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SL1100

Features and Specifications Manual

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Features

SECTION 1 ABOUT THIS CHAPTER

This chapter provides an alphabetical listing of the features that are available with the SL1100 system.

Each feature provides the following information:

Description - briefly describes the feature and how it is used.

Conditions - provides special operating conditions (if any) that need to be considered with using the feature.

Default Settings - indicates the factory default setting (if any).

System Availability - describes Multiline Terminals that can be used with this feature and lists any additional equipment, such as adapters or units, which must be installed for this feature to operate.

Programming - lists the memory blocks that support the feature.

Related Features - lists features that are associated with the feature being described (e.g., the Account Codes feature lists the Speed Dialing feature in the related features list because speed dialing bins can contain stored account code (if any)).

Operation - provides step-by-step instructions for using the feature.

SECTION 2 IMPORTANT NOTES

Simplifying Multiline Terminal Operation with One-Touch Keys

A Multiline Terminal user can access many features Service Codes (e.g., Service Code 744 sets Call Forward Busy/No Answer). To streamline the operation of their telephone, a Multiline Terminal user can store these codes under One-Touch Keys. This provides one-button operation for almost any feature. To find out more, turn to the One-Touch Calling and One-Touch Serial Operation features.

Programmable Keys

When reading an instruction using programmable keys, you will see a notation similar to (*PRG 15-07 or SC nnn*). This means that the key requires service code nnn, and you can program this code in PRG 15-07 or by dialing Service Code 751 or 752. Refer to the Programmable Function Keys feature for more information.

Using Handsfree

The manual assumes each extension has Automatic Handsfree. This lets a user just press a line key or Speaker key to answer or place a call. For extensions without Automatic Handsfree, the user must:

- Lift the handset or press Speaker key for Intercom dial tone.
- Lift the handset or press Speaker key, then press a line key for trunk dial tone.

Port Assignments***Port Calculation for Trunks:***

The system detects the type of unit (trunk or extension) and assigns the required extension or trunk ports to the slot. The system will use the next available port numbers - it will not reserve any.

Abbreviated Dialing/Speed Dial

Description

Abbreviated Dialing/Speed Dial gives an extension user quick access to frequently called numbers. This saves time, for example, when calling a client with whom they deal often. Instead of dialing a long telephone number, the extension user just dials the Speed Dialing code.

There are three types of Speed Dialing: System, Group and Station. All co-workers can share the System Speed Dialing numbers. All co-workers in the same Speed Dialing Group can share the Group Speed Dialing numbers. Station Speed Dialing numbers are available only at a user's own extension. The system has 1000 Speed Dialing bins that you can allocate between System and Group Speed Dialing and a maximum of 32 Speed Dialing Groups are available. Each extension has 10 Station Speed Dial bins.

Each Speed Dialing bin can store a number with up to 36 digits.

When placing a not an Speed Dialing call, the system normally routes the call through Trunk Group Routing or ARS (whichever is enabled). Or, the user can preselect a specific trunk for the call. Also the system can optionally force System Speed Dialing numbers to route over a specific Trunk Group. User selection always overrides the system routing.

System Bins Limited to 900 with Speaker Key or #2 Service Code

Though there are 1000 Speed Dialing bins available in the system, once programmed, these bins can currently be dialed only using the Directory Dial feature (Press Directory key + SYS softkey + use arrow keys to locate number or enter the Speed Dial bin name + Speaker key to place call.)

The Speaker key and service code #2 operations are not available for any 4-digit Speed Dial System bin number.

DSS Console Chaining

DSS Console chaining allows an extension user with a DSS Console to chain to a not an Speed Dialing number stored under a DSS Console key. The stored number dials out (chains) to the initial call. This can, for example, simplify dialing when calling a company with an Automated Attendant. You can program the bin for the company number under one DSS Console key (e.g., 81300) and the client's extension number under the other (e.g., 81301). The DSS Console user presses the first key to call the company, waits for the Automated Attendant to answer, then presses the second key to call the client (extension 400). See the Programming section below for additional details.

The DSS Console user can also chain to a number not in the Speed Dial list dialed manually, from a Programmable Function Key or a One-Touch Key.

Storing a Flash

To enhance compatibility with connected Centrex and PBX lines, Speed Dialing bin can have a stored Flash command. For example, storing 9 Flash 926 5400 causes the system to dial 9, flash the line and then dial 926 5400. The Flash can be stored by the user from their telephone or by the system administrator during system programming.

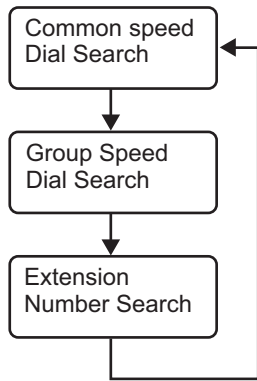
Using a Programmable Function Key

To streamline frequently-called numbers, a Speed Dialing Programmable Function Key can also store a Speed Dialing bin number. When the extension user presses the key, the telephone automatically dials out the stored number. This provides true one-touch calling via telephone function keys.

A

Cursor Key Operation (When set PRG 15-02-60:0)

By pressing the Right Cursor key, the user can access all directory menus. The flow chart below shows the menu access sequence (refer to [Figure 1-1 Right Cursor Key Operation Flow Chart on this page](#)). If the terminal is not allowed access to Speed Dial and/or Telephone Book numbers or no telephone numbers are programmed in those areas, they are skipped.



Related Programs

If the menu is disabled by programming or there are no numbers in a telephone book the menu will be skipped and the next menu will appear.

Menu	Associated Program
Common SPD	PRG 13-01-03
Group SPD	PRG 13-02-01
Extension Number	None

↓ = Press Left Cursor key

Once the LEFT key is pressed, the Right Cursor key can be used to switch between the Redial and Incoming History menus.

Figure 1-1 Right Cursor Key Operation Flow Chart

Conditions

- Speed Dial bins can contain stored Account Codes. To prevent them from being displayed use PRG 20-07-04.
- ARS selects the trunk for the call unless selected by the user.
- A user can implement Speed Dial only if their extension has access to outgoing trunks.
- An extension can have a One-Touch Key for Speed Dial operation.
- If you enter a PBX trunk access code in a Speed Dial bin, the system automatically inserts a pause after the bin.
- Single Line Terminals can dial only System and Group Speed Dial numbers.
- Toll Restriction may prevent a user from using a stored Speed Dial number.
- Unless selected by the user, Trunk Group Routing selects the trunk Speed Dial uses for trunk calls.
- If the Speed Dial bin does not have a name assigned it does not show when scrolling through the directory of speed dials.
- If PRG 13-01-01 is set to 1 (Intercom Access mode), system speed dial bins require inserting a trunk access code.
- When operating the Right Cursor key, if the menu is disabled by programming or there are no numbers in a telephone book, the menu is skipped and the next menu will appear.
- If a name is not associated with a speed dial bin, the speed dial entry will not show up when scrolling through the terminals Softkeys.

Default Settings

Available (No Speed Dialing bins are assigned).

System Availability

Terminals

All Terminals

Required Component(s)

None

Related Features

Account Code Entry

Automatic Route Selection (ARS/F-Route)

Central Office Calls, Placing

Code Restriction/Toll Restriction

Dial Tone Detection

One-Touch Calling

PBX Compatibility/Behind PBX

Programmable Function Keys

Single Line Terminals

Trunk Group Routing

A

Guide to Feature Programming

The programs listed below indicate the most commonly used programs required for this feature. The programs are listed in the order that the installer should follow. Refer to the PCPro wizards for further detailed programming.

- When a * is listed next to the Program Number it indicates a program that **MUST** be set (from a default state) for this feature to be enabled.

System Speed Dial

Program Number	Program Name/Description	Assigned Data
13-01-01	Speed Dial Auto Outgoing Call Mode Assign if the speed dial bins use trunk group routing or intercom access. If the bins are assigned as trunk group routing do not add the trunk access code in front of the number when programming the entries. If the bins are assigned as intercom access then the trunk group access code must be programmed in front of the number.	0 = Trunk Outgoing Mode (Use trunk group assigned in PRG 13-05.) 1 = Intercom Outgoing Mode (Follow the system routing for the trunk access code entered.) (default = 0)
13-01-03	Number of Common Speed Dialing Bins Assign the number of speed dial bins that are used for the System Speed Dials. All speed dial bins (000 ~ 999) are shared for system and group speed dialing. If all bins are assigned to system speed dialing there will be no bins to assign to group speed dialing.	0 = No Common Speed Dialing (No System Speed Dial) 1 ~ 1000 = 1 ~ 1000 bins assigned (default = 900)
13-05-01	Speed Dialing Trunk Group If PRG 13-01-01 is set to (0), trunk outgoing mode, assign each speed dialing bin (000 ~ 999) a trunk group (PRG 14-05) to be used when accessed.	0 = Follow the caller's extension trunk group routing (PRG 21-02) 1 ~ 25 = Trunk group 1 ~ 25 (default = 0)
13-04-01 *	Speed Dialing Data Per speed dial bin (000 ~ 999) assign the telephone number that is to be called when the bin is accessed. If 13-01-01 is set to (0) do not include the trunk access code. If 13-01-01 is set to (1) include the trunk access code.	Maximum of 36 digits (0 ~ 9, *, #, @, P, R) @ = Wait for Answer Supervision - ISDN trunks only P = Pause - Analog Trunk Only R = Hook flash - Analog Trunk Only (default = Not Assigned)

Program Number	Program Name/Description	Assigned Data
13-04-02 *	Speed Dialing Name Per Speed Dialing bin (000 ~ 999) assign a name to be used when searching through the directory. If a name is not assigned for a speed dial bin the speed dial entry will not be listed in the directory.	Maximum of 12 characters (default = Not Assigned)
11-10-04	Service Code Setup - Storing Common Speed Dialing Numbers Assign the service code used for storing common speed dialing (system speed dialing) name and number. The service code assigned must be within your valid numbering plan in PRG 11-01-01.	Maximum of 8 digits (0 ~ 9, *, #) (default = 753)
20-07-04	Class of Service - Storing Speed Dial Entries Per class of service (PRG 20-06-01) allow or deny the ability to store system or group speed dial entries.	0 = Off (Deny) 1 = On (default = 1)
11-12-10	Service Code Setup - Speed Dialing Assign the service code used for accessing common speed dialing (system speed dialing) bins. The service code assigned must be within your valid numbering plan in PRG 11-01-01.	Maximum of 8 digits (0 ~ 9, *, #) (default = #2)
20-08-03	Class of Service - System Speed Dialing Per class of service (PRG 20-06-01) allow or deny the ability to use system speed dial entries.	0 = Off (Deny) 1 = On (default = 1)
15-07-01	Programmable Function Keys This program is used on a per station basis to assign different function keys to the Multiline Terminals. Function key (27) is the System Speed Dial key. This key, when programmed on a phone, requires an additional data of the speed dial bin. The additional data depends on how many system speed dial entries are assigned in PRG 13-01. If only 10 entries are assigned the additional data would be one digit, 0 ~ 9. If 100 entries are assigned the additional data would be two digits, 00 ~ 99. If more than 100 entries are assigned the additional data would be three digits, 000 ~ 999. An example would be 27 001, when this key is pressed speed dial bin 001 is accessed.	27 = System Speed Dial (Refer to the programming manual for the default values and for all other available options in this command.)

Additional Data for Group Speed Dial

Program Number	Program Name/Description	Assigned Data
13-03-01 *	Speed Dialing Group Assignment for Extensions Assign each extension to a speed dialing group.	1 ~ 32 = Speed dial groups 1 ~ 32 (default = 1)
13-02-01 *	Group Speed Dialing Bins For each speed dial group assigned in PRG 13-03, assign the range of speed dial bins that is to be used. All speed dial bins (000 ~ 999) are shared for system and group speed dialing. If all bins are assigned to system speed dialing there will be no bins to assign to group speed dialing.	0 ~ 999 = Speed dial bins 0 ~ 999 (default = 0)
11-10-05	Service Code Setup - Storing Group Speed Dialing Numbers Assign the service code used for storing group speed dialing name and number. The service code assigned must be within your valid numbering plan in PRG 11-01-01.	Maximum of 8 digits (0 ~ 9, *, #) (default = 754)
20-07-04	Class of Service - Storing Speed Dial Entries Per class of service (PRG 20-06-01) allow or deny the ability to store system or group speed dial entries.	0 = Off (Deny) 1 = On (default = 1)
11-12-11	Service Code Setup - Group Speed Dialing Assign the service code used for accessing group speed dialing bins. The service code assigned must be within your valid numbering plan in PRG 11-01-01.	Maximum of 8 digits (0 ~ 9, *, #) (default = #4)
20-08-04	Class of Service - Group Speed Dialing Per class of service (PRG 20-06-01) allow or deny the ability to use group speed dial entries.	0 = Off (Deny) 1 = On (default = 1)

Program Number	Program Name/Description	Assigned Data
15-07-01	<p>Programmable Function Keys This program is used on a per station basis to assign different function keys to the Multiline Terminals. Function key (28) is the Group Speed Dial key. This key, when programmed on a phone, requires an additional data of the speed dial bin. The additional data depends on how many group speed dial entries are assigned in PRG 13-02. If only 10 entries are assigned the additional data would be one digit, 0 ~ 9. If 100 entries are assigned the additional data would be two digits, 00 ~ 99. If more than 100 entries are assigned the additional data would be three digits, 000 ~ 999. An example would be 28 001, when this key is pressed the first group speed dial bin is accessed.</p>	<p>28 = Group Speed Dial <i>(Refer to the programming manual for the default values and for all other available options in this command.)</i></p>

Additional Data for Station Speed Dial


Program Number	Program Name/Description	Assigned Data
13-01-02	<p>Private Speed Dial Allow or deny the ability for users to have an additional 20 private speed dialing bins (station speed dial) besides the 1000 system bins.</p>	<p>0 = Do Not Use 1 = Use <i>(default = 1)</i></p>
15-02-60	<p>Soft Key/Navigation Key Mode Per station select the soft key mode that is to be used. If set to (0), Standard Mode, the station has 10 personal speed dial keys and they are assigned in PRG 15-14. If set to (1 or 2), Advanced Mode 1/2, the station has 20 personal speed dial keys and they are assigned in PRG 13-06. When the station is assigned to Advanced Mode 1 or 2 PRG 13-01-02 must be set to a (1) to allow the 20 extra speed dial entries.</p>	<p>0 = Standard Mode 1 = Advanced Mode 1 2 = Advanced Mode 2 <i>(default = 2)</i></p>
13-06-01 *	<p>Speed Dial Data - Personal Speed Dial Per speed dial bin (1 ~ 20) assign the telephone number that is to be called when the bin is accessed. If 13-01-01 is set to (0) do not include the trunk access code. If 13-01-01 is set to a (1) include the trunk access code.</p>	<p>Maximum of 36 digits (0 ~ 9, *, #, @, P, R) @ = Wait for Answer Supervision - ISDN trunks only P = Pause - Analog Trunk Only R = Hook flash - Analog Trunk Only <i>(default = Not Assigned)</i></p>
13-06-02 *	<p>Speed Dialing Name Per Speed Dialing bin (1 ~ 20) assign a name to be used when searching through the directory. If a name is not assigned for a speed dial bin the speed dial entry will not be listed in the directory.</p>	<p>Maximum of 12 characters <i>(default = Not Assigned)</i></p>
15-14-01	<p>Programmable One Touch Keys - Number If PRG 15-02-60 is set to a (0) then the stations personal speed dial entries are programmed here. Per key number (1 ~ 10) assign the telephone number that is to be called when the bin is accessed.</p>	<p>Maximum of 36 digits (0 ~ 9, *, #, @, P, R) @ = Wait for Answer Supervision - ISDN trunks only P = Pause - Analog Trunk Only R = Hook flash - Analog Trunk Only <i>(default = Not Assigned)</i></p>
15-14-02	<p>Programmable One Touch Keys - Name Per key number (1 ~ 10) assign a name to be used when searching through the directory. If a name is not assigned for a speed dial bin the speed dial entry will not be listed in the directory.</p>	<p>Maximum of 12 characters <i>(default = Not Assigned)</i></p>
11-11-39	<p>Station Speed Dial Number Entry If PRG 15-02-60 is set to a (0) assign the service code used for storing station speed dialing name and number. These entries will be stored in PRG 15-14. The service code assigned must be within your valid numbering plan in PRG 11-01-01.</p>	<p>Maximum of 8 digits (0 ~ 9, *, #) <i>(default = 755)</i></p>

A


Operation

To store a Speed Dialing number (display telephones only):

1. Press Speaker key.
2. Dial **753** (for system) or **754** (for group).
3. Dial system or group storage code.

 Initially, there are 900 System Speed Dialing codes. Group Speed Dialing codes must be defined in programming.

4. Dial telephone number you want to store (up to 36 digits).

 Valid entries are **0~9**, **#** and *****. To enter a pause, press Transfer key. To store a Flash, press Flash key.

 Enter **@** for await answer before sending following digits on ISDN.

5. Press Hold key.
6. Enter the name associated with the Speed Dialing number.


Table 1-1 Keys for Entering Names


Use this keypad digit . . .	When you want to . . .
1	Enter characters: 1 @ [¥] ^ _ ` { } → ← Á Â Ã Ä Å Æ Ç È É Ê Ì Ó 0
2	Enter characters: A-C, a-c, 2.
3	Enter characters: D-F, d-f, 3.
4	Enter characters: G-I, g-i, 4.
5	Enter characters: J-L, j-l, 5.
6	Enter characters: M-O, m-o, 6.
7	Enter characters: P-S, p-s, 7.
8	Enter characters: T-V, t-v, 8.
9	Enter characters: W-Z, w-z, 9.
0	Enter characters: 0 ! " # \$ % & ' () ð ó ú â ä å æ ö ü α ε θ Β
*	Enter characters: * + , - . / : ; < = > ? π Σ σ Ω ∞ φ £
#	# = Accepts an entry (only required if two letters on the same key are needed - ex: TOM). Pressing # again = Space. (In system programming mode, use the right arrow Softkey instead to accept and/or add a space.)
Clear/Back or DND	Clear the character entry one character at a time.
Flash	Clear all the entries from the point of the flashing cursor and to the right.

7. Press Hold key.
8. Press Speaker key to hang up or repeat steps 3~7 to program another System or Group Speed Dial bin.

To dial a System Speed Dialing number (When set PRG 15-02-60:0):

1. Go off-hook.
2. Press the **Redial** key.
- OR -
Press the **Right Cursor** key until the Group Speed Dial menu appears.
- OR -
Dial the System Speed Dialing storage code.

 Unless selected by the user, Trunk Group Routing selects the trunk for the call. The system may optionally select a specific Trunk Group for the call.


 If you have a DSS Console, you may be able to press a DSS Console key to chain to a stored number.

To store a System Speed Dialing number under a Programmable Function Key:

1. At Multiline Terminal, press Speaker key.
2. Dial **751**.
3. Press the key where the number is to be stored.
4. Dial **27**.
5. Dial System Speed Dial Bin number to put under the key.
6. Press Speaker key to hang up.


To dial a System Speed Dialing number under a Programmable Function Key:

1. At the Multiline Terminal, press Speaker key.
2. Press the key, which has the stored number to be dialed.


 The number seizes an outside line and dials out.

To dial a Group Speed Dialing number (When set PRG 15-02-60:0):


1. Go off-hook.
2. Press the **Redial** key.
- OR -
Press the **Right Cursor** key until the Group Speed Dial menu appears.
- OR -
Press the **Group Speed Dialing** key (PRG 15-07-01 or SC **751**: 28).

 To preselect, press a line key in step 1 (instead of Speaker key) before pressing the **Redial** or **Speed Dialing** key.

3. Dial the Group Speed Dialing code.

 The stored number dials out.

 Unless selected by the user, Trunk Group Routing selects the trunk for the call.

 If you have a DSS Console, you may be able to press a DSS Console key to chain to a stored number.

To check your stored Speed Dialing numbers (display telephone only) (When set PRG 15-02-60:0):

1. Press Hold key.
2. For System Speed Dialing, press the **Redial** key.
Dial the Speed Dialing Code (e.g., common code **001**).

 If the entire stored number is too long for your telephone display, press ✖ to see the rest of the number.


- OR -

For Group Speed Dialing, press the **Group Speed Dialing** key.

- OR -


For System Speed Dialing key, press the **System Speed Dialing** key.

3. Press Exit key.

 To display additional numbers, repeat from step 1.

- OR -

Press the **Right Cursor** key until the appropriate Telephone Book, System or Group Speed Dial menu appears.

 Use the Volume "Down" and Volume "Up" keys to scroll through the stored numbers.

To store a Station Speed Dialing number (display telephones only):

1. Press Speaker key.
2. Dial **755**.
3. Dial the Station Speed Dial buffer number to be programmed (**0~9**).
 1 = Station Speed Dial buffer 1
 2 = Station Speed Dial buffer 2
 :
 :
 0 = Station Speed Dial buffer 10
4. Dial the telephone number you want to store (maximum of 36 digits).

 Valid entries are 0~9, # and *. To enter a pause, press Mute key. To store a Flash, press Flash key.

5. Press Hold key.
6. Enter the name associated with the Speed Dialing number (display telephones only).

Key for Entering Names	
Use this keypad digit . . .	When you want to . . .
1	Enter characters: 1 @ [¥] ^ _ ` { } → ← Á À Ã Ä Å Æ Ç È É Ê Ì Í Ö Ø
2	Enter characters: A-C, a-c, 2.
3	Enter characters: D-F, d-f, 3.
4	Enter characters: G-I, g-i, 4.
5	Enter characters: J-L, j-l, 5.
6	Enter characters: M-O, m-o, 6.
7	Enter characters: P-S, p-s, 7.
8	Enter characters: T-V, t-v, 8.
9	Enter characters: W-Z, w-z, 9.
0	Enter characters: 0 ! " # \$ % & ' () ò ó ú á â ã ä å ö ü ø ε θ Β
*	Enter characters: * + , - . / : ; < = > ? π Σ σ Ω ∞ φ £
#	# = Accepts an entry (only required if two letters on the same key are needed - ex: TOM). Pressing # again = Space.
Clear/Back or DND	Clear the character entry one character at a time.
Flash	Clear all the entries from the point of the flashing cursor and to the right.

7. Press Hold key.
8. Press Speaker key to hang up.


To store a Station Speed Dialing number (Single Line Terminals only):


1. Lift the Handset.
2. Dial **755**.
3. Dial the Station Speed Dial buffer number to be programmed (**0~9**).
 1 = Station Speed Dial Buffer 1
 2 = Station Speed Dial Buffer 2
 3 = Station Speed Dial Buffer 3
 4 = Station Speed Dial Buffer 4
 5 = Station Speed Dial Buffer 5



- 6 = Station Speed Dial Buffer 6
- 7 = Station Speed Dial Buffer 7
- 8 = Station Speed Dial Buffer 8
- 9 = Station Speed Dial Buffer 9
- 0 = Station Speed Dial Buffer 10

4. Dial the telephone number you want to store (maximum of 36 digits).


 *Valid entries are 0~9, # and *.*

 *A Single line set cannot program a pause or flash in a spd bin.*


5. Hang up.


To dial a Station Speed Dialing number (Multiline Terminal):


1. Press Speaker key.
2. Dial **#7** (default Service Code).
- OR -
Press the **System Speed Dialing** key (Service Code **751**: 27).

 *To preselect, press a line key in step 1 (instead of Speaker).*

3. Dial the Station Speed Dial buffer number (**0~9**).
1 = Station Speed Dial buffer 1
2 = Station Speed Dial buffer 2
:
:
0 = Station Speed Dial buffer 10

 *The stored number dials out.*

 *Unless selected by the user, Trunk Group Routing selects the trunk for the call. The system may optionally select a specific Trunk Group for the call.*

 *If you have a DSS Console, you may be able to press a DSS Console key to chain to a stored number.*

To dial a Station Speed Dialing number (Single Line Terminal):

1. Lift the Handset.
2. Station Speed Dial **#7**
Group Speed Dial **#4**
System Speed Dial **#2**
3. Dial the Speed Dial Memory Location.
Station Speed Dial **0~9**
Group Speed Dial **xxx** (none at default)
System Speed Dial **000~999**
4. Converse.

Account Code Forced/Verified/Unverified

Description

Account Codes are user-dialed codes that help the system administrator categorize and/or restrict trunk calls. The system has two types of Forced Account Codes:

- **Forced Account Codes (Unverified)**

Forced Account Codes **require** an extension user to enter an Account Code every time they place a trunk call. If the user does not enter the code, the system prevents the call. As with Account Codes, the extension user can elect to enter an Account Code for an incoming call. However, the system does not require it.

Once set up in system programming, you can enable Forced Account Codes on a trunk-by-trunk basis. In addition, Forced Account Codes can apply to all outside calls or just long distance calls.

Forced Account Codes for Toll Calls restricts calls according to the following chart:

Table 1-2 Forced Account Codes

Number of Digits Dialed	If first digit is not 1	If first digit is 1
1~3	Not allowed	Not allowed
4~7	Allowed - does not require Account Code	Allowed - requires Account Code
More than 7 ^{*1}	Allowed - requires Account Code	Allowed - requires Account Code
800 and 888	Allowed - requires Account Code	Allowed - does not require Account Code
011 (International)	Allowed - requires Account Code	N/A
911	Allowed - does not require Account Code	N/A

*1. If you change the local call length in Toll Restriction, this value changes accordingly.

- **Verified Account Codes**

With Verified Account Codes, the system compares the Account Code the user dials to a list of up to 800 pre-programmed codes. If the Account Code is in the list, the call goes through. If the code dialed is not in the list, the system prevents the call. Verified Account Codes can have 3~16 digits using the characters 0~9 and #. During programming, you can use “wild cards” to streamline entering codes into system memory. For example, the entry 123@ lets users dial Verified Account Codes from 1230 through 1239.

Operator Notification

To prevent Account Code abuse, the system can notify the operator each time an Account Code violation occurs (PRG 20-13-20). This can happen if the user fails to enter an Account Code (if Forced) or enters a Verified Account Code that is not in the list. The notification is an automatic Intercom call to the attendant and a RESTRICT message in the operator display.

Account Codes for Incoming Calls

The system allows extension users to enter Account Codes for incoming calls. When this option is enabled, a user can dial * while on an incoming call, enter an Account Code, and then dial * to return to their caller. If the option is disabled, any digits the user dials after answering an incoming call outdial on the connected trunk.

Hiding Account Codes

Account Codes can be optionally hidden from a telephone display. This would prevent, for example, an unauthorized co-worker from obtaining a Verified Account Code by watching the display and making note of the digits that dial out. When hidden, the Account Code digits show as * on the telephone display.

Account Code Capacity

Account Codes print along with the other call data on the SMDR record after the call completes. Account Codes can have 1~16 digits using 0~9 and #. Verified Account Codes can have 3~16 digits.

Redialed Numbers Do Not Contain Account Codes

When using the Last Number Redial, Save or Repeat Dial features, the system does not retain Account Code information. Any number redialed with these features, the user needs to reenter an Account Code.



*If a user enters *12345*203 926 5400*67890*, if the Last Number Redial feature is used, the system dials the number as 203 926 5400*67890*. The *67890* is not treated as an Account Code.*

Conditions

- If a user enters a code that exceeds the 16 digit limit, the system ignores the Account Code Entry.
- If the system has Account Codes disabled, the digits dialed (e.g., *1234*) appear on the SMDR report as part of the number dialed.
- If using Forced Account Code with Single Line Terminal you need a VRS to get the prompts to enter the Forced Account Code.
- When you use Forced Account Code on only toll calls, and you dial a local call, you hear a beep.
- The timer set in PRG 21-01-14 is applied to toll calls and local calls.
- Speed Dial - System/Group/Station bins can contain stored Account Codes. They can be prevented from being displayed using PRG 20-07-04.
- To simplify Account Code Entry, store the Account Code (e.g., *1234*) in a One-Touch Key. Just press the key instead of dialing the codes.
- Account Codes appear on the SMDR report (even if they are hidden on the telephone display).
- Do not use an asterisk within a PBX/CTX access code when using Account Codes. The *, causes the trunk to stop sending digits to the central office until another * is entered.
- Account Codes for incoming calls not available for Single Line Terminals.
- When using Forced Account Codes (Unverified) for toll calls only, the station follows the timer setting in PRG 21-01-14 for all calls.
- System Account codes are bypassed when using DISA trunks. If a user calls in via a DISA trunk, the user is not required to enter an account code.

Default Settings

Disabled

System Availability

Terminals

Any Station

Required Component(s)

VRS for Forced Account Codes for Single Line Terminals

Related Features

Abbreviated Dialing/Speed Dial

Automatic Route Selection (ARS/F-Route)

PBX Compatibility/Behind PBX

Station Message Detail Recording

Guide to Feature Programming

The programs listed below indicate the most commonly used programs required for this feature. The programs are listed in the order that the installer should follow. Refer to the PCPro wizards for further detailed programming.

- When a * is listed next to the Program Number it indicates a program that **MUST** be set (from a default state) for this feature to be enabled.

Program Number	Program Name/Description	Assigned Data
35-05-01 *	Account Code Mode Per class of service (PRG 20-06-01) this program is used to setup the account code mode. For Forced Account codes, options 2 or 3 will be the settings that are used.	0 = Account Codes Disabled 1 = Account Codes Optional (This is for the account code entry feature.) 2 = Account Code Required Not Verified (Forced Account Codes enabled, no verification with the system required) 3 = Account Code Required and Verified (Forced Account Codes enabled, verification with PRG 35-06-01 required) (default = 0)
35-05-02	Forced Account Code Toll Call Setup Per class of service (PRG 20-06-01) this program is used to enable account codes for ALL calls or just TOLL calls if PRG 35-05-01 is set to a 2 or 3.	0 = Account Codes for ALL calls 1 = Account Codes for TOLL calls (default = 0)
35-05-03	Account Codes for Incoming Calls Per class of service (PRG 20-06-01) this program is used to allow or deny users the ability to enter an account code for incoming calls. Account codes for incoming calls are used in conjunction with SMDR for billing purposes.	0 = Disabled (User cannot enter an account code.) 1 = Enabled (User can enter an account code while on an incoming call.) (default = 0)
35-05-04	Hiding Account Codes Per class of service (PRG 20-06-01) this program is used to either hide or show the account code entered on the users display. When set to hide the account code the users display will show a * for every digit dialed instead of displaying the actual digit.	0 = Account Codes Displayed 1 = Account Codes Not Displayed (default = 0)
35-06-01	Verified Account Code Table If PRG 35-05-01 is set to a (3), required and verified, this is where the verified account code list is created in the system. Up to 800 account codes with 1 ~ 16 digits can be entered. Wild cards can be entered by using the @ symbol. For example @234 means the user can enter 0234 ~ 9234 as valid account codes. The digit * cannot be used in the account code because this digit is used to start and end the account code entry.	Maximum of 16 digits (0~9, #, @) (default = Not Assigned)
40-10-01	VRS Fixed Message Enable or Disable the system's ability to play the fixed VRS messages. When enabled the system will play the following message "please enter you account code" when the user is required to enter an account code.	0 = Disable (VRS fixed message will not be played.) 1 = Enable (VRS fixed message will be played.) (default = 0)

Program Number	Program Name/Description	Assigned Data
15-07-01	Programmable Function Keys This program is used on a per station basis to assign different function keys to the Multiline Terminals. Function key (50) is the Account Code key. This key is pressed when the user wants to start entering the account code and pressed again when the user is done entering the account code. If the user does not want to program the account code key on their phone they can use the * key, on the dial pad, to start and stop the account code entry.	50 = Account Code <i>(Refer to the programming manual for the default values and for all other available options in this command.)</i>
21-01-14	Forced Account Code Inter-digit Timer If the user does not enter the account code in the amount of time specified in this program the call will be restricted.	0 ~ 64800 seconds <i>(default = 3 seconds)</i>


A

Operation

To enter an Account Code anytime while on a trunk call:

The outside caller cannot hear the Account Code digits you enter. You can use this procedure if your system has Optional Account Codes enabled. You may also be able to use this procedure for incoming calls. This procedure is not available for Single Line Terminals.

1. Dial *****.
- OR -
Press your **Account Code** key (PRG 15-07-01 or SC **751**: code 50).
2. Dial your Account Code (1~16 digits, using 0~9 and #).

 *If Account Codes are hidden, each digit you dial shows an “*” character on the telephone display.*


3. Dial *****.
- OR -
Press your **Account Code** key (PRG 15-07-01 or SC **751**: code 50).


To enter a Forced Account Code before dialing the outside number:

If your system has Forced or Verified Account Codes, you may use this procedure instead of letting the system prompt you for your Account Code. You may also use this procedure if your system has Optional Account Codes.

If your system has Verified Account Codes enabled, be sure to choose a code programmed into your Verified Account Code list.

1. Access trunk for outside call.

 *You can access a trunk by pressing a line key or dialing a code. Refer to [Central Office Calls, Placing on page 1-116](#) for more information.*
2. Dial *****.
- OR -
Press your **Account Code** key (PRG 15-07-01 or SC **751**: code 50).
3. Dial your Account Code [1~16 digits, using 0~9 and # or (3~16 digits for Forced)].

 *If you make an incorrect entry, your system may automatically alert the operator. If Account Codes are hidden, each digit you dial shows an * on the telephone display (depending on programming).*
4. Dial *****.
- OR -
Press your **Account Code** key (PRG 15-07-01 or SC **751**: code 50).



5. Dial the number you want to call.

To dial an outside number and let your system tell you when a Forced Account Code is required:



1. Access a trunk and dial the number you want to call.
2. Wait for your call to go through.
- OR -
3. If you hear "Please enter an Account Code,"(depending on system programming) and your display shows ENTER ACCOUNT CODE.
 - Dial *.
- OR -
Press your **Account Code** key (PRG 15-07-01 or SC 751: code 50).
 - Dial your Account Code (3~16 digits, using 0~9 and #).
If Account Codes are hidden, each digit you dial shows an * on the telephone display.
 - Dial *.
- OR -
Press your **Account Code** key (PRG 15-07-01 or SC 751: code 50).

To enter an Account Code for an incoming call:

This procedure is not available for Single Line Terminals.

1. Answer incoming call.
 -  *If Account Codes for Incoming Calls is disabled, the following steps dial digits out onto the connected trunk.*
2. Dial *.
3. Enter the Account Code (1~16 digits).
 -  *You can enter any code of the proper length.*
4. Dial *.

To enter a Forced Account Code at a Single Line Terminal:

1. Access trunk for outside call.
 -  *You can access a trunk by dialing a code. Refer to Central Office Calls, Placing for more information.*
 -  *With Forced Account Codes, you hear, "Please enter an Account Code."(It depends on programming).*
2. Dial *.
3. Enter Account Code (3~16 digits).
4. Dial *.
5. Dial number you want to call.

Account Code Entry

Description

Account Codes are user-dialed codes that help the System Administrator categorize and/or restrict trunk calls. Optional Account Codes allow a user to enter an Account Code while placing a trunk call or anytime while on a call. The system does not require the user to enter the optional account code.

Account Codes for Incoming Calls

The system can control extension user ability to enter Account Codes for incoming calls. When this option is enabled, a user can dial * while on an incoming call, enter an Account Code, and then dial * to return to their caller. If the option is disabled, any digit the user dials after answering an incoming call outdials on the connected trunk.

Hiding Account Codes

Account Codes can be optionally hidden from a telephone display. This prevents, for example, an unauthorized co-worker from obtaining a Verified Account Code by watching the display and making note of the digits that dial out. When hidden, the Account Code digits show an * on the telephone display.

Account Code Capacity

Account Codes print along with the other call data on the SMDR record after the call completes. Account Codes can have 1~16 digits using 0~9 and #.

Redialed Numbers Do Not Contain Account Codes

When using the Last Number Redial, Save or Repeat Dial features, the system does not retain Account Code information. To redial any number with these features, the user must enter an Account Code.



