87 for external zone 2 (applies to the 824 System only)*

#### **To answer a call you hear ringing over the Page:**

Lift handset + Press flashing line key **OR** Press ICM + 96. Single line phone users dial 060 or 960 depending on your dial plan.

#### **To program a One-Touch key as a Page key (DSS):**

Lift handset + DC + # + One-Touch key + dial 80-87 + Hang up.

---

## PBX/CENTREX COMPATIBILITY

308 ☞ Available
-----------------

824 ☞ Available
-----------------

The system will accept only 2-wire loop start lines/trunks. The system trunks can connect to PBX/Centrex lines, rather than to telco trunk circuits. If installed behind a PBX/Centrex, the trunk inputs into the system are 500/2500 compatible PBX extensions. PBX/Centrex Compatibility lets the system be a node in a larger private telephone network. To make the system compatible with a PBX/Centrex, the system administrator:

- Enters the PBX/Centrex trunk access codes into the system
- Designates trunks as PBX/Centrex lines

When behind a PBX, the system begins Toll Restriction after the user dials the trunk access code. The PBX/Centrex may further restrict the call.

The system can be programmed to accommodate PBX/Centrex lines, which when set in night mode, are switched to real CO lines. If you have a PBX/Centrex Trunk Access Code programmed in a Speed Dial number, when the system is in night mode the PBX/Centrex codes will be omitted. For example, if an abbreviated dialing number is 9-pause-926-5400, the system will only dial 926-5400 when in night mode.

**Conditions:** None

**Default Configuration:** No PBX/Centrex Access Codes programmed

---

### Programming

#### Required Programming

##### **Program 1 - Line Options (1) - [A.] Line Type**

Assign line types as either a CO or PBX/Centrex line [0=no connection, 1=CO line, 3=PBX line].

##### ***Program 1 - Line Options (1) - [D.] PBX/Centrex Night Mode***

Enable or disable PBX/Centrex night mode [0=disabled, 1=enabled].

##### ***Program 26 - Flash Timer***

Set the duration of the open loop flash [000=not assigned, 001-250=10-2500 msec].

---

## **PBX/CENTREX COMPATIBILITY (cont'd)**

### ***Program 38 - PBX/Centrex Access Codes***

Select up to four different PBX/Centrex Access Codes [2 digits maximum each].

### **Other Programming**

### ***Program 15 - System Options (1) - [B.] Night Transfer***

Set Night Transfer to apply to all Tenants or to each Tenant individually [0=all Tenants, 1=each Tenant].

---

## **Related Features**

### **Flash**

If the system is behind a PBX/Centrex, Flash normally gives the extension user access to many PBX/Centrex features.

### **SMDR**

SMDR reports includes PBX/Centrex access codes, if dialed.

---

## **Feature Operation**

### **To place a call if the system is behind a PBX:**

Access an outside trunk + Dial PBX trunk access code before the telephone number.

308 ☞ Available
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824 ☞ Available
-----------------

A Private Line is a trunk reserved for a single extension user for placing and answering calls. A user with a Private Line knows when important calls are for them. Additionally, the user has a trunk that is not available to others. You can assign as many Private Lines as you have CO lines, if desired.

**Conditions:** None

**Default Configuration:** No Private Lines installed.

## **Programming**

### **Required Programming**

#### ***Program 2 - Line Group Assignment***

A line group must be formed that contains only the Private Line. Example: To assign line 3 as a Private Line, line group XX must have the following entry: 02-XX-03-03 (line 03 being the lowest and highest numbered line in the group). Co-workers can share a Private Line by assigning the line group to each extension.

#### ***Program 6 - Outgoing Line Access***

Select the line groups each extension can use for outgoing calls {00=no group, 01-30=line groups 1-30}.

#### ***Program 7 - Incoming Line Access/Audible***

Select the line groups each extension can access for incoming calls and their audible assignment [Line Group - 00=no group, 01-30=line groups 1-30; Audible - 0=no ring, 1=day ring, 2=night ring, 3=day and night ring].

### **Other Programming**

None

---

## **Related Features**

### **Executive Override**

An extension programmed for Executive Override can break into a call on a Private Line.

### **Name/Message Storing**

Assign names to incoming Private Lines. The name for that line displays to display telephone users answering a call.

### **Toll Restriction**

Toll Restriction works normally on a Private Line.

---

## **Feature Operation**

### **To answer a call on your Private Line:**

Lift handset + Press Private Line key.

### **To place a call on your Private Line:**

Lift handset + Press Private Line key + Dial number.

## PROGRAMMABLE KEYS

308 ☞ Available

824 ☞ Available

Each *keyset* has programmable keys. The 22-button phones have 22 programmable keys while the 16-button phones have 16. This allows an end-user to store the features they use most often under the One-Touch, CO or DSS keys. Programmable keys simplify placing and answering calls and using certain features. Some features can also be activated or deactivated by pressing a series of keys. This allows the feature to be used without having a One-Touch key programmed. The chart below shows the features and the corresponding feature numbers.

<u>Feature Number</u>	<u>Feature</u>	<u>Or Accessed by Pressing:</u>
00	Used to undefine a feature key	
01	Alarm Clock	SPK + FTR + 50 + 1 or 2
02	Call Timer	FTR + 51
* 03	Day/Night Mode	SPK + TRFR + #
04	Monitor	FTR + FLASH
05	Monitored	SPK + FTR + FLASH
06	Recall Line Display	SPK + FTR + CHECK
07	Repeat Dial Key	FTR + 1
08	Repeat Dial (Hurry up)	FTR + 2
09	Directory Dial (CO)	DC + 6
10	Directory Dial (ICM)	DC + 4
11	Park/Hold Retrieve	FTR + 3
12	Walking Class of Service Access	FTR + DC
* 13	Call Forward Mode (DISA)	FTR + 70
14	Loop Key (CO key only)	
15	Store Caller ID Info to Caller ID Table	FTR + 90
16	Edit Caller ID Table	FTR + 91
17	Add New Data to Caller ID Table	FTR + 92
18	Search Caller ID Table by Number	FTR + 93
19	Search Caller ID Table by Name	FTR + 94
20	Check or Edit Temporary Memory	FTR + 95

<u>Feature Number</u>	<u>Feature</u>	<u>Or Accessed by Pressing:</u>
21	Clear Temporary Memory	FTR + 96
22	Record (CO key only)	

\* Feature Numbers 3 and 13 can be programmed on any phone but will only function at station 10.

**Conditions:** None

**Default Configuration:** No feature keys programmed.

## **Programming**

### **Required Programming**

None

### **Other Programming**

#### ***Program 91 - Function Key Initialization***

Resets previously programmed One-Touch keys of any Personal Speed Dial, Selectable Display Messages, and Feature operations.

## **Related Features**

### **Direct Station Selection Console, DSS**

The DSS Console provides an additional 24 keys that can be used as feature keys.

### **Loop Keys**

Loop Keys can only be assigned to CO line keys that are undefined.

### **Save / Speed Dial**

If a key is programmed as a feature key, the Save and One-Touch Speed Dial features cannot be programmed to that key. The key must first be undefined.

## **Feature Operation**

### **To store a feature under a One-Touch or CO key:**

Press SPK + FTR + 4 + Desired One-Touch or CO key + Feature number (01-22) + \* + SPK.

### **To delete a feature stored on a One-Touch or CO key:**

Press SPK + FTR + 4 + One-Touch or CO key stored feature + 00 + \* + SPK.

### **To check a feature stored under a One-Touch or CO key (*display phones only*):**

Do not press SPK + Press CHECK + One-Touch or CO key where the feature is stored.

*The description of the set feature displays.*

---

## RECALLING LINE PREFERENCE

308 ☞ Available
-----------------

824 ☞ Available
-----------------

Recalling Line Preference lets an extension user answer a recalling line by just lifting the handset. The user does not have to first press a line key. This simplifies handling calls on a frequently used trunk.

**Conditions:** None

**Default Configuration:** Recalling Line Preference disabled.

---

### Programming

#### Required Programming

#### *Program 16 - System Options (2) - [B.] Recall Line Preference*

Enable or disable Recall Line Preference [0=disabled, 1=enabled].

#### Other Programming

None

---

### Related Features

None

---

### Feature Operation

#### **To answer a recalling line:**

Lift handset.

308 ☞ Available
-----------------

824 ☞ Available
-----------------

Reminder Call feature lets *single line phone* users set up a system call (a wake-up type call) to their phones. If a BGM source is installed, BGM will play at the extension when picking up a Reminder Call.

**Conditions:** None

**Default Configuration:** Reminder Call always allowed.

---

## Programming

### Required Programming

None

### Other Programming

None

---

## Related Features

None

---

## Feature Operation

### To set a Reminder Call:

Lift handset + Dial function code + Dial enter time in terms of a 24-hour clock (e.g., enter 1545 for 3:45 pm) + Hang up.

*Function Codes:*

*SLTs set for Dial Plan 1, dial 64.*

*SLTs set for Dial Plan 2 and “0” is the programmed entry for Automatic Line Access Code (Program 20 [D.]), dial 954.*

*SLTs set for Dial Plan 2 and “1” is the programmed entry for Automatic Line Access Code (Program 20 [D.]), dial 054.*

### To cancel a Reminder Call:

Lift handset + Dial function code + Hang up.

*Function Codes:*

*SLTs set for Dial Plan 1, dial 69.*

*SLTs set for Dial Plan 2 and “0” is the programmed entry for Automatic Line Access Code (Program 20 [D.]), dial 959.*

*SLTs set for Dial Plan 2 and “1” is the programmed entry for Automatic Line Access Code (Program 20 [D.]), dial 059.*



---

## REPEAT DIAL

308 ☞ Available
-----------------

824 ☞ Available
-----------------

If a *keyset* user places a trunk call that is busy or unanswered, they can have Repeat Dial try it again later on. The user doesn't continually have to try the number again — hoping it will go through. Repeat Dial automatically retries it until the called party answers. While this feature is active, a reminder will be heard every 30 seconds from the phone's built-in speaker to remind you that the Repeat Dial feature is active. During the interval of Repeat Dial's calling, Hurry-Up operation can be activated for immediate redial. These features can be programmed as One-Touch keys in the Programmable Keys feature.

**Conditions:** None

**Default Configuration:** Repeat Dial is available. On the 308 System, One Touch Key #9 is preset for Repeat Dial.

---

### Programming

#### Required Programming

***Program 18 - System Options (4) - [B.] Repeat Dial Pattern***

Set the timing the system will use to redial a call [0=none, 1=30 second call-3 minute wait, 2=30 second call-1 minute wait, 3=30 second call-30 second wait, 4=15 second call-15 second wait].

***Program 33 - Last Number Redial/Repeat Dial Timer***

Program the interval time between automatic cut-off and seizing a line for Repeat Dial [000=disabled, 001-010=1-10 seconds].

***Program 34 - Repeat Dial***

Program the number of times Auto Repeat Dial retries a number [001-255].

#### Other Programming

***Program 1 - Line Options (1) - [C.] Queue Group***

Assign a Queue Group number to each line [0=no group, 1-6=Queue Group numbers 1-6].

---

### Related Features

#### C.O. Calls, Placing

This feature gives extension users convenient options to dialing manually.

#### Headset Compatibility

Repeat Redial is inoperable when using a headset.

## **Programmable Keys**

The user-programmable option can be stored as a Feature key.

---

## **Feature Operation**

### **To use Repeat Dial:**

Place an outside call + Press One-Touch Feature key or FTR key then 1 + Replace handset or press SPK key.

*The system periodically redials the call.*

### **To cancel Repeat Dial:**

Lift the handset and replace.

### **To use Hurry-Up operation:**

Press One-Touch Feature key OR FTR + 2.

---

## RINGING LINE PREFERENCE

308 ☞ Available

824 ☞ Available

Ringing Line Preference lets a keyset user answer a ringing outside call by just lifting the handset. The user does not have to first press a line key. This simplifies handling calls on a frequently used telephone.

**Conditions:** None

**Default Configuration:** Ringing Line Preference disabled.

---

### Programming

#### Required Programming

#### *Program 16 - System Options (2) - [A.] Ringing Line Preference*

Set preference for Ringing Line Preference [0=disabled, 1=all incoming calls to Group 1 and ringing calls to Group 2, 2=all calls ringing Groups 1 and 2].

#### Other Programming

None

---

### Related Features

None

---

### Feature Operation

**To answer a ringing line:**

Lift handset.

308 ☞ Available
-----------------

824 ☞ Available
-----------------

Room Monitor lets one *keyset* extension monitor (listen to) the sounds in an area or room containing another extension. Several extensions can monitor the same extension; however, the monitoring extension can be assigned only one extension in a system.

**Conditions:** None

**Default Configuration:** Room Monitor disabled.

---

## Programming

### Required Programming

**Program 19 - System Options (5) - [D.] Room Monitor**

Enable or disable Room Monitor [0=disabled, 1=enabled].

### Other Programming

None

---

## Related Features

### Microphone Mute

While Room Monitor is active the Microphone Mute feature is not available.

### Programmable Keys

The user-programmable option can be stored as a Feature key.

---

## Feature Operation

### To activate or cancel Room Monitor:

Lift handset at the extension to be monitored + Press FTR + FLASH + Hang up + From the monitoring phone, do not lift handset + Press FTR + FLASH.

*On Monitored phone, MON flashes fast while Room Monitor is activated.*

*On Monitoring phone, MON flashes intermittently while Room Monitor is activated.*

---

## SAVE

308 ☞ Available
-----------------

824 ☞ Available
-----------------

Save permits a *keyset* user to save their last outside number and redial it later. The system retains the saved number until the user stores a new one in its place. Save can retain a number up to 18 digits long. The number can be any combination of digits 0-9, # or \*.

**Conditions:** None

**Default Configuration:** One-Touch key #10 is programmed as a Save key.

---

### Programming

#### Required Programming

None

#### Other Programming

##### *Program 91 - Function Key Initialization*

Resets previously programmed One-Touch keys of any Personal Speed Dial, Selectable Display Messages, and Feature operations.

---

### Related Features

#### C.O. Calls, Placing

This feature gives an extension user a convenient option to dialing manually.

#### Save

If a key is programmed as a Programmable feature key, the same key can not be programmed for the Save feature.

#### Speed Dial

Save can be programmed as a One-Touch feature key.

---

### Feature Operation

#### **To Save an outside number any time after placing a call:**

Do not hang up + Press DC twice **OR** press One-Touch key + Hang up.

#### **To dial a Saved outside number:**

Lift handset + Press CO key + Press DC and # **OR** Press One-Touch key.

#### **To store the Save feature as a One-Touch key:**

Press SPK + DC + \* + One-Touch key + FTR + # + SPK.

---

## SELECTABLE DISPLAY MESSAGING

308 ☞ Available
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824 ☞ Available
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A keyset user can select one of 50 Selectable Display Messages and two Personal Display Messages (One-Touch key #1 and #2). Display keyset callers see the selected message when calling the user's extension. Selectable Display messages provide personalized messaging. For example, Fred Jones could select the message, "On vacation." Any display keyset user calling Fred would see the message and know why he doesn't answer. Other than displaying the message, the system puts the call through normally.

An extension user can add digits to (append) messages 00, 01, 02, 12 and 13. For example, the administrator could program message 00 with, "Call." A user could select this message and add the numbers where they can be reached (e.g., 926-5400). Callers to the extension would see, "Call 926-5400." The *total* number of digits cannot exceed 16.

In addition, the messages can also be used to send messages with the following features:

- Broadcast Message at a Later Time
- Do Not Disturb / General Message
- Message Waiting
- Camp-On
- Reverse Message

### **Broadcast Message at a Later Time**

A message can be set to indicate a message on all display phones in a hunt group or at individually selected stations at a programmed time. The message will display on the phones for one minute with an alarm tone. Broadcast Messages cannot be sent to non-display phones. An error signal will be heard when programming for a non-display phone. This also applies to hunt groups that contain no display phones.

### **Do Not Disturb / General Message**

When Do Not Disturb is activated or if you're just away from your desk, you can program a message for all display phones calling your extension.

### **Message Waiting**

When an extension user Intercoms a display phone and

(Continued on next page)

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## SELECTABLE DISPLAY MESSAGING (cont'd)

receives a busy signal or no answer, the user can leave a Message Waiting indication with a selected message.

### Camp-On

For an extension placing an Intercom call to a busy display phone, the Camp-On feature can be activated and a message can be sent to the busy extension. Intercom Off-Hook Signaling (Program 4 [C.]) must be enabled for the originating extension.

### Reverse Message

An extension that has received Off-Hook Signaling can send a message to the calling extension if it is inconvenient to reply to the signal. For example, an extension user could select message 49 "CALL BACK LATER."