*If a user enters *12345*203 926 5400*67890*, if the Last Number Redial feature is used, the system dials the number as 203 926 5400*67890*. The *67890* is not treated as an Account Code.*

Conditions

- If a user enters a code that exceeds 16 digits limit, the system ignores it.
- If the system has Account Codes disabled, the digits dialed (e.g., *1234*) appear on the SMDR report as part of the number dialed.
- Do not use an asterisk in a PBX access code when using Account Codes. Otherwise, after the *, the trunk stops sending digits to the central office.
- Account Codes appear on the SMDR report (even if they are hidden on the telephone display).
- To simplify Account Code Entry, store the Account Code (e.g., 1234) in a One-Touch Key, and Press the key instead of dialing the code.
- Speed Dialing bins can contain stored Account Codes. Prevent them from being displayed using PRG 20-07-04.
- When Account Codes are enabled, the user must press the * three times before the * character is passed to the Telco. The system recognizes the initial * as the beginning of an Account Code entry, the second * as the end of an Account Code entry, and the third * is passed to Telco.

Default Settings

Disabled

A

System Availability

Terminals

All Terminals

Required Component(s)

None

Related Features

Abbreviated Dialing/Speed Dial

Automatic Route Selection (ARS/F-Route)

One-Touch Calling

PBX Compatibility/Behind PBX

Station Message Detail Recording

Guide to Feature Programming

The programs listed below indicate the most commonly used programs required for this feature. The programs are listed in the order that the installer should follow. Refer to the PCPro wizards for further detailed programming.

- When a * is listed next to the Program Number it indicates a program that **MUST** be set (from a default state) for this feature to be enabled.

Program Number	Program Name/Description	Assigned Data
14-01-11	Basic Trunk Data Setup - Account Code Required Per trunk enable or disable the ability to enter an account code on an inbound or outbound trunk call.	0 = Disabled (user cannot enter account codes using this trunk.) 1 = Enabled (user can enter account codes using this trunk.) (default = 1)
35-05-01 *	Account Code Mode Per class of service (PRG 20-06-01) this program is used to setup the account code mode. For the Account Code Entry feature, setting (1) will be the setting that is used.	0 = Account Codes Disabled 1 = Account Codes Optional (This is for the account code entry feature.) 2 = Account Code Required Not Verified (Forced Account Codes enabled, no verification with the system required) 3 = Account Code Required and Verified (Forced Account Codes enabled, verification with PRG 35-06-01 required) (default = 0)
35-05-03	Account Codes for Incoming Calls Per class of service (PRG 20-06-01) this program is used to allow or deny users the ability to enter an account code for incoming calls. Account codes for incoming calls are used in conjunction with SMDR for billing purposes.	0 = Disabled (User cannot enter an account code.) 1 = Enabled (User can enter an account code while on an incoming call.) (default = 0)
35-05-04	Hiding Account Codes Per class of service (PRG 20-06-01) this program is used to either hide or show the account code entered on the users display. When set to hide the account code the users display will show a * for every digit dialed instead of displaying the actual digits.	0 = Account Codes Displayed 1 = Account Codes Not Displayed (default = 0)


Program Number	Program Name/Description	Assigned Data
15-07-01	<p>Programmable Function Keys This program is used on a per station basis to assign different function keys to the Multiline Terminals. Function key (50) is the Account Code key. This key is pressed when the user wants to start entering the account code and pressed again when the user is done entering the account code. If the user does not want to program the account code key on their phone they can use the * key, on the dial pad, to start and stop the account code entry.</p>	<p>50 = Account Code <i>(Refer to the programming manual for the default values and for all other available options in this command.)</i></p>

Operation

To enter an Account Code anytime while on a trunk call:

The outside caller cannot hear the Account Code digits you enter. You can use this procedure if your system has Optional Account Codes enabled. You may also be able to use this procedure for incoming calls. This procedure is not available for Single Line Terminals.

1. Dial *****.
- OR -
 Press your **Account Code** key (PRG 15-07 or SC **751**: code 50).
2. Dial your Account Code (1~16 digits, using 0~9 and #).


 *If Account Codes are hidden, each digit you dial shows an ***** on the telephone display.*


3. Dial *****.
- OR -
 Press your **Account Code** key (PRG 15-07 or SC **751**: code 50).

To enter an Account Code before dialing the outside number:

If your system has Forced or Verified Account Codes, you may use this procedure instead of letting the system prompts you for your Account Code. You may also use this procedure if your system has Optional Account Codes.

If your system has Verified Account Codes enabled, be sure to choose a code programmed into your Verified Account Code list.

1. Access trunk for outside call.
 *Press a line key or dial a code to access a trunk. Refer to [Central Office Calls, Placing on page 1-116](#) for more information.*
2. Dial *****.
- OR -
 Press your **Account Code** key (PRG 15-07 or SC **751**: code 50).
3. Dial your Account Code (1~16 digits, using 0~9 and #).

 *If you make an incorrect entry, your system may automatically alert the operator. If Account Codes are hidden, each digit you dial shows an ***** on the telephone display.*


4. Dial *****.
- OR -
 Press your **Account Code** key (PRG 15-07 or SC **751**: code 50).

5. Dial the number you want to call.


To enter an Account Code for an incoming call:

This procedure is not available for Single Line Terminals.

1. Answer incoming call.

 *If Account Codes for Incoming Calls is disabled, the following steps dial digits out to the connected trunk.*


2. Dial *.
3. Enter the Account Code.

 *You can enter any code of the proper length. Incoming Account Codes cannot be Forced or Verified.*

4. Dial *.

To enter an Account Code at a Single Line Terminal:

1. Access trunk for outside call.

 *You can access a trunk by dialing a code. Refer to [Central Office Calls, Placing on page 1-116](#) for more information.*

2. Dial *.
3. Enter Account Code (1~16 digits).
4. Dial *.
5. Dial number you want to call.

A

Alarm

Description

Alarm lets any station extension work like an Alarm clock. An extension user can have Alarm remind them of a meeting or an appointment. There are two types of Alarms:

- Alarm 1 (sounds only once at the preset time)
- Alarm 2 (sounds every day at the preset time)

Conditions

- Single Line Terminals ring and Music on Hold is heard when the Alarm sounds.
- Only a Multiline Terminal user can view what time the Alarm is currently set for.

Default Settings

Enabled

System Availability

Terminals

Any Station

Required Component(s)

None

Related Features

None


Guide to Feature Programming

Program Number	Program Name	Default
20-01-06	System Options - Alarm Duration	30 (seconds)

Operation

To set the alarm:

1. At the Multiline Terminal, press Speaker key.
- OR -
At the Single Line Terminal, lift the handset.
2. Dial **727**.
3. Dial alarm type (1 or 2).

 *Alarm 1 sound only once. Alarm 2 sounds each day at the preset time.*

4. Dial the alarm time (24-hour clock).



For example, for 1:15 PM dial 1315.

A confirmation tone is heard if the alarm has been set. If the alarm was not set, an error tone is heard instead.

5. At the Multiline Terminal, press Speaker key to hang up.

- OR -

At the Single Line Terminal, hang up.

To silence an alarm:

1. At Multiline Terminal, press Exit key.

- OR -

At the Single Line Terminal, lift the handset.



The Single Line Terminal user hears Music on Hold when the handset is lifted.

To check the programmed alarm time at a Multiline Terminal:

1. Press Help key.
2. Dial **727**.
3. Dial alarm type (**1** or **2**).



The programmed time displays.

4. Press Exit key.

To cancel an alarm:

1. At the Multiline Terminal, press Speaker key.
- OR -
At the Single Line Terminal, lift the handset.
2. Dial **727**.
3. Dial alarm type (**1** or **2**).
4. Dial **9999**.
5. At a Multiline Terminal, press Speaker key to hang up.
- OR -
At the Single Line Terminal, hang up.

A

Alarm Reports

Description

The system logs various errors and reports information about the operation that can be used to determine the cause of a problem. The system can indicate several errors on the Multiline Terminal display, output to a Maintenance CF card on the CPU, or be downloaded in PCPro. The report data also can be sent via e-mail.

DSP Resource Full

When attempting a call requiring an IP to TDM conversion and no DSP resource is available, the system displays a message on Multiline Terminal and can generate an alarm via the Alarm Report.

IP Collision

System is able to detect another device on the same subnet having an IP address that conflicts with those assigned to the CPU, VoIPDB and DSP resource to make troubleshooting easy when IP packets are not sent.

Alarm Report

The Alarm Reports indicate:

- System start-up/upgrade date and time.
- Unit communication error with date and time and the restoration date and time.
- Date and time a unit was removed from the system.
- Date and time an extension was disconnected from the system.
- Date and time of any system data change.

Table 1-3 Sample Alarm Report

<< Alarm Report						05/16/2006 14:30 PAGE 001			
LVL	NO	STAT	DATE	TIME	ITEM	UNIT	SLT	PRT	PARAM- ETER
MIN	0002	REC	05/16/06	14:21	PKG Installa- tion	PRT	02	00	
MAJ	0010	ERR	05/16/06	14:21	ISDN Link	PRT	02	12	
MAJ	0010	REC	05/16/06	14:21	ISDN Link	PRT	02	12	
MIN	0002	ERR	05/16/06	14:33	PKG Installa- tion	PRT	02	00	
MIN	0002	ERR	05/16/06	14:33	PKG Installa- tion	ESI	05	00	
MIN	0002	ERR	05/16/06	14:33	PKG Installa- tion	SLIB	07	00	
MAJ	0050	WAR	05/16/06	14:33	System Start Up	none	00	00	
MIN	0002	REC	05/16/06	14:33	PKG Installa- tion	PRT	02	00	
MAJ	0014	ERR	05/16/06	14:33	NTCPU-LAN Link	none	00	00	
MAJ	0014	REC	05/16/06	14:35	NTCPU-LAN Link	none	00	00	

<< Alarm Report

05/16/2006 14:30 PAGE 001

LVL	NO	STAT	DATE	TIME	ITEM	UNIT	SLT	PRT	PARAM-ETER
MIN	0002	ERR	05/16/06	14:36	PKG Installa- tion	CTP	08	00	
MIN	0002	REC	05/16/06	14:37	PKG Installa- tion	VMS	08	00	
MIN	0002	ERR	05/16/06	14:38	PKG Installa- tion	VMS	08	00	
MIN	0002	REC	05/16/06	14:40	PKG Installa- tion	PRT	07	00	
MIN	0002	ERR	05/16/06	14:40	PKG Installa- tion	PRT	07	00	
MAJ	0006	ERR	05/16/06	14:41	Blocking	ESIB	01	05	
MAJ	0006	REC	05/16/06	15:01	Blocking	ESIB	01	05	
MAJ	0006	ERR	05/16/06	15:05	Blocking	ESIB	01	07	
MAJ	0006	REC	05/16/06	15:07	Blocking	ESIB	01	07	
MIN	0068	ERR	01/22/09	09:30	VoIP All DSP Busy	VoIPDB	01	00	STA
MIN	0068	ERR	01/22/09	09:31	VoIP All DSP Busy	VoIPDB	01	00	TRK
MIN	0068	ERR	01/22/09	09:35	VoIP All DSP Busy	VoIPDB	01	00	LNK
MIN	0068	ERR	01/22/09	09:40	VoIP All DSP Busy	VoIPDB	01	00	NET

Table 1-4 Alarm Report Definitions

Alarm Report Heading	Definitions
LVL	Alarm Type (MAJ = Major, MIN = Minor)
NO	Number of Alarm (4-digit)
STAT	Status (REC = Recovered, ERR = Error, WAR = Warning)
DATE	Date the Alarm Occurred
TIME	Time the Alarm Occurred
ITEM	Name of the Alarm
UNIT	Name of the Unit
SLT	Chassis Slot Number
PRT	Chassis Port Number
PARAMETER	Related Information

Table 1-5 Alarm Report Item Definitions

Item Name	Definition
PKG Installation	Unit is removed or inserted.
ISDN Link	ISDN Line failure is detected.
CPU LAN Link	CPU LAN connection failure is detected.



Item Name	Definition
Blocking	Terminal Failure may have occurred because terminal blocking is detected. Terminal is unplugged or wire is disconnected.
System Data Change	System Upgrade performed or Programming change.
System Start Up	System is reset.
SMDR Link	Connection failure is detected between the CPU and SMDR printer device.
STA	DSP for IP Station Call were all busy.
TRK	DSP for Trunk Call were all busy, includes SIP trunks.

System Information

The system can print a report of the units installed, the port assignments, and the port types. This information is sent to the extension defined in PRG 90-13.

The System Information Reports indicate:

- Date and Time of the Report
- Unit names
- Slot condition (working, blocked)
- Port assignment
- Port classification

Table 1-6 Sample System Information Printout

System Information				Date	
slot	location	type	assign port	condition	note
1	1-1	408M	-none-	Running	Slot 1 : Information of 408M
		COIU	1-4	Running	Slot 1 : Information of 408M (COI)
		HBIU	1-8	Running	Slot 1 : Information of 408M (HBI)
		-none-	-none-	Not Install	Slot 1 : Information 2 of 408M (HBI) *1
2	1-2	408M	-none-	Running	Slot 2 : Information of 408E/008E
		COIU	5-8	Running	Slot 2 : Information of 408E (SUB SLOT : COI)
		HBIU	9-16	Running	Slot 2 : Information of 408E (SUB SLOT : HBI)
		-none-	-none-	Not Install	Slot 2 : Information of 408E (SUB SLOT : HBI) *1
3	1-3	-none-	-none-	Not Install	Slot 3 : Information of 000E (Shows as None)
4	1-4	408M	-none-	Running	Slot 4 : Information of 408E/008E
		COIU	9-12	Running	Slot 4 : Information of 408E (SUB SLOT : COI)
		HBIU	17-24	Running	Slot 4 : Information of 408E (SUB SLOT : HBI)
		-none-	-none-	Not Install	Slot 2 : Information 2 of 408E (SUB SLOT : HBI) *1
2	1-2	-none-	-none-	Not Install	Slot 2 : Information of PRI/BRI
3	1-3	BRIU	13-16	Running	Slot 3 : Information of PRI/BRI
4	1-4	-none-	-none-	Not Install	Slot 4 : Information of PRI/BRI
5	2-1	-none-	-none-	Not Install	Slot 5 : Information of EXIFE1 (408M)

System Information				Date	
slot	location	type	assign port	condition	note
6	2-2	-none-	-none-	Not Install	Slot 6 : Information of EXIFE1 (Slot 2 : 408E/008E/000E)
7	2-3	-none-	-none-	Not Install	Slot 7 : Information of EXIFE1 (Slot 3 : 408E/008E/000E)
8	2-4	-none-	-none-	Not Install	Slot 8 : Information of EXIFE1 (Slot 4 : 408E/008E/000E)
6	2-2	-none-	-none-	Not Install	Slot 6 : Information of EXIFE1 (Slot 2 : BRI/PRI)
7	2-3	-none-	-none-	Not Install	Slot 7 : Information of EXIFE1 (Slot 3 : BRI/PRI)
8	2-4	-none-	-none-	Not Install	Slot 8 : Information of EXIFE1 (Slot 4 : BRI/PRI)
9	3-1	408M	-none-	Running	Slot 9 : Information of EXIFE2 (408M)
		COIU	17-20	Running	Slot 9 : Information of EXIFE2 (408M : SUB SLOT (COI))
		HBIU	25-32	Running	Slot 9 : Information of EXIFE2 (408M : SUB SLOT (HBI))
		-none-	-none-	Not Install	Slot 9 : Information of EXIFE2 (408M : SUB SLOT 2 (HBI)) *1
10	3-2	-none-	-none-	Not Install	Slot 10 : Information of EXIFE2 (Slot 2 : 408E/008E/000E)
11	3-3	008E	-none-	Running	Slot 11 : Information of EXIFE2 (Slot 3 : 408E/008E/000E)
		HBIU	33-40	Running	Slot 11 : Information of EXIFE2 (Slot 3 : 008E : SLOT (HBI))
		-none-	-none-	Not Install	Slot 11 : Information of EXIFE2 (Slot 3 : 008E : SLOT2 (HBI)) *1
12	3-4	-none-	-none-	Not Install	Slot 12 : Information of EXIFE2 (Slot 4 : 408E/008E/000E)
10	3-2	BRIU	21-24	Running	Slot 10 : Information of EXIFE2 (Slot 2 : BRI/PRI)
11	3-3	-none-	-none-	Not Install	Slot 11 : Information of EXIFE2 (Slot 3 : BRI/PRI)
12	3-4	-none-	-none-	Not Install	Slot 12 : Information of EXIFE2 (Slot 4 : BRI/PRI)
13	4-1	408M	-none-	Running	Slot 13 : Information of EXIFE3 (408M)
		-none-	-none-	Not Install	Slot 13 : Information of EXIFE3 (408M : SUB SLOT (COI)) *4
		HBIU	41-48	Running	Slot 13 : Information of EXIFE3 (408M : SUB SLOT (HBI))
		-none-	-none-	Not Install	Slot 13 : Information of EXIFE3 (408M : SUB SLOT (HBI)) *1
14	4-2	-none-	-none-	Not Install	Slot 14 : Information of EXIFE3 (Slot 2 : 408E/008E/000E)
15	4-3	-none-	-none-	Not Install	Slot 15 : Information of EXIFE3 (Slot 3 : 408E/008E/000E)
16	4-4	-none-	-none-	Not Install	Slot 16 : Information of EXIFE3 (Slot 4 : 408E/008E/000E)

A



1. HBIU control both SLT and KST in same package. Since one unit control both SLT and KST it will show same information for each. Since it shows same information one of unit will show as "None".
2. Shows 084M/080E/008E and PRI/BRI as different output.

Conditions

- Alarm Reports and System Information Reports can be output to a CF card on the CPU.
- The supports the following Alarms to be output to the LCD of a Multiline Terminal:
 - SMDR Buffer Full
 - CPU-LAN link Error
- The does not support printouts of the following Alarms:
 - Power Failure
 - RAM Backup Battery Error
 - Networking Keep Alive Error
- Up to 12 System Alarm times can be scheduled to print on a Monthly, Daily, and Hourly time frame. The report indicates both Major and Minor Alarms.
- System Information Reports cannot be set to output at a scheduled time.
- When using the E-mail functionality of reports, the E-mail address in PRG 90-11-10 (From Address) must be set for the E-mail feature to work.
- After a new alarm is output, it cannot be output a second time. New alarms must be generated before PRG 90-12-04 can be performed a second time.
- Up to 100 System Alarm Reports can be stored. When the buffer fills, the oldest record is deleted to allow the new record to be saved.
- If the System is set up to E-mail the Alarm Reports and the Mail Server is down, the report is not sent.
- System Information Reports cannot be set for output via E-mail.
- Scheduled Alarm Reports via E-mail prints all alarms. When the system detects New alarms, this information is output via E-mail individually.
- E-mail Alarm Reports can be sent when each new alarm occurs (Per Event). If you want to receive complete Alarm Reports periodically, you must specify 12 individual dates and times in PRG 90-24-01 ~ PRG 90-24-04 (per period).



A maximum of 99 entries are emailed with the scheduled alarms.

Default Settings

None

System Availability

Terminals

All Multiline Terminals

Required Component(s)

Compact Flash Card

Related Features

None

Guide to Feature Programming

Setting Up Alarms:

Program Number	Program Name	Default
90-10-01	System Alarm Setup - Alarm Type	0
90-10-02	System Alarm Setup - Report	0
90-24-01	System Alarm Report Notification Time Setup - Month	00
90-24-02	System Alarm Report Notification Time Setup - Day	00
90-24-03	System Alarm Report Notification Time Setup - Hour	00
90-24-04	System Alarm Report Notification Time Setup - Minute	00

Printing Reports:

Program Number	Program Name	Default
90-12-01	System Alarm Output - Output Port Type	0

Printing System Information Reports:

Program Number	Program Name	Default
90-13-01	System Information Output - Output Port Type	0
90-13-02	System Information Output - Destination Extension Number	No setting

E-mailing Alarm Reports:

Program Number	Program Name	Default
10-12-01	CPU Network Setup - IP Address	192.168.0.10
10-12-02	CPU Network Setup - Subnet Mask	255.255.255.0
10-12-03	CPU Network Setup - Default Gateway	0.0.0.0
90-11-02	System Alarm Report - Report Method	0
90-11-06	System Alarm Report - SMTP Host Name	No setting
90-11-07	System Alarm Report - SMTP Host Port Number	25
90-11-08	System Alarm Report - To Email Address	No setting
90-11-09	System Alarm Report - Reply Address	No setting
90-11-10	System Alarm Report - From Address	No setting
90-11-11	System Alarm Report - DNS Primary Address	0.0.0.0
90-11-12	System Alarm Report - DNS Secondary Address	0.0.0.0
90-11-13	System Alarm Report - Customer Name	No setting
90-25-01	System Alarm Report CC Mail Setup - CC Mail Address	No setting

Operation

To use this feature at any terminal:

The user must be logged in with an Installer (IN) level password as defined in PRG 90-02.

Alphanumeric Display

Description

Display Multiline Terminals have a 3-line, 24 character-per-line Alphanumeric Display that provides various feature status messages. These messages help the display telephone user process calls, identify callers and customize features.

Conditions

- When the telephone is idle, contrast can not be changed when BGM or Navigation mode (PRG 15-02-60) is enabled.
- When Navigation is enabled, contrast can be changed using a Navigation mode.

Default Settings

Enabled for all display telephones.

System Availability

Terminals

All Display Multiline Terminals.

Required Component(s)

None

Related Features

Clock/Calendar Display/Time and Date

Selectable Display Messaging

Guide to Feature Programming

Program Number	Program Name	Default
11-11-13	Service Code Setup (for Setup/Entry Operation) - Display Language Selection for Multiline Terminal	678
15-02-01	Multiline Telephone Basic Data Setup - Display Language Selection (To select options 8~10, press either 8 or Flash, then press line keys 1~3. Key 1 is option 8, Key 2 is option 9, and Key 3 is option 10.)	1
20-06-01	Class of Service for Extensions	Extension 101 is Class 15 and other Extension are Class 1
20-11-08	Class of Service Options (Hold/Transfer Service) - Transfer Information Display	COS 01~15 = 1

Operation

Operation is automatic if enabled in programming.

Analog Communications Interface (ACI)

Description

The Analog Communications Interface (ACI) feature uses analog ports (with associated relays) for Music on Hold, External Paging, and Back Ground Music (BGM).

External Paging, External MOH and BGM

Each 084M-B1 units have 2 Audio In and 1 Audio Out jack on board. 2 Audio In jacks are used for BGM (J431) or External MOH (J421), and 1 Audio Out jack is for External Paging (J411). A system can have 1 BGM or MOH source. The BGM or MOH source is selected in PRG 10-60-01.

When configuring a 3 KSU system, a maximum of 3 External Paging can be used by using Audio Out jack at 084M-B1 unit.

Relay Control

1 KSU has 2 relay ports (J7) on 084M-B1 unit. The System can have a maximum of 6 relay ports.

These relays can be used for External MOH, BGM resource, External Speaker, or Door Phone control in accordance with PRG 10-61-01 and PRG 10-61-02 setting.

Conditions

Interface Specifications	
Relay Contacts	
Maximum Contact Ratings	48 VDC @ 320 mA
BGM/ExMOH Source Input	
Output Impedance	600 Ohms @ 1 KHz
Input Level	250 mV (– 10 dBm)
Maximum Input	1.0 Vrms
External Paging Output	
Output Impedance	600 Ohms @ 1 KHz
Output Level	250 mV (– 10 dBm)
Maximum Output	400 mVrms

Default Settings

Disabled

System Availability

Terminals

None

Required Component(s)

None

Related Features

Background Music

Hotline

One-Touch Calling

Paging, External

Door Box

Music on Hold

Guide to Feature Programming

Program Number	Program Name	Default	Note
10-60-01	Audio Port Setup - Slot No.	0	
10-61-01	Relay Type	0 = No setting 1 = External MOH 2 = BGM resource 3 = External Speaker 4 = Door Phone	
10-61-02	Destination Selection	[In case 10-61-01 is 1 or 2] = Not Use [In case 10-61-01 is 3] = 1-3 External Speaker message No [In case 10-61-01 is 4] = 1-6 Door Phone No	

Operation

None

A

Ancillary Device Connection

Description

Ancillary Device Connection allows installation of selected peripheral (ancillary) devices to a Multiline Terminal. This feature enhances peripheral device objectives.

Allows a SL1100 Multiline Terminal user to connect ancillary devices such as Wireless Headset.

Conditions

- The optional device fits underneath the terminal.

Default Settings

None

System Availability

Terminals

All Multiline Terminals

Required Component(s)

WHA (Wireless Headset Adapter)

Related Features

None

Guide to Feature Programming

Program Number	Program Name	Default
10-03-10	ETU Setup (ESIU PKG Setup) - Bottom Option Information	0
15-05-20	Bottom option Information	0

Operation

Depends on the connected ancillary device.

A

Answer Hold/Automatic Hold

Description

Answer Hold/Automatic Hold allows a Multiline Terminal user to press the flashing line key to answer an incoming ringing call or a Camp-On call. When the Multiline Terminal user is already answering a call, the first call is automatically placed on hold, depending on the user setting in PRG 15-02-06.

Conditions

- When multiple incoming calls activate the line key LED, the LED continues to flash until all calls are answered.
- Use PRG 15-02-06 (Normal Common, Exclusive Hold, Park Hold) to set the type of Hold key to be used (Default = Normal Common).
- For calls placed in a Park Group, the LED blinks slow (green).
- For calls placed in a Park Group by another user, the LED blinks slow (red).
- The Answer Hold/Automatic Hold Feature is not available for Virtual Extensions.
- The Answer Hold/Automatic Hold Feature does not function for incoming internal calls.
- CO/PBX incoming calls, not assigned to ring or assigned to another ring group, do not activate the Answer Hold feature.
- If the direct trunk appearance key is not assigned, the next incoming call cannot be answered.

Default Settings

None

System Availability

Terminals

All Multiline Terminals

Required Component(s)

Not Applicable

Related Features

Central Office Calls, Answering


Guide to Feature Programming

Program Number	Program Name	Default
15-02-06	Multiline Telephone Basic Data Setup - Hold Key Operating Mode	0
15-07-01	Programmable Function Keys	Refer to Programming Manual.
11-12-32	Service Code Setup (for Service Access) - Answer for Park Hold	*6
20-09-01	Class of Service Options (Incoming Call Service) - Second Call for DID/DISA/DIL Override	COS 01~15 = 1

Operation

To answer a call on a different line key with a call in progress:

1. Receive a CO/PBX, DID/DISA/DIL incoming ring.

 *The line key LED flashes.*

2. Press the line key and answer the new call.

 *The line key LED goes out. The original call is put on hold.*

3. If additional calls are received, press the line key to place the current call on hold and connect to the next call as long as CO line keys are available.

A

Attendant Call Queuing

Description

Attendant extensions can have up to 32 incoming calls queued before additional callers hear busy tone. This helps minimize call congestion in systems that use the attendant as the overflow destination for unanswered calls. For example, you can program Direct Inward Lines and Voice Mail calls to route to the attendant when their primary destination is busy. With Attendant Call Queuing, these unanswered calls would normally “stack up” for the attendant until they can be processed.

The 32 call queue total includes Intercom, DISA, DID, DIL and transferred calls. If the attendant does not have an appearance for the queued call, it waits in line to be answered. If the attendant has more than 32 calls queued, an extension can Transfer a call to the attendant only if they have Busy Transfer enabled.

Attendant Call Queuing is a permanent, non-programmable system feature.

Conditions

- Forwarding when unanswered or busy can occur only at the attendant if there are more than 32 calls in queue.
- Assigning a station as operator in PRG 20-17-01 enables call queuing function.
- PRG 20-17-01 setting overrides setting in PRG 20-09-07: Call Queuing Class of Service Option when set to disable.

Default Settings

Enabled

System Availability

Terminals

Any Multiline Terminal assigned as an operator

Required Component(s)

None

Related Features

Call Forwarding

Guide to Feature Programming

Program Number	Program Name	Default
11-01-01	System Numbering - Service Code	Refer to Programming Manual.
20-01-01	System Options - Operator Access Mode	0
20-09-07	Class of Service Options (Incoming Call Service) - Call Queuing	COS 01~15 = 1
20-17-01	Operator Extension - Operator's Extension Number	101
24-02-01	System Options for Transfer - Busy Transfer	1

Operation

None



A

Automatic Release

Description

Automatic Release drops the line circuit when an outside party abandons the call. For this feature to work with Loop Start Trunks, the CO/PBX providing the outside line must provide a timed disconnect signal. Automatic Release is normally provided on Ground start trunks are not supported please remove, DID and ISDN trunks.

Conditions

- Automatic Release on ISDN trunks is provided by the protocol.
- When an outside line is accessed using a dedicated line key, the LED associated with the line key goes off when Automatic Release occurs.
- On Loop Start trunks Automatic Release is only available on incoming calls.
- This feature functions while a call is in progress, on hold, or in a conference.
- This feature applies to all ICM type calls in progress, holding or parked.
- When Automatic Release occurs and the telephone is in handsfree mode, **Speaker** automatically turns off. If using the handset, the station is set to idle when the handset goes on-hook.

Default Settings

None

System Availability

Terminals

Not applicable

Required Component(s)

None

Related Features

Central Office Calls, Answering

Central Office Calls, Placing

Guide to Feature Programming

Program Number	Program Name	Default
14-02-09	Analog Trunk Data Setup - Busy Tone Detection	0
80-04-01	Call Progress Tone Detector Setup - Detection Level	Type 1 (DT) = 0 (-25dBm) Type 2 (BT) = 0 (-25dBm) Type 3 (RBT) = 0 (-25dBm) Type 4 = 0 Type 5 = 0
80-04-02	Call Progress Tone Detector Setup - Min. Detection Level	Type 1 (DT) = 15 (-25dBm) Type 2 (BT) = 15 (-25dBm) Type 3 (RBT) = 15 (-25dBm) Type 4 = 0 Type 5 = 0

Program Number	Program Name	Default
80-04-03	Call Progress Tone Detector Setup - S/N Ratio	Type 1 (DT) = 4 (-20dB) Type 2 (BT) = 4 (-20dB) Type 3 (RBT) = 4 (-20dB) Type 4 = 0 Type 5 = 0
80-04-04	Call Progress Tone Detector Setup - No Tone Time	Type 1 (DT) = 132 (3990ms) Type 2 (BT) = 132 (3990ms) Type 3 (RBT) = 132 (3990ms) Type 4 = 0 Type 5 = 0
80-04-05	Call Progress Tone Detector Setup - Pulse Count	Type 1 (DT) = 1 Type 2 (BT) = 1 Type 3 (RBT) = 1 Type 4 = 0 Type 5 = 0
80-04-06	Call Progress Tone Detector Setup - ON Minimum Time	Type 1 (DT) = 9 (300ms) Type 2 (BT) = 12 (390ms) Type 3 (RBT) = 25 (780ms) Type 4 = 0 Type 5 = 0
80-04-07	Call Progress Tone Detector Setup - ON Maximum Time	Type 1 (DT) = 0 Type 2 (BT) = 20 (630ms) Type 3 (RBT) = 40 (1230ms) Type 4 = 0 Type 5 = 0
80-04-08	Call Progress Tone Detector Setup - OFF Minimum Time	Type 1 (DT) = 1 (60ms) Type 2 (BT) = 12 (390ms) Type 3 (RBT) = 83 (2520ms) Type 4 = 0 Type 5 = 0
80-04-09	Call Progress Tone Detector Setup - OFF Maximum Time	Type 1 (DT) = 1 (60ms) Type 2 (BT) = 20 (630ms) Type 3 (RBT) = 115 (3480ms) Type 4 = 0 Type 5 = 0

Operation

None

Automatic Route Selection (ARS/F-Route)

Description

Automatic Route Selection (ARS/F-Route) provides call routing and call restriction based on the digits a user dials. ARS gives the system the most cost-effective use of the connected long distance carriers.

ARS is an on-line call routing program that you can customize (like other system options) from a display telephone. ARS accommodates 400 call routing choices - without a custom-ordered rate structure database. With ARS, you can modify the system routing choices quickly and easily. This is often necessary in the telecommunications world of today where the cost structure and service choices frequently change.

The ARS feature can add or delete digits and route calls according to pre-determined levels.

ARS Feature Summary

ARS provides:

Call Routing

ARS can apply up to 36-digit analysis to every number dialed. For programming, ARS provides separate 8-digit and 36-digit tables. Each table can have up to 250 numbers.

- Dialing Translation (Special Dialing Instructions)
ARS can automatically execute stored dialing instructions (called Dial Treatments) when it chooses a route for a call. The system allows up to 15 Dial Treatments. The Dial Treatments can:
 - Insert or delete an area code (NPA)
 - Add digits (such as a dial-up OCC number), pauses and waits to the dialing sequence
 - Require the user to enter an authorization code when placing a call (refer to PRG 44-03)
- Time of Day Selection
For routing purposes, ARS provides 10 different day selections (called Time Schedule Patterns). Each Time Schedule Pattern can provide up to 20 time intervals which are assigned to one of the eight day/night modes. The Time Schedule Patterns are then assigned to a day of the week (Monday~Friday, Saturday, Sunday or Holiday).
- Hierarchical Class of Service Control
ARS allows or denies call route choices based on an extension ARS Class of Service. This allows lower Classes of Service (e.g., 1) to access routes unavailable to higher Classes of Service (e.g., 16). The system provides up to 16 (0=unrestricted, 1~16) ARS Classes of Service.
- Separate Routing for Selected Call Types
To provide unique control, you can program separate routing instructions for:
 - Directory assistance calls
 - Emergency calls

Basic ARS Operation

When a user places an outside call, ARS analyzes the digits dialed and assigns one of 400 Selection Numbers to the call. The Selection Number chosen depends on which digits the user dialed. ARS then checks the time of day, the day of week and the extension ARS Class of Service. Based on these call routing options, ARS selects a trunk group for the call and imposes the Dial Treatment instructions (if any).

Class of Service Option Allows Outgoing Calls to Not Follow Access Map

Using this option allows a Class of Service to be set so that ARS does not follow the trunk access map settings (PRG 14-07-01 and PRG 15-06-01). The feature allows an extension user to have CO line keys on their telephone which allow incoming access only. The user has only outgoing access on the CO lines when using ARS to place a call.

Class of Service Matching

With the ARS Class of Service Match Access feature, you can determine whether the system should allow a call based on the COS assigned to the Dial Analysis Table (PRG 26-02). This change can be used to create a tenant-like application. It then uses the trunk group defined in the Additional Entry in PRG 26-02-03 to place the outgoing call.

When this feature is enabled, the calls are routed in sequential order, and forward provided the Class of Service for the trunk group's match.

For this feature, **PRG 26-01-06: Automatic Route Selection Service, COS Match Access** is used.

The examples below use the following system programming:

PRG 26-02 for Dial Analysis Table for ARS set as:

Table No.	PRG 26-02-01 Dial	PRG 26-02-02 Service Type	PRG 26-02-03 Add Data	PRG 26-02-04 ARS COS
1	203@@@@@	1:Route to trunk group	3 (Group 3)	5
2	214@@@@@	1:Route to trunk group	1 (Group 1)	4
197	@@@@@	1:Route to trunk group	2 (Group 2)	4
198	@@@@@	1:Route to trunk group	3 (Group 3)	3
199	@@@@@	1:Route to trunk group	2 (Group 2)	2
200	@@@@@	1:Route to trunk group	1 (Group 1)	1

PRG 12-02 for Automatic Night Service Patterns as:

Time Pattern No.	PRG 12-02-01 Start Time	PRG 12-02-02 End Time	PRG 12-02-03 Operation Mode
1	00:00	08:30	2 (Night)
2	08:30	17:00	1 (Day)
3	17:00	00:00	2 (Night)

PRG 12-02 for Automatic Night Service Patterns as:

Mode	Ext. 301	Ext. 302	Ext. 401	Ext. 402
Mode 1 (Day)	1	2	3	3
Mode 2 (Night)	1	4	3	5

PRG 26-01-03 for ARS Misdialed Number Handling as: 1 (Warning Tone)

With PRG 26-01-06: ARS COS Match Access disabled (set to 0):

- If at 9:00 AM, each extension dialed 9+(203)926-5400
All Extension would use Trunk Group 3
- If at 9:00 AM, each extension dialed 9+(214)262-2000
All Extension would use Trunk Group 1
- If at 6:00 PM, each extension dialed 9+(203)926-5400
All Extension would use Trunk Group 3
- If at 6:00 PM, each extension dialed 9+(214)262-2000
Extension 301, 302 and 401 would use Trunk Group 1
Extension 402 would not be able to dial out as the COS is lower

With PRG 26-01-06: ARS COS Match Access enabled (set to 1):

- If at 9:00 AM, each extension dialed 9+(203)926-5400
Extension 301 would use Trunk Group 1
Extension 302 would use Trunk Group 2
Extension 401, 402 would use Trunk Group 3
- If at 9:00 AM, each extension dialed 9+(214)262-2000
Extension 301 would use Trunk Group 1
Extension 302 would use Trunk Group 2
Extension 401, 402 would use Trunk Group 3
- If at 6:00 PM, each extension dialed 9+(203)926-5400
Extension 301 would use Trunk Group 1
Extension 302 would use Trunk Group 2
Extension 401, 402 would use Trunk Group 3
- If at 6:00 PM, each extension dialed 9+(214)262-2000
Extension 301, 302 would use Trunk Group 1
Extension 401 would use Trunk Group 3
Extension 402 would not be able to dial out as the COS does not match

Conditions

- Do not use ARS behind a Centrex/PBX.
- Line keys, outgoing trunk group keys, dialing 704 + trunk group, dialing +trunk number, and speed dial numbers assigned to a certain trunk group can all be used to by-pass ARS.
- If no PBX access code is entered in the Dial Treatment, the system can still dial 911.
- Toll Restriction overrides ARS.
- A system with Automatic Route Selection cannot also have Trunk Group Routing.
- With ARS installed, Trunk Queuing automatically queues for the least costly route. The system automatically redials the queued call when the extension user lifts the handset.
- Speed Dialing may bypass ARS routing.
- Set up other options for outgoing calls (e.g., assigned line keys, adjust gains, ARS access key, etc.).
- Refer to the Dial Tone Detection feature for the specifics on how the system handles Dial Tone Detection.
- ARS does not permit 0 and 011 + calls to be routed out separate trunk groups. The supports only direct trunk selection for dial 0 (Operator) type calls.
- If an entry of 911 is programmed in ARS, but ARS is turned off, 911 calls still attempt to route using ARS.
- If a user dials a number not programmed in ARS, PRG 26-01-03 determines if the system should route over the trunk group settings defined in PRG 21-02 or play an error tone.
- When using ARS Class of Service, with PRG 26-01-03 set to (1) "Play Warning Tone", any trunk pointed or transferred to a virtual that is Call Forward Off-Premise will not complete. For a virtual to Call Forward Off-Premise, PRG 26-01-03 must be set to "Route to trunk group" and the call will follow the trunk group settings of the trunk, assigned in PRG 21-03.
- When using ARS Class of Service, with PRG 26-01-03 set to (1) "Play Warning Tone" or transferred to a virtual that is call forwarded off premise will always follow ARS Class 1 routing properties.

Default Setting

Disabled

System Availability

Terminals

None

Required Component(s)

None

Related Features

Abbreviated Dialing/Speed Dial

Central Office Calls, Placing

Code Restriction/Toll Restriction

Dial Tone Detection

Trunk Group Routing

Trunk Queuing/Camp On

A

Guide to Feature Programming

The programs listed below indicate the most commonly used programs required for this feature. The programs are listed in the order that the installer should follow. Refer to the PCPro wizards for further detailed programming.

- When a * is listed next to the Program Number it indicates a program that **MUST** be set (from a default state) for this feature to be enabled.

ARS with trunk group routing

Program Number	Program Name/Description	Assigned Data
11-01-01	System Numbering This is the access code that users will dial to access ARS. The trunk access code used to access the ARS routing must be set to type 3 (trunk access code).	0 = Not Assigned 1 = Service Code 2 = Extension Number 3 = Trunk Access Code 4 = Special trunk Access 5 = Operator Access 6 = F-Route Access 9 = Dial Extension Analyze <i>(Refer to the programming manual for the default values of all tables.)</i>
11-09-01	Trunk Access Code Use this program to assign the trunk access code defined in PRG 11-01-01. This is the access code that users will dial to access ARS.	Maximum of 4 digits (0 ~ 9, *, #) <i>(default = 9)</i>
14-05-01 *	Trunk Group Setup Assign all used trunks to a valid trunk group. If trunk group 1 is used remove all unused trunks out of this trunk group. ARS will not be able to access trunks that are assigned to trunk group 0.	0 ~ 25 <i>(default = 1)</i>
26-01-01 *	Automatic Route Selection Service - ARS service This setting is used to Enable/Disable ARS routing.	0 = Disabled (ARS service is OFF.) 1 = Enabled (ARS service is ON.) <i>(default = 0)</i>
26-02-01 *	Dial Analysis Table for ARS Define the dialed digits that are to be analyzed by the SL1100. The digits entered in this table should not start off with the trunk access code. For example if you need to route all 1800 numbers the table entry would be 1800 and not 91800. The @ symbol can be used as a wild card, which stands for all possible characters 0 ~ 9, *, #.	Maximum of 16 digits (0 ~ 9, *, #, @) <i>(default = Not Assigned)</i>
26-02-02 *	Dial Analysis Table for ARS - ARS Service Type For each dial analysis table select (1), Route to Trunk Group, to have the dialed number route to the trunk group specified in PRG 26-02-03. If the dial analysis table is set to a (0), No Service, the dial number will be restricted and not routed out of the system.	0 = No Service (Call Restricted) 1 = Route to Trunk Group 2 = Select F-Route Access <i>(default = 0)</i>

Program Number	Program Name/Description	Assigned Data
26-02-03 *	Dial Analysis Table for ARS - Additional Data/Service Number For each dial analysis table select the trunk group (from PRG 14-05-01) that is to be used for the digits that were dialed.	0 = Trunk Group 0 (Call Restricted) 1 ~ 25 = Trunk Group 1 ~ 25 (default = 0)
26-02-05	Dial Analysis Table for ARS - Dial Treatment for ARS For each dial analysis table a dial treatment table can be selected if digits are to be added or deleted to the call. The dial treatments tables are defined in PRG 26-03-01.	0 = No Dial Treatment Table Added (Call will be sent out of the system as dialed.) 1 ~ 15 = ARS Treatment tables 1 ~ 15 (default = 0)
26-03-01	ARS Dial Treatments If PRG 26-02-05 defined a dial treatment table, this program is where you define what digits are added or deleted to the number dialed. Common examples: Add a 9 in front of all calls to bury the Centrex 9 = D019RE . Add area code 214 in front of the dialed number = D03214RE . Delete the leading digit 1 off the call = 2RE . Delete 1 plus the area code off the call = 23RE .	3 = Delete the NPA (Requires at least 11 digits defined in PRG 26-02.) 2 = Delete the leading digit (Requires at least 8 digits defined in PRG 26-02.) 1 = Add the digit 1 to the beginning of the call (Requires at least 8 digits defined in PRG 26-02.) INPA = Insert the NPA DNN = Outdial the NN number of digits (For example D03214 outdials the digits 214) WNN = Wait NN seconds P = Pause (Analog trunk only) R = Redial the initial number including any modifications E = End the dial treatment (All dial treatment tables must end with the E code.) X = Output the extension number of the call originator to the black box for E911 services. (default = not assigned)
20-03-04	Trunk call Dial Sending Start Time When ARS is enabled this program becomes the interdigit timer.	0 ~ 64800 seconds (default = 3)



ARS with F-Route routing

Program Number	Program Name/Description	Assigned Data
11-01-01	System Numbering This is the access code that users will dial to access ARS. The trunk access code used to access the ARS routing must be set to type 3 (trunk access code).	0 = Not Assigned 1 = Service Code 2 = Extension Number 3 = Trunk Access Code 4 = Special trunk Access 5 = Operator Access 6 = F-Route Access 9 = Dial Extension Analyze (Refer to the programming manual for the default values of all tables.)
11-09-01	Trunk Access Code Use this program to assign the trunk access code defined in PRG 11-01-01. This is the access code that users will dial to access ARS.	Maximum of 4 digits (0 ~ 9, *, #) (default = 9)
14-05-01 *	Trunk Group Setup Assign all used trunks to a valid trunk group. If trunk group 1 is used remove all unused trunks out of this trunk group. ARS will not be able to access trunks that are assigned to trunk group 0.	0 ~ 25 (default = 1)
26-01-01 *	Automatic Route Selection Service - ARS service This setting is used to Enable/Disable ARS routing.	0 = Disabled (ARS service is OFF.) 1 = Enabled (ARS service is ON.) (default = 0)
26-02-01 *	Dial Analysis Table for ARS Define the dialed digits that are to be analyzed by the SL1100. The digits entered in this table should not start off with the trunk access code. For example if you need to route all 1800 numbers the table entry would be 1800 and not 91800. The @ symbol can be used as a wild card, which stands for all possible characters 0 ~ 9, *, #.	Maximum of 16 digits (0 ~ 9, *, #, @) (default = Not Assigned)




Program Number	Program Name/Description	Assigned Data
26-02-02 *	Dial Analysis Table for ARS - ARS Service Type For each dial analysis table select (2), F-Route Access, to have the dialed number route to the F-Route specified in PRG 44-05. If the dial analysis table is set to a (0), No Service, the dial number will be restricted and not routed out of the system.	0 = No Service (Call Restricted) 1 = Route to Trunk Group 2 = Select F-Route Access (default = 0)
26-02-03 *	Dial Analysis Table for ARS - Additional Data/Service Number For each dial analysis table select the F-Route Table (to be programmed in PRG 44-05) that is to be used for the digits that were dialed.	0 = No F-Route Table (Call Restricted) 1 ~ 100 = F-Route table 1 ~ 100 (default = 0)
44-05-01 *	Trunk Group Number Per F-Route table (defined in PRG 26-02-03) there are up to four choices for trunk groups. The lowest number priority is always selected first and the next priority will not be selected unless all trunks are unavailable due to a busy condition, or the circuit card is removed or damaged.	0 = Trunk Group 0 (Call Restricted) 1 ~ 25 = Trunk Group 1 ~ 25 (default = 0)
44-05-08	Dial Treatment For each F-Route priority a dial treatment table can be selected if digits are to be added or deleted to the call. The dial treatments tables are defined in PRG 26-03-01.	0 = No Dial Treatment Table Added (Call will be sent out of the system as dialed.) 1 ~ 15 = ARS Treatment tables 1 ~ 15 (default = 0)
44-05-09 *	Maximum Dialing Digits For each F-Route priority a maximum digits table can be applied. For Analog trunks this is NOT required. For ISDN and IP trunks this is required so that as soon as the last digit is dialed the call will be immediately sent out of the system with no delay. If the maximum dialing digits table is not set the system will wait the amount of time specified in PRG 20-03-04 before sending the call out of the system.	0 = Not Set (Call will wait for the timer in PRG 20-03-04 before being sent out of the system.) 1 ~ 24 = 1 ~ 24 digit length (default = 0)
26-03-01	ARS Dial Treatments If PRG 26-02-05 defined a dial treatment table, this program is where you define what digits are added or deleted to the number dialed. Common examples: Add a 9 in front of all calls to bury the Centrex 9 = D019RE . Add area code 214 in front of the dialed number = D03214RE . Delete the leading digit 1 off the call = 2RE . Delete 1 plus the area code off the call = 23RE .	3 = Delete the NPA (Requires at least 11 digits defined in PRG 26-02.) 2 = Delete the leading digit (Requires at least 8 digits defined in PRG 26-02.) 1 = Add the digit 1 to the beginning of the call (Requires at least 8 digits defined in PRG 26-02.) INPA = Insert the NPA DNN = Outdial the NN number of digits (For example D03214 outdials the digits 214) WNN = Wait NN seconds P = Pause (Analog trunk only) R = Redial the initial number including any modifications E = End the dial treatment (All dial treatment tables must end with the E code.) X = Output the extension number of the call originator to the black box for E911 services (default = not assigned)
20-03-04	Trunk call Dial Sending Start Time When ARS is enabled this program becomes the interdigit timer. When using ISDN or IP trunks with a maximum dialed digits table it is recommended to extend this timer to give the users more time in between dialing digits.	0 ~ 64800 seconds (default = 3)


A

ARS COS

Program Number	Program Name/Description	Assigned Data
11-01-01	System Numbering This is the access code that users will dial to access ARS. The trunk access code used to access the ARS routing must be set to type 3 (trunk access code).	0 = Not Assigned 1 = Service Code 2 = Extension Number 3 = Trunk Access Code 4 = Special trunk Access 5 = Operator Access 6 = F-Route Access 9 = Dial Extension Analyze <i>(Refer to the programming manual for the default values of all tables.)</i>
11-09-01	Trunk Access Code Use this program to assign the trunk access code defined in PRG 11-01-01. This is the access code that users will dial to access ARS.	Maximum of 4 digits (0 ~ 9, *, #) <i>(default = 9)</i>
14-05-01 *	Trunk Group Setup Assign all used trunks to a valid trunk group. If trunk group 1 is used remove all unused trunks out of this trunk group. ARS will not be able to access trunks that are assigned to trunk group 0.	0 ~ 25 <i>(default = 1)</i>
26-04-01 *	ARS class of Service Per day/night mode assign each extension to an ARS Class of Service. If ARS COS is enabled assign all phones to an ARS class, do not leave phones in Class 0.	0 = No Class 1 ~ 16 = ARS Class 1 ~ 16 <i>(default = 0)</i>
26-01-01 *	Automatic Route Selection Service - ARS service This setting is used to Enable/Disable ARS routing.	0 = Disabled (ARS service is OFF.) 1 = Enabled (ARS service is ON.) <i>(default = 0)</i>
26-01-06 *	ARS Class of Service Match Access This enables/disables the ARS class of service settings.	0 = Disabled (ARS COS service is OFF.) 1 = Enabled (ARS COS service is ON.) <i>(default = 0)</i>
26-01-07	F-Route Access Class of Service Reference If the calls are to be routed through F-Route tables this program needs to be changed to (1), ARS Table, because the call originated in ARS and is being sent to the F-Route table.	0 = F-Route 1 = ARS <i>(default = 0)</i>
26-02-01 *	Dial Analysis Table for ARS Define the dialed digits that are to be analyzed by the SL1100. The digits entered in this table should not start off with the trunk access code. For example if you need to route all 1800 numbers the table entry would be 1800 and not 91800. The @ symbol can be used as a wild card, which stands for all possible characters 0 ~ 9, *, #. When using ARS class of service all entries should be entered as many times as there are classes assigned. For example if the system had three classes assigned (PRG 26-04) and you need to route 1800 numbers there would be three separate entries of 1800. One entry per ARS class of service.	Maximum of 16 digits (0 ~ 9, *, #, @) <i>(default = Not Assigned)</i>
26-02-02 *	Dial Analysis Table for ARS - ARS Service Type For each dial analysis table select: 1. Route to Trunk Group, to have the dialed number route to the trunk group specified in PRG 26-02-03. 2. F-Route Access, to have the dialed number route to the F-Route specified in PRG 44-05. If the dial analysis table is set to a (0), No Service, the dial number will be restricted and not routed out of the system.	0 = No Service (Call Restricted) 1 = Route to Trunk Group 2 = Select F-Route Access <i>(default = 0)</i>
26-02-03 *	Dial Analysis Table for ARS - Additional Data/Service Number For each dial analysis table select the trunk group (from PRG 14-05-01) or the F-Route table (to be defined in PRG 44-05) that is to be used for the digits that were dialed.	PRG 26-02-02 set to Trunk Group 0 = Trunk Group 0 (Call Restricted) 1 ~ 25 = Trunk Group 1 ~ 25 PRG 26-02-02 set to F-Route Table 0 = No F-Route Table (Call Restricted) 1 ~ 100 = F-Route table 1 ~ 100 <i>(default = 0)</i>

A


Program Number	Program Name/Description	Assigned Data
26-02-04 *	<p>Dial Analysis Table for ARS - ARS Class of Service For each dial analysis table select the ARS Class (1 ~ 16) that is to be used. For example if you were routing 1800 numbers with two ARS Classes there will be two separate dial analysis tables containing the digits 1800. The first table would be set to class 1 and the second table would be set to class 2 (or whatever classes were assigned in PRG 26-04-01). When using ARS COS assign all entries to a COS, do not leave any entries assigned as class 0.</p>	<p>0 = No ARS Class (Call Restricted) 1 ~ 16 = ARS Class 1 ~ 16 (default = 0)</p>
26-02-05	<p>Dial Analysis Table for ARS - Dial Treatment for ARS For each dial analysis table a dial treatment table can be selected if digits are to be added or deleted to the call. The dial treatments tables are defined in PRG 26-03-01. Only use PRG 26-02-05 if the calls are routed to a trunk group in PRG 26-02-03. If the calls are pointed to an F-Route in PRG 26-02-03 then leave this unassigned and set the Dial Treatment table in PRG 44-05-08 (F-Route Dial treatment).</p>	<p>0 = No Dial Treatment Table Added (Call will be sent out of the system as dialed.) 1 ~ 15 = ARS Treatment tables 1 ~ 15 (default = 0)</p>
26-03-01	<p>ARS Dial Treatments If PRG 26-02-05 defined a dial treatment table, this program is where you define what digits are added or deleted to the number dialed. Common examples: Add a 9 in front of all calls to bury the Centrex 9 = D019RE. Add area code 214 in front of the dialed number = D03214RE. Delete the leading digit 1 off the call = 2RE. Delete 1 plus the area code off the call = 23RE.</p>	<p>3 = Delete the NPA (Requires at least 11 digits defined in PRG 26-02.) 2 = Delete the leading digit (Requires at least 8 digits defined in PRG 26-02.) 1 = Add the digit 1 to the beginning of the call (Requires at least 8 digits defined in PRG 26-02.) INPA = Insert the NPA DNN = Outdial the NN number of digits (For example D03214 outdials the digits 214.) WNN = Wait NN seconds P = Pause (Analog trunk only) R = Redial the initial number including any modifications E = End the dial treatment (All dial treatment tables must end with the E code.) X = Output the extension number of the call originator to the black box for E911 services (default = not assigned)</p>
44-05-01 *	<p>Trunk Group Number</p> <p> Only needed if PRG 26-02-03 was set to F-Route.</p> <p>Per F-Route table (defined in PRG 26-02-03) there are up to four choices for trunk groups. The lowest number priority is always selected first and the next priority will not be selected unless all trunks are unavailable due to a busy condition, or the circuit card is removed or damaged.</p>	<p>0 = Trunk Group 0 (Call Restricted) 1 ~ 25 = Trunk Group 1 ~ 25 (default = 0)</p>
44-05-07 *	<p>ARS Class of Service</p> <p> Only needed if PRG 26-02-03 was set to F-Route.</p> <p>For each F-Route priority an ARS class of service must be assigned. The ARS class that is assigned here must match the ARS class that is assigned in PRG 26-02-04.</p>	<p>0 = No ARS Class (Call Restricted) 1 ~ 16 = ARS Class 1 ~ 16 (default = 0)</p>
44-05-08	<p>Dial Treatment</p> <p> Only needed if PRG 26-02-03 was set to F-Route.</p> <p>For each F-Route priority a dial treatment table can be selected if digits are to be added or deleted to the call. The dial treatments tables are defined in PRG 26-03-01.</p>	<p>0 = No Dial Treatment Table Added (Call will be sent out of the system as dialed.) 1 ~ 15 = ARS Treatment tables 1 ~ 15 (default = 0)</p>

Program Number	Program Name/Description	Assigned Data
44-05-09 *	<p>Maximum Dialing Digits</p> <p> <i>Only needed if PRG 26-02-03 was set to F-Route.</i></p> <p>For each F-Route priority a maximum digits table can be applied. For Analog trunks this is NOT required. For ISDN and IP trunks this is required so that as soon as the last digit is dialed the call will be immediately sent out of the system with no delay. If the maximum dialing digits table is not set the system will wait the amount of time specified in PRG 20-03-04 before sending the call out of the system.</p>	<p>0 = Not Set (Call will wait for the timer in PRG 20-03-04 before being sent out of the system.)</p> <p>1 ~ 24 = 1 ~ 24 digit length (default = 0)</p>
20-03-04	<p>Trunk call Dial Sending Start Time</p> <p>When ARS is enabled this program becomes the interdigit timer. When using ISDN or IP trunks with a maximum dialed digits table it is recommended to extend this timer to give the users more time in between dialing digits.</p>	<p>0 ~ 64800 seconds (default = 3)</p>


Operation

To place a call using ARS:

1. At the Multiline Terminal, press Speaker key.
- OR -
At the Single Line Terminal, lift the handset.

 *You hear normal Intercom dial tone.*

2. Dial **9**.

 *You hear a second, "stutter" dial tone.*

3. Dial the outside number.
If you hear another "stutter" dial tone, you must enter your extension ARS Authorization Code.

A

Background Music

Description

Background Music (BGM) sends music from a customer-provided music source to the Speakers of the Multiline Terminal when the station is idle. Each 084M-B1 unit has 2 Audio In jacks on board and J431 is used for BGM. As system can have 1 BGM input, effective BGM port needs to be determined at PRG 10-60-01.

Conditions

- Background Music stops while the Multiline Terminal is in use.
- Originating a call, answering a voice announcement, a ringing call, or internal paging interrupts Background Music.
- Background Music is not available on Single Line Terminals.
- Refer to Analog Communication Interface (ACI) for detail settings.

Default Settings

Disabled

System Availability

Terminals

All Multiline Terminals

Required Component(s)

Externally provided Music Source.

Related Features

Music on Hold

Guide to Feature Programming

The programs listed below indicate the most commonly used programs required for this feature. The programs are listed in the order that the installer should follow. Refer to the PCPro wizards for further detailed programming.

- When a * is listed next to the Program Number it indicates a program that **MUST** be set (from a default state) for this feature to be enabled.

Program Number	Program Name/Description	Assigned Data
10-60-01	Audio Port Setup - Slot Number (0,1,4,7) Audio Port Number 1 = BGM Audio Port Number 2 = External MOH Select which audio port on the 084M packages are used for BGM/External MOH.	0 = No Used 1 = 1st KSU 4 = 2nd KSU 7 = 3rd KSU (default = 1)
20-13-30	Background Music Per class of service (PRG 20-06-01) this program is used to allow or deny the user's ability to turn background music on and off.	0 = Deny (user cannot control background music on their station.) 1 = Allow (user can control background music on their station.) (default = 1)

Operation

To turn Background Music on or off:

1. Press idle Speaker key.
2. Dial **725**.
3. Press Speaker key to hang up.

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Barge-In

Description

Barge-In permits an extension user to break into another extension user's established call, including Conference calls. This sets up a Conference-type conversation between the intruding extension and the parties on the initial call. With Barge-In, an extension user can get a message through to a busy co-worker right away.

There are two Barge-In modes: Monitor Mode (Silent Monitor) and Speech Mode. With Monitor Mode, the caller barging in can listen to another user's conversation but cannot participate. With Speech Mode, the caller barging in can listen and join another user's conversation.



The use of monitoring, recording, or listening devices to eavesdrop, monitor, retrieve, or record telephone conversation or other sound activities, whether or not contemporaneous with transmission, may be illegal in certain circumstances under federal or state laws. Legal advice should be sought prior to implementing any practice that monitors or records any telephone conversation. Some federal and state laws require some form of notification to all parties to a telephone conversation, such as using a beep tone or other notification methods or requiring the consent of all parties to the telephone conversation, prior to monitoring or recording the telephone conversation. Some of these laws incorporate strict penalties.

Conditions

- An extension user can barge-in on a conference.
- An extension user cannot barge-in on an Intercom call if one of the intercom callers is using Hands-free Answerback. Both Intercom parties must lift the handset or press Speaker key.
- With PRG 20-13-10 set to 0, a barged into call can be placed on hold by the originator of the outside call. Both the outside caller and the extension that barged into the call are placed on hold.
- With PRG 20-13-10 set to 1, a call which is barged into can be placed on Park by the originator of the outside call, but only the outside caller is placed in Park. The extension which barged into the call is dropped.
- Privacy blocks Barge-In attempts.
- Function keys simplify the Barge-In operation.
- When Silent Monitor Mode is used, Mute key can be used to activate speech path to the internal and external parties.

Default Settings

Disabled

System Availability

Terminals

Multiline and Single Line Terminals

Required Component(s)

None

Related Features

Call Monitoring

Conference

Hold

Intercom

Off-Hook Signaling

Park

Programmable Function Keys

Guide to Feature Programming

Program Number	Program Name	Default
11-12-08	Service Code Setup (for Service Access) - Barge-In	710
11-16-02	One-Digit Service Code Setup - Barge-In	not assigned
15-07-01	Programmable Function Keys	Refer to Programming Manual.
20-06-01	Class of Service for Extensions	Extension 101 is Class 15 and other Extension are Class 1
20-13-10	Class of Service Options (Supplementary Service) - Barge-In Monitor	COS 01~15 = 0
20-13-15	Class of Service Options (Supplementary Service) - Barge-In, Initiate	COS 01~15 = 0
20-13-16	Class of Service Options (Supplementary Service) - Barge-In, Receive	COS 01~15 = 0
20-13-17	Class of Service Options (Supplementary Service) - Barge-In Tone/Display (Intrusion Tone)	COS 01~15 = 1
20-13-32	Class of Service Options (Supplementary Service) - Multiple Barge-Ins	COS 01~15 = 0
20-14-11	Class of Service Options for DISA - DISA/Tie Trunk Barge-In	COS 01~15 = 0
20-18-07	Service Tone Timers - Intrusion Tone Repeat Time	0 (seconds)
21-01-03	System Options for Outgoing Calls - Trunk Interdigit Time (External)	5 (seconds)

Operation

To Barge-In after calling a busy extension:




The time in PRG 21-01-03 must expire before you can Barge-In.

1. Call a busy extension.
2. Press the **Barge-In** key (PRG 15-07-01 or SC **751**: 34).

To Barge-In without first calling the busy extension:

1. Pick up the handset or press Speaker key.
2. Dial **710**.
- OR -
Press the **Barge-In** key (PRG 15-07-01 or SC **751**: 34).
3. Dial busy extension.

 *The extension user hears a warning tone.*

 *The DISA user is rerouted to the defined ring group.*


- OR -

The following steps are not available for DISA trunks:


1. Dial the extension number of the busy internal party.
2. Dial the single digit service code or the service code **710**.

To Barge-In to a Conference Call:

1. Pick up the handset or press Speaker key and dial the service code (default = **710**).

 *If the telephone does not have the proper COS, a warning tone is sent. After the user hangs up, the system automatically places a callback to the extension.*

2. Dial the extension number or press a **DSS** key of a telephone within a conference call.
When a new call is added to the conference, an intrusion tone is heard by all parties in the Conference, depending on system programming, and all display Multiline Terminals show the joined party. If a Conference is not possible:

 *The extension user hears a warning tone.*

 *The DISA user is rerouted to the defined ring group.*

Not available for DISA.

- OR -


1. Dial the extension number of the internal party.
2. Dial the single digit service code or the service code **710**.

Battery Backup - System Memory

Description

The battery on the CPU retains the Clock/Calendar when the CPU encounters a power loss. With a fully charged battery, the settings are retained for approximately three years.

The system programmed memory (Customer Database) is stored in Nonvolatile Memory and can be erased only by performing a First Initialization.

 For additional storage time and the database can be copied to the Compact Flash card on the CPU.

Conditions

- The battery on the CPU should be removed during long term storage but must be installed (protection against loss of power) just before ETU installation to provide battery backup for System Memory.
- When fully charged, the battery retains System Memory for approximately three years.
- You should replace the CPU battery every three years.
- During normal operation, the battery is continually recharged using a built-in charging circuit from the CPU.
- Battery backup on the CPU does not protect the following:
 - Callback
 - Off-line Status (for programming system or station assignments)
 - Repeat Redial
 - Trunk Queuing/Camp-On

Default Settings

None

 The battery must be installed on the CPU prior to programming a customer database.

System Availability

Terminals

Not applicable

Required Component(s)

None

Related Features

Battery Backup - System Power

Guide to Feature Programming

Program Number	Program Name	Default
90-03-01	Save Data	not assigned

Operation

None



Battery Backup - System Power

Description

An External battery box provides complete system operating power for approximately 1 hour during commercial power outages. Actual time depends on system configuration, traffic conditions, and the capacity of the batteries.

Conditions

- During normal operation, the batteries are continually recharged by a built-in charging circuit.
- External Battery Box can be connected to the system to back up the system in the event of commercial power outage. Refer to the SL1100 System Hardware Manual for further details.

Default Settings

None

System Availability

Terminals

Not applicable

Required Component(s)

CPU

Related Features

Battery Backup - System Memory

Programming

None

Operation

None

B

Built-in Automated Attendant

Description

SL1100 provides Built-in Automated Attendant feature. This feature uses a PZ-VM21 mounted on the CPU unit, but does not use a CF card. Voice prompts or messages are stored in a flash memory on the CPU unit.

Conditions

- This feature uses a PZ-VM21 mounted on the CPU and supports a 2-port Built-in Automated Attendant feature. Voice Mail features are not supported. To use the Voice Mail feature, VM CF must be installed on the PZ-VM21.
- For fixed messages, 1 language is available in SL1100. Default language is "US English".
- Call Routing Mailbox (maximum of 8) can be used for Built-in Automated Attendant.
- Automated Attendant (Operator Assistance) feature is not supported.

Default Settings

None

System Availability

Terminals

All Multiline Terminals, Analog telephone

Required Component(s)

PZ-VM21

Related Features

Voice Response System (VRS)
InMail - Automated Attendant

Guide to Feature Programming

Program Number	Program Name	Default
11-07-01	Pilot# for VM group	None
15-03-03	Terminal Type	Normal
16-02-01	VM port group	None
22-02-01	Incoming Service Type Setup	0
22-07-01	DIL Assignment - Destination Number	No Setting
45-01-01	Specify VM Dpt group	None
47-01-17	Start port for InMail	None

Operation

Set up Built-in Automated Attendant:

< Program>

PRG 11-07-01: Pilot# for VM group

PRG 15-03-03: VM port to "Special"

PRG 16-02-01: VM port group

PRG 22-02-01: 4 (DIL)

PRG 22-07-01: Pilot number of VM

PRG 45-01-01: Specify VM Dpt group

PRG 47-01-17: Start port for InMail

Incoming call:

1. Incoming call to specified trunk.
2. Calling party is connected to Built-in Automated Attendant.

Instruction Menu

How to enter Instruction Menu:

1. Press Speaker key +SC (*8) of PRG 11-12-51 Call own mailbox at terminal.
- OR -
2. Press the **FA** key then dial **77** and mail box number.

Record the message:

1. Dial **7**.
2. Record the message.
3. Dial **#** and finish.

Play the message:

1. Dial **5**.

Delete the message:

1. Dial **3**.

Exit from Instruction Menu:

1. Dial **#**.

Call Arrival (CAR) Keys

Description

Call Arrival (CAR) Keys are software extensions available on the Basic and Expanded Port Packages. A Call Arrival Extension assigned to a line key, can appear and ring on an individual station or multiple stations. Call Arrival Keys are busy only when ringing and are not used during talking.

Call Arrival Keys are shared with the Virtual Extensions (VE). In virtual extension mode, the key acts as a secondary extension. Up to 50 CAR/VE keys are provided.

Conditions

- CAR keys and virtual extensions share 50 available ports/extensions.
- The 50 available ports/extensions are assigned per extension for CAR key mode or virtual extension (VE) key mode.
- More than one extension can share a CAR key.
- An extension can have more than one CAR key assigned.
- Up to 32 incoming calls can be queued to busy CAR key.
- If multiple CAR/SIE/VE keys are ringing on a station at the same time, the CAR/SIE/VE key on the lowest Line Key is answered first.

Default Settings

None

System Availability

Terminals

All Multiline Terminals

Required Component(s)

None

Related Features

Virtual Extensions

Guide to Feature Programming

Program Number	Program Name	Default
11-01-01	System Numbering - Service Code	Refer to Programming Manual.
11-04-01	Virtual Extension Numbering	All Virtual Extension Port = No Setting
15-01-01	Basic Extension Data Setup - Extension Name	No Setting
15-01-05	Basic Extension Data Setup - Restriction for Outgoing Disable on Incoming Line	0
15-02-07	Multiline Telephone Basic Data Setup - Automatic Hold for CO Lines	1
15-02-21	Multiline Telephone Basic Data Setup - Virtual Extension Access Mode (when idle)	2

Program Number	Program Name	Default
15-07-01	Programmable Function Keys	Refer to Programming Manual.
15-08-01	Incoming Virtual Extension Ring Tone Setup	0
15-09-01	Virtual Extension Ring Assignment	0
15-10-01	Incoming Virtual Extension Ring Tone Order Setup	0 = Tone Pattern 1 1 = Tone Pattern 2 2 = Tone Pattern 3 3 = Tone Pattern 4 4 = Incoming Extension Ring Tone
15-11-01	Virtual Extension Delayed Ring Assignment	0
15-18-01	Virtual Extension Key Enhanced Options – Virtual Extension Key Operation Mode	0
15-18-02	Virtual Extension Key Enhanced Options – Display Mode When Placing a Call on Virtual Extension Key	1
20-04-03	System Options for Virtual Extensions - CAR/SIE/Virtual Extension Delay Interval	10 (seconds)
20-06-01	Class of Service for Extensions	Extension 101 is Class 15 and other Extension are Class 1
20-07-10	Class of Service Options (Administrator Level) - Programmable Function Key Programming (Appearance Level)	COS 01~15=1
20-10-08	Class of Service Options (Answer Service) - Virtual Extension Off-Hook Answer	COS 01~15=1
20-13-27	Class of Service Options (Supplementary Service) - Busy on Seizing Virtual Extension	COS 01~15=1
21-01-15	System Options for Outgoing Calls - Outgoing Disable on Incoming Line (Toll Restriction)	1
23-04-01	Ringling Line Preference for Virtual Extensions	00


Operation

To answer a call ringing a Call Arrival (CAR) key:

1. Press the flashing **Call Arrival (CAR)** key.

To place a call to a Call Arrival (CAR) key:

1. Lift the handset, or press Speaker key.
2. Dial the CAR key extension, or press the **Call Arrival (CAR)** key.

 *The operation depends on the setting in PRG 15-02-21.*

To program a Call Arrival (CAR) key on a telephone:

1. Press Speaker key.
2. Dial **852**.
3. Press the key you want to program.
4. Dial ***03**.
5. Dial the number of the extension you want to appear on the key.
6. Press Hold key once for Immediate Ring.

 *To set for Delayed Ring, skip to step 8.*

7. Dial the Mode number in which the key rings.
 - 1 = Day 1
 - 2 = Night 1
 - 3 = Midnight 1
 - 4 = Rest 1
 - 5 = Day 2
 - 6 = Night 2
 - 7 = Midnight 2
 - 8 = Rest 2
8. Press Hold key to set up Delayed Ring.
- OR -
Skip to step 10.
9. Dial the mode number in which the key delay rings.
 - 1 = Day 1
 - 2 = Night 1
 - 3 = Midnight 1
 - 4 = Rest 1
 - 5 = Day 2
 - 6 = Night 2
 - 7 = Midnight 2
 - 8 = Rest 2
10. Press Speaker key.

C

Call Duration Timer

Description

Call Duration Timer lets a Multiline Terminal with an LCD time their trunk calls on the telephone display. This helps users that must keep track of their time on the telephone. For incoming trunk calls, the Call Time begins as soon as the user answers the call.

Conditions

- The Call Timer starts over each time the call is retrieved from Hold or Park.