### Conditions:

- Any number of extensions can choose the same message. However, a single extension can choose only one message. The appended part of message 00, 01, 02, 12 and 13 can be different for each extension.
- A power failure cancels Selectable Display messages.

### Default Configuration:

No Selectable Display messages programmed.

There are 23 preset messages. They are:

00=CALL	12=OUT UNTIL _:_
01=CALL AFTER _:_	13=OUT UNTIL _/_
02=CALL EXT. _	14=PAGE ME
03=CALL ME ASAP	15=PLEASE SEE ME
04=DO NOT DISTURB	16=SEE ME ASAP
05=IN CONFERENCE	17=WITH A CLIENT
06=IN MEETING	18=WITH A PATIENT
07=LEFT FOR THE DAY	19=WITH A VISITOR
08=ON BREAK	47=TAKE MESSAGE
09=ON VACATION	48=PLEASE HOLD
10=OUT OF OFFICE	49=CALL BACK LATER
11=OUT TO LUNCH	

---

## Programming

### Required Programming

#### *Program 4 - Extension Options (1) - [C.] Intercom Off-Hook Signaling*

This must be enabled in order to leave a Camp-On message [0=disabled, 1=manually signalled, 2=automatically sig-

nalled when busy].

## **Other Programming**

### ***Program 91 - Function Key Initialization***

Resets previously programmed One-Touch keys of any Personal Speed Dial, Selectable Display Messages, and Feature operations.

---

## **Related Features**

### **Message Waiting**

When an extension user Intercoms a display phone and receives a busy signal or no answer, the user can leave a Message Waiting indication with a message, such as 'CALL ASAP'.

### **Name/Message Storing**

Edit or append to the message as needed.

---

## **Feature Operation**

### **To select a Display Message:**

Press TRFR + Enter message number desired + \*.

### **To cancel a Display Message:**

Press TRFR + \*.

### **To store text in One-Touch key #1 and #2:**

Press CHECK + FTR + One-Touch key, #1 or #2, that is to be programmed + \* + Enter your own message by using the Name/Message Storing feature + Press CHECK + \* + Press the next One-Touch key to be programmed **OR** Press CLEAR to finish.

### **To store system message (station #10 only):**

Press CHECK + FTR + Dial message number (00-49) + \* + Edit message by using the Name/Message Storing feature + Press CHECK + Dial message number to store + \* + Dial message number for next storing **OR** Press CLEAR to finish.

## **Broadcast Message**

### **To set up a Broadcast Message at Later Time message:**

Press CHECK + FTR + Dial message number (00-49) and then \* **OR** Press One-Touch key #1 or #2 for a personal message, then dial \* + Edit message if required + Press ICM + Dial an extension number or hunt group number

(Continued on next page)



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## **SELECTABLE DISPLAY MESSAGING (cont'd)**

(00-04) + Press ICM key to set more extensions if required (does not apply if sending to hunt group) + Dial \* + Enter the time to send message (using a 24-hour clock - e.g., 3:00 p.m. entered as 1500) + Dial \*.

### **To cancel Broadcast Message:**

Press CHECK key + TRFR key.

### **To stop the alarm tone and clear the display:**

Press CLEAR key.

## **Do Not Disturb Message / General Message**

### **To set a DND / General message using preset messages:**

Press TRFR + Dial message number (00-49) and then \* **OR** Press One-Touch key #1 or #2 for personal message, then dial \*.

*DND flashes intermittently when on.*

*This feature can be toggled on and off by pressing TRFR + \*. When activating, the last programmed message will be used.*

### **To set a personal DND message:**

Press TRFR + FLASH + Use Name/Message Storing feature to enter a message + Press FLASH + \*.

*The DND key flashes with a double wink when active.*

### **To cancel the DND message:**

#### **Display Phone**

Press CLEAR **OR** TRFR + \*.

#### **Keypad**

Press TRFR + \*.

### **To activate or cancel previously programmed DND / General message:**

Press TRFR + \*.

## **Message Waiting Message**

### **To leave a Text Message with a Message Waiting:**

Place an Intercom call and hear busy or no answer + Dial 0. + Display shows "LEAVE MESSAGE?" - To leave no Text Message, hang up **OR** Dial \* to leave Text Message; Dial

message number (00-49) then dial \* **OR** Press One-Touch key #1 or #2 for a personal message, then dial \* **OR** Press FLASH, edit a message by using the Name Storing feature, then press FLASH again and dial \*.

**To cancel message from extension that left the message:  
308:**

Press CHECK + # + HOLD to cancel message **OR** CLEAR to return phone to idle condition.

*First message appears on the display after pressing CHECK. Use \* to advance and use # to backup.*

824:

Press CHECK + HOLD to cancel message **OR** CLEAR to return phone to idle condition.

*First message appears on the display after pressing CHECK. Use \* to advance and use # to backup.*

**To view or delete a message at extension that received the message:**

Press CHECK + \* + ICM to call back **OR** HOLD to delete message **OR** CLEAR to return phone to idle condition.

*Use \* to advance messages and use # to backup.*

**Camp-On Message**

**To set a Camp-On message:**

Place an Intercom call and hear busy tone + Press 1 + \* + Dial message number (00-49), dial \* **OR** Press One-Touch key #1 or #2 for personal message, then dial \* **OR** Press FLASH, edit a message using the Name Storing feature, then press FLASH again and dial \*.

**Reverse Message**

**To send a Reverse Message when an Off-Hook Signal is received:**

Press TRFR + Dial message number (1-3).

*1 = System common message #47 (default message = TAKE MESSAGE)*

*2 = System common message #48 (default message = PLEASE HOLD)*

*3 = System common message #49 (default message = CALL BACK LATER)*

## SMDR

308 ☞ Available

824 ☞ Available

Station Message Detail Recording (SMDR) provides a record of the system's calls. Typically, the record outputs to a customer-provided printer, terminal or SMDR data collection device. SMDR allows the system administrator to account for usage at each extension and trunk. This makes charge-back and traffic management easier.

The following is a typical SMDR report.

CLS	DATE	TIME	LINE	DURATION	ST#	DIALED#	RING	ACCT NO.
OTG	27/09/95	17:06:43	01	00:01:23	10	2039265400		
INC	27/09/95	17:09:09	05	00:00:45	16		00:04	
INC	27/09/95	17:12:25	02	00:04:17	13		00:08	134
OTR	27/09/95	17:24:01	03	00:00:50	13	2035551212		
ITR	27/09/95	17:35:58	08	00:01:43	14			
BRD	27/09/95	17:37:40	04		12	9009902541		
ATB	27/09/95	17:44:01	01	00:00:26				
BFL	27/09/95	18:00:00	03					

PAGE 1

Type of Data	Printout start position	Data Title	Data Digits	Contents of Data
CLS	1	1	3	OTG = Outgoing Call INC = Incoming call answered/ No answer OTR = Transfer of outgoing call ITR = Transfer of incoming call BRD = Call barred due to Toll Restriction ATB = All Trunks Busy (Queue Group) BFL = Buffer overflow
DATE	8	6	8	DD/MM/YY = Day/Month/Year
TIME	18	16	8	HH:MM:SS = Hours:Minutes: Seconds
LINE	25	26	2	Line number (01-system max.)
DURATION	30	30	8	HH:MM:SS = Hour:Minutes: Seconds Conversation time (OTG, INC, OTR, ITR) Busy time (ATB)
ST#	40	40	2	Extension number
DIALED#	49	45	24	Dial telephone # (Max. 24 digits)
RING	64	64	5	MM:SS = Minutes:Seconds Incoming call ringing time (INC)
ACCT NO.	71	71	8	Account Code (Max. 8 digits)

### Calls are printed when . . .

#### A. Outgoing Call (OTG)

- Call is placed on a CO or PBX line.
- After dialing the telephone number, delay timer (Program 27 [B]) is exceeded.
- After delay timer is exceeded and the conversation is longer than minimum time set in Program 27 [A]).
- When Program 57 [A] is set to '1', a telephone number consisting of more than the programmed number of digits (Program 59) is dialed.
- When Program 57 [B] is set to '1', transferred calls will print extension number that placed outgoing call.

#### B. Incoming Call Answered (INC)

- With Program 57 [E] set to '1', input an Account Code.
- When Program 57 [B] is set to '0', a transferred call will print the extension number of the last user that had the call.

(Continued on next page)

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## SMDR (cont'd)

- C. Incoming Call-No Answer (INC)
  - Program 57 [C] is assigned '0'.
- D. Transfer of Outgoing Call (OTR)
  - Program 57 [B] is assigned '0'.
  - When a transferred outgoing call is transferred again, or when a transferred outgoing call is cut off.
- E. Transfer of Incoming Call (ITR)
  - Program 57 [B] is assigned '0'.
  - When a transferred incoming call is transferred again, or when a transferred incoming call is cut off.
- F. Toll Restriction (BRD)
  - Program 58 [A] is assigned '0'.
- G. Busy (ATB)
  - When a busy condition for all lines in a Queue Group exceeds one minute, start time is set. When more than one line becomes idle and one minute is exceeded, finish time is set. The time between the start time and finish time is printed as the busy time of the Queue Group.
- H. Buffer overflow (BFL)
  - When data exceeds the buffer capacity (8 calls per CO line), if the printer is busy or turned off, data will print out when the printer is in ready state.

**Conditions:** To allow for servicing, the system buffers (stores) calls as follows:

- 8 calls per CO line are buffered. Any calls exceeding this storage capacity are lost.
- The Buffer Overflow will print hourly. The printout indicates the date, time of printout, and the number of lost calls due to exceeded buffer capacity (shown in the LINE column).

**Default Configuration:** The SMDR prints all calls.

---

## Programming

### Required Programming

#### *Program 27 - SMDR Timer*

Set the minimum length of a call to be recorded and the timer for the delay to start recording [Duration - 00=not assigned, 01-60=1-60 seconds; Start Timer - 00=not assigned, 01-60=1-60 seconds].

#### *Program 57 - SMDR Options (1) - [A.] Dial Digits*

Program the SMDR to print every time a digit is dialed or only when the number of digits programmed is exceeded [0=every time, 1=more than number of digits pro-

grammed (refer to Program 59)].

***Program 57 - SMDR Options (1) - [B.] Outgoing/  
Incoming Transfer / [C.] No Answer / [E.] Incoming Call***

For each type of call, program whether or not the SMDR should print the call [Transfers and No Answer - 0=printed, 1=not printed; Incoming Calls - 0=printed every time, 1=printed when Account Code is entered].

***Program 57 - SMDR Options (1) - [D.] KTS (Keyset)  
Account Code***

Enable or disable SMDR to allow Account Codes [0= input enabled, 1=input forced before dialing, 2=input disabled].

***Program 58 - SMDR Options (2) - [A.] Barred Outgoing /  
[B.] SLT Account Code / [C.] Dialed Number***

Program the SMDR to print [(A.) 0=enabled, 1=disabled; (B.) 0=enabled, 1=disabled; (C.) 0=print, 1=not printed].

***Program 58 - SMDR Options (2) - [D.] Caller ID Printout***

Program the type of Caller ID information the SMDR should print [0=not printed, 1=telephone number printed, 2=name printed, 3=name printed, but if name is not available, then telephone number printed].

***Program 58 - SMDR Options (2) - [E.] Masking Digit***

Program the SMDR to mask (X out) the last digit(s) of the phone number, if required [0=disabled, 1-9=number of digits to mask].

***Program 59 - SMDR Printout Digit***

Assign the required number of digits dialed before printing on the SMDR report [01-24 maximum].

**Other Programming**

***Program 61 - Extension Options (4) - [D.] SMDR Prints  
Outgoing Information***

Program whether an extension's outgoing calls should print on the SMDR printout [0=printed out, 1=not printed out].

---

**Related Features**

**Account Code Capability**

Account Codes can be printed on SMDR reports.

**PBX/Centrex Compatibility**

The SMDR report includes PBX access codes, if dialed.

**Time and Date Setting**

The time and day appear on SMDR reports.

**Walking Class of Service**

When a call is made using this feature, the SMDR will

(continued on next page)

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## **SMDR (cont'd)**

show the Walking Class of Service Security Code (01-30)  
in the Account Number column.

---

## **Feature Operation**

**To print out SMDR headings on a new page:**

Lift handset + Press FTR + Dial 71 + Hang up.

308 ☞ Available
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824 ☞ Available
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Speed Dial gives an extension user quick access to frequently called numbers. There are two types of Speed Dial: Personal Speed Dial and System Speed Dial. Personal Speed Dial numbers are available to individual extensions. System Speed Dial numbers are available to every system user.

The system allows a maximum of 200 Speed Dial numbers (00-99 or 000-199). Each Speed Dial number can accommodate up to 18 digits, using any combination of digits 0-9, pauses (TRFR key), flashes (FLASH key), and stops (CONF key). When a Stop is inserted, dialing will be stopped at that position and can be continued by dialing \*.

### **System Speed Dial**

System Speed Dial numbers are accessible from any extension. The extension user needs only dial the Speed Dial code. The system administrator programs the System Speed Dial numbers at station 10.

### **Personal Speed Dial**

Each keyset user has up to 10 Personal Speed Dial numbers reserved for their own use. The extension user programs their own Personal Speed Dial numbers into their phone.

**Conditions:** None

### **Default Configuration:**

- Speed Dial numbers are 2-digits in length (00-99)
- Speed Dial number available to everyone
- No Speed Dial numbers programmed
- 100 Speed Dial numbers available

---

## **Programming**

### **Required Programming**

#### ***Program 8 - Extension Options (2) - [B.] SLT Dial Plan***

Choose Dial Plan 1 or 2 for single line phones [0=Dial Plan 1, 1=Dial Plan 2].

#### ***Program 17 - System Options (3) - [D.] Storage Quantity of Speed Dial***

Program the system for 100 or 200 Speed Dial numbers [0=100, 1=200].

(continued on next page)



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## **SPEED DIAL (cont'd)**

### ***Program 18 - System Options (4) - [C.] Speed Dialing Restriction***

Restrict access to Speed Dial numbers if necessary [0=not restricted, 1=restricted].

### **Other Programming**

#### ***Program 14 - Flexible Station Numbering***

With 2-digit extensions, Speed Dial numbers range from 00-99. With 3-digit extensions, Speed Dial numbers range from 100-199.

#### ***Program 91 - Function Key Initialization***

Resets previously programmed One-Touch keys of any Personal Speed Dial, Selectable Display Messages, and Feature operations.

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## **Related Features**

### **C.O. Calls, Placing**

An extension user can use Speed Dial numbers as a convenient option to dialing manually.

### **DP and DTMF Compatibility**

If a Speed Dial number uses a DP trunk and contains a pause, Pulse to Tone Conversion can be automatic. The digits before the pause dial out as DP. The digits after the pause dial out as DTMF.

### **Directory Dialing**

A user can use Directory Dialing instead of dialing Personal and System Speed Dial numbers.

### **Name/Message Storing**

By entering names for each line, an extension user can easily identify lines or Speed Dial numbers they use.

### **Programmable Keys**

If a key is programmed as a feature key, that key can not be used for One-Touch Speed Dial.

### **Save**

The Save feature can be programmed as a One-Touch feature.

### **Toll Restriction**

The Personal Speed Dial numbers an extension user stores are Toll Restricted according to the station's Class of Service. Depending on the setting for Program 18 [C.], the system Speed Dial numbers (entered at station 10) may not be Toll Restricted.

---

## Feature Operation

### **To program a Speed Dial Number (station #10 only):**

Press SPK key + DC key + \* + Dial Speed Dial Number (00-99 or 000-199) + Phone number to be stored + SPK to exit.

*Repeat DC + \* + Speed Dial Number + Phone number for additional numbers.*

### **To call a System Speed Dial number:**

#### Keyset

Lift handset or press SPK key + Press an idle CO key + DC key + Speed Dial number (00-99 or 000-199).

#### Single Line Phone

Lift handset + Dial function code (see below) + Queue Group number (1-6) + Speed Dial number (00-99 or 000-199).

*Function Codes:*

*SLTs set for Dial Plan 1, dial 5.*

*SLTs set for Dial Plan 2 and “0” is the programmed entry for Automatic Line Access Code (Program 20 [D.]), dial 93.*

*SLTs set for Dial Plan 2 and “1” is the programmed entry for Automatic Line Access Code (Program 20 [D.]), dial 03.*

### **Personal Speed Dial (keysets only)**

#### **To store a Personal Speed Dial number:**

Press SPK key + DC + \* + One-Touch key + Dial phone number to be stored + SPK to exit.

*Before pressing SPK for the final time, to store additional numbers, Repeat DC + \* + One-Touch key + Phone number.*

#### **To place an outside call:**

Seize a CO line + Press a One-Touch key which stores the selected number.