Default Settings

Enabled

System Availability

Terminals

All Multiline Terminals with an LCD

Required Component(s)

None

Related Features

Alphanumeric Display

Guide to Feature Programming

Program Number	Program Name	Default
20-06-01	Class of Service for Extensions	Extension 101 is Class 15 and other Extension are Class 1
20-09-06	Class of Service Options (Incoming Call Service) - Incoming Time Display	COS 01~15 = 0
20-13-36	Class of Service Options (Supplementary Service) - Call Duration Timer Display	COS 01~15 = 1
21-01-03	System Options for Outgoing calls - Trunk Interdigit Time (External)	5 (seconds)

Operation

To time your trunk calls:

1. Place a trunk call.



The timer starts automatically.

Call Forwarding

Description


Call Forwarding permits an extension user to redirect their calls to another extension or an off-premise number. Call Forwarding ensures that the user's calls are covered when they are away from their work area. The types of Call Forwarding are:

- Call Forwarding when Busy or Unanswered
Calls to the extension forward when busy or unanswered.
- Call Forwarding Immediate
All calls forward immediately to the destination, and only the destination rings.
- Call Forwarding - Centrex
When using PBX/Centrex trunks, calls to extension perform a Centrex transfer using Immediate, Busy and No Answer Forwarding.
- Call Forwarding with both Ringing
All calls forward immediately to the destination, and both the destination and the forwarded extension ring (not for Voice Mail).
- Call Forwarding when Unanswered
Calls forward only if they are unanswered (Ring No Answer).
- Call Forwarding Follow Me
Refer to [Call Forwarding with Follow Me on page 1-72](#) for more information.
- Personal Answering Machine Emulation
Allows the extension to emulate an answering machine. Refer to SL1100 InMail for more information.

Call Forwarding reroutes calls ringing an extension, including calls transferred from another extension. Call Forwarding can also be split, allowing internal and external calls to forward to different destinations. The extension user can enable Call Forwarding from their telephone. An extension user can also set the forwarding for another extension by using Call Forward for any Extension to Destination. To redirect calls while a user is at another telephone, use Call Forwarding with Follow Me. A periodic VRS announcement can remind users that their calls are forwarded.

Conditions

- Virtual Extensions can be set to Call Forward. PRG 15-02-21 must be set to a 1, to allow the Virtual Extension to place outgoing calls.
- If an extension in a call forward chain has Call Forward with Both Ring, calls do not continue routing to other extensions in the chain.
- If an extension in a call forward chain has Call Forward with Follow Me set, calls do not continue routing to other extensions in the chain.
- If the extension in a Call Forward-Both Ring set to another extension, it will only continue to forward if the Both ring location is forwarded (B/NA or NA) to VM and no where else.
- Call Forwards can be chained allowing calls to forward from one extension to the next. Up to 32 extensions can be linked in a call forward chain.
- Periodic reminder message requires a PZ-VM21 daughter board for Voice Response System (VRS).
- Call Forwarding an extension in a Department Group prevents that extension from receiving Department Pilot Calls.
- Ring Groups do not follow Call Forwarding.
- Call Forward Split does not allow for Call Forward with Follow Me.
- If Call Forwarding off premise, a trunk access code must be included in the forwarding number.
- Call Forward with Follow Me allows for a single station to set follow me for multiple stations. When canceling Call Forward with Follow Me, the user must specify the station to cancel or cancel all.
- The telephone must be in an idle state to enable call forwarding with a Programmable Function Key, or receiving dial tone to enable call forwarding with a service code.
- Call Forward for any Extension to Destination cannot be set or canceled from a Virtual Extension.
- Call Forwarding/Do Not Disturb Override allows for Overriding a Call Forwarding or DND setting at another extension.

- When a call is transferred because of Call Forwarding No Answer, Call Forwarding Busy, or DND, the Reason for Transfer option can display to the transferred extension as to why the call is ringing to their telephone.
 - An extension user can forward their calls to a Department number.
 - A DSS key indicates a Call Forwarding indication for extensions.
 - When DND All and Call Forward are set on the same telephone, call forwarding works. If Busy and No Answer Forwarding are set to different locations, it follows the Busy Forwarding.
 - Function keys simplify Call Forwarding operation.
 - If an extension Class of Service denies Call Forwarding (PRG 20-11-01 ~ PRG 20-11-05, off), the extension can still dial the service code to Set/Cancel Call Forwarding, but it can not set any data.
 - Call Forward Both Ring Split does not work to an off-premise destination.
 - If an IP Terminal has forwarding set and then loses connection, it follows the forwarding.
 - If an IP Terminal has Busy and No Answer Forwarding set to different locations and it loses connection, it follows the Busy Forwarding location.
 - When the following are done in sequence,
 - Call Forwarding Busy/No Answer is set to extension
 - Call Forwarding Immediate is set on extension
 - Call Forwarding Immediate is cancelled on extension
 then,
Call Forwarding Busy/No Answer is set back on the extension.
 - When the following are done in sequence,
 - Call Forwarding No Answer is set to extension
 - Call Forwarding Immediate is set on extension
 - Call Forwarding Immediate is cancelled on extension
 then,
all Call Forwarding is cancelled.
-  *Any settings in PRG 24-09-04 and PRG 24-09-05, copies the information to PRG 24-09-02 and PRG 24-09-03 and is changed to Call Forwarding Busy/No Answer.*
- When the following are done in sequence,
 - Call Forwarding Busy is set to extension
 - Call Forwarding Immediate is set on extension
 - Call Forwarding Immediate is cancelled on extension
 then,
Call Forwarding Busy/No Answer is set back on the extension.

Default Settings

Enabled

System Availability

Terminals

Any Station and Virtual Extensions

Required Component(s)

None

Related Features

Call Forwarding, Off-Premise

Call Forwarding with Follow Me

Call Forwarding/Do Not Disturb Override

Central Office Calls, Answering

Department Calling

Direct Station Selection (DSS) Console

Do Not Disturb (DND)

Programmable Function Keys

Voice Response System (VRS)

Guide to Feature Programming

Program Number	Program Name	Default
11-10-06	Service Code Setup (for System Administrator) - Setting the Automatic Transfer for Each Trunk Line	733
11-10-07	Service Code Setup (for System Administrator) - Canceling the Automatic Transfer for Each Trunk Line	734
11-10-08	Service Code Setup (for System Administrator) - Setting the Destination for Automatic Trunk Transfer	735
11-10-18	Service Code Setup (for System Administrator) - Off-Premise Call Forward by Door Box	722
11-11-01	Service Code Setup (for Setup/Entry Operation) - Call Forward - All	741
11-11-02	Service Code Setup (for Setup/Entry Operation) - Call Forward - Busy	742
11-11-03	Service Code Setup (for Setup/Entry Operation) - Call Forward - No Answer	743
11-11-04	Service Code Setup (for Setup/Entry Operation) - Call Forward - Busy/No Answer	744
11-11-05	Service Code Setup (for Setup/Entry Operation) - Call Forward - Both Ring	745
11-11-07	Service Code Setup (for Setup/Entry Operation) - Call Forwarding - Follow Me	746
11-11-08	Service Code Setup (for Setup/Entry Operation) - Do Not Disturb	747
11-11-45	Service Code Setup (for Setup/Entry Operation) - Set/Cancel Call Forward All (Split)	682
11-11-46	Service Code Setup (for Setup/Entry Operation) - Set/Cancel Call Forward Busy (Split)	683
11-11-47	Service Code Setup (for Setup/Entry Operation) - Set/Cancel Call Forward No Answer (Split)	684
11-11-48	Service Code Setup (for Setup/Entry Operation) - Set/Cancel Call Forward Busy/No Answer (Split)	685

Program Number	Program Name	Default
11-11-49	Service Code Setup (for Setup/Entry Operation) - Set/Cancel Call Forward Both Ring (Split)	686
11-11-52	Service Code Setup (for Setup/Entry Operation) - Set/Cancel Call Forward All Destination (No Split)	790
11-11-53	Service Code Setup (for Setup/Entry Operation) - Set/Cancel Call Forward Busy Destination (No Split)	791
11-11-54	Service Code Setup (for Setup/Entry Operation) - Set/Cancel Call Forward No Answer Destination (No Split)	792
11-11-55	Service Code Setup (for Setup/Entry Operation) - Call Forward Busy No Answer Destination (No Split)	793
11-11-58	Service Code Setup (for Setup/Entry Operation) - Call forward with Personal Greeting	713
11-12-01	Service Code Setup (for Service Access) - Bypass Call	707
11-16-06	Single Digit Service Code Setup - DND/Call Forward Override Bypass	not assigned
15-07-01	Programmable Function Keys	Refer to Programming Manual.
20-06-01	Class of Service for Extensions	Extension 101 is Class 15 and other Extension are Class 1
20-09-01	Class of Service Options (Incoming Call Service) - Second Call for DID/DISA/DIL Override	COS 01 ~ 15 = 1
20-09-07	Class of Service Options (Incoming Call Service) - Call Queuing	COS 01 ~ 15 = 1
20-11-01	Class of Service Options (Hold/Transfer Service) - Call Forward All	COS 01 ~ 15 = 1
20-11-02	Class of Service Options (Hold/Transfer Service) - Call Forward When Busy	COS 01 ~ 15 = 1
20-11-03	Class of Service Options (Hold/Transfer Service) - Call Forwarding When Unanswered	COS 01 ~ 15 = 1
20-11-04	Class of Service Options (Hold/Transfer Service) - Call Forwarding (Both Ringing)	COS 01 ~ 15 = 1
20-11-05	Class of Service Options (Hold/Transfer Service) - Call Forwarding with Follow Me	COS 01 ~ 15 = 1
20-11-23	Class of Service Options (Hold/Transfer Service) - VE Call Forward Set/Cancel	COS 01 ~ 15 = 1
20-13-05	Class of Service Options (Supplementary Service) - Intercom Off-Hook Signaling	COS 01 ~ 15 = 1
20-13-06	Class of Service Options (Supplementary Service) - Automatic Off-Hook Signaling (Automatic Override)	COS 01 ~ 15 = 1
24-02-03	System Options for Transfer - Delayed Call Forwarding Time	10 (seconds)
24-09-01	Call Forward Split Settings - Call Forwarding Type:	0
24-09-02	Call Forward Split Settings - CO Call Forwarding Destination for Both Ring, All Call, No Answer	not assigned
24-09-03	Call Forward Split Settings - Intercom Call Forwarding Destination for Both ring, All Call, No Answer	not assigned
24-09-04	Call Forward Split Settings - CO Call Forwarding Busy Destination	not assigned
24-09-05	Call Forward Split Settings - Intercom Call Forwarding Busy Destination	not assigned
24-09-06	Call Forward Split Settings - Call Forwarding Destination for CTX/PBX for All Call, No Answer	not assigned


Program Number	Program Name	Default
24-09-07	Call Forward Split Settings - Call Forwarding Destination for CTX/PBX for Busy	not assigned

Operation

To set Call Forward - Immediate at a forwarding station:


1. Pick up the handset or press Speaker key.
2. Dial the Call Forward - Immediate Service Code (default: **741**).
- OR -
At the Multiline Terminal only, press the **Call Forwarding Programmable Function** keys. (PRG 15-07-01, 10 or SC **751**, Key Code 10)
3. Dial **1** (Set).
4. Dial the destination extension or off-premise number.
5. Press Speaker key or hang up.

 Refer to [Call Forwarding on page 1-62](#).

 The Call Forwarding Programmable Function key lights.

To cancel Call Forward - Immediate at a forwarding station:


1. Pick up the handset or press Speaker key.
2. Dial the Call Forward - Immediate Service Code (default: **741**).
- OR -
At the Multiline Terminal only, press the **Call Forwarding Programmable Function** keys. (PRG 15-07-01, 10 or SC **751**, Key Code 10)
3. Dial **0** (Cancel).
4. Press Speaker key or hang up.

 The Call Forwarding Programmable Function key turns off.

To set Call Forward - Busy/No Answer at a forwarding station:


1. Pick up the handset or press Speaker key.
2. Dial the Call Forward - Busy/No Answer Service Code (default: **744**).
- OR -
At the Multiline Terminal only, press the **Call Forwarding Programmable Function** keys. (PRG 15-07-01, 13 or SC **751**, Key Code 13)
3. Dial **1** (Set).
4. Dial the destination extension or off-premise number.
5. Press Speaker key or hang up.

 Refer to [Call Forwarding on page 1-62](#).

 The Call Forwarding Programmable Function key turns on.


To cancel Call Forward - Busy/No Answer at a forwarding station:

1. Pick up the handset or press Speaker key.
2. Dial the Call Forward - Busy/No Answer Service Code (default: **744**).
- OR -
At the Multiline Terminal only, press the **Call Forwarding Programmable Function** keys. (PRG 15-07-01, 13 or SC **751**, Key Code 13)
3. Dial **0** (Cancel).
4. Press Speaker key or hang up.

 *The Call Forwarding Programmable Function key turns off.*


To set Call Forward - Both Ring at a forwarding station:

1. Pick up the handset or press Speaker key.
2. Dial the Call Forward - Both Ring Service Code (default: **745**).
- OR -
At the Multiline Terminal only, press the **Call Forwarding Programmable Function** keys. (PRG 15-07-01, 14 or SC **751**, Key Code 14)
3. Dial **1** (Set).
4. Dial the destination extension number.
5. Press Speaker key or hang up.

 *The Call Forwarding Programmable Function key turns on.*


To cancel Call Forward - Both Ring at a forwarding station:

1. Pick up the handset or press Speaker key.
2. Dial the Call Forward - Both Ring Service Code (default: **745**).
- OR -
At the Multiline Terminal only, press the **Call Forwarding Programmable Function** keys. (PRG 15-07-01, 14 or SC **751**, Key Code 14)
3. Dial **0** (Cancel).
4. Press Speaker key or hang up.

 *The Call Forwarding Programmable Function key turns off.*

To set Call Forward - Follow Me from the destination station:


1. Pick up the handset or press Speaker key.
2. Dial the Call Forward - Follow Me Service Code (default: **746**).
- OR -
At the Multiline Terminal only, press the **Call Forwarding Programmable Function** keys. (PRG 15-07-01, 10 or SC **751**, Key Code 15)
3. Dial **1** (Set).
4. Dial the station number to be forwarded and then the destination number.
5. Press Speaker key or hang up.

 *The Call Forwarding Programmable Function key goes on.*

To cancel Call Forward - Follow Me from the destination station:

1. Pick up the handset or press Speaker key.
2. Dial the Call Forward - Follow Me Service Code (default: **746**).
- OR -
At the Multiline Terminal only, press the **Call Forwarding Programmable Function** keys. (PRG 15-07-01, 10 or SC **751**, Key Code 15)

3. Dial **0** (Cancel).
4. Dial the station number, which is forwarded, or **0** to cancel all extensions.
5. Press Speaker key or hang up.

 *The Call Forwarding Programmable Function key turns off.*

To set Call Forward Immediate for any Extension to Destination:

1. Pick up the handset or press Speaker key.
2. Dial the Call Forward Immediate for any Extension to Destination Service Code (Default: **790**).
3. Dial **1** (Set).
4. Dial the extension number to be forwarded and then the destination number.
5. Press Speaker key or hang up.

To cancel Call Forward Immediate for any Extension:

1. Pick up the handset or press Speaker key.
2. Dial the Call Forward Immediate for any Extension to Destination Service Code (default: **790**).
3. Dial **0** (Cancel).
4. Dial the station number which is forwarded.
5. Press Speaker key or hang up.

To set Call Forward Busy/No Answer for any Extension to Destination:

1. Pick up the handset or press Speaker key.
2. Dial the Call Forward Busy/No Answer for any Extension to Destination Service Code (default: **793**).
3. Dial **1** (Set).
4. Dial the extension number to be forwarded and then the destination number.
5. Press Speaker key or hang up.

To cancel Call Forward Busy/No Answer for any Extension to Destination:

1. Pick up the handset or press Speaker key.
2. Dial the Call Forward Busy/No Answer for any Extension to Destination Service Code (default: **793**).
3. Dial **0** (Cancel).
4. Dial the station number, which is forwarded.
5. Press Speaker key or hang up.

To set Call Forward - Immediate using a Virtual Extension:

1. Press the idle **Virtual Extension** key.
2. Dial the Call Forward - Immediate Service Code (default: **741**).
3. Dial **1** (Set).
4. Dial the destination extension or off-premise number.
5. Press Speaker key or hang up.

 *Refer to [Call Forwarding on page 1-62](#).*

To cancel Call Forward - Immediate at a forwarding station:

1. Press the idle **Virtual Extension** key.
2. Dial the Call Forward - Immediate Service Code (default: **741**).
3. Dial **0** (Cancel).
4. Press Speaker key or hang up.

To set Call Forward - Busy/No Answer using a Virtual Extension:

1. Press the idle **Virtual Extension** key.
2. Dial the Call Forward - Busy/No Answer Service Code (Default: **744**).
3. Dial **1** (Set).
4. Dial the destination extension or off-premise number.
5. Press Speaker key or hang up.

 Refer to [Call Forwarding on page 1-62](#).

To cancel Call Forward - Busy/No Answer using a Virtual Extension:

1. Press the idle **Virtual Extension** key.
2. Dial the Call Forward - Busy/No Answer Service Code (default: **744**).
3. Dial **0** (Cancel).
4. Press Speaker key or hang up.

To set Call Forward - All (Split):

1. Pick up the handset or press Speaker key.
2. Dial the Call Forward - Immediate Service Code (default: **682**).
3. Dial **1** (Set).
4. Dial **1** (INT) to set the destination for Internal calls or **2** (EXT) to set the destination for External calls.
5. Dial the destination extension or off-premise number.
6. Press Speaker key or hang up.

 Refer to [Call Forwarding on page 1-62](#).

To cancel Call Forward - All (Split) at a forwarding station:

1. Pick up the handset or press Speaker key.
2. Dial the Call Forward - All Split Service Code (default: **682**).
3. Dial **0** (Cancel).
4. Dial **0** to cancel all Call Forward All Split destinations, **1** (INT) to cancel the destination for Internal calls, or **2** (EXT) to cancel the destination for External calls.
5. Press Speaker key or hang up.

To set Call Forward - Busy (Split):

1. Pick up the handset or press Speaker key.
2. Dial the Call Forward - Busy Split Service Code (default: **683**).
3. Dial **1** (Set).
4. Dial **1** (INT) to set the destination for Internal calls or **2** (EXT) to set the destination for External calls.
5. Dial the destination extension or off-premise number.
6. Press Speaker key or hang up.

 Refer to [Call Forwarding on page 1-62](#).

To cancel Call Forward - Busy (Split):

1. Pick up the handset or press Speaker key.
2. Dial the Call Forward - Busy Split Service Code (default: **683**).
3. Dial **0** (Cancel).
4. Dial **0** to cancel all Call Forward Busy Split destinations, **1** (INT) to cancel the destination for Internal calls, or **2** (EXT) to cancel the destination for External calls.
5. Press Speaker key or hang up.

To set Call Forward - No Answer (Split):

1. Pick up the handset or press Speaker key.
2. Dial the Call Forward - No Answer Split Service Code (default: **684**).
3. Dial **1** (Set).
4. Dial **1** (INT) to set the destination for Internal calls or **2** (EXT) to set the destination for External calls.
5. Dial the destination extension or off-premise number.
6. Press Speaker key or hang up.

 Refer to [Call Forwarding on page 1-62](#).

To cancel Call Forward - No Answer (Split):

1. Pick up the handset or press Speaker key.
2. Dial the Call Forward - No Answer Split Service Code (default: **684**).
3. Dial **0** (Cancel).
4. Dial **0** to cancel all Call Forward No Answer Split destinations, **1** (INT) to cancel the destination for Internal calls, or **2** (EXT) to cancel the destination for External calls.
5. Press Speaker key or hang up.

To set Call Forward - Busy/No Answer (Split):

1. Pick up the handset or press Speaker key.
2. Dial the Call Forward - Busy/No Answer Split Service Code (default: **685**).
3. Dial **1** (Set).
4. Dial **1** (INT) to set the destination for Internal calls or **2** (EXT) to set the destination for External calls.
5. Dial the destination extension or off-premise number.
6. Press Speaker key or hang up.


 Refer to [Call Forwarding on page 1-62](#).

To cancel Call Forward - Busy/No Answer (Split):

1. Pick up the handset or press Speaker key.
2. Dial the Call Forward - Busy/No Answer Split Service Code (default: **685**).
3. Dial **0** (Cancel).
4. Dial **0** to cancel all Call Forward Busy/No Answer Split destinations, **1** (INT) to cancel the destination for Internal calls, or **2** (EXT) to cancel the destination for External calls.
5. Press Speaker key or hang up.

To set Call Forward - Both Ring (Split):

1. Pick up the handset or press Speaker key.
2. Dial the Call Forward - Both Ring Split Service Code (default: **686**).
3. Dial **1** (Set).
4. Dial **1** (INT) to set the destination for Internal calls or **2** (EXT) to set the destination for External calls.
5. Dial the destination extension.

 *Call Forward - Both Ring (Split) does not support Off-Premise destinations.*

6. Press Speaker key or hang up.

 Refer to [Call Forwarding on page 1-62](#).

To cancel Call Forward - Both Ring (Split):

1. Pick up the handset or press Speaker key.
2. Dial the Call Forward - Both Ring Split Service Code (default: **686**).
3. Dial **0** (Cancel).
4. Dial **0** to cancel all Call Forward Both Ring Split destinations, **1** (INT) to cancel the destination for Internal calls, or **2** (EXT) to cancel the destination for External calls.
5. Press Speaker key or hang up.

Call Forwarding with Follow Me

Description

While at a co-worker's desk, a user can have Call Forwarding with Follow Me redirect their calls to the co-worker's extension. This helps an employee who gets detained at a co-worker's desk longer than expected. To prevent losing important calls, the employee can activate Call Forwarding with Follow Me from the co-worker's telephone.

Call Forwarding with Follow Me reroutes calls from the destination extension. To reroute calls from the initiating (forwarding) extension, use Call Forwarding.

Conditions

- Call Forwarding an extension in a Department Group prevents that extension from receiving Department Pilot Calls.
- Multiple Stations can set Call Forward Follow Me to one station.
- Calls to extensions with DND active do not follow Call Forwarding programming. DIL calls ring an idle Department Group member, and then follow PRG 22-08 programming then PRG 22-05 programming.

Default Settings

Enabled

System Availability

Terminals

All Terminals

Required Component(s)

None

Related Features

Do Not Disturb (DND)

Programmable Function Keys


Guide to Feature Programming

Program Number	Program Name	Default
11-11-07	Service Code Setup (for Setup/Entry Operation) - Call Forwarding - Follow Me	746
15-07-01	Programmable Function Keys	Refer to Programming Manual.
20-06-01	Class of Service for Extensions	Extension 101 is Class 15 and other Extension are Class 1
20-11-05	Class of Service Options (Hold/Transfer Service) - Call Forwarding with Follow Me	COS 01 ~ 15 = 1

Operation

To activate Call Forward Follow Me from a Multiline Terminal:

1. At a Multiline Terminal, other than your own, press Speaker key and dial Service Code (**746**, PRG 11-11-07).
- OR -
Press the **Call Forward Follow Me** key (PRG 15-07-01 or SC **751**: Code 15).
2. Dial **1** to set.
3. Dial the Extension to forward.

 *The Multiline Terminal with display indicates on the display of the telephone which Call Forward Follow Me is set. Also, the Programmed Follow Me Flexible Line Key flashes (if assigned) when Follow Me is set.*

To cancel Call Forward Follow Me from your own Multiline Terminal:

1. At your Multiline Terminal, press Speaker key and dial Service Code (**746**, PRG 11-11-07).
- OR -
Press the **Call Forward Follow Me** key (PRG 15-07-01 or SC **751**: Code 15).
2. Dial **0** to cancel.
3. Dial **0** (Cancel All Forward Follow Me).
- OR -
Dial the extension number with Follow Me set.

To activate Call Forward Follow Me from a Single Line Terminal:

1. At a Single Line Terminal, other than your own, lift the handset and dial the Service Code (**746**, PRG 11-11-07).
2. Dial **1** to set.
3. Dial the extension to forward.

To cancel Call Forward Follow Me from your own Single Line Terminal:

1. At your Single Line Terminal, lift the handset and dial Service Code (**746**, PRG 11-11-07).
2. Dial **0** to cancel.
3. Dial **0** (Cancel All Forward Follow Me).
- OR -
Dial the extension number with Follow Me set.

Call Forwarding, Off-Premise

Description

Off-Premise Call Forwarding allows an extension user to forward their calls to an off-site location. By enabling Call Forward, Off-Premise, the user can stay in touch by having the system forward their calls while they are away from the office. The forwarding destination can be any telephone number the user enters, such as a mobile phone, home office, and hotel or meeting room. Off-Premise Call Forwarding can route the off-site telephone number over a specific trunk or through a trunk group, Automatic Route Selection or Trunk Group Routing.

Off-Premise Call Forwarding reroutes the following types of incoming calls:

- Ringing intercom calls from co-worker's extensions
- Calls routed from the VRS or Voice Mail ¹
- Direct Inward Lines ¹
- DISA and DID calls to the forwarded extension ¹
- Transferred calls ¹

¹ Off-Premise Call Forwarding can reroute an incoming trunk call only if the outgoing trunk selected has disconnect supervision enabled (refer to the Programming section).

Off-Premise Call Forwarding does not reroute Call Arrival (CAR) Keys, Virtual Extension keys or Ring Group calls (i.e., trunk ringing according to Ring Group assignments made in PRG 22-04 and PRG 22-05).

Conditions

- If a call that forwards Off-Premise goes out on a trunk assigned as TIE or DID, and the called party does not answer before the timer in PRG 34-07-05, the call recalls to the station that performed the transfer.
- Call Forwarding Off-Premise requires loop start trunks with disconnect supervision.
- The trunk access code and the outside telephone number combined cannot exceed 24 digits.
- Call Forwarding an extension in a Department Group prevents that extension from receiving Department Pilot Calls.
- If a Programmable Function key is not defined for Call Forwarding (10 ~ 17), the DND key flashes to indicate that the extension is call forwarded.
- DID calls to an extension with Off-Premise Call Forwarding set do not recall if there is no answer.
- Door Boxes must be programmed for the calls to be transferred Off-Premise.
- The outside number Call Forwarding dials can only be a number normally allowed by the forwarded extension Toll Restriction.
- In systems with a PZ-VM21, callers to an extension forwarded off-premise hear, "Please hold on, your call is being rerouted." This option can be disabled in PRG 40-10-01 by setting it to disable.
- When a station is in DND and any Call Forwarding Off Premise is set, the call forwards immediately.
- Call Forwarding, Off-Premise is not supported when using Alternate Trunk Group Routing.

Default Settings

Disabled

System Availability

Terminals

All Stations

Required Component(s)

None

Related Features

Call Forwarding

Code Restriction/Toll Restriction

Direct Inward Dialing (DID)

Do Not Disturb (DND)

Door Box

Virtual Extensions

Voice Response System (VRS)

C

Guide to Feature Programming

Program Number	Program Name	Default
10-09-01	DTMF and Dial Tone Circuit Setup	Resource 01 - 96 = 0 (Common)
11-07-01	Department Group Pilot Numbers - Dial	not assigned
11-11-01	Service Code Setup (for Setup/Entry Operation) - Call Forward - All	741
11-11-02	Service Code Setup (for Setup/Entry Operation) - Call Forward - Busy	742
11-11-03	Service Code Setup (for Setup/Entry Operation) - Call Forward - No Answer	743
11-11-04	Service Code Setup (for Setup/Entry Operation) - Call Forward - Busy/No Answer	744
11-11-05	Service Code Setup (for Setup/Entry Operation) - Call Forward - Both Ring	745
11-11-45	Service Code Setup (for Setup/Entry Operation) - Set/Cancel Call Forward All (Split)	682
11-11-46	Service Code Setup (for Setup/Entry Operation) - Set/Cancel Call Forward Busy (Split)	683
11-11-47	Service Code Setup (for Setup/Entry Operation) - Set/Cancel Call Forward No Answer (Split)	684
11-11-48	Service Code Setup (for Setup/Entry Operation) - Set/Cancel Call Forward Busy/No Answer (Split)	683
11-11-49	Service Code Setup (for Setup/Entry Operation) - Set/Cancel Call Forward Both Ring (Split)	686
11-11-52	Service Code Setup (for Setup/Entry Operation) - Set/Cancel Call Forward All Destination (No Split)	790
11-11-53	Service Code Setup (for Setup/Entry Operation) - Set/Cancel Call Forward Busy Destination (No Split)	791
11-11-54	Service Code Setup (for Setup/Entry Operation) - Set/Cancel Call Forward No Answer Destination (No Split)	792


Program Number	Program Name	Default
11-11-55	Service Code Setup (for Setup/Entry Operation) - Set/Cancel Call Forward Busy/No Answer Destination (No Split)	793
14-01-13	Basic Trunk Data Setup -Trunk-to-Trunk Transfer	0
15-07-01	Programmable Function Keys	Refer to Programming Manual.
20-06-01	Class of Service for Extensions	Extension 101 is Class 15 and other Extension are Class 1
20-09-01	Class of Service Options (Incoming Call Service) - Second Call for DID/DISA/DIL Override	COS 01 ~ 15 = 1
20-09-07	Class of Service Options (Incoming Call Service) - Call Queuing	COS 01 ~ 15 = 1
20-11-12	Class of Service Options (Hold/Transfer Service) - Call Forwarding Off-Premise (External Call Forwarding)	COS 01 ~ 15 = 1
20-13-05	Class of Service Options (Supplementary Service) - Intercom Off-Hook Signaling	COS 01 ~ 15 = 1
20-13-06	Class of Service Options (Supplementary Service) - Automatic Off-Hook Signaling (Automatic Override)	COS 01 ~ 15 = 1
21-03-01	Trunk Group Routing for Trunks	1
24-02-07	System Options for Transfer - Trunk-to-Trunk Transfer Release Warning Tone	1800 (seconds)
24-09-01	Call Forward Split Settings - Call Forwarding Type	0
24-09-02	Call Forward Split Settings - CO Call Forwarding Destination for Both Ring, All Call, No Answer	not assigned
24-09-03	Call Forward Split Settings - Intercom Call Forwarding Destination for both ring, All Call, No Answer	not assigned
24-09-04	Call Forward Split Settings - CO Call Forwarding Busy Destination	not assigned
24-09-05	Call Forward Split Settings - Intercom Call Forwarding Busy Destination	not assigned
24-09-06	Call Forward Split Settings - Call Forwarding Destination for CTX/PBX for All Call, No Answer	not assigned
24-09-07	Call Forward Split Settings - Call Forwarding Destination for CTX/PBX for Busy	not assigned
25-07-07	System Timers for VRS/DISA - Long Conversation Warning Tone Time	3600 (seconds)
25-07-08	System Timers for VRS/DISA - Long Conversation Disconnect Time	10 (seconds)

Trunk-to-Trunk Forwarding - Normal (0) Trunks

Program Number	Program Name	Default
11-10-06	Service Code Setup (for System Administrator) - Setting the Automatic Transfer for each Trunk Line	733
11-10-07	Service Code Setup (for System Administrator) - Canceling the Automatic Transfer for each Trunk Line	734
11-10-08	Service Code Setup (for System Administrator) - Setting the Destination for Automatic Trunk Transfer	735
13-01-01	Speed Dialing Function Setup - Speed Dialing Auto Outgoing Call Mode	0
13-04-01	Speed Dialing Number and Name - Speed Dialing Data	not assigned


Program Number	Program Name	Default
14-01-26	Basic Trunk Data Setup - Automatic Trunk-to-Trunk Transfer Mode	0
20-06-01	Class of Service for Extensions	Extension 101 is Class 15 and other Extension are Class 1
20-07-05	Class of Service Options (Administrator Level) - Set/Cancel Automatic Trunk-to-Trunk Transfer	COS 01 ~ 15 = 0
22-02-01	Incoming Call Trunk Setup - Incoming Type	0
24-02-11	System Options for Transfer - No Answer Step Transfer	10 (seconds)
24-02-12	System Options for Transfer - No Answer Trunk-to-Trunk Transfer	0 (seconds)
24-04-01	Automatic Trunk-to-Trunk Transfer Target Setup	999

Trunk-to-Trunk Forwarding - DID (3) Trunk Forwarding by Department Groups

 Refer to [Departmental Calling on page 1-163](#) for additional Department Group programming.

Program Number	Program Name	Default
11-07-01	Department Group Pilot Numbers - Dial	not assigned
11-11-25	Service Code Setup (for Setup/Entry Operation) - Automatic Transfer Setup for Each Extension Group	602
11-11-26	Service Code Setup (for Setup/Entry Operation) - Automatic Transfer Cancellation for Each Extension Group	603
11-11-27	Service Code Setup (for Setup/Entry Operation) - Destination of Automatic Transfer Each Extension Group	604
13-01-01	Speed Dialing Function Setup - Speed Dialing Auto Outgoing Call Mode	0
13-04-01	Speed Dialing Number and Name - Speed Dialing Data	not assigned
14-01-04	Basic Trunk Data Setup - Transmit Gain Level for Conference and Transfer Calls	32 (0 dB)
14-01-05	Basic Trunk Data Setup - Receive Gain Level for Conference and Transfer Calls	16 (-8 dB)
14-06-01	Trunk Group Routing - Priority Order Number	Route 1, Order Number 1 = 1 (Trunk Group 1) Order Numbers 2, 3, 4 = 0 (Not Specified) All Other Routes (2 ~ 25) and Order Numbers (1 ~ 4) = 0 (Not Specified).
15-07-01	Programmable Function Keys	Refer to Programming Manual.
16-02-01	Department Group Assignment for Extensions	All extensions in Department Group 1 with priority in port order: Port 1 priority = 1 Port 84 priority = 84
20-06-01	Class of Service for Extensions	Extension 101 is Class 15 and other Extension are Class 1
20-11-17	Class of Service Options (Hold/Transfer Service) - Department Group Trunk-to-Trunk Transfer (Each Telephone Group Transfer)	COS 01 ~ 15 = 1
24-05-01	Department Group Transfer Target Setup	999

Trunk-to-Trunk Forwarding - DID (3) Trunk Forwarding Using DID Translation Table

 Refer to *Direct Inward Dialing (DID)* on page 1-183 for additional DID programming.

Program Number	Program Name	Default
22-11-05	DID Translation Table Number Conversion - Transfer Destination Number 1	0
22-11-06	DID Translation Table Number Conversion - Transfer Destination Number 2	

C

Operation

To activate Call Forwarding Off-Premise non-split:

- At a Multiline Terminal, press Speaker key.
- OR -
At a Single Line Terminal, lift the handset.
- Dial the Call Forwarding Service Code.
- OR -
At a Multiline Terminal only, press the **Call Forwarding Programmable Function** keys (PRG 15-07-01, PRG 15-07-10 ~ PRG 15-07-15 or SC 751Key Code 10 ~ 15).
- Dial **1** (Set).
- Dial the Trunk Access Code (default: **9**) + Number (**9** + 2142622000).

 Trunk access codes are 9 (ARS/Trunk Group Routing), 704 + Line Group (1 ~ 9, 01 ~ 99 or 001 ~ 100) or #9 + Line number (e.g., 05 or 005 for line 5).

 Your DND or Call Forwarding (Device) Programmable Function key flashes.

To cancel Call Forwarding Off-Premise non-split:

- At a Multiline Terminal, press Speaker key.
- OR -
At a Single Line Terminal, lift the handset.
- Dial the Call Forward Access Code (default not assigned).
- Dial **0** (Cancel).

To activate Call Forwarding Off-Premise Split:

- At a Multiline Terminal, press Speaker key.
- OR -
At a Single Line Terminal, lift the handset.
- Dial the Call Forwarding Service Code.
- Dial **1** (Set).
- Dial **1** (Internal) or **0** (External).
- Dial Trunk Access Code (default: 9) + number (9 + 2142622000).


 Trunk access codes are **9** (ARS/Trunk Group Routing), 704 + Line Group (1 ~ 9, 01 ~ 99 or 001 ~ 100) or #9 + Line number (e.g., 05 or 005 for line 5).

 Your DND or Call Forwarding (Device) Programmable Function key flashes.

To cancel Call Forwarding Off-Premise Split:


- At the Multiline Terminal, press Speaker key.
- OR -

2. At a Single Line Terminal, lift the handset.
3. Dial the Call Forward Access Code (default not assigned).
4. Dial **0** (Cancel).


 *If Internal and External are set both are canceled.*

 *Your DND or Call Forwarding (Device) Programmable Function key flashes.*

Off-Premise Call Forwarding for Door Boxes

 *These operations are performed at the Door Box Ringing Extension only.*

To activate Call Forwarding for a Door Box:

 *This option only works for ISDN PRI or BRI Trunks.*

1. At the Multiline Terminal, press Speaker key + dial **SC 722**.
- OR -
At the Multiline Terminal only, press the **Call Forward (Device)** key (PRG 15-07-01 or **SC 751**, code 54).
- OR -
At the Single Line Terminal, lift the handset + dial **722**.
2. Dial the Door Box number (**1 ~ 8**).
3. Dial the Speed Dialing number where the calls should be forwarded.
4. Press Speaker key (or hang up at the Single Line Terminal) to hang up.


To cancel Call Forwarding Off-Premise for a Door Box:

1. At the Multiline Terminal, press Speaker key + dial **SC 722**.
- OR -
At the Multiline Terminal only, press the **Call Forward (Device)** key (PRG 15-07-01 or **SC 751**, code 54).
- OR -
At the Single Line Terminal, lift the handset + dial **722**.
2. Dial **0** (Cancel).

Trunk-to-Trunk Forwarding

Set the Destination and Forward the Line:

1. Lift the handset.
2. Dial **735**.
3. Dial trunk port number (**01~76**) to be defined.
4. Select the mode (**1 ~ 8**) to be defined.
5. Enter the telephone number, which is the destination of the forwarded trunk.

 *The number is stored in the Speed Dial bin number assigned in PRG 24-04-01. This entry overwrites any existing number defined in the bin.*

6. Press Hold key to accept the entry.
7. Repeat from step 3 to define another mode entry or press Speaker key to hang up.

Cancel the Line Forwarding:

1. Lift the handset.
2. Dial **735**.
3. Dial trunk port number (**01~76**) to be defined.
4. Select the mode (**1 ~ 8**) to be defined.
5. Press Exit key.
6. Press Speaker key to hang up.

Automatic Trunk-to-Trunk Transfer (Step Transfer)

(follows the predefined destination in PRG 24-04-01) Set Automatic Trunk Forwarding:



The Speed Dial bin must be defined in PRG 13-04-01 for the line to forward.

1. Lift the handset.
2. Dial **733**.
3. Dial trunk port number to be used (**01~76**).
4. Press Speaker key to hang up.

Cancel Automatic Trunk Forwarding:

1. Lift the handset.
2. Dial **734**.
3. Dial trunk port number to be used (**01~76**).
4. Press Speaker key to hang up.

Department Group Line Forwarding

Method 1

Set the Destination and Forward the Line:

1. Lift the handset.
2. Dial **604**.
3. Dial the Department Group number (**01 ~ 32**) to be defined.
4. Select the time mode (**1 ~ 8**) to be defined.
5. Enter the telephone number, which is the destination of the forwarded trunk.



The number is stored in the Speed Dial bin number assigned in PRG 24-04-01. This entry overwrites any existing number defined in the bin.

6. Press Hold key to accept the entry.
7. Repeat from step 3 to define another time mode entry or press Speaker key to hang up.

Cancel the Line Forwarding:

1. Lift the handset.
2. Dial **604**.
3. Dial the Department Group number (**01 ~ 32**) to be defined.
4. Select the time mode (**1 ~ 8**) to be defined.
5. Press Exit key.
6. Press Speaker key to hang up.

Method 2 (follows the pre-defined destination in PRG 24-05-01)

Set Automatic Trunk Forwarding:



The Speed Dial bin must be defined in PRG 13-04-01 for the line to forward.

1. Lift the handset.
2. Dial **602**.
3. Dial the Department Group number (**01 ~ 32**) to be defined.
4. Press Speaker key to hang up.

Cancel Automatic Trunk Forwarding:

1. Lift the handset.
2. Dial **603**.
3. Dial the Department Group number (**01 ~ 32**) to be defined.
4. Press Speaker key to hang up.

Call Forwarding/Do Not Disturb Override

Description

An extension user can override Call Forwarding or Do Not Disturb at another extension. This is helpful, for example, to dispatchers and office managers that always need to get through.

Conditions

The Do Not Disturb Override will only work if the phone has no forwarding on it.

Default Settings

Disabled

System Availability

Terminals

Any Station

Required Component(s)

None

Related Features

Programmable Function Keys

Guide to Feature Programming

Program Number	Program Name	Default
11-12-01	Service Code Setup (for Service Access) - Bypass Call	707
11-16-06	Single Digit Service Code Setup - DND/Call Forward Override Bypass	not assigned
15-07-01	Programmable Function Keys	Refer to Programming Manual.
20-06-01	Class of Service for Extensions	Extension 101 is Class 15 and other Extension are Class 1
20-13-04	Class of Service Options (Supplementary Service) - Call Forward/DND Override (Bypass Call)	COS 01 ~ 15 = 1

Operation

To override an extension Call Forwarding or Do Not Disturb:

1. Call the forwarded or DND extension.
2. Press the **Override** key (PRG 15-07 or SC **751**: 37) or dial **707**.

Call Monitoring

Description

Call Monitoring allows selected Multiline Terminal Users to monitor another user's conversation without the ability to participate. A programmable audible alert tone can be sent to that station user. Without the audible alert (silent monitor), no indication is provided to either the monitored station or the outside party.



The use of monitoring, recording, or listening devices to eavesdrop, monitor, retrieve, or record telephone conversation or other sound activities, whether or not contemporaneous with transmission, may be illegal in certain circumstances under federal or state laws. Legal advice should be sought prior to implementing any practice that monitors or records any telephone conversation. Some federal and state laws require some form of notification to all parties to a telephone conversation, such as using a beep tone or other notification methods or requiring the consent of all parties to the telephone conversation, prior to monitoring or recording the telephone conversation. Some of these laws incorporate strict penalties.

Call Monitoring with Coaching Ability

Call Monitoring with Coaching Ability allows for the transmit path to be opened to only the monitored station, to provide the Coaching ability for the person that is performing the Call Monitoring. Pressing Mute key toggles the Coaching ability on and off.

Conditions

- Call Monitoring is allowed for internal calls.
- An extension user cannot Monitor an Intercom call if one of the Intercom callers is using Hands-free Answerback. Both Intercom parties must lift the handset or press Speaker key.
- An extension user cannot monitor a conference, however an extension programmed for Call Monitor can barge In to a conference.
- With PRG 20-13-10 set to 0, a call, which has been barged into, can be placed on hold by the originator of the outside call. Both the outside caller and the extension, which is monitoring the call, are placed on hold.
- The handset and microphone are muted during Call Monitoring.
- Live Record does not work for Call Monitor calls.
- While being monitored, an extension cannot receive Voice Over.
- When a monitored extension places a call on hold, Call Monitor is automatically finished.
- With PRG 20-13-10 set to 1, a call which is being Monitored can be placed on park by the originator of the outside call, but only the outside caller is placed in park. The extension which is monitoring the call is dropped.
- When PRG 20-13-10 is set to 0 (OFF), coaching is not permitted. When PRG 20-13-10 is set to 1 (ON), PRG 20-13-45 takes effect.
- When Silent Monitor Mode is used, Mute can be used to activate speech path to the internal and external parties.

Default Settings

Disabled

System Availability

Terminals

All Terminals

Required Component(s)

None

Related Features

Barge-In

Conference

Hold

Intercom

Park

Programmable Function Keys

InMail

Guide to Feature Programming

Program Number	Program Name	Default
11-12-08	Service Code Setup (for Service Access) - Barge-In	710
11-16-02	Single Digit Service Code Setup - Barge-In	not assigned
15-07-01	Programmable Function Keys	Refer to Programming Manual.
20-06-01	Class of Service for Extensions	Extension 101 is Class 15 and other Extension are Class 1
20-13-10	Class of Service Options (Supplementary Service) - Barge-In Monitor	COS 01 ~ 15 = 0
20-13-15	Class of Service Options (Supplementary Service) - Barge-In, Initiate	COS 01 ~ 15 = 0
20-13-16	Class of Service Options (Supplementary Service) - Barge-In, Receive	COS 01 ~ 15 = 0
20-13-17	Class of Service Options (Supplementary Service) - Barge-In Tone/Display (Intrusion Tone)	COS 01 ~ 15 = 1
20-13-32	Class of Service Options (Supplementary Service) - Deny Multiple Barge-Ins	COS 01 ~ 15 = 0
20-13-45	Class of Service Options (Supplementary Service) - MIC Key Mode While Call Monitoring	COS 01 ~ 15 = 1
20-14-11	Class of Service Options for DISA - DISA/Tie Trunk Barge-In	COS 01 ~ 15 = 0
20-18-07	Service Tone Timers - Intrusion Tone Repeat Time	0 (seconds)
21-01-03	System Options for Outgoing Calls - Trunk Interdigit Time (External)	5 (seconds)

Operation

The call must be set up for about 10 seconds before it can be Monitored. Listen for busy/ring or busy tone.

To Call Monitor after calling a busy extension:

1. Call a busy extension.
2. Press the **Barge-In** key (PRG 15-07 or SC 751: 34).

- OR -

The following steps are not available for DISA.

1. Dial the extension number of the busy internal party.
2. Dial the single digit service code or the service code **710**.

To Call Monitor without first calling the busy extension:

1. Press Speaker key or lift handset.
2. Dial **710** or press the **Barge-In** key (PRG 15-07 or SC 751: 34).
3. Dial a busy extension.



If Monitoring is not possible:

- *the extension user hears a warning tone.*
- *the DISA user is rerouted to the defined ring group.*

Call Redirect

Description

Call Redirect allows a Multiline Terminal user to transfer a call to a pre-defined destination (such as an operator, voice mail, or another extension) without answering the call. This can be useful if you are on a call and another rings in to your extension. By pressing the Call Redirect key, the call is transferred, allowing you to continue with your current call.

This feature works with the following calls:

- Normal trunk call
- DID
- DISA
- DIL
- ICM

The following calls cannot be redirected with the feature:

- Transferred
- Department Group (all ring mode)
- Door Box
- Virtual Extension

Conditions

- After pressing the Call Redirect key, the call does not recall to the extension.
- The predefined destination must be an extension number or voice mail pilot number.
- When a call is Redirected to another phone it does not follow the forwarding on that phone.
- If the call redirect is set to go to an extension that has power cut from Ecology mode the call redirect key will not operate when pressed.

Default Settings

Enabled

System Availability

Terminals

All Multiline Terminals

Required Component(s)

None

Related Features

None

Guide to Feature Programming

Program Number	Program Name	Default
15-07-01	Programmable Function Keys	Refer to Programming Manual.

Program Number	Program Name	Default
20-06-01	Class of Service for Extensions	Extension 101 is Class 15 and other Extension are Class 1
20-11-16	Class of Service Options (Hold/Transfer Service) - Call Redirect	COS 01 ~ 15 = 1

Operation

To redirect a ringing call:

With an incoming call ringing your extension, press the **Call Redirect** key (PRG 15-07 or SC 751: 49 + Destination Extension Number) without lifting the handset.

C

Call Waiting/Camp-On

Description

With Call Waiting, an extension user may call a busy extension and wait in line (Camp-On) without hanging up. When the user Camps-On, the system signals the busy extension with two beeps indicating the waiting call. The call goes through when the busy extension becomes free. Call Waiting helps busy extension users know when they have additional waiting calls. It also lets callers wait in queue for a busy extension without being forgotten.

Conditions

- If an extension user Camps-On and then hangs up, the system converts the Camp-On to a callback.
- Off-Hook Signaling gives an extension the ability to block a caller from dialing **750** to Camp-On and/or DID callers from automatically camping on.
- Function keys simplify Call Waiting/Camp-On operation.
- An extension user may be able to Transfer a call to a busy extension.
- Trunk Queuing lets an extension user camp-on to a trunk.
- Call Queuing must also be disabled to disable Call Waiting.

Default Settings

Enabled

System Availability

Terminals

Multiline Terminals and Single Line Terminals

Required Component(s)

None

Related Features

Callback

Off-Hook Signaling

Programmable Function Keys

Transfer

Trunk Queuing/Camp On

Guide to Feature Programming

The programs listed below indicate the most commonly used programs required for this feature. The programs are listed in the order that the installer should follow. Refer to the PCPro wizards for further detailed programming.

- When a * is listed next to the Program Number it indicates a program that **MUST** be set (from a default state) for this feature to be enabled.

Call Waiting

Program Number	Program Name/Description	Assigned Data
15-02-12	Off Hook Ringing Per Station use this option to set the telephone Off-Hook signaling type that occurs when a user receives a second call while busy on a handset call.	0 = Muted Off-Hook Ringing 1 = No Off-Hook Ringing 3 = Beep in Speaker 4 = Beep in Handset 5 = Beep in Speaker and Handset (default = 0)
20-09-01	Second Call for DID/DISA/DIL/E&M This option enables or disables a users ability to receive a second call from a DID, DISA, DIL, or E&M Tie line per class of service (PRG 20-06-01).	0 = Off (2nd call will not be allowed.) 1 = On (2nd call is allowed.) (default = 1)
20-09-07	Call Queuing This option enables or disables a users ability to have calls queued if a call rings the extension when it is busy.	0 = Off (Calls are not queued.) 1 = On (Calls are queued.) (default = 1)
20-13-05	Intercom Off Hook Signaling This option enables or disables a users ability to receive off hook signals.	0 = Off (ICM off hook signaling disabled.) 1 = On (ICM off hook signaling enabled.) (default = 1)
20-13-06	Automatic Off Hook Signaling This option enables or disables the users ability to manually or automatically receive off hook signals.	0 = Off (manually) 1 = On (automatically) (default = 1)
20-18-06	Interval of Call Waiting Tone This program allows you to adjust the time between call waiting/off hook signaling tones.	0 ~ 64800 = 0 ~ 64800 seconds (default = 10 seconds)



Below is a chart that shows setting data for certain call waiting scenarios.

		Busy Signal: No call forwarding	Ring Back Signal: Caller queues at called Station	Busy forwarding immediately upon Busy
Internal Call to	Station on Internal Call	20-09-07 = Off 20-13-06 = Off 24-09-05 = Off	20-13-06 = On ^{*1}	20-09-07 = Off 20-13-06 = Off 24-09-05 = On
	Station on Trunk call	20-09-07 = Off 20-13-06 = Off 24-09-05 = Of	20-13-06 = On ^{*1}	20-09-07 = Off 20-13-06 = Off 24-09-05 = On
DID Call to	Station on Internal Call	20-09-01 = Off 20-09-07 = Off 24-09-04 = Off	20-09-01 = On 20-09-07 = On	20-09-01 = Off 20-09-07 = Off 24-09-04 = On
	Station on Trunk Call	20-09-01 = Off 20-09-07 = Off 24-09-04 = Off	20-09-01 = On 20-09-07 = On	20-09-01 = Off 20-09-07 = Off 24-09-04 = On
Analog Trunk Call to	Station on Internal Call	N/A	20-09-01 = On 24-09-04 = Off	20-09-01 = Off 20-09-07 = Off 24-09-04 = On
	Station on Trunk Call	N/A	20-09-01 = On 24-09-04 = Off	20-09-01 = Off 20-09-07 = Off 24-09-04 = On

*1. If the internal caller wants to hear Ringing signal rather than the Ring Busy Signal go to PRG 80-01-02 with PCPro or Web Pro. Using the copy feature copy all the attributes of Service Tone 14 (ICM Ringback) to service tone 39 (Ring Busy). If the caller wants to hear regular Busy signal, copy all of the attributes of Service Tone 6 (Busy) to Service Tone 39 (Ring Busy).

Camp On

Program Number	Program Name/Description	Assigned Data
11-12-04	Set Camp-On Assign the access code that will be used for setting Camp-On. The access code must be within the valid numbering plan assigned in PRG 11-01-01.	Maximum of 8 digits (0 ~ 9, *, #) (default = 750)
11-12-05	Cancel Camp-On Assign the access code that will be used for canceling Camp-On. The access code must be within the valid numbering plan assigned in PRG 11-01-01.	Maximum of 8 digits (0 ~ 9, *, #) (default = 770)
11-16-05	Single Digit Service Code - Camp On Assign the access code that will be used for setting Camp-On. The access codes in PRG 11-16 are used when the caller hears a busy or ring back tone and not from an idle state.	Maximum of 1 digit (0 ~ 9, *, #) (default = #)
15-07-01	Programmable Function Keys This program is used on a per station basis to assign different function keys to the Multiline Terminals. Function key (35) is the Camp On key.	09 = Night Mode Service key (Refer to the programming manual for the default values and for all other available options in this command.)
20-13-35	Block Camp On This program enables or disables the users ability to block callers from dialing # to camp on.	0 = Off (Camp On blocked.) 1 = On (Camp On allowed.) (default = 1)

Operation

To Camp-On a busy extension:

1. Call the busy extension.
2. Dial **750** or press the **Camp-On** key (PRG 15-07 or SC **751**: 35).
3. Do not hang up.

 To camp-on to a trunk, refer to *Trunk Queuing/Camp-On on page 1-652*.


To cancel a Camp-On request:

1. Hang up.
2. At a Multiline Terminal, press Speaker key and dial **770**.
- OR -
At a Multiline Terminal, press the **Camp-On** key (PRG 15-07 or SC **751**: 35).
- OR -
At the Single Line Terminal, lift the handset and dial **770**.

To Split (answer a waiting call) at a Single Line Terminal:

 Listen for Call Waiting tones.

1. Hookflash and dial **794** to repeatedly split between the two calls.

 The operation depends on the setting in PRG 20-03-01.

 This operation is valid only before the caller performs the camp-on operation (refer To Camp-on a busy extension - step 2).


Callback

Description


When an extension user calls a co-worker that does not answer or is busy, they can leave a Callback request for a return call. The user does not have to repeatedly call the unanswered extension back, hoping to find it idle.

The system processes Callback requests as follows:

1. Caller at extension A leaves a Callback at extension B.

 *Caller can place or answer additional calls in the meantime.*

2. When extension B becomes idle, the system rings extension A. This is the Callback ring.
3. Once caller A answers the Callback ring, the system rings (formerly busy or unanswered) extension B.

 *If caller A does not answer the Callback ring, the system cancels the Callback.*

4. As soon as caller B answers, the system sets up an Intercom call between A and B.

Callback Automatic Answer determines how an extension user answers the Callback ring. When Callback Automatic Answer is enabled, a user answers the Callback ring when they lift the handset. When Callback Automatic Answer is disabled, the user must press the ringing line appearance to answer the Callback ring.

Conditions

- An extension can leave only one Callback request at a time.
- Call Arrival(CAR) Key (virtual extension) keys do not support Call Waiting/Camp-On Programmable Function keys (code 35).
- If an extension user initiates a Callback but does not hang up, their extension Camps-On to the busy extension.
- Function Keys simplify Callback operation.

Default Settings

Enabled

System Availability

Terminals

All Stations

Required Component(s)

None

Related Features

Call Waiting/Camp-On

Programmable Function Keys


Guide to Feature Programming


Program Number	Program Name	Default
11-12-05	Service Code Setup (for Service Access) - Cancel Camp-On	770
11-12-44	Service Code Setup (for Service Access) - Callback Test for SLT	799
11-16-05	Single Digit Service Code Setup - Camp-On	#
15-02-11	Multiline Telephone Basic Data Setup - Callback Automatic Answer	1
15-07-01	Programmable Function Keys	Refer to Programming Manual.
20-01-07	System Options - Callback Ring Duration Time	15 (seconds)
20-01-09	System Options - Callback/Trunk Queuing Cancel Time	64800 (seconds)

Operation

To place a Callback:

1. Call unavailable (busy or unanswered) extension.
2. Dial **750** or press the **Callback** key (PRG 15-07 or SC **751**: 35).
3. Hang up.
4. Lift the handset when busy extension calls you back.

 *If the unavailable extension was unanswered (not busy), the Callback goes through after your co-worker uses their telephone for the first time.*


 *If you have Callback Automatic Answer, you automatically place a call to the formerly busy extension when you lift the handset. If you do not have Callback Automatic Answer, you must press the ringing line appearance to place the call.*

To cancel a Callback:

1. At the Multiline Terminal, press Speaker key and dial **770**.
- OR -
At the Multiline Terminal, press the **Camp-On** key (PRG 15-07 or SC **751**: 35).
- OR -
At the Single Line Terminal, lift the handset and dial **770**.

To test Callback at a Single Line Terminal:

1. Lift the handset.
2. Dial **799**.
3. Hang up.
4. When the telephone rings, lift the handset.

 *You hear the Hold tone.*

5. Hang up.

Caller ID Call Return

Description

The Caller ID Call Return feature allows the voice mail system to use Caller ID information captured with the message to call and connect the person that left the message with the voice mail user that is checking messages.

Conditions

- A caller using a telephone without Softkeys, calling from outside the system, or from a remote system is prompted to hear Caller ID information and return a call.
- Return Call is available for subscriber messages and public messages.
- Return Call is accessible to a subscriber during and after message playback.
- Return Call is available for new and old messages.
- Return Call is accessible to a subscriber using Softkeys in Softkey mode or using DTMF in voice conversation Mode.
- When a subscriber listens to a message from a Softkey equipped telephone, and Caller ID information is unavailable, the voice mail system leaves the second line of the LCD blank. When Caller ID is disabled on the system, voice mail displays the message count.
- Voice mail continues to display Caller ID on the LCD while the post-message playback menu is still displayed on a telephone equipped with Softkeys.
- Live Record is not available when using Return Call.
- To use this feature for long distance calls, ARS must be programmed for the voice mail ports set to dial out. Refer to the SL1100 Programming Manual for detailed programming instructions.
- Use PRG 14-01-22 Caller ID to Voice Mail to enable or disable on a per trunk basis the ability to send the Caller ID digits to voice mail.
- After the call is ended by either party, the voice mail user is disconnected.

Default Settings

None

System Availability

Terminals

All Multiline Terminals

Required Component(s)

InMail

Related Features

InMail

Guide to Feature Programming

Program Number	Program Name	Default
14-01-22	Basic Trunk Data Setup - Caller ID to Voice Mail	0
14-02-10	Analog Trunk Data Setup - Caller ID	0

Program Number	Program Name	Default
15-02-04	Multiline Telephone Basic Data Setup - Redial (Speed Dial) Control	0

Operation

None




C

Caller ID

Description

Caller ID allows a display terminal to show an incoming caller's telephone number (called the Directory Number or DN) and optional name. The Caller ID information is available as pre-answer display. With the pre-answer display, the user previews the caller's number before picking up the ringing line.

 *On the CPU with MEMDB for Caller ID (also used for DTMF receivers and Call Progress Tone Detection) 32 resources are available. Each EXIFE provides an additional 32 resources.*

Second Call Display

While busy on a call, the telephone display can show the identity of an incoming trunk or Intercom call. For incoming trunk calls, the display shows the Caller ID or the trunk name if Caller ID is not installed. For incoming Intercom calls, the display shows the calling extension name.

Caller ID supports the Telco Called Number Identification (CNI) and Called Number Delivery (CND) service, when available.

The telephone display can show up to 12 Caller ID digits.

Once installed and programmed, Caller ID is enabled for all trunk calls, including:

- Ring Group calls
- Calls transferred from another extension
- Calls transferred from the VRS
- Calls transferred from Voice Mail (unscreened)
- Direct Inward Lines (DILs)

Caller ID temporarily stores 50 calls (total of abandoned and answered/unanswered). New calls replace old calls when the buffer fills.

Temporary Memory

An unanswered call causes the Call History key (PRG 15-07 or SC **751**: 08) to flash, indicating a new call was placed in the temporary memory. If enabled in programming, the telephone display shows CHECK LIST.

This Caller ID data from the temporary memory can be saved in either Speed Dial bins or in One-Touch keys making them available for placing future calls.

Cursor Key Operation (When set PRG 15-02-60: 0)

Pressing the **Left Cursor Key** twice (on equipped terminals) displays the Incoming Call History.

By pressing the Left Cursor Key the user can access the Redial and Incoming Call History menus. The flow chart below shows the menu access sequence. If the terminal is not allowed to have the Dial Preview feature, these menus cannot be accessed.

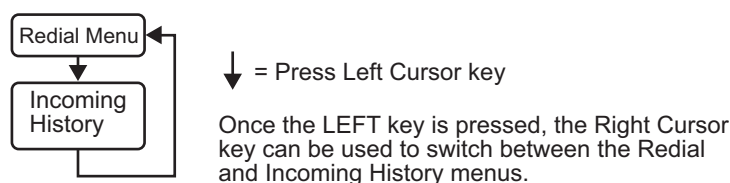


Figure 1-2 Left Cursor Key Operation Flow Chart

Caller ID Digits to Voice Mail

A Caller ID trunk can send Remote Log-On Protocol with Caller ID digits to the voice mail. When a trunk 001 receives the Caller ID as 12345, the protocol becomes *****60001*12345***.

Outputting Caller ID Data

The system includes the Caller ID data on the SMDR report. The report provides the incoming call DN in the DIALED NUMBER field. The CLASS field shows PIN (just like all other incoming calls).

Caller ID data can also output to a PC or other type of computer through the 1st Party TAPI driver. This allows for off-line database lookups. In a customer service department, for example, the computer could search for a caller's records and display their account status even before a customer service representative picked up the telephone.

Display Reason for No Caller ID Information

With Caller ID enabled, the system provides information for analog calls that do not detect the Caller ID information. If the Caller ID information is restricted, the telephone display shows PRIVATE. If the system cannot provide Caller ID information because Telco information is not detected, the display shows NO CALLER INFO.

Option to Enable Caller ID Name for SLT

System programming provides an option for Single Line Terminals to display Caller ID.

Caller ID Sender Queuing Added

The SL1100 system can provide Caller ID (calling party number) to a Single Line Terminal with a display.

The system can queue incoming calls to the Single Line Terminal if the system Caller ID sender resources are busy. Refer to PRG 20-19-05 in the *SL1100 Programming Manual*.

If the Single Line Terminal user lifts their handset while an incoming call is waiting in queue, they hear silence (no dial tone) and cannot dial out. When the Single Line Terminal user goes back on-hook, the system immediately sends the queued call to the Single Line Terminal without Caller ID.

Conditions

- To have pre-answer Caller ID from the voice mail, the call must be an unscreened transfer.
- Caller ID is provided by the CPU. The EXIFE, which plugs into the chassis, can provide additional resources for Caller ID if needed.
- Caller ID Name can display up to 12 characters.
- Caller ID Number can display up to 11 numbers.
- A Caller ID Number with more than 12 digits follows PRG 20-19-01 (first 10 or the last 10 digits).
- Caller ID information can be stored in Speed Dialing or One-Touch bins.
- Caller ID can be displayed for incoming calls and transferred calls.
- ARS can block outgoing Caller ID information on a call-by-call basis. To do this, insert the Caller ID block code (e.g., .141) in the ARS Dial Treatments.
- Trunks with Privacy Release enabled display Caller ID until the call is answered. To view it after the call has been picked up, press the line key, which sets the call to private mode. To keep the call on Privacy Release, press Help + Exit keys.
- An extension user can display the Caller ID information for a call in Park if Automatic Handsfree in PRG 15-02-08 is set to 0 (Preselect).
- An extension user can display the Caller ID information for multiple incoming calls without answering the call by pressing the line key if Automatic Handsfree in PRG 15-02-08 is set to 0 (Pre-select).
- Caller ID information outputs on the SMDR report.
- The system can send Caller ID digits to the voice mail if allowed in PRG 14-01-22.
- When there are more than 20 characters set in PRG 20-20 : Message Setup for Non-Caller ID Data,

- either the first or last character is missing (based on the entry in PRG 20-19-01).
- If PRG 20-09-06: Class of Service Options (Incoming Call Service): Incoming Time Display is set to 1 (On), the first line displays the time and date.
 - PRG 15-07-01 button (63) when enabled, removes the CPN from the setup message when making an outbound ISDN call, this is a toggle enable/disable button and can be used on a Call-by-Call basis. PRG 14-01-20, PRG 14-01-21 and PRG 20-08-15 are used for analog trunks only and can only be set on a per trunk/Class of Service basis.
 - SLT cannot block an incoming call based on the incoming Caller ID information on a station-by-station basis.
 - The CPU with MEMDB has 32 resources for DTMF receiving and Dial Tone detection. When a EXIFE installed there are 32 resources available.
 - When PRG 10-09-01 is set to 0 (Common) and PRG 14-02-10 (Caller ID) is set to 1 (Yes), all DTMF/Dial Tone Detection resources are always allocated to analog trunks, not analog extensions. However, if PRG 14-02-10 (Caller ID) is set to 0 (No), all DTMF/Dial Tone Detection resources can be used for both analog trunks and analog extensions.
 - For the Caller ID List to show calls to a station that received a busy tone, PRG 15-02-57 must be set 1 (On).
 - When PRG 15-02-57 is set to 1 (On) and PRG 15-02-34 is set to 0 (Trunk), only outside calls are shown in the Caller ID List.
 - Caller ID history is not updated for a phone which is in power cutting mode from the ecology feature. Once power is restored to the phone the caller ID history will start functioning again.

Default Settings

Disabled

System Availability

Terminals

All Multiline Terminals with a display and Single Line Terminals equipped to receive Caller ID

Required Component(s)

COIDB-B1

2BRIDB-C1

1PRIU-C1

Related Features

Abbreviated Dialing/Speed Dial

Automatic Route Selection (ARS/F-Route)

Call Arrival (CAR) Keys

Caller ID Call Return

Conference, Voice Call/Privacy Release

Park


Station Message Detail Recording

InMail

Guide to Feature Programming

The programs listed below indicate the most commonly used programs required for this feature. The programs are listed in the order that the installer should follow. Refer to the PCPro wizards for further detailed programming.

- When a * is listed next to the Program Number it indicates a program that **MUST** be set (from a default state) for this feature to be enabled.

Program Number	Program Name/Description	Assigned Data
20-09-02 *	Caller ID Display Per Class of service this command enables or disables the ability to display the caller ID name/number received from the Telco.	0 = Off (Caller ID not displayed.) 1 = On (Caller ID is displayed.) (default = 0)
14-02-10 *	Analog Caller ID On a per analog trunk basis caller ID can be enabled or disabled. This command is only for Analog trunks and should never be enabled for T1, PRI, or SIP trunks.	0 = Off (Caller ID not displayed.) 1 = On (Caller ID is displayed.) (default = 0)
15-03-09	Caller ID Function - for External Module This command enables or disables a Single Line Terminal with a display to show the caller ID received from the Telco. This program is only for Single Line Terminals (not digital or IP) that have caller ID displays. If the phone does not have a caller ID display, do not enable this.	0 = Disable (Caller ID not displayed.) 1 = Enable (Caller ID is displayed.) (default = 0)
14-01-22	Caller ID to Voice Mail This command enables or disables the ability for the system to send the caller ID information to the Voice Mail. This command is for ALL trunk types (analog, digital, and IP).	0 = Disable (Caller ID not sent to VM.) 1 = Enable (Caller ID is sent to VM.) (default = 0)
14-01-24	Trunk to Trunk Outgoing Caller ID through Mode This command is for PRI and SIP trunks only and should never be enabled on any other trunk type. When this command is enabled the system will pass the originating callers caller ID on to the Telco if the call is forwarded out of the system.  <i>Some Telco offices do not support this and will replace the number you send them with the main billing number.</i>	0 = Disable (Caller ID not forwarded out.) 1 = Enable (Caller ID is forwarded out.) (default = 0)
20-02-08	LCD Holding Time This command specifies the amount of time a user's display shows caller ID for a second incoming call.	0 ~ 64800 seconds (default = 5 seconds)

Operation

Storing a Number (When set 15-02-60:0)

To store a Caller ID number in a Speed Dial bin:

- With a Multiline Terminal in an idle condition the display shows:

```

1-01 FRI 09:00AM
301                STA 301
LIST  DIR  ICM  PROG

```

- Press the **List** softkey.

- OR -

Press the **Left Cursor** key twice and skip step 3. The display shows:

```

LIST MENU
Redial CID

```

3. Press the **CID** softkey (Caller ID). The display shows:

```
##:          xxxxxxxxxxxxxx
          mm-dd hh:mm
↑           ↓           Store DEL
```

- ## = List Number
- xx = Caller ID number
- mm-dd hh:mm = incoming date and time
- ↑ = Preview List
- ↓ = Next List
- Store = Store in List
- DEL = Delete from List

4. Press the **STORE** softkey. The display shows:

```
##:          xxxxxxxxxxxxxx
          mm-dd hh:mm
STA Abb
```


- ## = List Number
- xx = Caller ID number
- mm-dd hh:mm = incoming date and time
- STA = Store in Station Speed Dial bin.
- ABB - Store in System Speed Dial bin.

5. Press the **STA** or **ABB** softkey. The display shows:

```
Store to ABB: COMMON
ENTER BIN
```

6. Dial the Speed Dial bin in which the number is to be stored. If you press Hold key, the next available Speed Dial bin will be used. The display shows:

```
ABB XXXX:
          xxxxxxxxxxxxxx
```

 If all Speed Dial bins are used, the display shows "TABLE IS FULL".

7. Press Hold key. The display shows:

```
ABB XXXX
      -
```

8. Enter the name to be associated with the stored number.

Table 1-7 Keys for Entering Names

Use this keypad digit . . .	When you want to . . .
1	Enter characters: 1 @ [¥] ^ _ ` { } → ← Á À Ã Ä Å Æ Ç È É Ê Ì Ó 0
2	Enter characters: A-C, a-c, 2.
3	Enter characters: D-F, d-f, 3.
4	Enter characters: G-I, g-i, 4.
5	Enter characters: J-L, j-l, 5.
6	Enter characters: M-O, m-o, 6.
7	Enter characters: P-S, p-s, 7.




Use this keypad digit . . .	When you want to . . .
8	Enter characters: T-V, t-v, 8.
9	Enter characters: W-Z, w-z, 9.
0	Enter characters: 0 ! " # \$ % & ' () * + , - . / : ; < = > ? [\] ^ _ ` { } ~ ¡ ¢ £ ¤ ¥ ¦ § ¨ © ª « ¬ ® ¯ ° ± ² ³ ´ µ ¶ · ¸ ¹ º » ¼ ½ ¾
*	Enter characters: * + , - . / : ; < = > ? π Σ σ Ω ∞ φ £
#	# = Accepts an entry (only required if two letters on the same key are needed - ex: TOM). Pressing # again = Space. (In system programming mode, use the right arrow Softkey instead to accept and/or add a space.)
Clear/Back or DND	Clear the character entry one character at a time.
Flash	Clear all the entries from the point of the flashing cursor and to the right.



9. Press Hold key. The display shows:

```
SET ABB
```

10. Press Speaker key.

 *The telephone returns to idle.*

To enter a Forced Account Code before dialing the outside number:

1. With a telephone in an idle condition the display shows:

```
1-01 FRI 09:00AM
301 STA 301
LIST DIR ICM PROG
```

2. Press the **List** softkey.

- OR -

Press the **Left Cursor** key twice and skip step 3. The display shows:

```
LIST MENU
Redial CID
```

3. Press the **CID** softkey (Caller ID). The display shows:

```
##: xxxxxxxxxxxxxx
mm-dd hh:mm
↑ ↓ Store DEL
```

- ## = List Number
- xx = Caller ID number
- mm-dd hh:mm = incoming date and time
- ↑ = Preview List
- ↓ = Next List
- Store = Store in List
- DEL = Delete from List

4. Press the **STORE** softkey. The display shows:

```
##: xxxxxxxxxxxxxx
mm-dd hh:mm
STA Abb
```

= List Number


xx = Caller ID number
mm-dd hh:mm = incoming date and time
STA = Store in Station Speed Dial bin.
Abb = Store in System Speed Dial bin.