---

## STEP CALLING

308 ☞ Available
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824 ☞ Available
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When an extension user makes an Intercom call and receives a busy signal or no answer, Step Calling lets the user call the other extensions, in ascending order, by just dialing a code. For example, if extension 12 is busy, Step Calling tries extension 13. If there is no answer at extension 13, Step Calling tries extension 14, and so on. Step Calling is cancelled if it reaches an extension that is not installed.

**Conditions:** None

**Default Configuration:** Step Calling always allowed.

---

### Programming

#### Required Programming

None

#### Other Programming

None

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### Related Features

#### Extension Hunting

Step Calling can also be used when no answer is received at a Hunt Group number.

---

### Feature Operation

#### To initiate a Step Call:

Place an Intercom call (hear busy or no answer) + Dial #.

*Next extension is automatically called. To call the next extension, dial # again.*

## SYSTEM TIMERS

308 ☞ Available

824 ☞ Available

The system administrator can use the following programs to change the values for various system timers. These different timers affect extension, trunk and system performance. System Timers let the administrator customize certain extension, trunk or system parameters for the site application. The chart below briefly describes these timers. Refer to the specific feature for more information.

Note: Below each timer is listed the entries possible for that timer.

<u>Timer</u>	<u>Default Setting</u>	<u>Program</u>
Door Chime Duration	0 (2 times) (0=2 times, 1=30 seconds)	Program 20

<i>Exclusive Hold Timers:</i>		Program 21
Recall Start Time	003 (30 seconds) (000=none, 001-225=10-2550 seconds)	

Recall Signal Duration	006 (6 seconds) (000=none, 001-255=1-255 seconds)	
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<i>System Hold Timers:</i>		Program 22
Recall Timer	006 (60 seconds) (000=none, 001-225=10-2550 seconds)	

Duration Timer	005 (5 seconds) (000=none, 001-225=1-255 seconds)	
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Unscreened Transfer	002 (20 seconds)	Program 23
Recall	(000=none, 001-255=1-2550 seconds)	

Screened Transfer	006 (60 seconds)	Program 24
Recall	(000=none, 001-255=1-2550 seconds)	

Call Duration Timer	015 (15 seconds)	Program 25
	(000=disabled, 001-180=1-180 seconds)	

<i>Flash Timer:</i>		Program 26
CO Lines	150 (1.5 sec) (000=none, 001-250=10-2500 msec)	
PBX Lines	070 (700 msec) (000=none, 001-250=10-2500 msec)	

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## SYSTEM TIMERS (cont'd)

<u>Timer</u>	<u>Default Setting</u>	<u>Program</u>
<i>SMDR Timer:</i>		Program 27
Call Duration	00 (none) (00=none, 01-60=1-60 seconds)	
Call Start Delay	10 (10 seconds) (00=none, 01-60=1-60 seconds)	
Delay Ring Transfer Timer	015 (15 seconds) (000=disabled, 001-255=1-255 seconds)	Program 28
Attendant Revert Timer	000 (disabled) (000=disabled, 001-255=1-255 seconds)	Program 29
<i>Voice Message Timer:</i>		Program 30
Auto-Answer Timer	030 (30 seconds) (000=disabled, 001-255=1-255 seconds)	
Dial Tone Sent Timer	030 (30 seconds) (000=disabled, 001-255=1-255 seconds)	
<i>Line-to-Line Cut-off:</i>		Program 31
Path Connection Wait Timer	030 (30 seconds) (000=disabled, 001-255=1-255 seconds)	
Warning Tone for Conversation Cut-Off	030 (30 minutes) (000=disabled, 001-255=1-255 minutes)	
DTMF Receiver Release Timer	010 (10 seconds) (000=disabled, 001-255=1-255 seconds)	Program 32
LND/Repeat Dialer Timer	003 (3 seconds) (000=disabled, 001-010=1-10 seconds)	Program 33
<i>Repeat Dial Timer:</i>		
Wait Timer Before Recall	180 (180 seconds) (000=disabled, 001-255=1-255 seconds)	Program 34
Calling Time	030 (30 seconds) (000=disabled, 001-255=1-255 seconds)	
Number Times Redialed	010 (10 times) (001-255=1-255 times)	
Loop Disconnect Detection Timer	030 (600 ms) (000=not detected, 001-050=20-1000 ms)	Program 60

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<u>Timer</u>	<u>Default Setting</u>	<u>Program</u>
<i>DISA Timers:</i>		Program 66
Auto Answer Timer	000 (answers immediately) (000=answers immediately, 001-255=1-255 seconds)	
Dial Waiting Timer	010 (10 seconds) (001-255=1-255 seconds)	
Ext. Calling Timer	030 (30 seconds) (001-255=1-255 seconds)	

<i>Caller ID Timers:</i>		Program 74
Caller ID Information	007 (7 seconds) Waiting Timer (001-015=1-15 seconds)	
Incoming Signal	001 (100 msec) Detection Timer (001-255=1-255 seconds)	
Caller ID Signal	000 (immediate) Duration Timer (000-015=0-750 msec)	
Caller ID Signal	015 (500 msec) Carrier Detection Timer (000-008=500-900 msec (50 msec intervals) OR 009-014=1-2 seconds (200 msec intervals) OR 015 =3 seconds)	

Door Relay Timer	050 (5 seconds)	Program 88
(000=manual, 001-255=100 msec-25.5 seconds)		

Hold Disable	000	Program 87
(000=can immediately place calls on Hold, 001-255=1-255 seconds)		

Dial Wait Timer	000	Program 89
(000=no delay, 001-255=100 msec-25.5 sec.)		

<i>Sub-CPU Timers:</i>		Program 95
Flash Detect Timer	100 (1 second) (025-119=250-1190 msec)	
Incoming Guard Timer	010 (1 second) (001-127=100-12,700 msec)	
Call Abandon Detect	050 (5 seconds) (001-127=100-12,700 msec)	

**Conditions:** None

**Default Configuration:** See Above

## **Programming**

### **Required Programming**

Refer to the specific timer's programming for details.

(Continued on next page)

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## **SYSTEM TIMERS (cont'd)**

### **Other Programming**

None

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### **Related Features**

Refer to specific timers for details.

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### **Feature Operation**

None

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## TANDEM CALLS/TRUNKING

308 ☞ Available
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824 ☞ Available
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Tandem Trunking (or Unsupervised Conference) allows an extension user to establish a Conference with two outside parties, then hang up, leaving the outside parties connected. The extension user can later join the Unsupervised Conference if desired. The system can accommodate up to four Unsupervised Conference calls at a time.

### Conditions:

- Telco must provide line supervision or abandoned calls on Hold will remain on Hold (Conference) indefinitely.
- The extension port programmed as the Unsupervised Conference port must be supported by a station card, but not equipped with a telephone.

**Default Configuration:** Tandem Trunking not allowed.

---

## Programming

### Required Programming

#### *Program 5 - Unsupervised Conference Port*

Each Unsupervised Conference must be assigned to an unused extension port. The extension port programmed as the Unsupervised Conference port must be supported by a station card [00=not assigned, 10-system maximum=system extension number].

#### *Program 16 - System Options (2) - [E.] Multi-Line Conference*

Enable Multi-Line Conference [0=disabled, 1=enabled].

### Other Programming

None

---

## Related Features

### Conference

Conference lets an extension user establish a three-way conversation.

---

## Feature Operation

### To establish an Unsupervised Conference:

*Note: If Telco does not provide line supervision, when both outside parties finish the call, Unsupervised Conference must be manually terminated by the telephone which set up the call.*

Establish first outside call + Press CONF + Establish

(Continued on next page)



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## **TANDEM CALLS/TRUNKING (cont'd)**

second outside call + Press CONF + CONF + Hang up.

### **To later join an Unsupervised Conference:**

Lift handset + Press either CO key of the Conference call.

### **To terminate an Unsupervised Conference:**

While in a three-party Conference, hang up.

308 ☞ Available
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824 ☞ Available
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The system administrator can divide the system into four individual tenant groups. Typically, each tenant group has their own attendant, outside lines and paging zones. Tenant Service lets the system administrator use the same system for several different businesses. If an extension user dials 0, they reach their own operator. In addition, outside calls to and from one tenant don't interfere with the other. Finally, members of one tenant group hear only their own Zone Paging, not Paging from another group.

**Conditions:** None

**Default Configuration:** All extensions are in the same tenant group (assigned to the operator at extension 10).

---

## Programming

### Required Programming

#### *Program 2 - Line Group Assignment*

Assign lines to line groups for incoming and outgoing access [01-system maximum=extension numbers; enter the lowest and highest line number].

#### *Program 6 - Outgoing Line Access*

Select line groups for each extension for outgoing access [00-no group, 01-30=Line Groups 1-30].

#### *Program 7 - Incoming Line Access/Audible*

Select line groups for each extension for incoming access and line audible [Access - 00-no group, 01-30=Line Groups 1-30; Audible - 0=no ring, 1=day ring, 2=night ring, 3=day and night ring].

#### *Program 8 - Extension Options (2) - [D.] Tenant Group*

Assign a Tenant Group to each extension, if necessary [0=disabled, 1-4=Tenant Groups 1-4].

#### *Program 15 - System Options (1) - [B.] Night Transfer*

Night Answer can be independently used by each tenant if this option is allowed [0=all Tenants, 1=each Tenant].

#### *Program 52 - Tenant Options*

Program Intercom and Internal Paging [0=enabled, 1=disabled], set the Common Speed Dial [0=common use, 1=assigned Speed Dial] and Transfer to Attendant

(Continued on next page)

---

## TENANT SERVICE (cont'd)

[0=system 1=each Tenant Group] as required.

### ***Program 53 - Tenant Speed Dial***

Divide the Speed Dial numbers [00-99] between each Tenant Group [1-4].

### ***Program 54 - Tenant Attendant***

Assign an attendant extension [10-system maximum] to each Tenant Group [1-4].

### **Other Programming**

None

---

## Related Features

### **Direct Inward System Access**

All tenants share the same DISA code.

### **Executive Override**

An extension can not override an extension in a different tenant group.

### **Intercom**

Members of one tenant group may be allowed or denied the ability to intercom a member of another tenant group.

### **Night Answer**

When Night Answer is set by each tenant, only that tenant can put its own trunks into night mode.

### **Paging**

All Call Page can be allowed or denied the ability to page all zones, regardless of tenant assignment.

---

## Feature Operation

Refer to:

- Central Office Calls, Answering
- Central Office Calls, Placing
- Paging

---

## TIME AND DATE SETTING

308 ☞ Available

824 ☞ Available

The system Time and Date appears on:

- Display Telephones
- Station Message Detail Recording reports

A *display keyset* connected to port #10 can be used to change the Time and Date. Although always entered in the 24-hour format, the system time can display in either the 12-hour (AM/PM) or 24-hour format.

**Conditions:** None

### **Default Configuration:**

12-hour clock mode is enabled.

Date: 00/00/00

Time: 00:00:00

---

## **Programming**

### **Required Programming**

#### ***Program 18 - System Options (4) - [E.] Time Indication***

Program the system for either a 12 or 24-hour clock (0=12 hour, 1=24 hour mode).

### **Other Programming**

None

---

## **Related Features**

### **SMDR**

Time and date appear on SMDR reports.

---

## **Feature Operation**

**To set the system time and date (the entire procedure must be performed):**

Press SPK + FTR + CLEAR + Dial the four digits for the year (e.g. 1996) + Dial \* + Two digits (01-12) for the month (e.g. January = 01, December = 12) + Dial two digits (01-31) for the date + \* + Dial a single digit (0-6) for the day (e.g. Sunday = 0, Saturday = 6) + Dial \* + Four digits for the time (24-hour clock) + (e.g. 1305 for 1:05 p.m.) + Dial \* + SPK.

---

## TOLL RESTRICTION

308 ☞ Available

824 ☞ Available

Toll Restriction limits the numbers an extension user may dial. By allowing extensions to place only certain types of calls, the system administrator can control long distance costs. The system applies Toll Restriction according to an extension's Class of Service.

When an extension user dials a call that is not allowed by the assigned COS, the system automatically disconnects the line and an error tone is heard.

Each extension can be assigned one of the six COS levels listed below for each of the three modes - day, night, and Dial Block:

**COS-0** = No dialing restrictions.

**COS-1** = Restricted by the entries in Program 40 - Restricted Codes. Allows PBX extension calls and calls matching the entries in Program 39 - Common Unrestricted Codes.

**COS-2** = Restricted by the entries in Program 41 - Restricted Codes. Allows any entries in Program 36 - Permitted Codes, PBX extension calls, and entries matching Program 39 - Common Unrestricted Codes.

**COS-3** = Restricted by the entries in Program 37 - Allowed Number of Dialed Digits and Program 41 - Restricted Codes. Allows PBX extension calls and entries in Program 39 - Common Unrestricted Codes.

**COS-4** = Restricts all outgoing calls. Allows only PBX extension calls and calls matching entries in Program 39 - Common Unrestricted Codes.

**COS-5** = Restricted to Intercom calls only.

If there are PBX lines, PBX access codes must be assigned in programming in order for COS restriction to be properly applied. The system applies toll restriction after the user dials a PBX access code.

COS restrictions are not applied to lines programmed as Nonrestricted Lines.

If an extension is programmed for Night COS, the Night

COS level replaces the current COS level when Night Answer mode is activated.

## **Dial Block**

Phones can be programmed to temporarily block outgoing CO calls. An extension user only needs to enter a four-digit personal code to enable this feature if allowed in system programming. If this 4-digit personal code is forgotten, it can be cleared by the system administrator at extension 10 by entering a special password. Note that the Walking Class of Service feature can override this block.

**Conditions:** The default of Common Unrestricted Codes (Program 39) allows 911 calls for COS 1-4.

## **Default Configuration:**

- No Toll Restriction for day or night mode.
- Dial Block is set to Class of Service 5.

---

## **Programming**

### **Required Programming**

#### ***Program 35 - Class of Service***

Set the Class of Service for each extension for day, night, and Dial Block modes [COS 0-5].

#### ***Program 36 - Permitted Codes***

Enter up to 12 Permitted Codes [01-12]. A Permitted Code can contain up to the first 8 digits of an allowed telephone number. Use 'DC' as a 'Don't Care' digit within the 8 digits if it doesn't matter what number is dialed.

#### ***Program 37 - COS 3, Allowed Number of Dialed Digits***

Enter the number of allowed digits [1-30] for COS 3.

#### ***Program 38 - PBX/Centrex Access Codes***

Program up to four different PBX Access Codes [1-4, 2 digits maximum].

#### ***Program 39 - Common Unrestricted Codes***

Program up to 4 Common Unrestricted Codes [1-4, 4 digits maximum].

#### ***Program 40 - COS 1, Restricted Codes***

Program up to 4 Restricted Codes [1-4] for COS 1 [4 digits maximum].

#### ***Program 41 - COS 2 and 3, Restricted Codes***

Program up to 8 Restricted Codes [1-8] for COS 2 and 3 [2 digits maximum].

(Continued on next page)

---

## TOLL RESTRICTION (cont'd)

### Other Programming

#### *Program 3 - Line Options (2) - [D.] Non-Restricted Lines*

If required, program a non-restricted line. No Toll

Restriction is applied to a non-restricted line [0=restricted  
1=not restricted].

---

### Related Features

#### C.O. Calls, Placing

Toll Restriction may restrict the numbers a user may dial.

#### Direct Inward System Access

If a DISA caller places an outgoing call, the system restricts and/or routes the call according to COS of the DISA trunk.

#### Private Line

Toll Restriction works normally on a Private Line.

#### Speed Dial

Personal Speed Dial numbers are Toll Restricted.

Restriction for System Speed Dial numbers is determined by Program 18 [C.].

#### Walking Class of Service

An extension user can implement Walking Class of Service to temporarily override Toll Restriction (including Dial Block) and COS programming.

---

### Feature Operation

#### Dial Block

##### To set Dial Block:

###### Keyset

Press SPK + \* + # + Dial 4-digit personal code (any number you choose) + Dial \* + SPK.

###### Single Line Phone

Lift handset + Dial function code + 4-digit personal code + Hang up.

###### *Function Codes:*

*SLTs set for Dial Plan 1, dial 65.*

*SLTs set for Dial Plan 2 and "0" is the programmed entry for Automatic Line Access Code (Program 20 [D.]), dial 955.*

*SLTs set for Dial Plan 2 and "1" is the programmed entry for Automatic Line Access Code (Program 20 [D.]), dial 055.*

## **To release Dial Block:**

### Keyset

Press SPK + \* + # + 4-digit code that was used when feature was activated + # + Press SPK.