5. Press the **STA** softkey. The display shows:

```
Store to Personal ABB
ENTER BIN
```

6. Press the **One-Touch** key in which the number is to be stored or dial **1~9, 0**. If you press Hold key, the next available **One-Touch** key will be used. The display shows:

```
Key ##:
XXXXXXXXXXXXXXXX
```

 If all One-Touch keys are used, the display shows "TABLE IS FULL".


7. Press Hold key. The display shows:

```
KEY ##
-
```

8. Enter the name to be associated with the stored number. Refer to [Table 1-7 Keys for Entering Names on page 1-99](#).
 9. Press Hold key. The display shows:

```
KEY PROG STA
```


10. Press Speaker key.

 The telephone returns to an idle condition.


Temporary Memory

An unanswered call causes the **Call History** key (PRG 15-07 or SC **751: 08**) to flash, indicating a new call was placed in the temporary memory. If enabled in programming, the telephone display shows CHECK LIST.

1. Press the **Call History** key (PRG 15-07 or SC **751: 08**) or press the **List** softkey and CID.
- OR -
 Press the **Left Cursor** key twice.

 The last addition to the list is displayed.

2. Press the **ARROW DOWN** softkey to scroll through the list of numbers in memory.
 3. Press the **DEL** softkey to delete the entry and scroll to the next entry.
 4. The **Call History** key remains on as long as entries remain in memory.
 5. To place a call back to a number in the temporary memory list, with the number to be dialed displayed, press a line or Speaker key. (Refer to [Table 1-7 Keys for Entering Names on page 1-99](#).)

 The outgoing call is placed.

To display Caller ID for a call in Park:



PRG 15-02-08 is set to 0 (preselect) for this feature.

1. With PRG 15-02-08 set to 0 (preselect) and a call in park, press the **PARK** key. (PRG 15-07 or SC **752: *04**.
With PRG 15-02-08 set to 1 (One-Touch) and a call in park, press Flash key then the **PARK** key (PRG 15-07 or SC **752: *04**).

Checking your Answered/Unanswered Caller ID Calls

To review the last 50 outside calls your extension received:

1. At a display Multiline Terminal, press the **List** softkey.
- OR -
Press the **Left Cursor** key twice and skip step 2.
2. Press the **CID** key.



1st row of your display shows the Caller ID number. If the Caller ID includes a name, you can press Help key to view Unanswered, this indicates that it is a call you missed (unanswered). The 2nd row shows the date and time of the call.



Press the up and down softkeys to see the list of calls available in the buffer.

3. If the Caller ID includes a name, you can press Help key to view the number of the caller.
4. To call the displayed number, press a **line** key.
- OR -
To erase the displayed number without returning the call, press the **DEL** softkey.
5. Press Speaker key to hang up.

Caller ID - Flexible Ringing

Description

The Caller ID - Flexible Ringing feature provides several different options for rerouting calls based on the Caller ID received.

Reject/Reroute “Private” Caller ID Calls

When an analog or ISDN trunk call is received with “Private” Caller ID information, the SL1100 can reject the call by playing a VRS message or it can route the call to an alternative extension or incoming ring group programmed in PRG 22-18-01.

Reject/Reroute Based on Entry in SPD Table

When an analog, ISDN or IP trunk call is received with regular Caller ID information, the SL1100 can reject the call by playing a VRS message if the Caller ID number matches the Speed Dial group number programmed in PRG 22-16-01 and Speed Dial entry in PRG 13-02-01 and PRG 13-04-01. The analog, ISDN or IP trunk call can also be routed to an alternative extension or incoming ring group if the Caller ID number matches the common or group Speed Dial table (PRG 13-04).

This option can block calls on all trunks or it can be set on a per-trunk basis.

Programming Examples for Flexible Ringing by Caller ID:

- To refuse the “Private” Caller ID incoming call:
 - PRG 14-01-27: 1 (reject)
 - PRG 20-07-24: 1 (Enable for COS)
 - PRG 22-18-01: 0 (no transfer)
 - PRG 40-10-06: 2 (VRS message 2)

then,

Turn on the Private Call Refuse mode using the service code (PRG 11-10-32) or Programmable

Function Key (code 86).

- To transfer the “Private” Caller ID incoming call to extension 301 as ring pattern 2:
 - PRG 14-01-27: 1 (reject)
 - PRG 22-18-01: 1 (extension number)
 - PRG 22-18-02: 301 (extension 301)
 - PRG 22-18-03: 2 (ring pattern 2)

then,

Turn on the Private Call Refuse mode using the service code (PRG 11-10-32) or Programmable Function Key (code 86).

- To transfer the “Private” Caller ID incoming call to incoming ring group 2 as ring pattern 3:
 - PRG 14-01-27: 1 (reject)
 - PRG 22-18-01: 2 (incoming ring group)
 - PRG 22-18-02: 2 (group 2)
 - PRG 22-18-03: 3 (ring pattern 3)

then,

Turn on the Private Call Refuse mode using the service code (PRG 11-10-32) or Programmable Function Key (code 86).

- To reject the call with “2142622000” Caller ID incoming call:
 - PRG 14-01-27: 1 (reject)
 - PRG 20-07-25: 1 (Enable for COS)

PRG 22-16: 32 (Speed Dial group 32)
 PRG 13-02; Group 32: 1000 - 1099
 PRG 13-04-01; Table 1000: 2142622000

then,

Turn on the Caller ID Refuse mode using the service code (PRG 11-10-34) or Programmable Function Key (code 87).

- To transfer the call with “2142622000” Caller ID incoming call to extension 301 as ring pattern 1:
 PRG 13-04-01: 2142622000
 PRG 13-04-03: 1 (extension number)
 PRG 13-04-04: 301 (extension 301)
 PRG 13-04-05: 1 (tone pattern 1)
- To transfer the call with “2142622000” Caller ID incoming call to incoming ring group 2 as ring pattern 2:
 PRG 13-04-01: 2142622000
 PRG 13-04-03: 2 (incoming ring group)
 PRG 13-04-04: 2 (group 2)
 PRG 13-04-05: 2 (tone pattern 2)

Conditions


- Caller ID Matching. The SL1100 compares the Caller ID and programmed Speed Dial and allows/denies as indicated below.
- The Speed Dial table is searched from the starting number and the first match result is used.
- The maximum number of VRS message channels that can be used simultaneously is 16. These channels are also shared with the voice mail.
- This feature does not work with incoming trunk calls via networking (from another system). In this case, the refuse/routing program must be programmed in the system that has those trunks. Routing to the other system’s extension is available.
- When PRG 13-04 is used; it will override the setting in PRG 22-02-01: Incoming Call Trunk Setup.
- PRG 13-04 will follow Common or Group Speed Dial numbers.

Caller ID Matching Rule:

The system compares the Caller ID and programmed Speed Dial with these rules below.

Table 1-8 Caller ID Matching Rule

Caller ID	Speed Dial	Result
2142622000	2142622000	Matched
2142622000	21426220009	Matched
2142622000	214	Matched
2622000	2142622000	Unmatched
2142622000	2622000	Unmatched

 *The Speed Dial table is searched from the starting number and the first match result is used.*

Default Settings

Not Installed

System Availability

Terminals

All Terminals

Required Component(s)

None

Related Features

Central Office Calls, Answering

Direct Inward Dialing (DID)

Voice Response System (VRS)

Guide to Feature Programming

The programs listed below indicate the most commonly used programs required for this feature. The programs are listed in the order that the installer should follow. Refer to the PCPro wizards for further detailed programming.

- When a * is listed next to the Program Number it indicates a program that **MUST** be set (from a default state) for this feature to be enabled.

Caller ID Flexible Routing

Program Number	Program Name/Description	Assigned Data
13-04-01 *	<p>Speed Dialing Data Per speed dial bin (000 ~ 999) assign the telephone number that is to be routed based on the received caller ID. The caller ID flexible routing can only use the bins assigned as common (system) speed dials in PRG 13-01-03. For example if the user's number is 214-555-1000 and every time that user calls in they are to be answered by voice mail an entry of 2145551000 needs to be assigned.</p>	<p>Maximum of 36 digits (0~9, *, #, @, P, R) @ = Wait for Answer Supervision - ISDN trunks only. P = Pause - Analog Trunk Only R = Hook flash - Analog Trunk Only <i>(default = Not Assigned)</i></p>
13-04-03 *	<p>Transfer Mode Per speed dial bin (000 ~ 999) set the transfer mode to internal dial or incoming ring group to route the caller to a destination. In the above example phone number 2145551000 was assigned. For this bin the transfer mode would be changed to internal dial. Now that the mode is changed PRG 13-04-04 can be assigned as the Voice Mail pilot number and every time that users calls in the calls will be automatically routed to voice mail.</p>	<p>0 = Not Used (Calls will not be routed based off a users caller ID.) 1 = Internal Dial (Calls will be routed to an internal number specified in PRG 13-04-04.) 2 = Incoming Ring Group (Calls will be routed to a ring group specified in PRG 13-04-04.) 3 = Remote Monitor (Used for the security feature and not Flexible Caller ID routing.) <i>(default = 0)</i></p>
13-04-04 *	<p>Transfer Destination Number If PRG 13-04-03 is set to a (1), internal dial, then this program is used to assign the internal destination. An example would be to assign the voice mail pilot number. If PRG 13-04-03 is set to a (2), incoming ring group, then this program is used to assign the ring group number.</p>	<p>Set as: Internal Dial Maximum of 36 digits (0 ~ 9, *, #, @, P, R) Set as: Incoming Ring Group 1 ~ 25 = Ring Group 1 ~ 25</p>
13-04-05	<p>Incoming Ring Pattern This program is used to assign a ring pattern for the caller ID routed call.</p>	<p>0 = Normal System Ring Pattern 1 ~ 4 = Tone Pattern 1 ~ 4 5 ~ 9 = Scale Pattern 1 ~ 5 <i>(default = 0)</i></p>

C

Caller ID Refuse for Specific Numbers

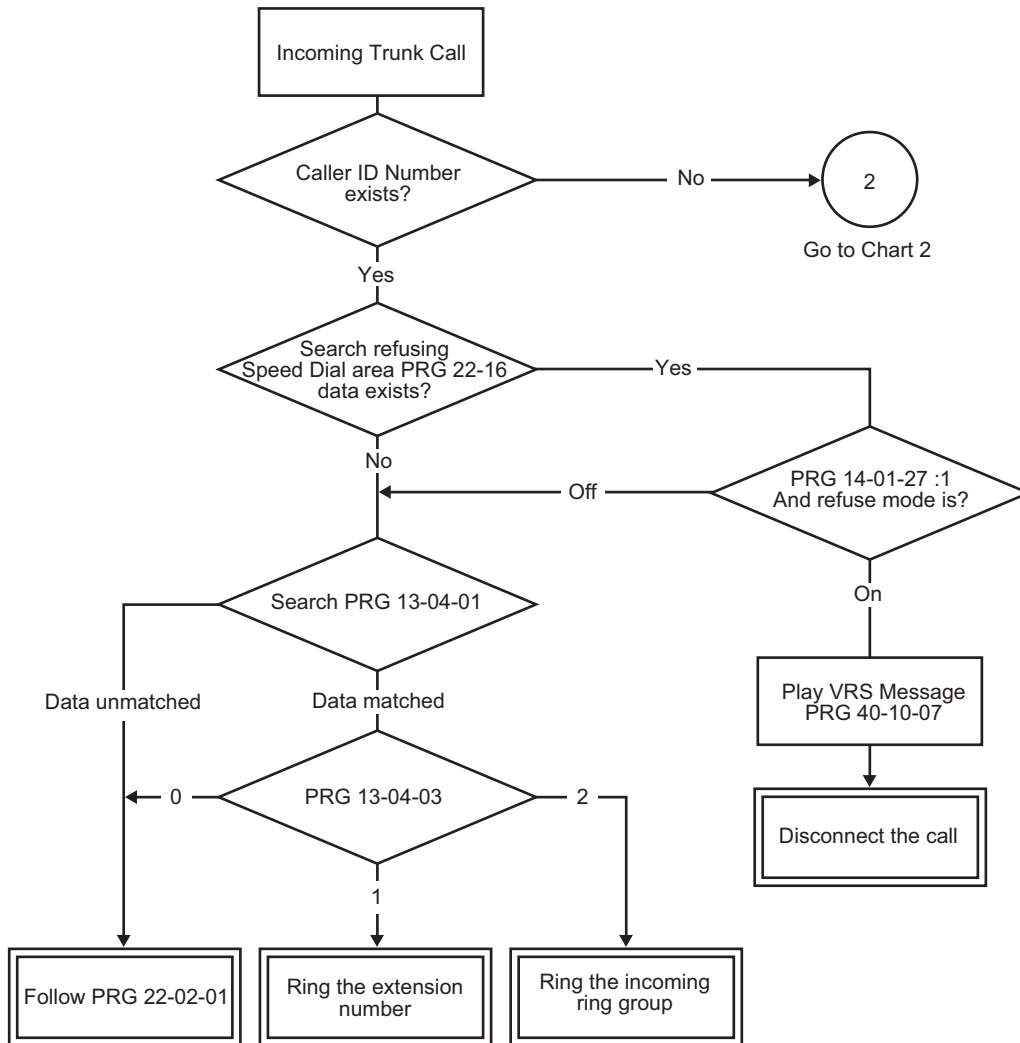
Program Number	Program Name/Description	Assigned Data
14-01-27 *	Caller ID Refuse Setup Per trunk enable or disable the ability to use the caller ID refuse feature.	0 = Disable (CID refuse will not function.) 1 = Enable (default = 0)
22-16-01 *	Private Call Refuse Target Area Setup This program is used to assign a speed dial group (1 ~ 32) to be used for the caller ID refuse number matching storage.	0 = No Group Assigned (Caller ID refuse will not function.) 1 ~ 32 = Speed Dial Group 1 ~ 32 (default = 0)
13-02-01 *	Group Speed Dialing Bins For the speed dial group assigned in PRG 22-16-01, assign the range of speed dial bins that is to be used. All speed dial bins (000 ~ 999) are shared for system and group speed dialing. If all bins are assigned to system speed dialing there will be no bins to assign to group speed dialing. Check PRG 13-01-03 to see what bins are left over to be used for group speed dials.	0 ~ 999 = Speed dial bins 0 ~ 999 (default = 0)
13-04-01 *	Speed Dialing Data Per speed dial bin (assigned in PRG 13-02-01) assign the telephone number that is to be refused and routed to a VRS message. For the caller ID refuse feature only assign PRG 13-04-01 do not assign any other PRG 13-04-XX.	Maximum of 36 digits (0 ~ 9, *, #, @, P, R) (default = Not Assigned)
40-10-07 *	Set VRS Message for Caller ID Refuse This program specifies the VRS message to be played to the caller when the Caller ID Refuse feature is activated. If VRS Fixed Message is enabled (PRG 40-10-01), a setting of (101) will play the following message to the caller: "Your call cannot go through".	0 = No Message Played 1 ~ 100 = VRS Message 1 ~ 100 101 = VRS Fixed message (Message will only play if PRG 40-10-01 is enabled.) (default = 0)
15-07-01	Programmable Function Keys This program is used on a per station basis to assign different function keys to the Multiline Terminals. Function key (87) is the Caller ID Refuse key. This key is used to enable or disable the caller ID Refuse feature. When enabled all numbers programmed within the bins set in PRG 13-02-01 will be routed to the VRS message specified in PRG 40-10-07. The feature can be enabled or disabled by using this key or by entering a service code.	87 = Caller ID Refuse (Refer to the programming manual for the default values and for all other available options in this command.)
11-10-34	Set Caller ID Refuse This program is used to assign the service code to enable or disable the Caller ID Refuse feature. The service code assigned must be within your valid numbering plan in PRG 11-01-01.	Maximum of 8 digits (0 ~ 9, *, #) (default = 748)
20-07-25	Set/Cancel Caller ID refuse Per class of service (PRG 20-06-01) this program is used to allow or deny the stations ability to set or cancel the Caller ID Refuse features.	0 = Off (User cannot control the feature.) 1 = On (default = 1)

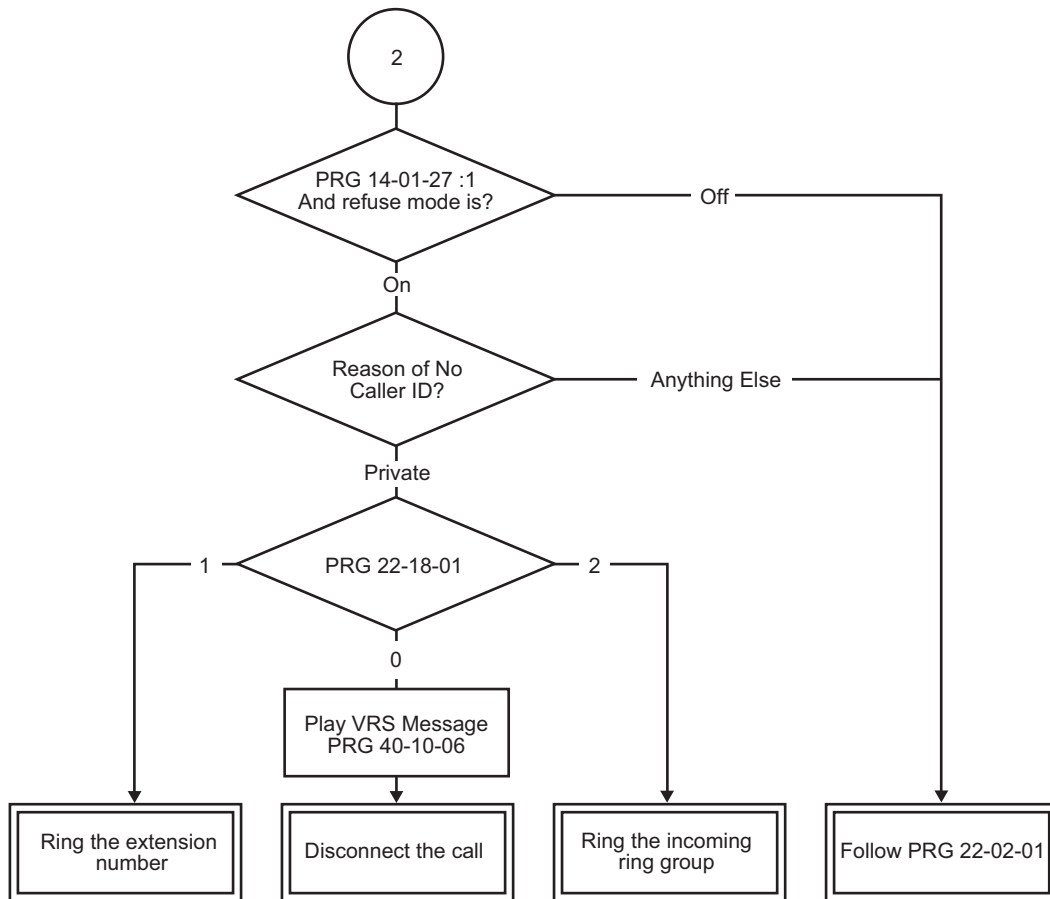
Caller ID Refuse for "Private" Numbers

Program Number	Program Name/Description	Assigned Data
14-01-27 *	Caller ID Refuse Setup Per trunk enable or disable the ability to use the caller ID refuse feature.	0 = Disable (CID refuse will not function.) 1 = Enable (default = 0)
22-18-01	Private Call Assignment Setup - Transfer Mode Leave this program set to (0) Not Defined to route the Private caller to a VRS message to refuse the call. This program can also be used to route the Private caller to an internal destination (PRG 22-18-02) or a Ring Group (PRG 22-04).	0 = Not Defined (Private call will not transfer to a user in the system, can be routed to VRS message in PRG 40-10-06.) 1 = Internal Dial (Specified in PRG 22-18-02) 2 = Incoming Ring Group (Specified in PRG 22-04) (default = 0)

Program Number	Program Name/Description	Assigned Data
40-10-06 *	<p>Set VRS Message for Private Call Refuse This program specifies the VRS message to be played to the caller when the Private Call Refuse feature is activated. If VRS Fixed Message is enabled (PRG 40-10-01), a setting of (101) will play the following message to the caller: "Your call cannot go through".</p>	<p>0 = No Message Played 1 ~ 100 = VRS Message 1 ~ 100 101 = VRS Fixed message (Message will only play if PRG 40-10-01 is enabled.) (default = 0)</p>
15-07-01	<p>Programmable Function Keys This program is used on a per station basis to assign different function keys to the Multiline Terminals. Function key (86) is the Private Call Refuse key. This key is used to enable or disable the Private Call Refuse feature. When enabled all Private numbers received will be routed to the VRS message specified in PRG 40-10-06. The feature can be enabled or disabled by using this key or by entering a service code.</p>	<p>86 = Private Call Refuse (Refer to the programming manual for the default values and for all other available options in this command.)</p>
11-10-32	<p>Set Private Call Refuse This program is used to assign the service code to enable or disable the Caller ID Refuse feature. The service code assigned must be within your valid numbering plan in PRG 11-01-01.</p>	<p>Maximum of 8 digits (0 ~ 9, *, #) (default = 646)</p>
20-07-24	<p>Set/Cancel Private Call Refuse Per class of service (PRG 20-06-01) this program is used to allow or deny the stations ability to set or cancel the Private Call Refuse feature.</p>	<p>0 = Off (User cannot control the feature.) 1 = On (default = 1)</p>

The Caller ID - Flexible Ringing Flowchart below helps define programming:





Operation

None

Caller ID - Shared Logging

Description


The system can log records tied directly to an extension or one of 8 Caller ID logging groups.

Conditions

- By setting PRG 15-02-67: (1-8 shared group), all extensions in the same logging group can share the same Caller ID records. When PRG 15-02-67 is set to (0: personal), extension base log records are supported. Each extension or logging group can store a maximum of 50 records.
- When PRG 15-02-67: (1-8 shared group) is changed to (0: personal), Caller ID stored for the group will be cleared.
- An extension in a Caller ID shared setting cannot store or refer it's own register for Caller ID personal. Caller ID personal and Caller ID shared group are exclusive use.
- Caller ID indication displayed when toggled by pressing Help key is shown below.

01: NEC Infrontia 1-6 12:55 Call Store Del More	or	01: 2039265400 Group01 STA 200 Call Store Del More
--	----	--

Caller ID Number:	01
Caller Name:	NEC Infrontia
Caller Number:	2039265400
Time and Date of call:	1-6 12:55
Answering extension Name:	STA 200
Group Name:	Group01
Soft keys	

 *Group Name is displayed when PRG 16-02-67 is set 1-8 and set group name at PRG 20-49-01.*

Default Settings

None

System Availability

Terminals

All Multiline Terminals, Analog telephone

Required Component(s)

4COIDB-B1

2BRIDB-C1, 1PRIU-C1

Related Features

Caller ID



Guide to Feature Programming

Program Number	Program Name	Default
15-02-67	Caller ID shared groups	0
20-49-01	Group Name	1: Group 1 : 8: Group 8

Operation

Set up shared Caller ID Group

< Program >

PRG 15-02-67: See below table.

Table 1-9 Example of setting PRG 15-02-67

	Caller ID shared groups (PRG 15-02-67)
Extension 200	1
Extension 201	1
Extension 202	1
:	:
Extension 297	8
Extension 298	8
Extension 299	8

- The display of Caller ID Group 1 is as follows.

<pre>01: NEC Infrontia 1-6 12:55 Call Store Del More</pre>	or	<pre>01: 2039265400 Group01 STA 200 Call Store Del More</pre>
---	----	---

The display of Caller ID Group 8 is as follows.

<pre>01: ADAM SMITH 1-6 12:55 Call Store Del More</pre>	or	<pre>01: 2039265500 Group08 STA 299 Call Store Del More</pre>
--	----	---

Above Caller ID indication is toggled by pressing Help key.

Central Office Calls, Answering

Description

The system provides flexible routing of incoming CO (trunks) calls to meet the exact site requirements. This lets trunk calls ring and be answered at any combination of system extensions. A maximum of 76 trunks are available. For additional information on making trunks ring, refer to [Ring Groups on page 1-551](#).

Delayed Ringing

Extensions in a Ring Group can have delayed ringing for trunks. If the trunk is not answered at its original destination, it rings the DIL No Answer Ring Group (this ring group applies to DIL or non-DIL trunks). This could help a secretary that covers calls for their boss. If the boss does not answer the call, it rings the secretary's telephone after a programmable interval.

Universal Answer

Universal Answer allows an employee to answer a call by going to any Multiline Terminal and dialing a unique Universal Answer code. The employee does not have to know the trunk number or dial any other codes to pick up the ringing trunk. You normally set up Universal Answer along with Universal Night Answer (refer to [Night Service on page 1-474](#)). When a Universal Night Answer call rings the External Paging, an employee can answer the call from the first available telephone. You might also want to use Universal Answer in a noisy warehouse or machine shop where the volume of normal telephone ringing is not adequate. After hearing the ringing over the Paging, an employee can then easily pick up the call from a shop telephone.

The Automatic Off-Hook Answer of Universal Answer Call options (PRG 20-10-07) determines whether or not the extension has the Auto Answer feature for ringing calls. This option allows a user to simply lift the handset to answer a ringing call; dialing the service code is not necessary.

Additional Trunk Ring Tones

Various ring tone patterns and melodies for incoming calls are available (PRG 22-03-11); Ring Tone Patterns 1~4 and Melodies 1~5.

Sidetone Volume Setup

This option allows system programming for the Multiline Terminal side tone volume. There are two levels, based on whether the connected trunk is a digital trunk or analog trunk.

Conditions

- Ringing calls can be picked up regardless of access map programming.
- An extension user can answer an outside call just by lifting the handset.
- Long Conversation Cutoff can disconnect incoming and outgoing CO calls after a set time period. Using the Warning Tone for Long Conversation feature allows users on outgoing calls to hear a warning tone prior to the call disconnecting.
- Line keys simplify answering outside calls.
- If the Absent text message was set by the originating extension, the destination extension displays the assigned text message instead of the Reason for Transfer message.
- If an extension is assigned to a Trunk Access Map that has no access for a trunk, the extension can still retrieve parked calls on that trunk. The extension can also Group Call Pickup and Direct Call Pickup calls ringing another extension on that trunk.
- To adjust for proper audio quality, refer to PRG 81-07 and PRG 81-17.

Default Settings

Enabled

System Availability

Terminals

All Terminals

Required Component(s)

Any Trunk ETU (i.e., COIDB-B1, 2BRIDB-C1, 1PRIU-C1, etc.)

Related Features

Call Forwarding

Direct Inward Dialing (DID)

Direct Inward Line (DIL)

Direct Inward System Access (DISA)

Directed Call Pickup

Do Not Disturb (DND)

Group Call Pickup

ISDN Compatibility

Line Preference

Long Conversation Cutoff

Night Service

Programmable Function Keys

Selectable Display Messaging

Warning Tone for Long Conversation

Guide to Feature Programming

Program Number	Program Name	Default	Note
10-03-XX	ETU Setup	Refer to Programming Manual.	
11-11-13	Service Code Setup (for Setup/Entry Operation) - Display Language Selection for Multiline Terminal	678	
11-12-30	Service Code Setup (for Service Access) - Specified Trunk Answer	672	
11-12-43	Service Code Setup (for Service Access) - Universal Answer	#0	
14-01-02	Basic Trunk Data Setup - Transmit Level	32 (0dB)	
14-01-03	Basic Trunk Data Setup - Receive Level	32 (0dB)	
14-02-02	Analog Trunk Data Setup - Ring Detect Type	1	

Program Number	Program Name	Default	Note
14-05-01	Trunk Group - Trunk Group Number	Trunk Port 1~84 = Priority 1~84	
14-06-01	Trunk Group Routing - Priority Order Number	Route 1, Order Number 1 = 1 (Trunk Group 1) Order Numbers 2, 3, 4 = 0 (Not Specified) All Other Routes (2~25) and Order Numbers (1~4) = 0 (Not Specified).	
14-07-01	Trunk Access Map Setup	Access Map 1~84 = Trunk Ports 1~84 assigned with option 7 access (incoming and outgoing access and access when trunk is on Hold).	
15-01-05	Basic Extension Data Setup - Restriction for Outgoing Disable on Incoming Line	0	
15-02-01	Multiline Telephone Basic Data Setup - Display Language Selection (To select options 8~10, press either 8 or Flash, then press line keys 1~3. Key 1 is option 8, Key 2 is option 9, and Key 3 is option 10.)	1	
15-02-02	Multiline Telephone Basic Data Setup - Trunk Ring Tone	2	
15-02-22	Multiline Telephone Basic Data Setup - Multiple Incoming From Intercom and Trunk	1	
15-03-03	Single Line Telephone Basic Data Setup - Terminal Type	0	
15-06-01	Trunk Access Map for Extensions	1	
15-07-01	Programmable Function Keys	Refer to Programming Manual.	
20-02-09	System Options for Multiline Telephones - Disconnect Supervision	1	
20-02-15	System Options for Multiline Telephones - Caller ID Display Mode	0	
20-06-01	Class of Service for Extensions	Extension 101 is Class 15 and other Extension are Class 1	
20-10-07	Class of Service Options (Answer Service) - Automatic Off-Hook Answer	COS 01~15 = 0	
20-13-13	Class of Service Options (Supplementary Service) - Continued Dialing (DTMF) Signal on ICM Call	COS 01~15 = 1	
20-13-23	Class of Service Options (Supplementary Service) - Display the Reason for Transfer	COS 01~15 = 0	
21-01-15	System Options for Outgoing Calls - Outgoing Disable on Incoming Line (Toll Restriction)	0	
21-01-16	System Options for Outgoing Calls - Supervise Dial Detection Timer	20 (seconds)	
21-01-17	System Options for Outgoing Calls - Restriction Digit in Outgoing Disable on Incoming Line	4	
22-01-01	System Options for Incoming Calls - Incoming Call Priority	1	
22-01-02	System Options for Incoming Calls - Incoming Call Ring No Answer Alarm	0	
22-01-03	System Options for Incoming Calls - Ring No Answer Alarm Time	60 (seconds)	
22-01-04	System Options for Incoming Calls - DIL No Answer Recall Time	0 (seconds)	

Program Number	Program Name	Default	Note
22-02-01	Incoming Call Trunk Setup	0	
22-03-01	Trunk Ring Tone Range - Ring Tone Pattern	0	
22-04-01	Incoming Extension Ring Group Assignment	Extension 101~108 (first eight ports) ring for incoming Ring Group 1 calls. No other extensions ring for incoming Ring Group 1 calls.	
22-05-01	Incoming Trunk Ring Group Assignment	1	
22-06-01	Normal Incoming Ring Mode	1	
22-07-01	DIL Assignment	not assigned	
22-08-01	DIL/IRG No Answer Destination	1	
82-08-01 (MF Level)	Sidetone Volume Setup	6	


Operation

To answer an incoming trunk call:

1. Lift the handset.

To use Universal Answer to answer a call ringing over the Paging system:

1. Go off-hook.

 Depending on system programming, this may answer the call and you can skip step 2.

2. Dial **#0**.

 If you hear error tone, your extension Class of Service prevents Universal Answer.

To listen to the incoming trunk ring choices:

1. Press Speaker key.
2. Dial **711 + 2**.
3. Select the ringing (**1~7**) you want to check.
4. Go back to step 3 to listen to additional choices or press Speaker key to hang up.

To change the ringing of your incoming trunk:

1. Press Speaker key.
2. Dial **720 + 2**.
3. Select the ringing (**1~7**).
4. Press Speaker key to hang up.

Central Office Calls, Placing

Description

The system provides flexibility in the way each extension user can place outgoing trunk calls. This lets you customize the call placing options to meet site requirements and each individual's needs. To place a call the user can:

- Press Line Keys
- Press a Trunk Group key
- Press a Trunk Group Routing (dial 9) key
- Dial a code for a specific trunk (**#9** + the trunk number)
- Dial a code for a Trunk Group (**704** + group number)
- Dial a code for Trunk Group Routing or ARS (**9**)
- Dial an Alternate Trunk Route Access Code (which you must define)
- Press or Use a Speed Dial bin

There are **84** available trunks.

Trunk Port Disable

The system provides a service code (default: **645**) which can be used by an extension user to block a trunk for outgoing calls. The user which busied out the trunk still has access to it. All other users are blocked from seizing it to place an outgoing call. The trunk, however, can still be answered by any users programmed with the trunk access.

Sidetone Volume Setup

Allows the system programming for the Multiline Terminal side tone volume. There are two levels, based on whether the connected trunk is a digital trunk or analog trunk.

Conditions

- If the trunk name seize display is enabled in programming, the Call Timer starts automatically after the user places a trunk call. Disabling the trunk name seize display also disables the Call Timer.
- The system can automatically select the correct type of line to use based on the number dialed and the time.
- With Automatic Handsfree, an extension user can press a line key to place a trunk call without lifting the handset or pressing Speaker key. Users without Automatic Handsfree can preselect a line key before lifting the handset or pressing Speaker key.
- Long Conversation Cutoff can disconnect incoming and outgoing CO calls after a set time period. Using the Warning Tone for Long Conversation feature allows users on outgoing calls to hear a warning tone prior to the call disconnecting.
- An extension Toll Class of Service may prevent them from dialing certain numbers.
- Dialing 9 or any other trunk access code after dialing an extension results in termination of the intercom call and a trunk is seized.
- Setting PRG 14-02-11 to On may cause a slight delay in dial tone while loop current is returned.
- When Account Codes are enabled, the user must press the ***** three times before the ***** character is passed to the Telco. The system recognizes the initial ***** as the beginning of an Account Code entry, the second ***** as the end of an Account Code entry, and the third ***** will be passed to Telco.
- To adjust for proper audio quality, refer to PRG 81-07 and PRG 81-17.

Default Settings

Enabled

System Availability

Terminals

All Multiline Terminals

Required Component(s)

Any Trunk ETU (i.e., COIDB-B1, 2BRIDB-C1, 1PRIU-C1, etc.)