### Single Line Phone

Lift handset + Dial function code + Dial 4-digit personal code that was used when feature was activated + Hang up.

#### *Function Codes:*

*SLTs set for Dial Plan 1, dial 66.*

*SLTs set for Dial Plan 2 and “0” is the programmed entry for Automatic Line Access Code (Program 20 [D.]), dial 956.*

*SLTs set for Dial Plan 2 and “1” is the programmed entry for Automatic Line Access Code (Program 20 [D.]), dial 056.*

## **To release Dial Block if personal code is forgotten (from station #10 only):**

Press FTR + 9 + \* + Dial password (73738 = RESET) + HOLD + Enter the station number to be cleared. Press \* + To enter additional stations, press # + Press HOLD to exit.

*Note: This is not the system password. This is a special password used for this feature only.*



---

## TRANSFER

308 ☞ Available

824 ☞ Available

Transfer permits an extension user to send (i.e., extend) an active outside call to any other extension in the system. With Transfer, any extension user can quickly send an outside call to the desired co-worker.

A call a user transfers automatically recalls if not picked up at the destination extension. If programmed, Transferred calls that ring the extension longer than the recall timer interval will ring station #10/attendant. This assures that users do not lose or inadvertently abandon their transfers.

A display phone can be set to the **Recall Line Display Mode**. When a transferred call is not answered, the call re-rings your phone. The display will show the line and station number of the recalling line.

A user may Transfer a call screened or unscreened. With Screened Transfer, the transferring user announces the call to the destination user before hanging up. With Unscreened Transfer, the call is Transferred without an announcement.

**Conditions:** None

**Default Configuration:** Transfer always allowed.

---

### Programming

#### Required Programming

None

#### Other Programming

##### *Program 16 - System Options (2) - [B.] Recall Line Preference*

Enable or disable Recall Line Preference [0=disabled, 1=enabled].

##### *Program 23 - Unscreened Transfer Recall*

Program how long an Unscreened Transfer rings the receiving extension before recalling the transferring extension [000=disabled, 001-255=10-2550 seconds].

##### *Program 24 - Screened Transfer Recall*

Program how long an Screened Transfer rings the receiving extension before recalling the transferring extension [000=disabled, 001-255=10-2550 seconds].

## **Program 29 - Attendant Reverting**

Set the time a call can be left on hold before ringing the attendant [000=disabled, 001-255=1-255 seconds].

---

### **Related Features**

#### **Call Parking**

Instead of Transferring a call to an extension, a user can place the call in Park Orbit instead.

#### **Directed Call Pickup**

Directed Call Pickup can be used to answer Unannounced Transfer calls.

#### **Loop Keys**

Transferred CO calls will appear on the loop key.

---

### **Feature Operation**

#### **To Transfer your call:**

##### Keyset

Do not hang up + Press ICM key + Dial the extension number + Announce the call (optional) + Press TRFR key + Hang up.

##### Single Line Phone

Do not hang up + Flash the hookswitch + Dial the extension number + Announce the call (optional) + Hang up.

#### **To return to your outside call (if the called party doesn't want your Transfer):**

##### Keyset

Press flashing line key.

##### Single Line Phone

Press hookswitch + Call is reconnected.

#### **To receive a transferred call ringing your phone:**

Lift the handset + Press flashing CO key if necessary.

#### **To receive a transferred call (if you get an Intercom call announcing it and have lifted the handset):**

Stay on the line.

*The Transfer goes through when the calling party presses TRFR.*

#### **To set/cancel Recall Line Display:**

Press SPK key + FTR key + CHECK key.

---

## VOICE MAIL

308 ☞ Available
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824 ☞ Available with software 2.1B and higher.
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The Portrait System is compatible with the NVM-202ex and NVM-22 (P/N 17590A), and NVM-2000 Voice Mail Systems. This feature provides telephone users with comprehensive Voice Messaging and Auto Attendant features except for the following:

- Call Waiting
- Modem Mailbox  
(This means and Automated Attendant caller would not be able to access the internal modem. A separate outside line would have to be connected to the modem card.)
- Personal Answering Machine Emulation
- Call Park/Page

Voice Mail ends the frustration and cost of missed calls, inaccurate written messages and telephone tag. Voice Mail frees a company's busy receptionist and secretaries for more productive work.

### Conversation Record

While on a call, an extension user can have Voice Mail record the conversation. The keyset user just presses the Voice Mail Record key. Once recorded, the Voice Messaging System stores the conversation as a new message in the user's mailbox. After calling their mailbox, a user can save, edit or delete the recorded conversation. Keyset users can record both intercom and external calls. But since single line users can not hookflash an internal call, they are only able to record an external call.

### Intercom Links

The Portrait 824 system provides six Intercom Links by default. Therefore, to install a voice mail with more than six ports, the Intercom Links must be increased by using unused line circuits. There must be one line circuit programmed in the system which limits the amount of Intercom Links to 13. Refer to Program 45 - Intercom Link Increase for further information.

### Conditions

- If an installed Voice Mail is removed, the instrument type must be reprogrammed for the ports used for Voice

Mail in Program 8 - Extension Options [A.].

- If only one line is to be used as a Voice Mail port, it must be connected to the “LINE1” connector on the Voice Mail Interface.
- If “LINE1” fails on the Voice Mail Interface due to installation or equipment problems, “LINE2” will not operate.

## **Default Configuration**

Voice Mail not installed.

---

## **Programming**

### **Required Programming**

#### ***Program 7 - Incoming Line Access/Audible***

For each extension program the line groups that should ring to the Voice Mail and line audible [Access - 00=no group, 01-30=Line Groups 1-30; Audible - 0=no ring, 1=day ring, 2=night ring, 3=day and night ring].

#### ***Program 65 - Voice Mail Port***

Assign the station ports to be used for Voice Mail [10-33=station ports 10-33].

### **Other Programming**

#### ***Program 23 - Unscreened Transfer Recall***

Determine how long a call rings the receiving extension before recalling the transferring extension. This timer is set in 10 second intervals [000=disabled, 001-255=10-2550 seconds].

#### ***Program 28 - Call Forward Transfer Timer***

Determine how long an unanswered call rings the receiving extension before transferring the caller to the forwarded extension. This timer can be set from 1 - 255 seconds [000=disabled, 001-255=1-255 seconds].

---

## **Related Features**

### **Call Forwarding**

All extension user can forward calls to the Voice Messaging System. The system allows for all calls to be transferred immediately, for unanswered calls or only when the extension is busy.

### **Call Parking**

When using Voice Mail, Call Parking can not be used for the Park and Page feature within the Voice Mail system.

(Continued on next page)

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## VOICE MAIL (cont'd)

### Intercom

The Portrait 824 provides only six Intercom Links. If additional voice mail ports are installed, the links must be increased by using unused line circuits.

### Programmable Keys

The Record operation can be programmed as a Programmable Key for quicker operation.

---

## Feature Operation

### Call Forwarding to Voice Mail

#### To Set Call Forwarding for All Calls:

##### Keyset

Lift handset or press SPK + TRFR key + Dial station number of Voice Mail + 0.

##### Single Line Phone

Lift handset + Dial function code + Dial station number of Voice Mail + 0.

##### *Function Codes:*

*SLTs set for Dial Plan 1, dial 63.*

*SLTs set for Dial Plan 2 and "0" is the programmed entry for Automatic Line Access Code (Program 20 [D.]), dial 953.*

*SLTs set for Dial Plan 2 and "1" is the programmed entry for Automatic Line Access Code (Program 20 [D.]), dial 053.*

#### To Set Call Forwarding for Busy, No Answer or Busy/No Answer Calls:

##### Keyset

Lift handset or press SPK + TRFR key + Dial station number of Voice Mail + 1 (for busy), 2 (for no answer), or 3 (for busy/no answer).

##### Single Line Phone

Lift handset + Dial function code + Dial station number of Voice Mail + 1 (for busy), 2 (for no answer), or 3 (for busy/no answer).

##### *Function Codes:*

*SLTs set for Dial Plan 1, dial 63.*

*SLTs set for Dial Plan 2 and "0" is the pro-*

*grammed entry for Automatic Line Access Code (Program 20 [D.]), dial 953.*

*SLTs set for Dial Plan 2 and “1” is the programmed entry for Automatic Line Access Code (Program 20 [D.]), dial 053.*

## **Conversation Record**

### **To Assign a Recording Key (*keyset only*):**

Lift handset or press SPK + FTR key + Dial 4 + Press CO line + Dial 22 + Press \* + Hang up or press SPK.

### **To Record an Intercom Call (*keyset only*):**

Establish conversation + Press Record key (or CONF + Dial 95).

*Ring back tone is heard. When the voice mail answers, “RECORDING” is announced, then continue the conversation.*

### **To Record a CO Call:**

#### Keyset

Establish conversation + Press Record key (or CONF + ICM + Dial 95).

*Ring back tone is heard. When the voice mail answers, “RECORDING” is announced, then continue the conversation.*

#### Single Line Phone

Establish conversation + Hook flash + Dial 95.

*Ring back tone is heard. When the voice mail answers, “RECORDING” is announced, then continue the conversation.*

### **To End Recording:**

#### Keyset

Press Record key or hang up.

#### Single Line Phone

Hang up.

### **To Program a One-Touch Key as a Voice Mail Key (*keyset only*):**

Lift handset or press SPK key + press DC key + Press # + Press One-Touch key + Dial 98 + Hang up or press SPK key.

(Continued on next page)

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## **VOICE MAIL (cont'd)**

### **Calling Your Mailbox:**

#### Keyset

Lift handset or press SPK key + Press Voice Mail key.

#### Single Line Phone

Lift handset + Dial function code.

##### *Function Codes:*

*When "0" is the programmed entry for Automatic Line Access Code for SLT (Program 20 [D.], dial 980.*

*When "1" is the programmed entry for Automatic Line Access Code for SLT (Program 20 [D.], dial 080.*

### **Leaving a Message in a Co-worker's Mailbox:**

Call busy or unanswered extension + Dial 3.

*Once a message has been recorded, the MW led will flash at the receiving extension to notify them of the message.*

### **Transferring Calls to a Co-Worker's Mailbox:**

Do not hang up + Press ICM + Dial extension number + Dial 3 + Press TRFR.

*Once a message has been recorded, the MW led will flash at the receiving extension to notify them of the message.*

308 ☞ Available
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824 ☞ Available
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Each *keyset* telephone has four separate adjustments: background music and station ringing volume, handset receiver volume, handsfree voice-announce volume, and LCD contrast on display phones.

### Conditions

None

### Default Configuration

Volume Control always available.

---

## Programming

### Required Programming

#### *Program 18 - System Options (4) - [D.] Handset Receiver Volume*

Program the system to either keep or reset the volume after a call [0=reset after conversation, 1=keep current volume setting].

### Other Programming

None

---

## Related Features

### Headset Compatibility

The user can adjust the volume of the signals in a customer-provided headset.

---

## Feature Operation

#### **To adjust the Ringing Volume:**

Press VOL (up) or VOL (down) while the phone is ringing or idle.

#### **To adjust the Handset Receiver Volume:**

Press VOL (up) or VOL (down) while on a handset call.

#### **To adjust the Speaker Volume:**

Press VOL (up) or VOL (down) while in handsfree mode.

#### **To adjust the LCD contrast for display phones:**

Do not lift handset + Press VOL (up) or VOL (down) while the phone is idle.



---

## WALKING CLASS OF SERVICE

308 ☞ Available
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824 ☞ Available
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Walking Class of Service lets an extension user temporarily override Class of Service dialing restrictions. This helps a user that must place an important call while at a co-worker's phone. Walking Class of Service lets the user implement Walking Class of Service from a co-worker's phone and then place an outside call that the extension normally restricts.

**Conditions:** None

**Default Configuration:** No codes programmed.

---

### Programming

#### Required Programming

##### *Program 42 - Walking COS Security Code*

Create a Walking Class of Service Security Code, 30 codes maximum each 4 digits in length [01-30=security codes].

##### *Program 43 - COS Assignment on Security Code*

Assign a COS to each Walking Class of Service Security Code [COS levels 0-5].

#### Other Programming

None

---

### Related Features

#### Programmable Keys

The option can be stored as a Feature key.

#### Toll Restriction

An extension user can implement Walking Class of Service to temporarily override Toll Restriction (including Dial Block) and Class of Service programming.

#### SMDR

Calls made using this feature will indicate the Walking Class of Service Security Code (01-30) in the Account Number column of the SMDR printout.

---

### Feature Operation

#### **To use Walking Class of Service to place an outside call:**

##### Keyset

Lift handset or press SPK key + Press an idle CO key + FTR + DC + Security code + Phone number.

##### Single Line Phone

Lift handset + Dial 07 or 97 (depending on your dial plan) + Security code + 9 (or 0) plus phone number.

---

## WARNING TONE

308  Available
---

824  Available
---

The Warning Tone for Long Conversations is a signal reminder that sounds every three minutes while a *keyset* user is on an outgoing outside call. The signal reminder is a series of three short tones that sound over the speaker of the phone.

**Conditions:** None

**Default Configuration:** Warning Tone disabled.

---

### Programming

#### Required Programming

#### *Program 18 - System Options (4) - [A.] Three Minute Warning Tone*

Enable or disable the Three Minute Warning Tone [0=disabled, 1=enabled].

#### Other Programming

None

---

### Related Features

None

---

### Feature Operation

None

**- For Your Notes -**

---

## PROGRAM 1 - LINE OPTIONS (1)

(Display shows: LINE ASSIGNMENT1)

Assign the following options to each outside line:

**[A.] Line type**

*Define the type of outside lines connected to the system; CO, PBX, or no line connection.  
[0=no connection, 1=CO line, 3=PBX line]*

**[B.] Dial mode (DP/DTMF)**

*Program the line for either Dial Pulse (DP) or Dual Tone Multifrequency (DTMF).  
[0=DP, 1=DTMF]*

**[C.] Queue Group**

*Assign each line to a Queue Group.  
[0=no group, 1-6=Group 1 - Group 6]*

**[D.] PBX/Centrex Night Mode**

*If any lines are set as PBX/Centrex lines, when the system is set in night mode, the lines are switched to CO lines. This option allows the system to omit the PBX access codes so the call can be completed.  
(e.g., If a Speed Dial number is programmed to dial 9P2039265400, the system will dial 2039265400.  
[0=disable, 1=enable]*

**Conditions:** None**Default Value:**

[A.] 1 (All lines are CO lines)

[B.] 1 (All lines dial DTMF)

[C.] 1 (All lines assigned to Queue Group 1)

[D.] 0 (disabled)

[E.] 0 (Not Used-must be entered as '0')

**Feature Reference***C.O. CALLS, PLACING**PBX/CENTREX COMPATIBILITY**DP AND DTMF COMPATIBILITY**REPEAT DIAL***Program Entry**

Line Number + \* + ABCDE + \*.

---

## PROGRAM 2 - LINE GROUP ASSIGNMENT

(Display shows: LINE GROUPS)

This program assigns CO/PBX lines into groups. These groups are commonly formed for different departments, for the type of service they provide (e.g., WATS, DID, FX), or for Tenant Service use. The line groups are then assigned to an extension for placing and answering outside calls. Only consecutive lines can be grouped (e.g., lines 3, 4, 5). Lines in one group can overlap with lines in another.

## PROGRAM 3

**Conditions:** None

**Default Value:**

- Group 1 - Line 01-03 (308 System) / Lines 01-08 (824 System)
- Groups 2-30 - undefined

**Feature Reference**

*C.O. CALLS, ANSWERING*

*PRIVATE LINE*

*C.O. CALLS, PLACING*

*TENANT SERVICE*

**Program Entry**

Line Group # [01-30] + \* + Lowest line # in group + \* + Highest line # in group + \*.

---

## PROGRAM 3 - LINE OPTIONS (2)

(Display shows: LINE ASSIGNMENT2)

Assign the following options to an outside line:

[A.] DISA Line

*Designate if a line to be used as a DISA line.  
[0=disable, 1=enable]*

[B.] DISA Access Mode

*Assign access for a DISA line.  
[0=no access, 1=day mode, 2=night mode, 3=day and night mode]*

[C.] Common Use Line

*If everyone needs incoming/outgoing access to a specific line, enable the line for Common Use.  
[0=not a common use line, 1=common use line]*

[D.] Non-Restricted Line

*A Non-Restricted Line prevents COS restrictions from being applied to calls made on that line.  
[0=restricted, 1=non-restricted]*

[E.] Caller ID

*This determines if the Caller ID feature is enabled or disabled for the line number entered.  
[0=disabled, 1=enabled]*

**Conditions:** None

**Default Value:**

- [A.] 0 (DISA disabled)
- [B.] 0 (DISA line access denied)
- [C.] 0 (Common Use Line denied)
- [D.] 0 (Non-Restricted lines disabled)
- [E.] 0 (Caller ID disabled)

**Feature Reference**

*CALLER ID*

*DIRECT INWARD SYSTEM ACCESS*

*C.O. CALLS, ANSWERING*

*TOLL RESTRICTION*

*C.O. CALLS, PLACING*

**Program Entry**

Line # + \* + ABCDE + \*.