Related Features

Alphanumeric Display

Automatic Route Selection (ARS/F-Route)

Code Restriction/Toll Restriction

Dial Tone Detection

Handsfree Answerback/Forced Intercom Ringing

Long Conversation Cutoff

Microphone Cutoff

Programmable Function Keys

Trunk Group Routing

Trunk Groups

Guide to Feature Programming

Program Number	Program Name	Default	Note
10-03-XX	ETU Setup	Refer to Programming Manual.	
11-01-01	System Numbering	Refer to Programming Manual.	
11-09-01	Trunk Access Code	9	
11-09-02	Trunk Access Code - 2nd Trunk Route Access Code	not assigned	
11-10-27	Service Code Setup (for System Administrator) - Trunk Port Disable for Outgoing Calls	645	
11-11-13	Service Code Setup (for Setup/Entry Operation) - Display Language Selection for Multiline Terminal	678	
11-12-01	Service Code Setup (for Service Access) - Bypass Call	707	
11-12-14	Service Code Setup (for Service Access) - Trunk Group Access	704	
14-01-01	Basic Trunk Data Setup - Trunk Name	Trunk port Number: 001 ~ 084 Trunk Name: 001 ~ 084	
14-01-02	Basic Trunk Data Setup - Transmit Level	32 (0dB)	
14-01-03	Basic Trunk Data Setup - Receive Level	32 (0dB)	

Program Number	Program Name	Default	Note
14-01-07	Basic Trunk Data Setup - Outgoing Calls	1	
14-01-10	Basic Trunk Data Setup - DTMF Tones for Outgoing Calls	0	
14-02-05	Analog Trunk Data Setup - Dial Tone Detection for Manually Accessed Trunks	0	
14-02-11	Analog Trunk Data Setup - Next Trunk in Rotary if No Dial Tone	0	
14-05-01	Trunk Group - Trunk Group Number	Trunk Port 1~84 = Priority 1~84	
14-06-01	Trunk Group Routing - Priority Order Number	Route 1, Order Number 1 = 1 (Trunk Group 1), Order Numbers 2, 3, 4 = 0 (Not Specified) All Other Routes (2~100) and Order Numbers (1~4) = 0 (Not Specified)	
14-07-01	Trunk Access Map Setup	Access Map 1~84 = Trunk Ports 1~84 assigned with option 7 access (incoming and outgoing access and access when trunk is on Hold).	
15-02-01	Multiline Telephone Basic Data Setup - Display Language Selection (To select options 8~10, press either 8 or Flash, then press line keys 1~3. Key 1 is option 8, Key 2 is option 9, and Key 3 is option 10.)	1	
15-02-08	Multiline Telephone Basic Data Setup - Automatic Handsfree	1	
15-03-03	Single Line Telephone Basic Data Setup - Terminal Type	0	
15-06-01	Trunk Access Map for Extensions	1	
15-07-01	Programmable Function Keys	Refer to Programming Manual.	
20-02-06	System Options for Multiline Telephones - Preselection Time	5 (seconds)	
20-02-09	System Options for Multiline Telephones - Disconnect Supervision	1	
20-06-01	Class of Service for Extensions	Extension 101 is Class 15 and other Extension are Class 1	
20-07-12	Class of Service Options (Administrator Level) - Trunk Port Disable	COS 01~15 = 1	
20-08-02	Class of Service Options (Outgoing Call Service) - Trunk Outgoing Calls	COS 01~15 = 1	
20-13-13	Class of Service Options (Supplementary Service) - Continued Dialing (DTMF) Signal on ICM Call	COS 01~15 = 1	
21-01-15	System Options for Outgoing Calls - Outgoing Disable on Incoming Line (Toll Restriction)	0	
21-01-16	System Options for Outgoing Calls - Supervise Dial Detection Timer	20 (seconds)	
21-01-17	System Options for Outgoing Calls - Restriction Digit in Outgoing Disable on Incoming Line	4	
21-02-01	Trunk Group Routing for Extensions	1	
21-15-01	Individual Trunk Group Routing for Extensions	0	
24-02-07	System Options for Transfer - Trunk-to-Trunk Transfer Release Warning Tone	1800 (seconds)	
24-02-10	System Options for Transfer - Disconnect Trunk to Trunk Timer	0 (seconds)	


Program Number	Program Name	Default	Note
82-08-01 (MF Level)	Sidetone Volume Setup	6	

Operation

To place a call over a trunk group:

1. Go off-hook.
 2. Dial **704**.
 3. Dial trunk group number (**01~25**).
 4. Dial the number.
- OR -**
1. At the Multiline Terminal, press the **trunk group** key (PRG 15-07-01 or SC **751: *02 + group**).
 2. Dial the number.

To place a call using Trunk Group Routing:


1. Go off-hook.
 2. Dial **9**.
-  *If your system has an Alternate Trunk Route Access code, you may dial that instead.*
3. Dial the number.
- OR -**
1. At the Multiline Terminal, press the **Trunk Group Routing** key (PRG 15-07-01 or SC **752: *02** plus trunk group).
 2. Dial the number.

To place a call over a specific trunk:

1. Dial **#9**.
 2. Dial the line number (e.g., 005 for line 5).
 3. Dial the number.
- OR -**
1. At the Multiline Terminal, press the line key (PRG 15-07-01 or SC **752: *01 001 to 076**).
 2. Dial the number.

To busy out a trunk from outbound usage:

1. Press Speaker key + dial **645 + Trunk Number (001~076) + 1**.

 *The user which busied out the trunk still has access to it. All other users are blocked from seizing it to place an outgoing call. The trunk, however, can still be answered by any user programmed with the trunk access.*

To Remove a Trunk from a Busied Out State:

1. Press Speaker key + dial **645 + Trunk Number (001~076) + 0**.

Class of Service

Description

Class of Service (COS) sets various features and dialing options (called items) for extensions. The system allows any number of extensions to share the same Class of Service. An extension can have a different Class of Service for each of the Night Service modes. This lets you program a different set of dialing options for daytime operation, nighttime operation and even during lunch breaks. An extension Class of Service can be changed in system programming or via a Service Code (normally **677**). There are 15 available Classes of Service.

Conditions

- Before assigning a new COS, make sure the new COS matches the old COS or you may enable options, which the extension should not have or remove options, which it should have.
- An extension can have a different Class of Service for each Service mode. At default, the Mode names are assigned as follows:
 - Mode 1 = No setting
 - Mode 2 = Night
 - Mode 3 = Midnight
 - Mode 4 = Rest
 - Mode 5 = Day2
 - Mode 6 = Night2
 - Mode 7 = Midnight2
 - Mode 8 = Rest2
- If a user dials a number not programmed in ARS, PRG 26-01-03 determines if the system should route over the trunk group settings defined in PRG 21-02 or play an error tone.
- When using ARS Class of Service, with PRG 26-01-03 set to (1) "Play Warning Tone", any trunk pointed or transferred to a virtual that is Call Forward Off-Premise will not complete. For a virtual to Call Forward Off-Premise, PRG 26-01-03 must be set to "Route to trunk group" and the call will follow the trunk group settings of the trunk, assigned in PRG 21-03.
- When using ARS Class of Service, with PRG 26-01-03 set to (1) "Play Warning Tone" or transferred to a virtual that is Call Forward Off-Premise will always follow ARS Class 1 routing properties.

Default Settings

- The attendant (extension 101) has Class of Service 15 in all Night Service modes. All other extensions have Class of Service 1 in all Night Service modes.

If changing Class of Service via Service Code:

- An extension can use Service Code **677** to change another extension Class of Service (PRG 20-13-28 = 1).
- An extension can automatically block another extension attempt to change their Class of Service via Service Code **677** (PRG 20-13-28 = 0).
- The default Service Code for this option is **677** (PRG 11-11-24 = **677**).

System Availability

Terminals

All Stations

Required Component(s)

None

Related Features

Night Service

Guide to Feature Programming

Program Number	Program Name	Default	Note
11-11-24	Service Code Setup (for Setup/Entry Operation) - Change Station Class of Service	677	
11-19-01	Remote Conference Pilot Number Setup - Maximum Channels	No Remote Conference Pilot Numbers assigned to any Conference Group (1-4)	
20-06-01	Class of Service for Extensions	Extension 101 is Class 15 and other Extension are Class 1	
20-07-01	Class of Service Options (Administrator Level) - Manual Night Service Enabled	COS 01~15 = 1	
20-07-02	Class of Service Options (Administrator Level) - Changing the Music on Hold Tone	COS 01~15 = 1	
20-07-03	Class of Service Options (Administrator Level) - Time Setting	COS 01~15 = 1	
20-07-04	Class of Service Options (Administrator Level) - Storing Speed Dialing Entries	COS 01~15 = 1	
20-07-05	Class of Service Options (Administrator Level) - Set/Cancel Automatic Trunk-to-Trunk Transfer	COS 01~15 = 0	
20-07-10	Class of Service Options (Administrator Level) - Programmable Function Key Programming (Appearance Level)	COS 01~15 = 1	
20-07-11	Class of Service Options (Administrator Level) - Forced Trunk Disconnect (analog trunk only)	COS 01~15 = 1	
20-07-12	Class of Service Options (Administrator Level) - Trunk Port Disable	COS 01~15 = 1	
20-07-13	Class of Service Options (Administrator Level) - VRS Record (VRS Msg Operation)	COS 01~14 = 0 COS 15 = 1	
20-07-14	Class of Service Options (Administrator Level) - VRS General Message Play	COS 01~14 = 0 COS 15 = 1	
20-07-15	Class of Service Options (Administrator Level) - VRS General Message Record/Delete	COS 01~14 = 0 COS 15 = 1	
20-07-18	Class of Service Options (Administrator Level) - SMDR Printout Accumulated Extension Data	COS 01~15 = 1	
20-07-19	Class of Service Options (Administrator Level) - SMDR Printout Department Group (STG) Data	COS 01~15 = 1	
20-07-20	Class of Service Options (Administrator Level) - SMDR Printout Accumulated Account Code Data	COS 01~15 = 1	
20-07-24	Class of Service Options (Administrator Level) - Set/Cancel Private Call Refuse	COS 01~15 = 1	
20-07-25	Class of Service Options (Administrator Level) - Set/Cancel Caller ID Refuse	COS 01~15 = 1	
20-07-26	Class of Service Options (Administrator Level) - Dial-In Mode Switch	COS 01~15 = 1	
20-07-27	Class of Service Options (Administrator Level) - Do-Not-Call Administrator	COS 01~15 = 0	

Program Number	Program Name	Default	Note
20-08-01	Class of Service Options (Outgoing Call Service) - Intercom Calls	COS 01~15 = 1	
20-08-02	Class of Service Options (Outgoing Call Service) - Trunk Outgoing Calls	COS 01~15 = 1	
20-08-03	Class of Service Options (Outgoing Call Service) - System Speed Dialing	COS 01~15 = 1	
20-08-04	Class of Service Options (Outgoing Call Service) - Group Speed Dialing	COS 01~15 = 1	
20-08-05	Class of Service Options (Outgoing Call Service) - Dial Number Preview (Preset Dial)	COS 01~15 = 1	
20-08-06	Class of Service Options (Outgoing Call Service) - Toll Restriction Override	COS 01~15 = 0	
20-08-07	Class of Service Options (Outgoing Call Service) - Repeat Redial	COS 01~15 = 1	
20-08-08	Class of Service Options (Outgoing Call Service) - Toll Restriction Dial Block	COS 01~15 = 1	
20-08-09	Class of Service Options (Outgoing Call Service) - Hotline/Extension Ringdown	COS 01~15 = 1	
20-08-10	Class of Service Options (Outgoing Call Service) - Signal/Voice Call	COS 01~15 = 1	
20-08-11	Class of Service Options (Outgoing Call Service) - Protect for the Call Mode Switching from Caller	COS 01~15 = 0	
20-08-12	Class of Service Options (Outgoing Call Service) - Department Group Step Calling	COS 01~15 = 1	
20-08-13	Class of Service Options (Outgoing Call Service) - ISDN CLIP	COS 01~15 = 0	
20-08-14	Class of Service Options (Outgoing Call Service) - Call Address Information	COS 01~15 = 0	
20-08-15	Class of Service Options (Outgoing Call Service) - Block Outgoing Caller ID	COS 01~15 = 0	
20-08-16	Class of Service Options (Outgoing Call Service) - Display E911 Dialed Extension Name and Number	COS 01~15 = 0	
20-08-17	Class of Service Options (Outgoing Call Service) - ARS Override of Trunk Access Map	COS 01~15 = 0	
20-08-19	Class of Service Options (Outgoing Call Service) - Hotline for Speaker	COS 01~15 = 0	
20-08-20	Class of Service Options (Outgoing Call Service) - Hot Key Pad	COS 01~15 = 0	
20-08-21	Class of Service Options (Outgoing Call Service) - Automatic Trunk Seizing by Pressing SpeakerKey	COS 01~15 = 0	
20-08-22	Class of Service Options (Outgoing Call Service) - Voice Over to busy Virtual Extension	COS 01~15 = 0	
20-09-01	Class of Service Options (Incoming Call Service) - Second Call for DID/DISA/DIL Override	COS 01~15 = 1	
20-09-02	Class of Service Options (Incoming Call Service) - Caller ID Display	COS 01~15 = 0	
20-09-03	Class of Service Options (Incoming Call Service) - Sub Address Identification	COS 01~15 = 0	

Program Number	Program Name	Default	Note
20-09-04	Class of Service Options (Incoming Call Service) - Notification for Incoming Call List Existence	COS 01~15 = 1	
20-09-05	Class of Service Options (Incoming Call Service) - Signal/Voice Call	COS 01~15 = 1	
20-09-06	Class of Service Options (Incoming Call Service) - Incoming Time Display	COS 01~15 = 1	
20-09-07	Class of Service Options (Incoming Call Service) - Call Queuing	COS 01~15 = 1	
20-10-01	Class of Service Options (Answer Service) - Group Call Pickup (Within Group)	COS 01~15 = 1	
20-10-02	Class of Service Options (Answer Service) - Group Call Pickup (Another Group)	COS 01~15 = 1	
20-10-03	Class of Service Options (Answer Service) - Group Call Pickup for Specific Group	COS 01~15 = 1	
20-10-04	Class of Service Options (Answer Service) - Telephone Call Pickup	COS 01~15 = 1	
20-10-05	Class of Service Options (Answer Service) - Directed Call Pickup for Own Group	COS 01~15 = 1	
20-10-06	Class of Service Options (Answer Service) - Meet-Me Conference and Paging	COS 01~15 = 1	
20-10-07	Class of Service Options (Answer Service) - Automatic Off-Hook Answer	COS 01~15 = 0	
20-10-08	Class of Service Options (Answer Service) - Virtual Extension Off-Hook Answer	COS 01~15 = 1	
20-10-09	Class of Service Options (Answer Service) - Call Pickup Callback	COS 01~15 = 1	
20-10-10	Class of Service Options (Answer Service) - Answer Preset	COS 01~15 = 0	
20-11-01	Class of Service Options (Hold/Transfer Service) - Call Forward All	COS 01~15 = 1	
20-11-02	Class of Service Options (Hold/Transfer Service) - Call Forward When Busy	COS 01~15 = 1	
20-11-03	Class of Service Options (Hold/Transfer Service) - Call Forwarding When Unanswered	COS 01~15 = 1	
20-11-04	Class of Service Options (Hold/Transfer Service) - Call Forwarding (Both Ringing)	COS 01~15 = 1	
20-11-05	Class of Service Options (Hold/Transfer Service) - Call Forwarding with Follow Me	COS 01~15 = 1	
20-11-06	Class of Service Options (Hold/Transfer Service) - Unscreened Transfer (Ring Inward Transfer)	COS 01~15 = 1	
20-11-07	Class of Service Options (Hold/Transfer Service) - Transfer Without Holding	COS 01~15 = 0	
20-11-08	Class of Service Options (Hold/Transfer Service) - Transfer Information Display	COS 01~15 = 1	
20-11-09	Class of Service Options (Hold/Transfer Service) - Group Hold Initiate	COS 01~15 = 1	

Program Number	Program Name	Default	Note
20-11-10	Class of Service Options (Hold/Transfer Service) - Group Hold Answer	COS 01~15 = 1	
20-11-11	Class of Service Options (Hold/Transfer Service) - Automatic On-Hook Transfer	COS 01~15 = 0	
20-11-12	Class of Service Options (Hold/Transfer Service) - Call Forwarding Off-Premise (External Call Forwarding)	COS 01~15 = 1	
20-11-13	Class of Service Options (Hold/Transfer Service) - Operator Transfer After Hold Callback	COS 01~15 = 1	
20-11-14	Class of Service Options (Hold/Transfer Service) - Trunk-to-Trunk Transfer Restriction	COS 01~15 = 0	
20-11-15	Class of Service Options (Hold/Transfer Service) - VRS Personal Greeting (Message Greeting)	COS 01~15 = 1	
20-11-16	Class of Service Options (Hold/Transfer Service) - Call Redirect	COS 01~15 = 1	
20-11-17	Class of Service Options (Hold/Transfer Service) - Department Group Trunk-to-Trunk Transfer (Each Telephone Group Transfer)	COS 01~15 = 1	
20-11-18	Class of Service Options (Hold/Transfer Service) - No Recall	COS 01~15 = 0	
20-11-19	Class of Service Options (Hold/Transfer Service) - Hold/Extended Park	COS 01~15 = 0	
20-11-20	Class of Service Options (Hold/Transfer Service) - No Callback	COS 01~15 = 0	
20-11-21	Class of Service Options (Hold/Transfer Service) - Restriction for Tandem Trunking on Hang Up	COS 01~15 = 0	
20-11-22	Class of Service Options (Hold/Transfer Service) - Restrict Unsupervised Conference	COS 01~15 = 0	
20-11-23	Class of Service Options (Hold/Transfer Service) - VE Call Forward Set/Cancel	COS 01~15 = 1	
20-11-24	Class of Service Options (Hold/Transfer Service) - Trunk Park Hold Mode	COS 01~15 = 1	
20-11-25	Class of Service Options (Hold/Transfer Service) - Transfer Park Call	COS 01~15 = 0	
20-11-26	Class of Service Options (Hold/Transfer Service) - Station Park Hold Mode	COS 01~15 = 0	
20-11-27	Class of Service Options (Hold/Transfer Service) - Call Park Automatically Search	COS 01~15 = 1	
20-12-02	Class of Service Options (Charging Cost Service) - Advice of Charge	COS 01~15 = 0	
20-12-03	Class of Service Options (Charging Cost Service) - Cost Display (TTU)	COS 01~15 = 1	
20-13-01	Class of Service Options (Supplementary Service) - Long Conversation Alarm	COS 01~15 = 0	
20-13-02	Class of Service Options (Supplementary Service) - Long Conversation Cutoff (Incoming)	COS 01~15 = 0	

Program Number	Program Name	Default	Note
20-13-03	Class of Service Options (Supplementary Service) - Long Conversation Cutoff (Outgoing)	COS 01~15 = 0	
20-13-04	Class of Service Options (Supplementary Service) - Call Forward/DND Override (Bypass Call)	COS 01~15 = 1	
20-13-05	Class of Service Options (Supplementary Service) - Intercom Off-Hook Signaling	COS 01~15 = 1	
20-13-06	Class of Service Options (Supplementary Service) - Automatic Off-Hook Signaling (Automatic Override)	COS 01~15 = 1	
20-13-07	Class of Service Options (Supplementary Service) - Message Waiting	COS 01~15 = 1	
20-13-08	Class of Service Options (Supplementary Service) - Conference	COS 01~15 = 1	
20-13-09	Class of Service Options (Supplementary Service) - Privacy Release	COS 01~15 = 1	
20-13-10	Class of Service Options (Supplementary Service) - Barge-In Monitor	COS 01~15 = 0	
20-13-11	Class of Service Options (Supplementary Service) - Room Monitor, Initiating Extension	COS 01~15 = 0	
20-13-12	Class of Service Options (Supplementary Service) - Room Monitor, Extension Being Monitored	COS 01~15 = 0	
20-13-13	Class of Service Options (Supplementary Service) - Continued Dialing (DTMF) Signal on ICM Call	COS 01~15 = 1	
20-13-14	Class of Service Options (Supplementary Service) - Department Calling (PLT No Called Extension)	COS 01~15 = 1	
20-13-15	Class of Service Options (Supplementary Service) - Barge-In, Initiate	COS 01~15 = 0	
20-13-16	Class of Service Options (Supplementary Service) - Barge-In, Receive	COS 01~15 = 0	
20-13-17	Class of Service Options (Supplementary Service) - Barge-In Tone/Display (Intrusion Tone)	COS 01~15 = 1	
20-13-18	Class of Service Options (Supplementary Service) - Programmable Function Key Programming (General Level)	COS 01~15 = 1	
20-13-19	Class of Service Options (Supplementary Service) - Selectable Display Messaging (Text Messaging)	COS 01~15 = 1	
20-13-20	Class of Service Options (Supplementary Service) - Account Code/Toll Restriction Operator Alert (Restricted Operation Transfer)	COS 01~15 = 0	
20-13-21	Class of Service Options (Supplementary Service) - Extension Name	COS 01~15 = 1	
20-13-22	Class of Service Options (Supplementary Service) - Busy Status Display (Called Party Status)	COS 01~15 = 0	
20-13-23	Class of Service Options (Supplementary Service) - Display the Reason for Transfer	COS 01~15 = 0	


Program Number	Program Name	Default	Note
20-13-24	Class of Service Options (Supplementary Service) - Privacy Release by Pressing Line Key	COS 01~15 = 0	
20-13-26	Class of Service Options (Supplementary Service) - Group Listen	COS 01~15 = 1	
20-13-27	Class of Service Options (Supplementary Service) - Busy on Seizing Virtual Extension	COS 01~15 = 1	
20-13-28	Class of Service Options (Supplementary Service) - Allow Class of Service to be Changed	COS 01~15 = 0	
20-13-29	Class of Service Options (Supplementary Service) - Paging Display	COS 01~15 = 1	
20-13-30	Class of Service Options (Supplementary Service) - Background Music	COS 01~15 = 1	
20-13-31	Class of Service Options (Supplementary Service) - Connected Line Identification (COLP)	COS 01~15 = 0	
20-13-32	Class of Service Options (Supplementary Service) - Deny Multiple Barge-Ins	COS 01~15 = 0	
20-13-34	Class of Service Options (Supplementary Service) - Block Manual Off-Hook Signaling	COS 01~15 = 0	
20-13-35	Class of Service Options (Supplementary Service) - Block Camp-On	COS 01~15 = 0	
20-13-36	Class of Service Options (Supplementary Service) - Call Duration Timer Display	COS 01~15 = 1	
20-13-38	Class of Service Options (Supplementary Service) - Headset Ringing	COS 01~15 = 0	
20-13-40	Class of Service Options (Supplementary Service) - Do Not Disturb	COS 01~15 = 1	
20-13-41	Class of Service Options (Supplementary Service) - Voice Mail Message Indication on DSS	COS 01~15 = 0	
20-13-42	Class of Service Options (Supplementary Service) - Extension Data Swap Enabling	COS 01~15 = 1	
20-13-44	Class of Service Options (Supplementary Service) - Live Monitor Enabling	COS 01~15 = 1	
20-13-45	Class of Service Options (Supplementary Service) - MIC Key Mode While Call Monitoring	COS 01~15 = 1	
20-13-46	Class of Service Options (Supplementary Service) - Remote Conference	COS 01~15 = 1	
20-13-47	Class of Service Options (Supplementary Service) - Station Number Display	COS 01~15 = 1	
20-13-48	Class of Service Options (Supplementary Service) - Station Name Display	COS 01~15 = 1	
20-13-49	Class of Service Options (Supplementary Service) - BLF Indication on CO Incoming State	COS 01~15 = 0	
20-13-50	Class of Service Options (Supplementary Service) - AIC Agent display which call is from	COS 01~15 = 1	


Program Number	Program Name	Default	Note
20-13-51	Class of Service Options (Supplementary Service) - Number and Name appear in the directory	COS 01~15 = 1	
20-14-01	Class of Service Options for DISA - First Digit Absorption (Delete First Digit Dialed)	COS 01~15 = 0	
20-14-02	Class of Service Options for DISA - Trunk Group Routing/ARS Access	COS 01~15 = 1	
20-14-03	Class of Service Options for DISA - Trunk Group Access	COS 01~15 = 1	
20-14-04	Class of Service Options for DISA - Outgoing System Speed Dialing	COS 01~15 = 0	
20-14-05	Class of Service Options for DISA - Operator Calling	COS 01~15 = 1	
20-14-06	Class of Service Options for DISA - Internal Paging	COS 01~15 = 1	
20-14-07	Class of Service Options for DISA - External Paging	COS 01~15 = 1	
20-14-08	Class of Service Options for DISA - Direct Trunk Access	COS 01~15 = 0	
20-14-09	Class of Service Options for DISA - Forced Trunk Disconnect <Not for ISDN T-point>	COS 01~15 = 0	
20-14-10	Class of Service Options for DISA - Call Forward Setting by Remote via DISA	COS 01~15 = 0	
20-14-11	Class of Service Options for DISA - DISA/Tie Trunk Barge-In	COS 01~15 = 0	
20-14-12	Class of Service Options for DISA - Retrieve Park Hold	COS 01~15 = 1	

Operation

To change an extension Class of Service (via Service Code 677) :

1. Press Speaker key.
2. Dial **677**.
3. Dial the extension number you want to change.


 You see: MODE1: nn

 Press Hold key to leave the current value unchanged.


 The extension you dial may be set to block your attempt to change their Class of Service.


4. Enter the Day 1 Mode Class of Service for the extension you selected in step 3 and press Hold key.

 You see: MODE2: nn


 Press Hold key to leave the current value unchanged.


5. Enter the Night 1 Mode Class of Service for the extension you selected in step 3 and press Hold key.

 *You see: MODE3: nn*


 *Press Hold key to leave the current value unchanged.*


6. Enter the Midnight 1 Mode Class of Service for the extension you selected in step 3 and press Hold key.

 *You see: MODE4: nn*


 *Press Hold key to leave the current value unchanged.*


7. Enter the Rest 1 Mode Class of Service for the extension you selected in step 3 and press Hold key.

 *You see: MODE5: nn*


 *Press Hold key to leave the current value unchanged.*


8. Enter the Day 2 Mode Class of Service for the extension you selected in step 3 and press Hold key.

 *You see: MODE6: nn*


 *Press Hold key to leave the current value unchanged.*


9. Enter the Night 2 Mode Class of Service for the extension you selected in step 3 and press Hold key.

 *You see: MODE7: nn*


 *Press Hold key to leave the current value unchanged.*

10. Enter the Midnight 2 Mode Class of Service for the extension you selected in step 3 and press Hold key.

 *You see: MODE8: nn*

 *Press Hold key to leave the current value unchanged.*

11. Enter the Rest 2 Mode Class of Service for the extension you selected in step 3 and press Hold key.

 *You see: Enter Station#*

12. Go to step 3 and enter another extension number.

- OR -

Press Speaker key to hang up.

Clock/Calendar Display/Time and Date

Description

The system uses Clock/Calendar Display/Time and Date for:

- Central Office Calls (Access Maps)
- Class of Service (Class)
- Direct Inward Lines
- Display Telephones
- Night Service (Automatic)
- Programmable Trunk Parameters
- Ring Groups
- Station Message Detail Recording
- System Reports
- Toll Restriction (Class)
- Trunk Group Routing
- Voice Mail
- Voice Response System

Using the Daylight Savings Setup program, you can determine whether the system should automatically adjust the system time for daylight savings time/standard time changes.

Clock Adjustment

The system can be programmed to automatically adjust the system clock on a nightly basis. This feature allows you to make adjustments should the system cabinet regularly lose or gain time.

Conditions

- The system retains the Clock/Calendar Display after a power failure or system reset.
- Changing the time may change the current Class of Service (COS) service depending on the COS mode setup.
- You can program the system to automatically switch modes.
- Single Line Terminals cannot set the time and date.
- Changing the system time automatically changes the InMail time.

Default Settings

Enabled

System Availability

Terminals

All Multiline Terminals with a display

Required Component(s)

None

C

Related Features

Class of Service

Night Service

Single Line Terminals

InMail

Voice Mail Integration (Analog)

Guide to Feature Programming

Program Number	Program Name	Default
10-01-01	Time and Date - Year	not assigned
10-01-02	Time and Date - Month	not assigned
10-01-03	Time and Date - Day	not assigned
10-01-04	Time and Date - Week	not assigned
10-01-05	Time and Date - Hour	not assigned
10-01-06	Time and Date - Minute	not assigned
10-01-07	Time and Date - Second	not assigned
10-24-01	Daylight Savings Setup - Daylight Savings Mode	1
10-24-02	Daylight Savings Setup - Time for Daylight Savings	02:00
10-24-03	Daylight Savings Setup - Start of Month (Summer Time)	3
10-24-04	Daylight Savings Setup - Start of Week	2
10-24-05	Daylight Savings Setup - Start of Week Day	1
10-24-06	Daylight Savings Setup - End of Month	11
10-24-07	Daylight Savings Setup - End of Week	1
10-24-08	Daylight Savings Setup - End of Week Day	1
20-02-07	System Options for Multiline Telephones - Time and Date Display Mode	3
20-06-01	Class of Service for Extensions	Extension 101 is Class 15 and other Extension are Class 1
20-07-03	Class of Service Options (Administrator Level) - Time Setting	COS 01~15 = 1

Operation

The date must be set in system programming (10-01).

To set the system Time:

1. Press Speaker key.
2. Dial **728**.
3. Dial two digits for the hour (24 hour clock, 13 = 1:00 PM).
4. Dial two digits for the minutes (00~59).
5. Press Speaker key to hang up.

C

Code Restriction/Toll Restriction

Description

Code Restriction/Toll Restriction limits the numbers an extension user may dial. By allowing extensions to place only certain types of calls, you can better control long distance costs. The system applies Code Restriction according to the Code Restriction Class. The system allows for up to 15 Code Restriction Classes and 84 extensions.

Conditions

- If a Code Restriction Class has the same entries in both a permit and restriction table, the system does not restrict the call.
- Code Call Digit counting may prevent users from taking advantage of long distance automated services like automated Technical Service.
- Code Restriction is applied when accessing ARS.
- If PRG 21-01-10 is programmed with an entry other than 0, a call cannot have a talk path unless the user dials at least the number of digits entered in this option when placing an out going call. This means that an entry of 4 or higher in this program causes a problem when dialing 999 or 112. Since these are only 3-digit numbers, the call does not have a talk path, preventing the emergency dispatcher from hearing the caller. This option should be kept at its default setting of 0 to prevent any problem with dialing 999 or 112.
- Common Permit Code Table
Use the Common Permit Code Table when you have numbers you want all Code Restriction Classes to dial. To let all users dial 999 or 112, for example, put 999 & 112 in the Common Permit Code Table. The Common Permit Code Table overrides the Restrict Code and Common Restrict Code Tables. The system provides 10 tables, with 10 entries in each table. Each code is four digits maximum, using 0~9, #, * and Flashkey (as a wild card).
- Common Restrict Code Table
The Common Restrict Code Table lets you globally restrict certain numbers for all Code Restriction Classes. Be sure you do not allow the codes you want to restrict in the Permit Code Table or the Common Permit Code Table. The system provides 10 tables, with 10 entries in each table. Each code is four digits maximum, using 0~9, #, * and Flashkey (as a wild card).
- Restrict Code Table
When you want Code Restriction to allow most calls and restrict only selected calls, use the Restrict Code Table. To block only 1-900 calls, for example, enter 1900 in the Restrict Code Table. (If the same Code Restriction Class has both Permit and Restrict Code Tables, the system restricts calls that you enter only in the Restrict Code Table. Calls entered in both tables are not restricted.) The system provides four tables, with 60 entries (restricted codes) in each table. A restricted code is 12 digits maximum, using 0~9, #, * and Flashkey (as a wild card).
- Permit Code Table
The Permit Code Table lets you set up Code Restriction so that users can dial only selected (permitted) telephone numbers. Use this table when you want to restrict most calls. To allow all users to dial only area code 01203, for example, enter 01203 in the Permit Code Table. 01203 + (digits) are the only numbers users can dial. (If the same Code Restriction Class has both Permit and Restrict Code Tables, the system restricts calls that you enter only in the Restrict Code Table. Calls entered in both tables are not restricted.) The system provides four tables, with 200 entries (permitted codes) in each table. A permitted code is 12 digits maximum, using 0~9, #, * and Flashkey (as a wild card).
- International Call Restriction
International Call Restriction lets you limit the international calls an extension user may dial. You can build a restrict table to prevent only certain calls, or you can build a permit table to allow only certain calls. To allow most international calls, use the International Call Restrict Table. To prevent most international calls, use the International Call Allow Table. The system provides 10 International Call Restrict tables with up to four digits in each table entry and 20 International Call Allow tables, with up to six digits in each table entry. Valid entries are 0~9, #, * and Flashkey (for a wild card).
- Code Restriction for Speed Dialing
Speed Dialing can bypass or follow Code Restriction. If you allow many users to program Speed Dialing, consider code restricting the numbers they dial. If only administrators can program Speed

Dialing, Code Restriction may not be necessary. You can separately restrict Group and Common Speed Dialing.

- **Toll Digit Counting**
Use Call Digit Counting to limit the number of digits local callers can dial. You can use this option to prevent users from accessing local dial-up services. For example, set the Maximum Number of Digits in Local Calls to seven to limit local callers to dialing local numbers only. The system provides four tables in which you can make entries for this option. The range is 4~30 digits.
- **Code Call Digit Counting**
With Code Call Digit Counting, you can limit the number of digits long distance callers can dial. This lets you prevent callers from dialing extensively into long distance dial-up services. You can make four entries (4~30 digits).
- **Toll Free Trunks**
Certain trunks can be completely unrestricted, such as the company president's Private Line. Users can place calls on Code Free Trunks anytime - to anywhere, without inadvertently being Code restricted.
- **PBX Call Restriction**
Code Restriction programming lets you enable/disable PBX Call Restriction and enter PBX access codes. You only need to do this if your system is behind a PBX and you have trunks programmed for behind PBX operation. Refer to [PBX Compatibility on page 1-500](#) feature for the specifics.
- **Additional Default Entries For Common Permit Code Table**
Additional entries have been added to the default Common Permit Code Table. The default setting is as follows:
 - Table 1: 911
 - Table 2: 1800
 - Table 3: 1888
 - Table 4: 1822
 - Table 5: 1833
 - Table 6: 1844
 - Table 7: 1855
 - Table 8: 1866
 - Table 9: 1877
- A user can temporarily override an extension's Code Restrictions.
- The system allows or denies outgoing access to trunks depending on Code Restriction.
- When using DISA, additional programming is required for Code Restriction (DISA, refer to PRG 25-10).
- A user can temporarily block their extension Code Restriction access, preventing unwanted calls from being placed on their telephone while they are away from their desk.
- A phone and a trunk will have a Restriction Class. The higher class applies for outgoing calls.
For example:
 - When trunk class is 01 and station class 02, Toll Restriction Class 02 is applied.
 - When trunk class is 15 and station class 03, Toll Restriction Class 15 is applied.

Default Settings

Disabled

System Availability

Terminals

All Stations

Required Component(s)

None

Related Features

Central Office Calls, Placing

Code Restriction Override/Toll Restriction Override

Code Restriction, Dial Block/Toll Restriction, Dial Block

Direct Inward System Access (DISA)

PBX Compatibility/Behind PBX

Multiple Trunk Types

Guide to Feature Programming

The programs listed below indicate the most commonly used programs required for this feature. The programs are listed in the order that the installer should follow. Refer to the PCPro wizards for further detailed programming.

- When a * is listed next to the Program Number it indicates a program that **MUST** be set (from a default state) for this feature to be enabled.