---

**PROGRAM 4 - EXTENSION OPTIONS (1)**

(Display shows: STN ASSIGNMENT1)

Assign the following options to each extension port:

**[A.] Executive Override***[0=not allowed, 1=allowed with tone, 2=allowed without tone]***[B.] CO Off-Hook Signaling***[0=disabled, 1=enabled]***[C.] Intercom Off-Hook Signaling for **Originating** Extension***[0=disabled, 1=sent manually, 2=sent automatically when busy]***[D.] Intercom Signaling***Determines whether the station should have forced ICM ringing. With this enabled, users can not toggle between ringing and handsfree despite the setting in Program 19 [B.]. [0=voice call, 1=forced ringing]***[E.] Headset***[0=disabled, 1=enabled]***Conditions:**

When an extension is programmed for Signal Call in Program 4 [D.] after the system has been assigned the Voice Call mode in Program 19 [B.], Signal Call mode is enabled for this extension. All other extensions remain in Voice Call mode.

When an extension is programmed for Voice Call in Program 4 [D.] after the system has been assigned the Signal Call mode in Program 19 [B.], all extensions remain in Signal Call mode regardless of Program 4 [D.].

**Default Value:****[A.] 0 (Executive Override disabled)****[B.] 0 (CO Off-Hook Signaling disabled)****[C.] 0 (Intercom Off-Hook Signaling disabled)****[D.] 0 (Intercom Signaling set to Voice Call)****[E.] 0 (Headset disabled)****Feature Reference**

CALL WAITING

INTERCOM

CALLBACK

OFF-HOOK SIGNALING

HANDSFREE/MONITOR

SELECTABLE DISPLAY MESSAGING

HEADSET COMPATIBILITY

### Program Entry

Ext. Port # + \* + ABCDE + \*.

---

## PROGRAM 5 - UNSUPERVISED CONFERENCE PORT

(Display shows: UNSUP.CONF.PORT)

Assign an extension port to an Unsupervised Conference circuit [01 - 04].

### Conditions:

An extension port assigned as an Unsupervised Conference port must not be terminated with a phone. In other words, each Unsupervised Conference circuit **MUST BE ASSIGNED AN UNUSED EXTENSION PORT**. There must be an extension PCB to support the extension port being programmed. This port can be the same one used for Program 8 [A.], however, each port will function only for one task on a first-in-first-out basis.

**Default Value:** 00 (Unsupervised Conference ports not assigned)

### Feature Reference

*CONFERENCE*

*TANDEM CALLS/TRUNKING*

### Program Entry

Assign extension to port # displayed + \*.

---

## PROGRAM 6 - OUTGOING LINE ACCESS

(Display shows: OUTGOING CO ACC.)

Select the line groups each extension can use for outgoing calls. Two outgoing line groups can be assigned to an extension. Line group numbers (01-30) are assigned in Program 2.

**Conditions:** None

### Default Value:

- 01 (Line group number 01 assigned to line group 1)
- 00 (No line group number assigned to line group 2)

### Feature Reference

*C.O. CALLS, PLACING*

*LOOP KEYS*

*EXECUTIVE OVERRIDE*

*TENANT SERVICE*

*HOLD*

### Program Entry

Ext. port # + \* + line group #1 + \* + line group #2 + \*.

---

## PROGRAM 7 - INCOMING LINE ACCESS/ AUDIBLE

(Display shows: INC.LINE ACC/AUD)

For each extension port, select the line groups that are able to be accessed for incoming calls [01-30=line groups] and the type of ringing the extension should have [0=no ringing, 1=day, 2=night, 3=day and night ringing]. Each extension can have two incoming line groups assigned. Line group numbers are assigned in Program 2.

**Conditions:** None**Default Value:**

- Group 1 has line group number 1 assigned, extension port 10 has day/night ringing, all other stations have no ringing.
- Group 2 has no line group number assigned and no extension ports have ringing.

**Feature Reference***C.O. CALLS, ANSWERING**LOOP KEYS**HOLD**TENANT SERVICE***Program Entry**

Ext. port # + \* + first line group # + ring type + \*.

---

## PROGRAM 8 - EXTENSION OPTIONS (2)

(Display shows: STN ASSIGNMENT2)

Assign the following options for each extension:

**[A.] Instrument Type***Identify the type of telephone instrument assigned to each extension.**Note: If Program 13 [D.] is enabled, this option must be set to 2 (SLT-DP) or 3 (SLT-DTMF).**[0=KTS, 1=DISA, 2=SLT-DP, 3=SLT-DTMF]***[B.] SLT Dial Plan Set***Assign a Dial Plan for a single line phone.**[0=Dial Plan 1, 1=Dial Plan 2]***[C.] Internal Page Zone***Assign each extension to an Internal Page Zone. An extension receives all pages made to its assigned zone.**[0=disabled, 1-4=Page Zones 1-4]***[D.] Tenant Group***Assign each extension to a group, if required.**[0=disabled, 1-4=Tenant Groups 1-4]***[E.] Park Group**



## PROGRAM 9

*In the 824 System, assign a Park Group to each extension. Only extensions within the same Park Group can pick up each other's Parked calls. If all CO lines are programmed to display at an extension, this option isn't required for call pick-up for that extension.  
[0=disabled, 1-4=Park Groups 1-4]*

Programs 5 and 8 can both assign the same unused extension port. However, the port will function only for one task on a first-in-first-out basis.

### Conditions:

- When programming 8 [A.] for a DISA port, any keyset connected to the port must first be removed before programming for DISA.
- Telephones can not be installed on ports that are programmed for Unsupervised Conference or DISA.

### Default Value:

[A.] 0 (KTS)

[B.] 1 (Dial Plan 2)

[C.] 1 (Internal Page Zones 1-4)

[D.] 0 (No Tenant Groups)

[E.] 0 (824 System only -No Park Groups)

### Feature Reference

<i>DIRECT INWARD SYSTEM ACCESS</i>	<i>PAGING</i>
<i>DIRECTED CALL PICKUP</i>	<i>SPEED DIAL</i>
<i>LAST NUMBER REDIAL</i>	<i>TENANT SERVICE</i>
<i>MEET-ME CONFERENCE</i>	

### Program Entry

Ext. port # + \* + ABCDE + \*.

---

## PROGRAM 9 - EXECUTIVE CALL FORWARD

(Display shows: EXEC.CALL FWD)

Assign 'executive/secretary' pairs for Executive Call Forward. Up to eight pairs can be formed. All eight executive extensions can be paired with the same secretary extension.

**Conditions:** None

### Default Value:

- 00 (no Executive extension assigned)
- 00 (no Secretary extension assigned)

### Feature Reference

*CALL FORWARDING*

### Program Entry

For first Call Forwarding Pair, enter Executive's ext. + \* + Secretary's ext. + \*.

---

## PROGRAM 10 - DUAL HANDSFREE HOTLINE

(Display shows: DUAL HF HOTLINE)

Assign 'secretary/executive' partnerships for Dual Handsfree Hotline. Up to four such partnerships can be assigned.

**Conditions:** None**Default Value:**

- 00 (no secretary extension assigned)
- 00 (no executive #1 extension assigned)
- 00 (no executive #2 extension assigned)

**Feature Reference***HOTLINE-DUAL HANDSFREE HOTLINE***Program Entry**

Secretary's ext. + \* + Executive #1's ext. + \* + Executive #2's ext. + \*.

---

## PROGRAM 11 - HUNT GROUPS

(Display shows: HUNT GROUPS)

For each Hunt Group [0-4], assign extensions for Group Hunt and Group Hunt Transfer features. Up to 5 Hunt Groups can be formed, with a maximum of 16 extensions per group.

**Conditions:** None**Default Value:** 00 (no Hunt Groups assigned)**Feature Reference***DEPARTMENT STEP CALLING***Program Entry**

Hunt Group # + \* + first ext. port + \* + repeat with next ext. port + \*.

---

## PROGRAM 12 - DOOR CHIME BOX

(Display shows:DOOR CHIME BOX)

Select extensions to receive chime tones from a Door Box and program the ring type for each. Up to ten extensions can receive chimes from both boxes.

*[Ring type - 0=no ring, 1=day ring, 2=night ring,  
3=day and night ring]*

**Conditions:** None

**Default Value:**

- 00 (no extensions assigned to either Door Box)
- 0 (no incoming ring type assigned)

**Feature Reference**

*DOOR BOX*

**Program Entry**

Door Box number [1 or 2] + \* + ext. port # + ring type + \*.

---

**PROGRAM 13 - EXTENSION OPTIONS (3)**

(Display shows: STN ASSIGNMENT3)

Assign the following options for each extension port:

[A.] Confirmation Tone

*[0=enabled, 1=disabled]*

[B.] Do Not Disturb

*[0=disabled, 1=incoming CO calls blocked, 2=CO + ICM calls blocked, 3=CO + ICM calls blocked or CO calls blocked + ICM calls allowed]*

[C.] Alarm Audible

*[0=disabled, 1=enabled]*

[D.] Voice Announce Device Port

*An answering machine with a telephone may be connected to a station port to send a voice message if this is enabled. If enabled, Program 8 [A.] must be set to '2' (SLT-DP) or '3' (SLT-DTMF). [0=disabled, 1=enabled]*

[E.] Terminal Connection

*'No Connection' will allow the system to send a reorder tone when calling an uninstalled station. 'Connection' tells the system a station is installed. When removing a station from the system, reset this option to '0' to allow callers to hear a reorder tone instead of ring-no-answer. [0=not connected, 1=connected]*

**Conditions:** None

**Default Value:**

[A.] 0 (Confirmation Tone enabled)

[B.] 0 (Do Not Disturb disabled)

[C.] 0 (Alarm Audible disabled)

[D.] 0 (Voice Announce Device Port disabled)

[E.] 1 (Terminal Connection connected if a phone is installed; with no phone installed, the default is '0')

**Feature Reference**

*CALL FORWARDING*

*DO NOT DISTURB*

CONFIRMATION TONE  
DIRECT INWARD SYSTEM ACCESS

EXTERNAL ALERTING DEVICES

### Program Entry

Ext port # + \* + ABCDE + \*.

## PROGRAM 14 - FLEXIBLE STATION NUMBERING

(Display shows: FLEX.STA.#ING)

Assign an extension number to a specific port. In the programming display, the port number displays first, followed by the extension number.

On the 824 System, you can also use this program to change the assigned range of 3-digit extensions if the customer wants a different range of extension numbers. When the system is initialized, the system is set in the 2-digit mode. The assigned extension numbers in the 2-digit mode are from 10 to 33. The available range is 10 - 79 in the 2-digit mode and 110 - 799 in the three-digit mode.

### Conditions:

If a port number for an extension is changed, you must make sure that no other extension is using the port.

### Default Value:

- Extension numbers match telephone port numbers
- 002 (2-digit extension numbers) - only available on the 824 System

### Feature Reference

FLEXIBLE STATION NUMBERING    SPEED DIAL

### Program Entry

Number Plan Change: \* + 002 or 003 + \*.

Port Number Change: Port # + \* + Ext. # + \*.

## PROGRAM 15 - SYSTEM OPTIONS (1)

(Display shows: SYS ASSIGNMENT1)

Use this option to assign the following options:

### [A.] Flexible Line Appearance

*On the 824 System, this allows an incoming line group to shift appearance so that the lowest numbered line in the group appears under CO key 1 (regardless of the number), and the rest follow on keys 2, 3, 4, etc. [0=disabled, 1=enabled]*

### [B.] Night Transfer

*[0=extension 10 enables for all Tenants, 1=any extension within a Tenant group can enable for its*

*primary incoming group]*

**[C.] Automatic Line Access**

*Choose if an extension user should access an outgoing line without pressing a line key or dialing a two digit line number. A single-digit code automatically accesses an outgoing outside line.*

*[0=disabled, 1=press SPK + queue group number, 2=dial 0 from on-hook condition, 3=press SPK + queue group number + 0 from on-hook condition]*

**[D.] Exclusive Hold**

*[0=disabled, 1=enabled]*

**[E.] Single Step Access**

*Designate if an extension user can obtain an outside or ICM dial tone in a single step, without lifting the handset or pressing the SPK key.*

*[0=disabled, 1=enabled]*

**Conditions:**

When using the Flexible Line Appearance on the 824 System (not available on the 308 System), the following conditions apply:

- Program 6 and Program 7 [B] entries are ignored
- Common Use Lines and Recalling Line Preference features are unavailable
- Call Forwarding can only be used if the forwarding and receiving extension ports have access to the same line group

**Default Value:**

[A.] 0 (Flexible Line Appearance disabled)

[B.] 0 (All Tenant Night Transfer)

[C.] 0 (Automatic Line Access disabled)

[D.] 1 (Exclusive Hold enabled)

[E.] 0 (Single Step Access disabled)

**Feature Reference**

*C.O. CALLS, ANSWERING*

*NIGHT ANSWERING*

*C.O. CALLS, PLACING*

*PBX/CENTREX COMPATIBILITY*

*HOLD*

*TENANT SERVICE*

**Program Entry**

ABCDE + \*.

---

**PROGRAM 16 - SYSTEM OPTIONS (2)**

(Display shows: SYS ASSIGNMENT2)

This program selects the following functions for the system:

**[A.] Ringing Line Preference**

*[0=disabled, 1=all incoming calls to Group 1 + ringing incoming calls to Group 2, 2=incoming ringing calls to Group 1 + Group 2]*

- [B.] Recalling Line Preference  
*[0=disabled, 1=enabled]*
- [C.] Allow SLT's to Pick Up Lines on Hold  
*[0=can not seize CO line on Hold, 1=can seize CO line on Hold]*
- [D.] Add-On Conference Setup Mode  
*[0=add one by one, 1=add 5 parties at once]*
- [E.] Multi-Line Conference  
*[0=disabled, 1=enabled]*

**Conditions:** None

**Default Value:**

- [A.] 0 (Ringing Line Preference disabled)  
 [B.] 0 (Recalling Line Preference disabled)  
 [C.] 0 (SLT can't seize CO line on Hold)  
 [D.] 0 (Add-On Conference increases one by one)  
 [E.] 0 (Multi-Line Conference disabled)

**Feature Reference**

*C.O. CALLS, ANSWERING*  
*C.O. CALLS, PLACING*  
*CONFERENCE*  
*HOLD*  
*TRANSFER*

*LOOP KEYS*  
*RECALLING LINE PREFERENCE*  
*RINGING LINE PREFERENCE*  
*TANDEM CALLS/TRUNKING*

**Program Entry**

ABCDE + \*.

**PROGRAM 17 - SYSTEM OPTIONS (3)**

(Display shows: SYS ASSIGNMENT3)

Select the following options for the system:

- [A.] Dial Pulse Sender Speed  
*[0=10 PPS, 1=20 PPS]*
- [B.] Make/Break Ratio  
*[0=33%, 1=39%]*
- [C.] DTMF Duration  
*[0=high speed (80 ms On-80 ms Off), 1=mid speed (100 ms On-100 ms Off), 2=low speed (150 ms On-150 ms Off)]*
- [D.] Storage Quantity of Speed Dial  
*[0=100 (numbers range from 00-99), 1=200 (numbers range from 000-199)]*
- [E.] Existence of Attendant for DISA  
*[0=none, 1=day mode, 2=night mode, 3=day + night mode]*

**Conditions:** None

## PROGRAM 18

### Default Value:

- [A.] 0 (Dial Pulse Sender Speed at 10 PPS)
- [B.] 1 (308 System=39%) / 0 (824 System=33%)  
(Make/Break Ratio)
- [C.] 0 (DTMF Duration at high-speed)
- [D.] 0 (Storage Quantity of Speed Dial Numbers at 100)
- [E.] 0 (No Attendant for DISA)

### Feature Reference

*DP AND DTMF COMPATIBILITY*

### Program Entry

ABCDE + \*.

---

## PROGRAM 18 - SYSTEM OPTIONS (4)

(Display shows: SYS ASSIGNMENT4)

This program selects the following options for the system:

- [A.] Three Minute Warning Tone  
*[0=disabled, 1=enabled]*
- [B.] Not Used  
*[Not used. Must be entered as "0"]*
- [C.] Speed Dialing Restriction  
*[0=not restricted, 1=restricted]*
- [D.] Handset Receiver Volume  
*[0=reset after conversation, 1=keep current volume]*
- [E.] Time Indication  
*[0=12 hour mode, 1=24 hour mode]*

**Conditions:** None

### Default Value:

- [A.] 0 (Three Minute Warning Tone disabled)
- [B.] 0 (Not used-must be entered as '0')
- [C.] 0 (No Speed Dialing Restriction)
- [D.] 0 (Handset Receiver Volume resets after conversation)
- [E.] 0 (Time Indication set to 12H mode)

### Feature Reference

*SPEED DIAL*

*WARNING TONE*

*TIME AND DATE SETTING*

### Program Entry

ABCDE + \*.

---

## PROGRAM 19 - SYSTEM OPTIONS (5)

(Display shows: SYS ASSIGNMENT5)

Use this program to select the following system options:

## [A.] All Call to External Zone

*Program whether the All Call Page will include one or both of the External Page Zones.  
[0=disabled, 1=speaker 1, 2=speaker 2, 3=speaker 1 + 2] (The 308 System does not use option 2 or 3)*

## [B.] Intercom Signaling

*[0=voice call, 1=forced ring signal]*

## [C.] Microphone ON/OFF

*[0=on, 1=off]*

## [D.] Room Monitor

*[0=disabled, 1=enabled]*

**Conditions:** None

**Default Value:**

[A.] 1 (All Call to External Zone to speaker 1)

[B.] 0 (Intercom Voice Call)

[C.] 0 (Microphone On)

[D.] 0 (Room Monitor disabled)

[E.] 0 (Not Used-must be set to '0')

**Feature Reference**

*INTERCOM*

*PAGING*

*MEET-ME CONFERENCE*

*ROOM MONITOR*

*MICROPHONE MUTE*

**Program Entry**

ABCDE + \*.

**PROGRAM 20 - SYSTEM OPTIONS (6)**

(Display shows: SYS ASSIGNMENT6)

This program selects the following system options:

## [A.] Door Chime Tone Duration

*[0=2 times, 1=30 seconds]*

## [B.] Paging Splash Tone

*Choose whether a double beep precedes Pages.  
[0=disabled, 1=enabled]*

## [C.] Door Alert Tone

*A Door Alert Tone is a splash tone that broadcasts over the speaker of the Door Box when it's called.  
[0=disabled, 1=enabled]*

## [D.] Automatic Line Access Code for SLT

*[0=off-hook + dial 0, 1=off-hook + dial 9]*

## [E.] Existence of Door Chime Box

*[0=none, 1=Door Box 1 enabled, 2=Door Box 2 enabled, 3=Door Box 1 + 2 enabled]*

**Conditions:** None



## PROGRAM 21

### Default Value:

- [A.] 0 (Door Chime Tone Duration set to 2 times)
- [B.] 1 (Paging Splash Tone enabled)
- [C.] 0 (Door Alert Tone disabled)
- [D.] 1 (Automatic Line Access Code for SLT set to off-hook and dial 9)
- [E.] 0 (No Door Box)

### Feature Reference

C.O. CALLS, PLACING

PAGING

DOOR BOX

SYSTEM TIMERS

MEET-ME CONFERENCE

### Program Entry

ABCDE + \*.

---

## PROGRAM 21 - EXCLUSIVE HOLD TIMERS

(Display shows: EXC.HOLD TIMERS)

Set the timer for Exclusive Hold Timers. The options available to program are:

- [1.] Recall Start Time

*This option is programmed in 10 second intervals.  
[001 - 255=10 - 2550 seconds]*

- [2.] Recall Signal Duration Time

*This option is programmed in 1 second intervals.  
[001 - 255=1 - 255 seconds]*

**Conditions:** Program 15 [D.] must be enabled.

### Default Value:

- [1.] 003 (30 seconds)
- [2.] 006 (6 seconds)

### Feature Reference

HOLD

SYSTEM TIMERS

### Program Entry

Recall Start Time: 1 + \* + Timer value + \*.

Recall Signal Duration Time: 2 + \* + Timer value + \*.

---

## PROGRAM 22 - SYSTEM HOLD TIMERS

(Display shows: SYS.HOLD TIMERS)

Use this program to set the following System Hold timers:

- [1.] Recall Timer

*[001 - 255=10 - 2550 seconds]*

- [2.] Duration Timer

*[001 - 255 = 1 - 255 seconds]*

The Recall Timer selects the interval of time a call stays on

System Hold before it recalls (re-rings) the extension that placed it on Hold. This timer is set in 10 second intervals.

The Duration Timer determines how long the System Hold Recall signal lasts. The timer is set in 1 second intervals.

**Conditions:** When Attendant Revert is used (Program 29), in order for the extension to be recalled prior to reverting to the operator, set the Recall Timer to a value less than the timer in Program 29.

**Default Value:**

[1.] 006 (Recall Timer set to 60 seconds)

[2.] 005 (Duration Timer set to 5 seconds)

**Feature Reference**

*HOLD*

*SYSTEM TIMERS*

**Program Entry**

Recall Timer: 1 + \* + Timer value + \*.

Duration Timer: 2 + \* + Timer value + \*.

## PROGRAM 23 - UNSCREENED TRANSFER RECALL

(Display shows: UNANN.XFER TIMER)

This program determines how long an Unscreened Transfer rings the receiving extensions before recalling the transferring extension. The timer is set in multiples of 10 seconds.

*[000=disabled, 001 - 255=10 - 2550 seconds]*

- Conditions:**
- When this program is set to “000”, an extension user can not transfer a call unless the receiving extension lifts their handset or presses SPK.
  - This timer must be a higher value than what is entered in Program 28.

**Default Value:** 002 [20 seconds)

**Feature Reference**

*SYSTEM TIMERS*

*TRANSFER*

**Program Entry**

Timer value + \*.

## PROGRAM 24 - SCREENED TRANSFER RECALL

(Display shows: ANN'D XFER TIMER)

The program determines how long an Announced Transfer stays on Hold before recalling the transferring extension.

## PROGRAM 25

The timer is set in 10 second intervals.

*[000=disabled, 001 - 255=10 - 2550 seconds]*

**Conditions:** None

**Default Value:** 006 (60 seconds)

### Feature Reference

*SYSTEM TIMERS*

*TRANSFER*

### Program Entry

Timer value + \*.

---

## PROGRAM 25 - CALL DURATION TIMER

(Display shows: CALL DUR. START)

Enable or disable the Call Duration Timer feature. If enabled, the Call Duration Timer can be programmed to start from 1 to 180 seconds after a line is accessed.

*[000=disabled, 001 - 180=1 - 180 seconds]*

**Conditions:** None

**Default Value:** 015 seconds

### Feature Reference

*SYSTEM TIMERS*

### Program Entry

Timer value + \*.

---

## PROGRAM 26 - FLASH TIMER

(Display shows: FLASH TIMER)

Use this program to set the duration of the open loop flash used for the Flash feature. One duration is available for CO lines and another for PBX/Centrex lines. A flash duration can range from 10 to 2500 ms [10 ms intervals).

*[000=not assigned, 001 - 250=10 - 2500 ms]*

**Conditions:** None

### Default Value:

[1.] 150 (1.5 seconds for CO lines)

[2.] 070 (700 msec for PBX/Centrex lines)

### Feature Reference

*FLASH*

*PBX/CENTREX COMPATIBILITY*

### Program Entry

CO Line: 1 + \* + Timer value + \*.

PBX/Centrex Line: 2 + \* + Timer value + \*.

---

## PROGRAM 27 - SMDR TIMER

(Display shows: SMDR TIMERS)

This program sets two SMDR timers:

[1.] Call Duration Timer

*[00=starts immediately, 01 - 60=1 - 60 seconds]*

[2.] Call Start Timer

*[00=starts immediately, 01 - 60=1 - 60 seconds]*

The Call Duration Timer selects the minimum number of seconds (00-60) a call must last in order for it to be recorded on the SMDR printout.

The Call Start Timer selects the number of seconds (00-60) which pass before SMDR starts timing a call.

**Conditions:** None

**Default Value:**

[1.] 00 (Call Duration Timer starts immediately)

[2.] 10 seconds (Call Start Timer)

**Feature Reference**

SMDR

SYSTEM TIMERS

**Program Entry**

Timer value for [1.] + \* + Timer value for [2.] + \*.

---

## PROGRAM 28 - CALL FORWARD TRANSFER TIMER

(Display shows: DELAY RING TIMER)

Program how long a call rings before transferring to another extension (Call Forward/Extension Hunting when unanswered). The timer can be set from 1 - 255 seconds.

*[000=disabled, 001 - 255=1 - 255 seconds]*

**Conditions:** This timer must be a lower value than what is entered in Program 23.

**Default Value:** 015 seconds

**Feature Reference**

CALL FORWARDING

SYSTEM TIMERS

**Program Entry**

Timer value + \*.

---

## PROGRAM 29 - ATTENDANT REVERTING

(Display shows: ATT.REVERT TIMER)

Program the Attendant Revert Timer. A call left on Hold

### PROGRAM 30

longer than the programmed time re-rings the attendant telephone (station #10 or operator for each tenant).

[000=disabled, 001 - 255=1 - 255 seconds]

**Conditions:** When Attendant Revert is used, in order for the extension to be recalled prior to reverting to the operator, set the Recall Timer in Program 22 to a value less than the Attendant Revert timer.

**Default Value:** 000 (disabled)

#### Feature Reference

HOLD

SYSTEM TIMERS

TRANSFER

#### Program Entry

Timer value + \*.

---

## PROGRAM 30 - VOICE MESSAGE TIMER

(Display shows: ANN.TIMERS)

Use this program to assign a timer for voice message features. With DISA, voice messages are sent when:

- Voice message transmission port is not answered automatically after ringing
- Voice message transmission port is not on-hook after answering automatically

When this setting time is exceeded, dial tone is heard (wait for a DTMF dial condition).

[000=disabled, 001 - 255=1 - 255 seconds]

**Conditions:** None

#### Default Value:

[1.] 030 seconds (Automatic Answering Timer)

[2.] 030 seconds (Dial Tone Sent Timer)

#### Feature Reference

DIRECT INWARD SYSTEM ACCESS

SYSTEM TIMERS

#### Program Entry

Automatic Answering Timer: 1 + \* + Timer value + \*.

Dial Tone Sent Timer: 2 + \* + Timer value + \*.

---

## PROGRAM 31 - LINE TO LINE CUT-OFF TIMER

(Display shows: LN.TO LN.TIMERS)

This program assigns a timer for Line-to-Line conversation cut off.

- [1.] On setting up the Line-to-Line operation, if a user forgets to dial '#' when the timer elapses, the lines drop.
- [2.] On the Line-to-Line operation, when a conversation is finished and on-hook, if that user does not dial '# #', the Line-to-Line condition continues.

*[000=disabled, 001 - 255=1 - 255 seconds]*

**Conditions:** Do not allow Unsupervised Conference/  
Tandem Trunking if the telco won't provide  
loop supervision.

**Default Value:**

- [1.] 030 seconds (Path Connection Waiting Timer)
- [2.] 003 minutes (308 System) / 030 minutes (824 System)  
(Warning Tone Timer for Conversation Cut-off)

**Feature Reference**

*DIRECT INWARD SYSTEM ACCESS    SYSTEM TIMERS*

**Program Entry**

Path Connection Waiting Timer: 1 + \* + Timer value + \*.

Warning Tone Timer: 2 + \* + Timer value + \*.

## PROGRAM 32 - DTMF RECEIVER RELEASE TIMER

(Display shows: PB REC.REL.TIMER)

Program the release time of the DTMF receiver for a SLT.

*[000=disabled, 001 - 255=1 - 255 seconds]*

**Conditions:** None

**Default Value:** 010 seconds

**Feature Reference**

*SYSTEM TIMERS*

**Program Entry**

Timer Value + \*.

## PROGRAM 33 - LAST NUMBER REDIAL/ REPEAT DIAL TIMER

(Display shows: LINE DROP TIMER)

Program the interval time between line seizure and dialing  
when using Last Number Redial and Repeat Dial.

*[000=disabled, 001 = 010=1 - 10 seconds]*

**Conditions:** None

**Default Value:** 003 seconds

**Feature Reference**

LAST NUMBER REDIAL

REPEAT DIAL

**Program Entry**

Timer value + \*.

**PROGRAM 34 - REPEAT DIAL**

(Display shows: REP.DIAL TIMERS)

Set the options for the Repeat Dial feature. The options available to program are:

- [1.] Waiting Time Between Recall  
[000=no function, 001 - 255 seconds]
- [2.] Calling Time  
[000=no function, 001 - 255 seconds]
- [3.] Number of Times Redialed  
[001 - 255 times]

**Conditions:** None**Default Value:**

- [1.] 180 (180 seconds)
- [2.] 030 (30 seconds)
- [3.] 010 (10 times)  
[001 - 255=1 - 255 times]

**Feature Reference**

REPEAT DIAL

**Program Entry**

Enter option number (1, 2 or 3) + \* + the option's value + \*.

**PROGRAM 35 - CLASS OF SERVICE**

(Display shows: CLASS OF SERVICE)

Use this program to assign each of the three modes (day, night, Dial Block) one of the six available Classes of Service (COS) to each extension port. The levels range from 0-5.

Class of Service Level	Level Restrictions
COS 0	No Restrictions
COS 1	Restricted by Program 40 [4 codes-4 digits long]. Allows calls matching PBX extension and Common Unrestricted Codes (Program 39)
COS 2	Restricted by Program 41 [8 codes-2 digits long]. Allows Permitted Codes (Program 36), PBX extension calls + Common Unrestricted Codes (Program 39)

Class of Service Level	Level Restrictions
COS 3	Restricted by Program 37 and Program 41 [8 codes-2 digits long]. Allows PBX extension calls + Common Unrestricted Codes (Program 39)
COS 4	Restricts all outgoing calls. Allows PBX extension calls + Common Unrestricted Codes (Program 39)
COS 5	Restricted to Intercom calls only

*[0-5=Class of Service 0-5]*

**Conditions:** For COS 1-4, to allow 911 calls, Program 39 must have 911 entered as an Common Unrestricted Code.

**Default Value:**

[A.] 0 (Day Mode COS - no restrictions)

[B.] 0 (Night Mode COS - no restrictions)

[C.] 5 (Dial Block COS - restricted to Intercom calls only)

**Feature Reference**

*TOLL RESTRICTION*

**Program Entry**

Ext. Port + \* + ABC + \*.

---

## PROGRAM 36 - PERMITTED CODES

(Display shows: PERMITTED CODES)

This option programs up to 12 Permitted Codes [01 - 12]. A Permitted Code can contain up to the first 8 digits of a telephone number. If, within these 8 digits, it doesn't matter which number a user dials, use 'DC' key as a 'Don't Care' digit. Any number entered in this program will allow an extension user with the Class of Service of '2' to dial the digits entered as a Permitted Code. For example, if 1 2 0 3 DC DC DC DC is entered as a Permitted Code, an extension user with the COS of 2 can dial any number within the 203 area code.

**Conditions:**

- Do not enter 'DC' as the first digit. This will allow any number to be dialed.
- This program applies **only** to COS 2.

**Default Value:** No codes programmed.

**Feature Reference**

*TOLL RESTRICTION*

**Program Entry**

Permitted Code # (01-12) + \* + Up to 8 digits + \*.



---

## PROGRAM 37 - COS 3, ALLOWED NUMBER OF DIALED DIGITS

(Display shows: DIGIT LIMIT COS3)

Use this program to enable or disable the Allowed Number of Dialed Digits feature. If enabled, the number of digits that can be dialed per call ranges from 1 to 30.

*[00=disabled, 01 - 30=1 - 30 digit limit]*

**Conditions:** This program applies **only** to COS 3.

**Default Value:** 00 (no limit)

### Feature Reference

*TOLL RESTRICTION*

### Program Entry

Enter value + \*.

---

## PROGRAM 38 - PBX/CENTREX ACCESS CODES

(Display shows: PBX ACCESS CODES)

This program selects up to four different PBX/Centrex Access Codes, numbered 1 - 4. A PBX/Centrex Access Code can be a maximum of two digits long.

**Conditions:** Do not enter 'DC' as the first digit. This will allow any number to be dialed.

**Default Value:** No codes programmed

### Feature Reference

*PBX/CENTREX COMPATIBILITY*      *TOLL RESTRICTION*

### Program Entry

Access Code Number (1-4) + \* + 2-digit value + \*.

---

## PROGRAM 39 - COMMON UNRESTRICTED CODES

(Display shows: COMM.UNRESTRICT)

This program selects up to four Common Unrestricted Codes, numbered 1-4. A Common Unrestricted Code can be a maximum of four digits. Any number entered in this program will allow an extension user with the Class of Service of '1', '2', '3', or '4' to dial the digits entered as an Unrestricted Code. For example, if 4 1 1 is entered as an Unrestricted Code, an extension user with the COS of 1, 2, 3, or 4 can dial the number 411.

**Conditions:** For COS 1-4, to allow 411 calls, 411 must be entered as a Common Unrestricted Code.

**Default Value:** First entry allows 911 calls for COS 1-4.

### Feature Reference

*TOLL RESTRICTION*

### Program Entry

Common Unrestricted Code (1-4) + \* + 4-digit value + \*.

## PROGRAM 40 - COS 1, RESTRICTED CODES

(Display shows: RESTR. CODES B)

This program selects up to four Restricted Codes for Class of Service #1. A Restricted Code can be a maximum of four digits in length. Any number entered in this program will prevent an extension user with the Class of Service of '1' from dialing the digits entered as a Restricted Code. For example, if 1 9 0 0 is entered as a Restricted Code, an extension user with the COS of 1 will not be able to dial any telephone numbers beginning with 1-900.

- Conditions:**
- Do not enter 'DC' as the first digit. This will allow any number to be dialed.
  - This program applies **only** to COS 1.

**Default Value:** No codes programmed

### Feature Reference

*TOLL RESTRICTION*

### Program Entry

Restricted Code # (1-4) + \* + 4-digit Restricted Code + \*.

## PROGRAM 41 - COS 2 + 3, RESTRICTED CODES

(Display shows: RESTR. CODES D2)

Use this program to select up to eight Restricted Codes for Class of Service #2 and #3. A Restricted Code can be up to two digits in length. Any number entered in this program will prevent an extension user with the Class of Service of '2' or '3' from dialing the digits entered as a Restricted Code.

- Conditions:**
- Do not enter 'DC' as the first digit. This will allow any number to be dialed.
  - This program applies **only** to COS 2 and 3.

**Default Value:** No codes programmed

### Feature Reference

*TOLL RESTRICTION*

### Program Entry

Restricted Code Number (1-8) + \* + 2-digit Restricted Code + \*.

---

## PROGRAM 42 - WALKING COS SECURITY CODE

(Display shows: UNREST.SEC.CODES)

This program creates Walking Class of Service Security Codes. Up to thirty security codes can be created. The security codes are identified by the numbers 01 - 30. Each code must be four digits in length.

**Conditions:** None

**Default Value:** No codes programmed

### Feature Reference

*WALKING CLASS OF SERVICE*

### Program Entry

Security Code # (01-30) + \* + 4-digit Security Code + \*.

---

## PROGRAM 43 - COS ASSIGNMENT ON SECURITY CODE

(Display shows: UNREST.CLASS)

This program assigns a Class of Service to each Walking COS Security Code.

**Conditions:** None

**Default Value:** 0 (no restrictions)

### Feature Reference

*WALKING CLASS OF SERVICE*

### Program Entry

Security Code # (01-30) + \* + COS (0-5) + \*.

---

## PROGRAM 44 - EXTERNAL ALARM SENSOR

(Display shows: ALARM SENSOR)

This program selects normally open or normally closed contacts for each Alarm input.

*[Alarm: 0=not installed, 1=installed.*

*Alarm Trigger Condition-Internal Power:*

*0=normally closed loop, 1=normally open loop.*

*Alarm Trigger Condition-External Power:*

*0=normally open loop, 1=normally closed loop]*

**Conditions:** The 308 System has only one Alarm.

### Default Value:

[A.] 0 (Alarms not installed)

[B.] 0 (Trigger Condition: With internal power-normally closed; With external power-normally open)

**Feature Reference***EXTERNAL ALERTING DEVICES***Program Entry**

Enter 1 (Alarm 1) or 2 (Alarm 2) + \* + AB + \*.

---

**PROGRAM 45 - INTERCOM LINK INCREASE**

(Display shows: ICM LINK INCR.)

Enable or disable Intercom Link Increase. If enabled, it allows unused line circuits to be used as Intercom links, providing increased Intercom calling capabilities. For example, if only five lines in an 8-line system are being utilized, then the three unused line circuits can be used as Intercom links. This increases the number of Intercom links from six (the standard for an 8-line system) to nine.

*{00=not assigned, 01-system maximum minus  
1=last line number used}*

**Conditions:**

- **After programming this option, the system automatically resets to activate this programming.** All calls in progress will be dropped.
- An Expansion PCB must be installed to support the line circuit being used as a new ICM link.
- All CO lines above the line # entered in this program are reset to '0' in Program 1. To reactivate those circuits as CO lines, all Program 1 values (A-E) must be reentered.

**Default Value:** 00 (not assigned)**Feature Reference***INTERCOM***Program Entry**

Enter last line # used + \*.

---

**PROGRAM 46 - DISA SECURITY CODES**

(Display shows: DISA SEC.CODES)

This program creates DISA Security Codes. A maximum of eight security codes can be created. The security codes [1-8] are up to a maximum of four digits in length. To erase a code previously entered, press the FTR key.

**Conditions:** None**Default Value:** No codes programmed**Feature Reference***DIRECT INWARD SYSTEM ACCESS*

**Program Entry**

Security Code # [1-8] + \* + Security Code [4 digits maximum] + \*.

---

**PROGRAM 47 - DISA SECURITY CODE EXT.**

(Display shows: DISA SEC.CODE ST)

Use this program to assign an extension port number to a DISA Security Code for the SMDR.

**Conditions:** None

**Default Value:** Extension port 10 assigned to all security code numbers

**Feature Reference**

*DIRECT INWARD SYSTEM ACCESS*

**Program Entry**

DISA Security Code (1-8) + \* + Ext. Port # + \*.

---

**PROGRAM 48 - DISA CLASS OF SERVICE**

(Display shows: DISA COS)

This program assigns a Class of Service level [0-5] to a DISA Security Code.

**Conditions:** None

**Default Value:** COS 0 (no restrictions)

**Feature Reference**

*DIRECT INWARD SYSTEM ACCESS*

**Program Entry**

DISA Security Code (1-8) + \* + COS (0-5) + \*.

---

**PROGRAM 49 - EXTERNAL ZONE  
BGM/ALARM**

(Display shows: EXT.ZONE BGM/ALM)

Use this program to assign Background Music and/or alarm signals to an external page zone.

*[0=disabled, 1=enabled]*

**Conditions:**

The order of priority is:

- Alarm 1
- Alarm 2
- Paging
- CO line incoming tone
- BGM

The 308 System does not have BGM and uses only one External Speaker (options A and C are not used).

**Default Value:**

- [A.] 0 (BGM disabled)
- [B.] 0 (Alarm 1 disabled)
- [C.] 0 (Alarm 2 disabled)

**Feature Reference**

*BACKGROUND MUSIC*                      *PAGING*  
*EXTERNAL ALERTING DEVICES*

**Program Entry**

External Speaker Zone # (1 or 2) + \* + ABC + \*.

## PROGRAM 50 - EXTERNAL ZONE LINE AUDIBLE

(Display shows: EXT.ZONE LN/AUD)

Assign incoming CO audible to an external page zone.

*[(A.) Line Group: 00=no ringing, 01 - 30=Group 01 - Group 30. (B.) Incoming Ring Mode: 0=no ringing, 1=day ring, 2=night ring, 3=day + night ring]*

**Conditions:** The 308 System has only one External Speaker.

**Default Value:**

- [A.] 00 (Line Group-no ringing)
- [B.] 0 (Incoming Call-no ringing)

**Feature Reference**

*C.O. CALLS, ANSWERING*                      *PAGING*  
*NIGHT ANSWER*

**Program Entry**

External Speaker # (1 or 2) + \* + AB + \*.

## PROGRAM 51 - ATTENDANT EXTENSION FOR DISA

(Display shows: A.A. DIVERT STA.)

Use this program to assign an attendant extension port number for DISA.

**Conditions:** None

**Default Value:** Extension 10

**Feature Reference**

*DIRECT INWARD SYSTEM ACCESS*

**Program Entry**

Ext. Port # + \*.

---

## PROGRAM 52 - TENANT OPTIONS

(Display shows: TENANT OPTION)

This program assigns the following features for Tenant Groups.

- [1.] Intercom call  
    *[0=enabled, 1=disabled]*
- [2.] Internal Paging  
    *[0=enabled, 1=disabled]*
- [3.] Common Speed Dial  
    *[0=common use, 1=assigned Speed Dial]*
- [4.] Transfer to attendant  
    *[0=system, 1=each tenant group]*

**Conditions:** None

**Default Value:**

- [1.] 0 (Intercom call enabled)
- [2.] 0 (Internal Paging enabled)
- [3.] 0 (Common Abbreviated Dial common use)
- [4.] 0 (Transfer to system attendant)

**Feature Reference**

*INTERCOM*

*TENANT SERVICE*

**Program Entry**

Option # to program [1-4] + \* + value + \*.

---

## PROGRAM 53 - TENANT SPEED DIAL

(Display shows: TENANT ABBR.DIAL)

Divide the Speed Dial numbers between each tenant group.

**Conditions:** None

**Default Value:** Speed Dial numbers 00-99 assigned to all Tenant Groups.

**Feature Reference**

*TENANT SERVICE*

**Program Entry**

Tenant Group # (01-04) + \* + first Speed Dial # + \* + last Speed Dial # + \*.

---

## PROGRAM 54 - TENANT ATTENDANT

(Display shows: TENANT ATT.ASSIG)

Use this program to assign the attendant's extension for each tenant group.

**Conditions:** None

**Default Value:** 00 (no extension assigned)

**Feature Reference***TENANT SERVICE***Program Entry**

For Tenant Group 01, enter the Attendant's Ext. Port + \* + repeat for Tenant Groups 02, 03 and 04.

**PROGRAM 55 - PARK KEY ASSIGNMENT**(Display shows: **PARK HD LN.ASSIG**)

Assign line keys to be used as Park keys for each Park group. This option is not available on the 308 System.

**Conditions:** None**Default Value:**

00 (first Park key not assigned)

00 (last Park key not assigned)

**Feature Reference***CALL PARKING***Program Entry**

Park Group # (01-04) + \* + first line key # + \* + last line key # + \*.

**PROGRAM 56 - RELAY ASSIGNMENT**(Display shows: **RELAY ASSIGN**)

Use this program to select a mode for the option relay.

*[0=not assigned, 1=Door Box 1, 2=Door Box 2,  
3=external MOH, 4=BGM]*

**Conditions:** BGM is only available on the 824 System.**Default Value:** 0 (not assigned)**Feature Reference***BACKGROUND MUSIC**MUSIC ON HOLD**DOOR BOX***Program Entry**

Relay # (1-2) + \* + option # + \*.

**PROGRAM 57 - SMDR OPTIONS (1)**(Display shows: **SMDR ASSIGNMENT1**)

Use this program to select the following SMDR options:

[A.] Dial Digits (printout condition)

*[0=every time, 1=equal to or greater than the # of  
digits assigned in Program 59]*

[B.] Outgoing/Incoming Transfer

*[0=printed, 1=not printed]*



## PROGRAM 58

- [C.] No Answer  
*[0=printed, 1=not printed]*
- [D.] KTS (Keyset) Account Code  
*[0=input enabled, 1=input forced before dial,  
2=input disabled]*
- [E.] Incoming Call  
*[0=printed every time, 1=printed when account  
code entered]*

**Conditions:** None

**Default Value:**

- [A.] 0 (Dial Digits printed every time)
- [B.] 0 (Outgoing/Incoming Transfer printed)
- [C.] 0 (No Answer printed)
- [D.] 0 (KTS (Keyset) Account Code input enabled)
- [E.] 0 (Incoming Call printed every time)

**Feature Reference**

ACCOUNT CODE CAPABILITY      SMDR

**Program Entry**

ABCDE + \*.

---

## PROGRAM 58 - SMDR OPTIONS (2)

(Display shows: SMDR ASSIGNMENT2)

Use this program to select the following SMDR options:

- [A.] Print Barred Outgoing Calls  
*[0=printed, 1=not printed]*
- [B.] Allow SLT Account Code  
*[0=input enabled, 1=input disabled]*
- [C.] Print Dialed Number  
*[0=printed, 1=not printed]*
- [D.] Caller I.D. Printout  
*[0=not printed, 1=telephone number printed,  
2=name printed, 3=name printed if programmed,  
otherwise telephone number printed]*
- [E.] Masking Digit  
*[0=disabled, 1-9=number of digits from the end of  
the number to be masked (replaced by an "X")]*

**Conditions:** None

**Default Value:**

- [A.] 0 (Barred outgoing printed)
- [B.] 0 (SLT Account Code input enabled)
- [C.] 0 (Dialed Number printed)
- [D.] 0 (Caller I.D. not printed)

[E.] 0 (Masking Digit)

### Feature Reference

ACCOUNT CODE CAPABILITY SMDR

### Program Entry

ABCDE + \*.

## PROGRAM 59 - SMDR PRINTOUT DIGIT

(Display shows: SMDR PRINT DIGIT)

Assign Dial Digits which are printed on the SMDR reports.  
Program 57 [A.] must be enabled for this option.

**Conditions:** None

**Default Value:** 08

### Feature Reference

SMDR

### Program Entry

Enter Dial Digits (01-24) + \*.

## PROGRAM 60 - LOOP DISCONNECT DETECTION TIMER

(Display shows: LOOP DISCONNECT)

Use this timer to detect open loop (disconnect) from telco.

*[000=not detected, 001 - 050=20 - 1000 ms (20  
ms steps)]*

**Conditions:** None

**Default Value:** 025 (308 System) or 030 (824 System)

### Feature Reference

C.O. CALLS, ANSWERING SYSTEM TIMERS

C.O. CALLS, PLACING

### Program Entry

Timer Value + \*.

## PROGRAM 61 - EXTENSION OPTIONS (4)

(Display shows:STN ASSIGNMENT4)

Assign the following options for each extension:

[A.] Message Edit Mode

*Indicate which series of phones you have that will  
be used in the Name/Message Storing feature*

*[0=The Dial Pad "1" key has Q\_Z printed above it,*

*1=The Dial Pad "1" key has no letters indicated]*

[B.] Caller ID Indication

## PROGRAM 64

*Choose whether the station displays the Caller ID data [0=not displayed, 1=displayed].*

[C.] Edit Caller ID Table

*Enable or disable the ability to edit the Caller ID table [0=disabled, 1=enabled]. This must be enabled for an extension to see the Temporary Memory display.*

[D.] SMDR Prints Outgoing Information

*Program whether an extension's outgoing calls should print on the SMDR printout [0=printed out, 1=not printed out].*

[E.] Door Box Restricted

*Enable or disable an extension's ability to receive or place calls to the Door Boxes [0=enable, 1=disable].*

**Conditions:** None

**Default Value:**

[A.] 0 (Message Edit Mode: The dial pad "1" key has Q\_Z)

[B.] 1 (Caller ID displayed)

[C.] 1 (Ability to edit Caller ID Table enabled)

[D.] 0 (SMDR prints outgoing information)

[E.] 0 (Door Box calls enabled at all extensions)

**Feature Reference**

*CALLER ID*

*NAME/MESSAGE STORING*

*DOOR BOX*

*SMDR*

**Program Entry**

Extension Port [10-33] + \* + ABCDE + \*.

---

## PROGRAM 64 - SYSTEM OPTIONS (7)

(Display shows: SYS ASSIGNMENT7)

This program selects the following options:

[A.] Not Used

[B.] Temporary Memory Status

*Program whether or not the system will indicate on display phones when a call has been abandoned or the Caller ID table is full. [0=Not displayed, 1=displayed]*

[C.] Automatic Line Access With Single Digit Code

*Program how Automatic Line Access will seize a line [0=lowest line number available, 1=highest line number available, 2=rotating lines (line 1, then line 2, then line 3, etc.)]*

**[D.] LED Indication for Incoming DISA Call**

*[0=incoming DISA calls show busy LED, 1=incoming DISA calls flash like an incoming call]*

**[E.] SLT Flash Operation**

*SLT's will not be able to use any features in which a hookflash is required if this feature is enabled.*

*[0=enable, 1=disable]*

**Conditions:** None

**Default Value:**

[A.] 0 (Not Used-must be set to '0')

[B.] 0 (Temporary Memory Status Not Indicated)

[C.] 1 (Highest line number)

[D.] 0 (Incoming DISA calls show busy LED)

[E.] 0 (Hookflash operation allowed at SLT)

**Feature Reference**

*DIRECT INWARD SYSTEM ACCESS SMDR*

**Program Entry**

ABCDE + \*.

**PROGRAM 65 - VOICE MAIL PORT**

(Display shows: VOICE MAIL PORT)

For each Voice Mail port, assign the extension port number to be used.

*[00=no port assigned, 10-17 (308), 10 - 33 (824)  
=extension ports]*

**Conditions:** None

**Default Value:** 00

**Feature Reference**

*VOICE MAIL*

**Program Entry**

Extension Port [10-33] + \*.

**PROGRAM 66 - DISA TIMERS**

(Display shows: DISA TIMERS)

This program assigns each timer for DISA.

**[1.] Automatic Answer Time**

*This assigns the time duration from which the system detects the incoming call to the system answering automatically. The system can provide ring-back tone to the outside caller by this duration time.*

*[000=answers at once, 001 - 255=1 - 255 seconds]*

**[2.] Dial Waiting Time**

*This assigns the waiting time for each operation. When this time is exceeded, the call will*

## PROGRAM 67

*automatically be transferred to the Attendant extension which is assigned in Program #51.  
[001 - 255=1 - 255 seconds]*

### [3.] Extension Calling Time

*This assigns the calling time at the extension by Extension Access feature. When timer is exceeded, the call will be automatically transferred to the Attendant extension as assigned in Program #51.  
[001 - 255=1 - 255 seconds]*

**Conditions:** None

### **Default Value:**

[1.] 000 (Answers at once)

[2.] 010 seconds (Dialing waiting time)

[3.] 030 seconds (Extension calling time)

### **Feature Reference**

*DIRECT INWARD SYSTEM ACCESS    SYSTEM TIMERS*

### **Program Entry**

Enter option # (Auto. Answer Time=1, Dial Waiting Time=2, Ext. Call Time=3) + \* + time value + \*.

---

## PROGRAM 67 - FAX ASSIGNMENT (1)

(Display shows: FAX ASSIGNMENT1)

In the Portrait 308 system only, assign the following options:

### [1.] Line Number

*Assign the line number to be used for the fax machine.*

*[00=not assigned, 01 - 03 =line numbers 01-03]*

### [2.] Station Port

*Assign the station port to which the fax machine is connected.*

*[00 =not assigned, 12 - 17=stations 12-17]*

**Conditions:** None

### **Default Value:**

[1.] 00 (No fax lines assigned)

[2.] 00 (No station ports assigned)

### **Feature Reference**

*DIRECT INWARD SYSTEM ACCESS    FAX COMPATIBILITY*

### **Program Entry**

Enter line number to be assigned + \* + Enter station port to be assigned + \*.

---

## PROGRAM 68 - FAX ASSIGNMENT (2)

(Display shows: FAX ASSIGNMENT2)

For the Portrait 308 system only, this program selects the following options:

## [A.] Line Type

*Program whether the line is to be used for fax, DISA, or both. The setting here determines whether or not the automated attendant will play the greeting messages.*

*[0=fax, 1=DISA, 2=fax and DISA]*

## [B.] CNG Signal is Not Received

*Set how the system should handle a call when the CNG signal is not received.*

*[0=cut off, 1=transfer to operator, 2=transfer to fax]*

## [C.] Extension Busy

*Program how the system should handle a DISA call when the desired extension is busy.*

*[0=cut off, 1=transfer to operator, 2=resend Attendant Message #2]*

## [D.] Not Used

## [E.] Not Used

**Conditions:** None**Default Value:**

[A.] 0 (Line type set to fax)

[B.] 2 (With no CNG signal, call will transfer to fax)

[C.] 0 (Call will cut off when extension is busy)

[D.] 0 (Not Used-must be set to'0')

[E.] 0 (Not Used-must be set to'0')

**Feature Reference**

DIRECT INWARD SYSTEM ACCESS FAX

**Program Entry**

ABCDE + \*.

---

## PROGRAM 69 - FAX ASSIGNMENT (3)

(Display shows: FAX ASSIGNMENT3)

For the Portrait 308 system only, program the following timers.

## [1.] Automatic Answer Timer

*If the system should not answer the call immediately, but should wait for a specified amount of time, set the timer for the desired delay time.*

*[000=immediate answer, 001 - 255=1-255 seconds]*

## PROGRAM 74

- [2.] Waiting Time for CNG Signal Detection  
*Set how long the system should wait for a CNG signal.*  
*[000=not assigned, 001 - 255=1-255 seconds]*
- [3.] Waiting Time for DTMF Signal Receiving  
*Program how long the system should wait to receive DTMF signals.*  
*[000=not assigned, 001 - 255=1-255 seconds]*
- [4.] Calling Time for Telephone/Fax  
*Program the calling timer for fax or extensions.*  
*[000=not assigned, 001 - 255=1-255 seconds]*

**Conditions:** None

### Default Value:

- [1.] 000 (Immediate Answer)
- [2.] 015 (Waits 15 seconds for CNG signal)
- [3.] 010 (Waits 10 seconds for DTMF signal)
- [4.] 030 (Calling time is 30 seconds)

### Feature Reference

*DIRECT INWARD SYSTEM ACCESS FAX COMPATIBILITY*

### Program Entry

Option # to program [1-4] + \* + value + \*.

---

## PROGRAM 74 - CALLER ID TIMERS

(Display shows: CALLER-ID TIMERS)

Use this program to set the following Caller ID timers:

- [1.] Caller ID Information Waiting Timer  
*When the system detects a Caller ID signal, the LED of the CO key shows a busy indication. After the programmed time has expired, the LED status goes to a normal incoming call.*  
*[000=no delay, 001 - 015=1-15 seconds]*
- [2.] Incoming Signal Detection Timer  
*If an incoming signal continues more than the specified time, the system recognizes the signal as "Incoming".*  
*[000 - 015 = 0 - 1.5 seconds (in 100 ms intervals)]*
- [3.] Caller ID Signal Duration Timer  
*If the interval between the first incoming signal and the Caller ID signal is more than the specified time, the system accepts the call.*  
*[000 - 015 = 0 - 750 ms (in 50 ms intervals)]*
- [4.] Caller ID Signal Carrier Detection Timer  
*If the carrier signal of Caller ID continues more than the specified time, the system accepts the call.*

[000 - 008 = 500 - 900 ms (50 ms intervals) **OR**  
 009 - 014 = 1 - 2 seconds (200 ms intervals) **OR**  
 015 = 3 seconds. Example: 000 = 500 ms, 001 =  
 550 ms, 002 = 600 ms, etc. **OR** 009 = 1.0 sec-  
 ond, 010 = 1.2 seconds, 011 = 1.4 seconds **OR**  
 015 = 3 seconds]

**Conditions:** None

**Default Value:**

- [1.] 007 (Caller ID Information Waiting Timer: 7 seconds)
- [2.] 001 (Incoming Signal Detection Timer: 100 ms)
- [3.] 000 (Caller ID Signal Duration Timer: immediate)
- [4.] 015 (3 seconds)

**Feature Reference**

*HOLD*

*SYSTEM TIMERS*

**Program Entry**

Option number to be programmed [1-4] + \* + Timer value  
 + \*.

## PROGRAM 75 - EXTENSION OPTIONS (5)

(Display shows: STN ASSIGNMENT5)

For the Portrait 308 system only, set the following option:

- [A.] Not Used
- [B.] Not Used
- [C.] Automatic Line Seizing by Fax

*Enable or disable the ability for the fax machine to  
 automatically seize a line when going off-hook.*

*[0=disabled, 1=enabled]*

*If this option is enabled, no intercom calls can be  
 made by the extension.*

- [D.] Not Used
- [E.] Not Used

**Conditions:** None

**Default Value:**

- [A.] 0 (Not Used-must be set to'0')
- [B.] 0 (Not Used-must be set to'0')
- [C.] 0 (Automatic Line Seizing by the fax is disabled)
- [D.] 0 (Not Used-must be set to'0')
- [E.] 0 (Not Used-must be set to'0')

**Feature Reference**

*FAX*

**Program Entry**

Ext. Port # + ABCDE + \*.



---

## PROGRAM 77 - EXTENSION OPTIONS (6)

(Display shows: STN ASSIGNMENT6)

The settings in this program determine whether a station can immediately place a call on hold or if the timer in Program 87 will be followed. If this option is enabled for an extension, the system ignores *Program 87 - Hold Disable Timer*. Available station ports for the 308 System are 01-08: Available station ports for the 824 System are 01-24.

*[0=Hold feature subject to Program 87, 1=Can always place call on Hold immediately]*

**Conditions:** None**Default Value:**

[A.] 0 (Day Mode)

*All extensions except 10, which is set to 1)*

[B.] 0 (Night Mode)

[C.] 0 (Dial Block Mode)

**Feature Reference***HOLD***Program Entry**

Ext. Port # + \* + ABC + \*.

---

## PROGRAM 78 - SYSTEM OPTIONS (8)

(Display shows: SYS ASSIGNMENT8)

In the 308 system only, the settings in this program determine whether a station's display automatically shows Caller ID information.

*[0=disabled, 1=enabled]*

**Conditions:** None**Default Value:**

[A.] 1 (Automatic Caller ID Display)

[B.] 0 (Not Used - Must be entered as "0")

[C.] 0 (Not Used - Must be entered as "0")

[D.] 0 (Not Used - Must be entered as "0")

[E.] 0 (Not Used - Must be entered as "0")

**Feature Reference***CALLER ID***Program Entry**

ABCDE + \*.

---

## PROGRAM 86 - LINE OPTIONS (3)

(Display shows: LINE ASSIGNMENT3)

This program selects the following option:

[A.] Loop Disconnect Detection

*Use this program to enable or disable Loop  
Disconnect Detection for each line.*

*[0=disabled, 1=enabled]*

**Conditions:** None

### Default Value:

[A.] 1 (Loop Disconnect Detection enabled)

[B.] 0 (Not Used - Must be entered as "0")

[C.] 0 (Not Used - Must be entered as "0")

[D.] 0 (Not Used - Must be entered as "0")

[E.] 0 (Not Used - Must be entered as "0")

### Feature Reference

*C.O. CALLS, ANSWERING*

*C.O. CALLS, PLACING*

### Program Entry

Line number + \* + ABCDE + \*.

---

## PROGRAM 87 - HOLD DISABLE TIMER

(Display shows: HD DISABLE TIMER)

This program determines how long after seizing a CO line a user must wait before that line can be placed on Hold.

**Toll Restriction can be bypassed by a SLT if this timer is not set. If a keyset user seizes an outside line and then transfers that line to a SLT, the DTMF Receiver Release Timer could expire. This means that the system would not be monitoring any digits dialed and in this way would bypass Toll Restriction.**

*[000=can immediately place a call on Hold, 001 -  
225=1 - 255 second delay]*

**Conditions:** None

**Default Value:** 000 (can immediately place call on Hold)

### Feature Reference

*HOLD*

*TOLL RESTRICTION*

### Program Entry

Time value + \*.

---

---

## PROGRAM 88 - DOOR RELAY TIMER

(Display shows: DOOR RELAY TIMER)

This program allows an automatic Door Relay Timer to be programmed. This will set how long the relay timer will stay closed once activated.

*[000=manual operation, 001 - 255=100 msec - 25.5 seconds]*

**Conditions:**

- If this program is activated, the system will ignore the FLASH key (keyset) and hooking (single line phone) operation for the Door Relay control.
- When an outside call is retrieved by pressing the hook-switch during a Door Box call, the door relay can not be manually controlled.
- When an extension goes on hook during the door relay timer, the door lock immediately.

**Default Value:** 050 (5 seconds)

**Feature Reference***DOOR BOX***Program Entry**

Time value + \*.

---

## PROGRAM 89 - CO DIAL TONE DELAY TIMER

(Display shows: DIAL WAIT TIMER)

Program the delay required from the point of seizing a CO line to the point where the system dials the digits entered by the end user. This allows time for the Central Office dial tone to be received by the system. Keyset users do not have to wait for this timer to expire before dialing. The system will dial automatically after the programmed time. SLT users must wait for the timer to expire before dialing. The system will not recognize any digits dialed until that point.

**Toll Restriction can be bypassed if the end user dials out before Central Office dial tone is received by the system.**

*[000=no delay, 001 - 255=100 msec - 25.5 second delay]*

**Conditions:** None

**Default Value:** 008 (800 msec delay)

**Feature Reference***HOLD**TOLL RESTRICTION*

**Program Entry***TIME VALUE + \**

---

**PROGRAM 90 - ERROR CHECK**(Display shows: **ERROR**)

This program enabled the Error Check feature. The table below shows the program number and the error condition that may occur.

<u>Program Number</u>	<u>Error Condition</u>
02	Lowest line number is larger than highest line number
09	- Executive's extension is not assigned to DND or incoming call tone in Program 13 [B.] - Secretary's extension is the same as the manager's extension - Secretary's extension is assigned to another pair
10	Secretary's extension is the same as the manager's extension
12	Received extension is assigned to DISA in Program 8 [A.]
13	Voice Announce Device Port is not assigned to SLT (DP or DTMF) in Program 8 [A.]
14	Extension number is assigned to another extension number
21	In Program 15 [D.], when the system has Exclusive Hold enabled, each timer is not set in each system programming

**Conditions:** None**Default Value:** None**Feature Reference***NONE***Program Entry***NONE*

---

---

## PROGRAM 91 - FUNCTION KEY INITIALIZATION

(Display shows: F-KEY INITIALIZE)

Use this program to reset the following options to default settings for all phones:

- Alarm Settings (for display phones)
- Feature Key (Programmable Key) options
- Personal Speed Dial numbers
- Save
- Selectable Display Messages (for display phones)

**Conditions:** None

**Default Value:** None

### Feature Reference

*ALARM CLOCK*

*SAVE*

*NAME/MESSAGE STORING*

*SPEED DIAL*

*PROGRAMMABLE KEYS*

### Program Entry

\* \*

---

## PROGRAM 92 - PROGRAM ENTRY PASSWORD

(Display shows: SYS.PRG.PASSWORD)

Use this program to create a password for System Program Entry. Any digits between 0 and 9 are allowed - 8 digits maximum. Make sure to keep a record of the new password.

**Conditions:** None

**Default Value:** 8111111

### Feature Reference

*NONE*

### Program Entry

Enter digits for new password.

---

## PROGRAM 93 - SUB-CPU VERSION

(Display shows: SUB CPU VERSION)

This program displays the Sub-CPU version for each unit.

The unit numbers are as follows:

01 = CPU

02 = First Expansion PCB (824 system only)

03 = Second Expansion PCB (824 system only)

04 = SMDR PCB with no Caller ID (824 system only)

05-09 = Unused

10 = SMDR PCB with Caller ID (824 system only)

11-13 = Unused

14 = Fax/DISA PCB (308 system only)

**Conditions:** None

**Default Value:**  
None

**Feature Reference**  
*NONE*

**Program Entry**  
Unit # + \* (version number then displayed).

## PROGRAM 94 - CLEAR CALLER ID TABLE

(Display shows: CLEAR I.D. TABLE)

Use this program only when you wish to clear all the information in the Caller ID table.

**Conditions:** None

**Default Value:** None

**Feature Reference**  
*CALLER ID*

**Program Entry**  
\* + #.

## PROGRAM 95 - SUB-CPU TIMERS

(Display shows: SUB CPU TIMERS)

This program selects the following options for single line telephones:

[1.] Flash Detect Timer for SLT's

*When a SLT user presses their hookswitch for a length of time less than this setting, the system will recognize it as a hook flash. If the length of time exceeds this timer, the system will recognize it as a disconnect.*

*[025 - 119=250 msec - 1190 msec]*

[2.] Incoming Guard Timer for SLT's

*This timer determines how long the system will wait after a SLT user disconnects from a call before that station can receive an incoming trunk call.*

*[001 - 127=100 - 12,700 msec]*

[3.] Call Abandon Detect Timer for SLT's

*If an incoming trunk call is abandoned, the system will recognize it as an abandoned call after this timer expires.*

*[001 - 127=100 - 12,700 msec]*

## **PROGRAM 99**

**Conditions:** None

**Default Value:**

- [1.] 100 (Flash Detect Timer set to 1 second)
- [2.] 010 (Incoming Guard Timer set to 1 second)
- [3.] 050 (Call Abandon Detect Timer set to 5 seconds)

**Feature Reference**

*SYSTEM TIMERS*

**Program Entry**

Flash Detect Timer: 1 + \* + Timer value + \*.

Incoming Guard Timer: 2 + \* + Timer value + \*.

Call Abandon Detect Timer: 3 + \* + Timer value + \*.

---

## **PROGRAM 99 - BUFFER CANCEL**

(Display shows: BUFFER CANCEL)

This program erases all data in the system buffer memory. All data entered while programming the system is stored in a buffer memory until the programming mode is exited. The Program Buffer Cancellation feature erases all data in the buffer and restores the previous values.

**Conditions:** None

**Default Value:** None

**Feature Reference**

*NONE*

**Program Entry**

*NONE*

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