Program Number	Program Name/Description	Assigned Data
14-01-08	Toll Restriction Enable or Disable, on a per trunk basis, toll restriction for the trunk. If enabled and the trunk is used system toll restriction will be applied. If disabled and the trunk is used no toll restriction will be applied, the trunk will have free dialing.	0 = Restriction Disabled (Toll restriction will not be applied to calls on this trunk.) 1 = Restriction Enabled (Toll restriction will be applied to calls on this trunk.) (default = 1)
21-04-01 *	Toll Restriction Class for Extensions Per Day/Night Mode assign a toll restriction class to each extension. It is recommended to not use class 1, because by default all trunks are assigned in class 1.	1 ~ 15 = Toll Class 1 ~ 15 (default = 2)
21-21-01	Toll Restriction Class for Trunks Per Day/Night Mode assign a toll restriction class to each trunk. It is recommended to not use class 2, because by default all stations are assigned in class 2.	1 ~ 15 = Toll Class 1 ~ 15 (default = 1)
15-02-30	Toll Restriction Class for Virtual This program is used to select the Toll Restriction class when making an outbound call from a virtual (PRG 15-02-21 set to a 1).	0 = Virtual Extension (Follows virtual extension Toll Class in PRG 21-04.) 1 = Real Extension (Follows physical stations Toll Class in PRG 21-04.) (default = 1)
21-05-01	Toll restriction Class - International Call Restriction Table Assign or Unassign the International Call restrict table for the toll restriction class you are programming.	0 = Unassign (No international restrict table applied.) 1 = Assign (Table in PRG 21-06-01 is applied.) <u>Defaults:</u> class 1 = 0 class 2 ~ 5 = 1 class 6 ~ 15 = 0
21-06-01	International Call Restriction Table If PRG 21-05-01 is assigned as a (1) then this table is where you can list up to 10 different entries to restrict International Calls. Each table can have a maximum of four digits.	Maximum of 4 digits to be assigned (default = not assigned)

Program Number	Program Name/Description	Assigned Data
21-05-02	Toll Restriction Class - International Call Permit Table Assign or unassign the International Call permit table for the toll restriction class you are programming.	0 = Unassign (No international permit table applied.) 1 = Assign (Table in PRG 21-06-02 is applied.) <i>Defaults:</i> class 1 = 0 class 2 = 1 class 3 ~ 15 = 0
21-06-02	International Call Permit Code Table If PRG 21-05-02 is assigned as a (1) then this table is where you can list up to 20 different entries to permit International Calls. Each table can have a maximum of six digits.	Maximum of 6 digits to be assigned (default = not assigned)
21-05-04	Toll Restriction Class - Maximum Number of Digits Table Select the table (defined in PRG 21-06-03) to be used to determine the maximum number of digits to be dialed in this toll restriction class. If a user dials the amount of digits specified in PRG 21-06-03 the call will be restricted.	0 = No Table Applied 1 ~ 4 = Tables 1 ~ 4 (Defined in PRG 21-06-03) <i>Defaults:</i> class 1 ~ 2 = 0 class 3 = 1 class 4 = 2 class 5 = 3 class 6 ~ 15 = 0
21-06-03	Maximum Number of Digits Table Assignment Per table assigned in PRG 21-05-04 select the maximum amount of digits to be dialed. If the user dials the amount of digits specified in this program the call will be restricted.	4 ~ 30 = 4 ~ 30 digits (default = 30)
21-05-05	Toll Restriction Class - Common Permit Table Assign or unassign the common permit table for the toll restriction class you are programming. The common permit table is used for numbers that may be shared throughout the groups. An example of common permit entries would be toll free calling: 1800, 1888, 1877, 1866, 1855, etc.	0 = Unassign (No common permit table applied.) 1 = Assign (Table in PRG 21-06-04 is applied.) <i>Defaults:</i> class 1 = 0 class 2 ~ 7 = 1 class 8 ~ 15 = 0
21-06-04	Common Permit Code Table If PRG 21-05-05 is assigned as a (1) then this table is where you can list up to 10 different entries to permit common calls. Each table can have a maximum of four digits.	Maximum of 4 digits to be assigned <i>Defaults:</i> table 1 = 911 table 2 = 1800 table 3 = 1888 table 4 = 1822 table 5 = 1833 table 6 = 1844 table 7 = 1855 table 8 = 1866 table 9 = 1877 table 10 = no setting
21-05-06	Toll Restriction Class - Common Restrict Table Assign or Unassign the common restrict table for the toll restriction class you are programming. The common restrict table is used for numbers that may be shared throughout the groups. An example of common restrict entries would be: 1900, 1976, 0.	0 = Unassign (No common restrict table applied.) 1 = Assign (Table in PRG 21-06-05 is applied.) <i>Defaults:</i> class 1 = 0 class 2 ~ 5 = 1 class 6 ~ 15 = 0
21-06-05	Common Restrict Table If PRG 21-05-06 is assigned as a (1) then this table is where you can list up to 10 different entries to deny common calls. Each table can have a maximum of twelve digits.	Maximum of 12 digits to be assigned <i>Defaults:</i> table 1 = 900 table 2 = 1900 table 3 = 976 table 4 ~ 10 = no setting
21-05-07 *	Toll Restriction Class - Permit Code Table Per toll restriction class you can assign a Permit Table (1 ~ 4). A permit table entry will override any settings in a deny table. An example of this would be if a class was denied all 1+ calling in a deny table. The users in this class need to be able to dial 1214XXXXXXX numbers and no other 1+ calls. The class would be set to look at a Permit table and in that permit table an entry of 1214 would be added.	0 = No Permit Table Assigned 1 ~ 4 = Permit Tables 1 ~ 4 (assigned in PRG 21-06-06) <i>Defaults:</i> class 1 ~ 2 = 0 class 3 = 1 class 4 = 2 class 5 = 3 class 6 ~ 15 = 0

Program Number	Program Name/Description	Assigned Data
21-06-06 *	Permit Code Table If the system has Toll Restriction enabled, users can dial numbers only if permitted by these tables and the common permit tables. There are four permit tables with up to 200 entries in each table.	Maximum of 12 digits to be assigned (default = not assigned)
21-05-08 *	Toll Restriction Class - Restriction Code Table Per toll restriction class you can assign a Restrict Table (1 ~ 4). If the same entry exists in a restrict table and a permit table the permit table has a higher priority and the call will be permitted.	0 = No Permit Table Assigned 1 ~ 4 = Restrict Tables 1 ~ 4 (assigned in PRG 21-06-07) (default = 0)
21-06-07 *	Deny Restriction Table If the system has Toll Restriction enabled, users cannot dial numbers listed in these tables and the common deny tables. There are four deny tables with up to 60 entries in each table.	Maximum of 12 digits to be assigned (default = not assigned)
21-05-09	Restriction for Common Speed Dials Per Toll Restriction class enable or disable the ability to apply Toll Restriction to system speed dials. If enabled system speed dialing numbers have the same restrictions as manually dialed numbers.	0 = Does Not Restrict 1 = Follows Restriction (default = 0)
21-05-10	Restriction for Group Speed Dials Per Toll Restriction class enable or disable the ability to apply Toll Restriction to group speed dials. If enabled group speed dialing numbers have the same restrictions as manually dialed numbers.	0 = Does Not Restrict 1 = Follows Restriction (default = 0)
21-05-11	Intercom Call Restriction Per Toll Restriction class enable or disable the ability to receive intercom calls.	0 = Disable (ICM call not restricted.) 1 = Enable (ICM call restricted.) (default = 0)
21-05-12	PBX Call Restriction Per Toll Restriction class set how the system restricts call over PBX/Centrex trunks (PRG 14-04 must be set). If enabled the system begins toll restriction after the PBX/CTX access code (PRG 21-06-08).	0 = Disable (PBX/CTX call not restricted.) 1 = Enable (PBX/CTX call restricted.) <i>Defaults:</i> class 1 ~ 6 = 0 class 7 = 1 class 8 ~ 15 = 0
21-06-08	PBX Access Code When the system is behind a PBX or Centrex trunks, this is the code the users dial to access the lines.	Maximum of 2 digits to be assigned (default = not assigned)
20-13-20	Account Code / Toll Restriction Operator Alert Per class of service (PRG 20-06) enable or disable operator alert. When enabled and a user dials a number that is restricted the call will be routed to the operators phone (PRG 20-17).	0 = Off (Call restricted.) 1 = On (Call routed to operator.) (default = 0)

Operation

To place a trunk call if your system is Code Restricted:

- Place call normally.



If your Code Restriction Class does not allow the number you dial, your call is cut off.

Code Restriction Override/Toll Restriction Override

Description

Code Restriction Override/Toll Restriction Override lets a user temporarily bypass the Code Restriction for an extension. This helps a user that must place an important call that Code Restriction normally prevents. For example, you could set up Code Restriction to block 100 calls and then provide a Code Restriction Override code to your attendant and executives. When the attendant or executive needs to place a 100 call, they just:

- Press Speaker key, dial a service code, and enter their override code.
- Press Speaker key and dial a trunk access code (e.g., 9 or # 9 002).
- Place the 100 call without restriction.

You can assign a different Code Restriction Override code to each extension. Or, extensions can share the same override code.

Code Restriction Override overrides all Code Restriction programming. Walking Code Restriction allows you to assign a Code Restriction level for each user. When a call is placed using Walking Code Restriction, the restriction for the call is based on the Code Restriction level defined in PRG 21-05-xx and PRG 21-06-xx.

Conditions

- Off-Premise notification and external extensions require access to outside lines.
- In the Class heading in the SMDR report, POTA indicates that the call was placed using Temporary Code Restriction Override.
- Code Restriction Override and Walking Code Restriction temporarily overrides an extension Code Restriction.
- Users will hear, "Your call cannot go through. Please call the operator" when they dial a number that Code Restriction prevents.

Default Settings

Disabled

Related Features

Central Office Calls, Placing

Code Restriction/Toll Restriction

Station Message Detail Recording

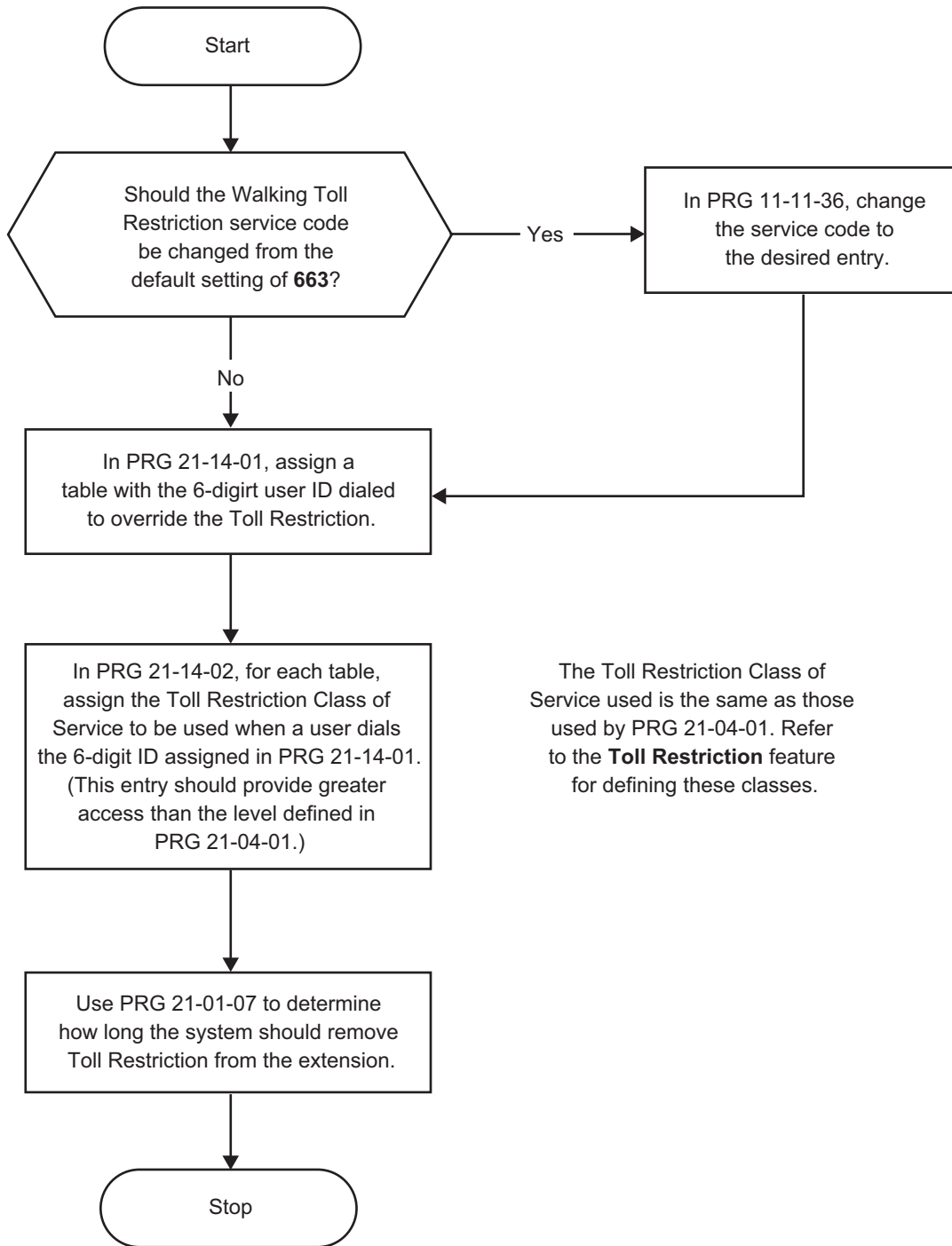
Voice Response System (VRS)

Guide to Feature Programming

Program Number	Program Name	Default
11-11-34	Service Code Setup (for Setup/Entry Operation) - Temporary Toll Restriction Override	775
11-11-36	Service Code Setup (for Setup/Entry Operation) - Toll Restriction Override	663

Program Number	Program Name	Default
20-08-06	Class of Service Options (Outgoing Call Service) - Toll Restriction Override	COS 01~15 = 0
21-01-07	System Options for Outgoing Calls - Toll Restriction Override Time	10 (seconds)
21-07-01	Toll Restriction Override Password Setup	not assigned
21-14-01	Walking Toll Restriction Password Setup - User ID	not assigned
21-14-02	Walking Toll Restriction Password Setup - Walking Toll Restriction Class Number	1
35-02-01	SMDR Output Options - Toll Restricted Call	1
35-02-02	SMDR Output Options - PBX Calls	1
35-02-03	SMDR Output Options - Trunk Number or Name	1
35-02-04	SMDR Output Options - Summary (Daily)	1
35-02-05	SMDR Output Options - Summary (Weekly)	1
35-02-06	SMDR Output Options - Summary (Monthly)	1
35-02-07	SMDR Output Options - Toll Charge Cost	1
35-02-08	SMDR Output Options - Incoming Call	1
35-02-09	SMDR Output Options - Extension Number or Name	1
35-02-10	SMDR Output Options - All Lines Busy (ALB) Output	0
35-02-12	SMDR Output Options - DID Table Name Output	0
35-02-13	SMDR Output Options - CLI Output When DID to Trunk	0
35-02-14	SMDR Output Options - Date	0
35-02-15	SMDR Output Options - CLI/DID Number Switching	0
35-02-16	SMDR Output Options - Trunk Name or Received Dialed Number	0
35-02-17	SMDR Output Options - Print Account Code or Caller Name of Incoming Call	0
35-02-18	SMDR Output Options - Print Mode for Caller Name of Incoming Call	0

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The Toll Restriction Class of Service used is the same as those used by PRG 21-04-01. Refer to the **Toll Restriction** feature for defining these classes.



Figure 1-3 Walking Code Restriction

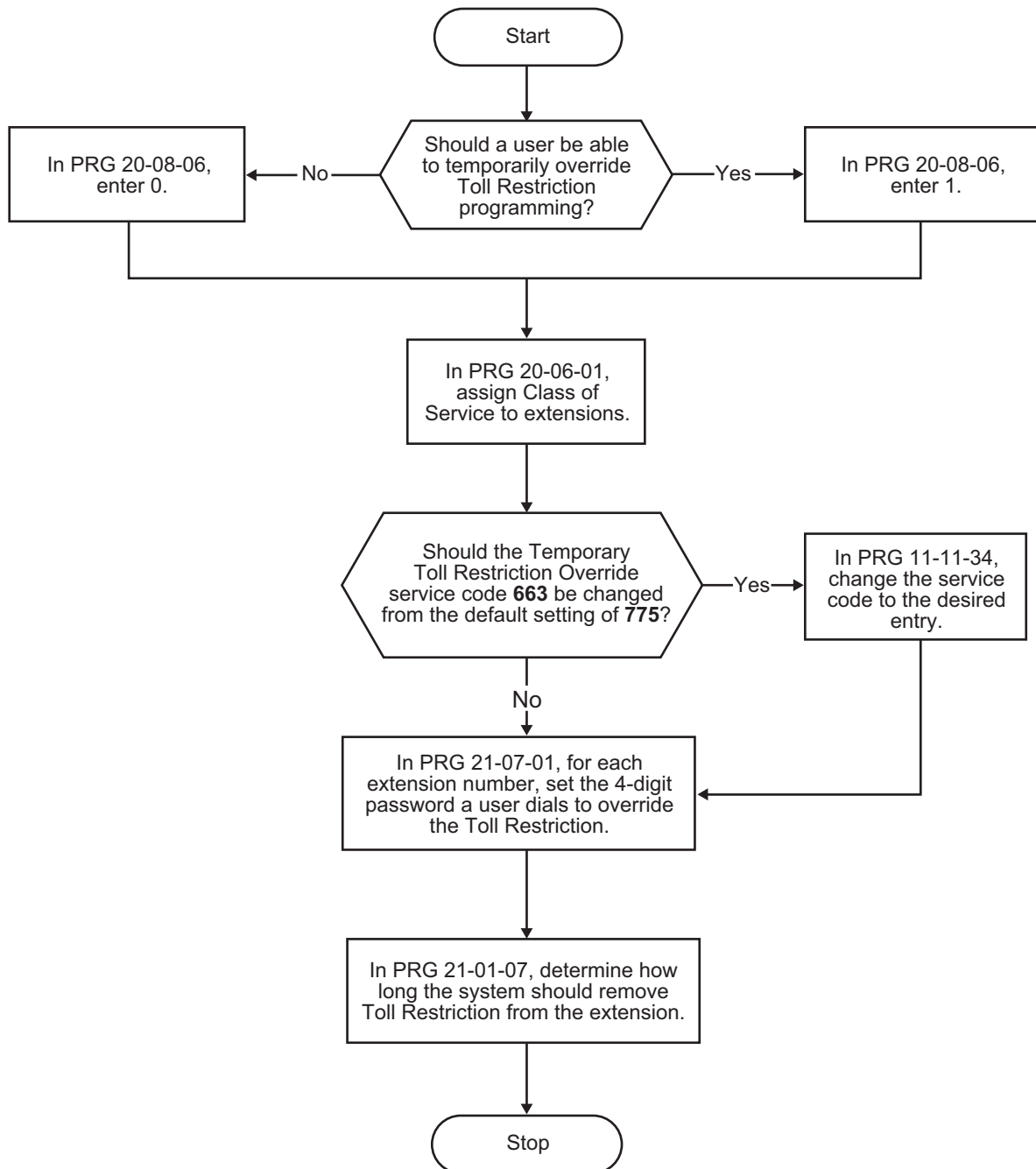



Figure 1-4 Temporary Code Restriction Override


Operation


To temporarily override a restricted extension Code Restriction:

 *You can override restriction for only one call at a time.*

1. At the Multiline Terminal, press Speaker key.
- OR -
At Single Line Terminal, lift the handset.


2. Dial **775**.
3. Dial the 4-digit Code Restriction Override code.

 *If you wait too long before going to the next step, you may have to repeat the procedure. After dialing the service code, the display indicates the override codes as they are being entered. As the last digit is entered, the display is cleared and ICM dial tone is heard.*

 *You hear an error tone if you dial your code incorrectly.*


4. Press idle line key or dial trunk access code.
5. Dial the number without any restriction.

To use your Walking Code Restriction level at an extension:


 *You can override restriction for only one call at a time.*

1. At the Multiline Terminal, press Speaker key.
- OR -
At the Single Line Terminal, lift the handset.
2. Dial **663** and dial the 6-digit Walking Toll Restriction Class of Service code.

 *After dialing the service code, the display indicates the override codes as they are being entered. As the last digit is entered, the display is cleared and ICM dial tone is heard.*

 *You hear an error tone if you dial your code incorrectly.*

3. Press idle line key or dial trunk access code.
4. Dial the number.

 *The call is allowed or denied based on the user's Toll Restriction Class of Service level.*

Code Restriction, Dial Block/Toll Restriction, Dial Block

Description

Code Restriction, Dial Block/Toll Restriction, Dial Block lets a user temporarily block dialing on an extension. This helps a user block his or her phone from being used by another person while they are away from their desk. A user would need to enter a 4-digit personal code to enable/disable this feature.

Dial Block can also be set by the supervisor's access code. If Dial Block is set by an extension user, the supervisor cannot release it. Additionally, if Dial Block is set by the supervisor's code, the extension user cannot release it.

Important: This function works by password and Class of Service control (the supervisor is not an assigned extension). If Dial Block is available for all Classes of Service, everyone may become a supervisor if they know the Dial Block password.

Conditions

- If the system is reset by a first initialize, the Dial Block feature is cleared.
- This feature is not available for ISDN S-Bus extensions.
- Both PRG 21-09-01 (Code Restrict Class) and PRG 21-10 (Dial Block Restriction Class per Extension) can be set at the same time. However the system gives priority to the setting in PRG 21-10.
- Dial Block can temporarily block an extension Code Restriction setting by changing to a predefined table that has more restrictions.

Default Settings

Disabled

System Availability

Terminals

None

Required Component(s)

None

Related Features

None

Guide to Feature Programming


Program Number	Program Name	Default
11-10-17	Service Code Setup (for System Administration) - Dial Block by Supervisor	601
11-11-33	Service Code Setup (for Setup/Entry Operation) - Dial Block	600
20-06-01	Class of Service for Extensions	Extension 101 is Class 15 and other Extension are Class 1

Program Number	Program Name	Default
20-08-08	Class of Service Options (Outgoing Call Service) - Toll Restriction Dial Block	COS 01~15 = 0
21-07-01	Toll Restriction Override Password Setup - Password	not assigned
21-09-01	Dial Block Setup - Toll Restriction Class with Dial Block	15
21-09-02	Dial Block Setup - Supervisor Password	not assigned
21-10-01	Dial Block restriction Class per Extension	0
90-19-01	Dial Block Release	[Release?]: Dial 1+ press Hold key (Press Hold key to cancel.)

Operation

To set Dial Block:

1. At the Multiline Terminal, press Speaker key.
- OR -
At the Single Line Terminal, lift the handset.
2. Dial **600** (default).
3. Dial the 4-digit Dial Block Code (as set in programming).
4. Dial **1**.

 *Confirmation tone is heard.*

5. Press Speaker key or replace the handset to hang up.

To release Dial Block:

1. At the Multiline Terminal, press Speaker key.
- OR -
At the Single Line Terminal, lift the handset.
2. Dial **600**.
3. Dial the 4-digit Dial Block code.
4. Dial **0**.

 *Confirmation tone is heard.*

5. Press Speaker key or replace the handset to hang up.

To set Dial Block from another extension:


1. At the Multiline Terminal, press Speaker key.
- OR -
At the Single Line Terminal, lift the handset.
2. Dial **601** (default).
3. Dial the 4-digit Supervisor Dial Block code (as set in programming).
4. Dial the extension number to blocked.
5. Dial **1**.

 *Confirmation tone is heard.*

6. Press Speaker key or replace the handset to hang up.

To release Dial Block from another extension:

1. At the Multiline Terminal, press Speaker key.
- OR -
At the Single Line Terminal, lift the handset.
2. Dial **601**.
3. Dial the 4-digit Supervisor Dial Block code.
4. Dial the extension number to be released from Dial Block.
5. Dial **0**.

 *Confirmation tone is heard.*

6. Press Speaker key or replace the handset to hang up.

C


Conference

Description

Conference lets an extension user add additional inside and outside callers to their conversation. With Conference, a user can set up a multiple-party telephone meeting without leaving the office. The CPU provides 32 conference ports, allowing any number of internal or external parties to be conferenced together for a limit of 16 parties. This means that one extension can conference up to 31 internal and/or external parties together (the originator would be the 16th party reaching the maximum of 16). While this Conference call is active, another user can initiate a separate Conference also for a limit of 16 parties, or any number of conferences can be initiated with any number of parties (up to 16) until all 32 Conference ports are busy.

Conditions

- Split allows a user to alternate (i.e., switch) between their callers in Conference. This allows a dispatcher, for example, to control a telephone meeting between themselves, a customer and a service technician. The dispatcher can meet together with all parties, privately set up a service strategy with the technician and then meet again to set the schedule.
- Split cycles through the Conference in the same order in which the Conference was initially set up. If a user places an outside call, conferences extension 200 followed by extension 201, Split cycles from the trunk, to 200 and finally to 201. The Split cycle then repeats.
- If a user's extension has Barge-In ability enabled, they can also Barge-In on an established Conference. This permits, for example, an attendant or supervisor to join a Conference in an emergency. It also allows a co-worker to leave a conference - and then rejoin the telephone meeting when it is convenient to do so.

 *If a user's extension has Barge-In monitor enabled (PRG 20-13-10), they can Silent Monitor a conference already in progress (PRG 99-01-49 option 49 must be set to 1).*

- A Class of Service option is available which allows or denies an extension user from automatically setting up a Conference/Tandem Trunking call upon hanging up the telephone.
- An extension with Barge-In ability can Transfer a call into an existing Conference. This allows, for example, an attendant to locate co-workers and then Transfer them into an existing telephone meeting. There is no need for the attendant to locate all the parties at the same time and sequentially add them into the Conference. Transfer Call Into Conference Code (624).
- When set for Conference, with an active call, the user presses **Conf** softkey or **Conf** key (PRG 15-07 or SC **751** : 7), places a second call, then presses Conf twice. All the calls are then connected.
- Users can Barge-In on a Conference call if allowed in programming.
- Define the outgoing call options for each trunk and user.
- Set up a Conference with a co-worker in your immediate work area.
- DISA users may use the Barge-In feature on a Conference call if they know the service code and are permitted in their DISA Class of Service.
- Meet Me Conference lets an extension user set up a Conference via Paging.
- Meet Me Paging lets an extension user set up a two-party meeting via Paging.
- A user can set up an Unsupervised Trunk-to-Trunk Conference and then drop out of the call, allowing the remaining parties to continue the conversation. Establish two trunk calls press Hold key and dial **#8**.
- The system allows a call to be transferred into a Conference call.
- When the Conference Originator hangs up with a conference on Hold, or when trying to add another caller, all internal calls are dropped.
- Conferencing when talking on a Virtual Extension:
 - While talking on a Virtual Extension, if the station has an internal call on Hold, a conference call cannot be established.
 - While talking on a Virtual Extension, if the station receives an intercom call (call to its actual station number), a conference call cannot be established.
 - While talking on a Virtual Extension, if the station has a call on Hold, a conference call cannot be established.

Default Settings

Enabled

System Availability

Terminals

Multiline and Single Line Terminals

Required Component(s)

None

Related Features

None

Guide to Feature Programming






Program Number	Program Name	Default	Note
11-12-08	Service Code Setup (for Service Access) - Barge-In	710	
11-12-47	Service Code Setup (for Service Access) - Call Waiting Answer/ Split Answer	794	
11-12-57	Service Code Setup (for Service Access) - Tandem Trunking	#8	
11-12-58	Service Code Setup (for Service Access) - Transfer Into Conference	624	
11-16-02	Single Digit Service Code Setup - Barge-In	not assigned	
14-01-04	Basic Trunk Data Setup - Transmit Gain Level for Conference and Transfer Calls	32 (0 dB)	
15-07-01	Programmable Function Keys	Refer to Programming Manual.	
20-06-01	Class of Service for Extensions	Extension 101 is Class 15 and other Extension are Class 1	
20-11-21	Class of Service Options (Hold/ Transfer Service) - Restriction for Tandem Trunking on Hang Up	COS 01~15 = 0	
20-13-08	Class of Service Options (Supplementary Service) - Conference	COS 01~15 = 1	
20-13-10	Class of Service Options (Supplementary Service) - Barge-In Monitor	COS 01~15 = 0	
20-13-15	Class of Service Options (Supplementary Service) - Barge-In, Initiate	COS 01~15 = 0	
20-13-16	Class of Service Options (Supplementary Service) - Barge-In, Receive	COS 01~15 = 0	
20-14-11	Class of Service Options for DISA - DISA/Tie Trunk Barge-In	COS 01~15 = 0	

Operation

To establish a Conference:

Multiline Terminal

1. Establish intercom or trunk call.
2. Press Conf softkey or Conf key (PRG 15-07 or SC **751**: 7).
3. Dial the extension you want to add.
 - OR -
 - Access outside call.
 - OR -
 - Retrieve call from Park orbit.


 *To get the outside call, you can either press a line key or press Speaker key and dial 9, the Trunk Access Code + the trunk number (default #9). You can optionally go back to step 2 to add more parties to your Conference.*
4. When called party answers, press Conf softkey or Conf key twice.
 -  *If you cannot add additional parties to your Conference, you have exceeded the system Conference limit.*
 -  *If the call being added is busy/unanswered:
With an outside call, press the line key for a call previously added to the Conference. The unanswered call drops and the initiator is back into the Conference call.*
 -  *Adding an Intercom call to an outside Conference call: Press Conf softkey or Conf key twice to re-establish the Conference.*
 -  *With only Intercom calls in the Conference: Press Conf softkey or Conf key twice to re-establish the Conference. If the voice mail answers, there is no way to drop that extension out. You must drop the Conference call.*
5. Repeat steps 2~4 to add more parties.

Single Line Terminal

1. Establish intercom or trunk call.
2. Hookflash and dial **#1**.
3. Dial extension you want to add.
 - OR -
 - Access trunk call.
 - OR -
 - Retrieve call from Park orbit.
4. Hookflash and repeat step 3 to add more parties.
 - OR -
 - Hookflash twice to set up the Conference.


To Split (alternate) between the parties in Conference:

Multiline Terminal

1. Press Conf softkey or Conf key (PRG 15-07 or SC **751**: 7).
 2. Dial Split service code (**794**).
-  *Repeat this procedure to alternate between the remaining parties in the Conference. Press the Conf softkey or Conf key twice to set up the Conference again.*


Single Line Terminal

1. Hookflash and dial **794**.

 Repeat this procedure to alternate between the remaining parties in the Conference. Hookflash twice to set up the Conference again.

To drop an outside call from the Conference:


1. Press Hold key to place the conference call on hold.
2. Hang up.

 The lines involved in the Conference ring back separately to the telephone.

3. Answer and disconnect the unwanted outside call.
4. To re-establish the Conference, answer the remaining call by pressing Conf softkey or Conf key after each call is answered. Press Conf softkey or Conf key twice when all calls have been answered.

To exit a Conference without affecting the other parties:Multiline Terminal

1. Hang up.

 If you press Hold key while on a call with two outside callers, the outside callers hear what is programmed in PRG 10-04-01.


Single Line Terminal

1. Hang up.


 If you are not permitted to use Tandem Trunking, outside callers may hear Music on Hold.

To Barge-In to Conference Call:

1. Pick up the handset or press Speaker key and dial the service code (default = **710**).

 If the telephone does not have the proper COS, a warning tone is sent. After the user hangs up, the system automatically places a Callback to the extension.

2. Dial the extension number or press a **DSS** key of a telephone within a Conference call.


 When a new call is added to the conference, an intrusion tone is heard by all parties in the Conference, depending on system programming, and all display Multiline Terminals show the joined party. If a Conference is not possible:

- the extension user hears a warning tone
- the DISA user is rerouted to the defined ring group

- OR -


The following steps are not available for DISA:


1. Dial the extension number of the internal party.
2. Dial the single digit service code, if programmed.

 Instead of the single digit service code, the service code **710** can also be dialed at this point.


To Transfer a Call into a Conference:


1. While on a call, press Hold key.
2. Dial the Transfer to Conference service code (**PRG 11-12-58**, default = **624**).

 If the telephone does not have the proper COS, a warning tone is sent. After the user hangs up, the system automatically places a Callback to the extension.

 *The display shows the line Number, Number/Name and Extension Name/Number.*

3. Dial the extension number or press a **DSS** key of a telephone in a Conference call.

 *If an error tone is heard, Barge-In is disable for the extension and the call cannot go through. Retrieve the call by pressing the flashing line Key or hang up and the call recalls the extension.*

 *When the call is transferred into the Conference, an intrusion tone is heard by all parties in the conference, depending on the entries in PRG 20-13-17 and PRG 80-01, and all display Multiline Terminals show the joined party.*

 *To cancel the transfer, press the flashing line Key to retrieve the call.*

4. Hang up.

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Conference, Remote

Description

The Remote Conference feature enhances the Conference feature by allowing outside parties to dial a Remote Conference pilot number and a Conference Group number to connect to a Conference call. The conference circuits on the CPU are used to join each party to the conference. A maximum of 16 conference participants is possible for one Conference. However, the conference call cannot be split over the CPU's conference blocks. This could limit the number of participants if other conference circuits are in use.

A maximum of 4 simultaneous Remote Conference calls is possible. The conference call is password protected so that any user joining the conference would be required to enter a password before being connected.

- One terminal or trunk needs one conference channel to participate in the conference.
- The conference call cannot be split over the CPU's two conference blocks, limiting the number of conference participants to 16.

Conditions

None

Default Setting

Not defined

System Availability

Terminals

Multiline and Single Line Terminals

Required Component(s)

None

Related Features

Barge-In



The Barge-In feature cannot be used for an extension user on a Remote Conference call.

Call Forward



The Remote Conference pilot number can not be set as the destination for Call Forward.

Hold



Using Hold while on a Remote Conference call is not possible.

Transfer



Calls cannot be transferred to the Remote Conference session.

Guide to Feature Programming

Program Number	Program Name	Default
11-19-01	Remote Conference Pilot Number Setup - Maximum Channels	Refer to Programming Manual.
14-01-02	Basic Trunk Data Setup - Transmit Level	32 (0dB)
14-01-03	Basic Trunk Data Setup - Receive Level	32 (0dB)
14-01-04	Basic Trunk Data Setup - Transmit Gain Level for Conference and Transfer Calls	32 (0dB)
14-01-05	Basic Trunk Data Setup - Receive Gain Level for Conference and Transfer Calls	16 (-8dB)
14-02-09	Analog Trunk Data Setup - Busy Tone Detection	0
20-13-46	Class of Service Options (Supplementary Service) - Remote Conference	COS 01~15 = 1
20-34-01	Remote Conference Group Setup - Conference Name	Group1 - Conf 1 Group2 - Conf 2 Group3 - Conf 3 Group4 - Conf 4
20-34-02	Remote Conference Group Setup - Password	Group1 - 1111 Group2 - 2222 Group3 - 3333 Group4 - 4444
20-34-03	Remote Conference Group Setup - Maximum Participants	8
20-34-04	Remote Conference Group Setup - Maximum Conference Duration	7200
20-34-05	Remote Conference Group Setup - End Tone Alert Time	300

Operation

To joining a Remote Conference Call:

1. Internal Extension:
Lift the handset and dial the extension number of the Remote Conference pilot number (assigned in PRG 11-19-01).
- OR -
1. External Party:
Dial the telephone number for the Remote Conference pilot number (assigned in PRG 11-19- 01).
 - When using a subaddress, dial the Remote Conference pilot number as the Subaddress
2. The password is requested by the VRS (Password please).
3. Dial the password of the conference group.
4. If the password matches, the participant becomes part of the Remote Conference.
If the password does not match, a warning tone is heard.
 - A busy tone will also be heard if the maximum number of Remote Conference participants has been reached or if a conference resource cannot be secured.
 - As the maximum time for the conference nears, the system will provide an end tone to the participants according to the timer in PRG 20-34-05. Once this timer expires, if the conference is still ongoing, the call will be disconnected by the system.

Conference, Voice Call/Privacy Release

Description

Voice Call Conference lets extension users in the same work area join in a trunk Conference. To initiate a Voice Call Conference, an extension user just presses the Meet-Me Conference key and tells their co-workers to join the call. The system releases the privacy on the trunk, and other users can just press the trunk line key to join the call. Line keys assigned for the trunk blink indicating that privacy has been released, and others can join the current call.

Voice Call Conference does not use the telephone system features to announce the call. The person initiating the Voice Call Conference just announces it verbally. A tone, indicating others have joined the conference, can be provided.

The CPU provides 32 Conference circuits, to allow internal or external parties to be conferenced together up to a limit of 16.

Privacy Mode Toggle Option

The Privacy Mode Toggle option allows an extension user to quickly change an outside call from the non-private mode to the private mode. If the outside call is on a line key, the user just presses the line key to switch from non-private mode to private mode. For systems using the Privacy Mode Toggle option, trunks initially have the privacy released. The remainder of the call is private. If the call is on a Loop Key, the user presses their Meet-Me Conference function key instead. Unlike pressing the line key, pressing the Meet-Me Conference key toggles back and forth between private and non-private mode for the call.

Conditions

- Call Arrival (CAR) Keys and Virtual Extensions do not support Voice Call Conference Programmable Function keys.
- Voice Call Conference requires a Meet-Me Conference function key and trunk line keys.
- This feature is not available on Single Line Terminals.
- With Caller ID enabled, a call with Privacy Release shows the Caller ID until the call is answered. It can be viewed again by pressing the line key, though this sets the call to Private mode. To keep the call on Privacy Release, press the Help + Exit keys.

Default Settings

Disabled

System Availability

Terminals

All Multiline Terminals

Required Component(s)

None

Related Features

Caller ID

Conference

Programmable Function Keys

Guide to Feature Programming


Program Number	Program Name	Default	Note
14-01-19	Basic Trunk Data Setup - Privacy Mode Toggle Option	0	
15-07-01	Programmable Function Keys	Refer to Programming Manual.	
20-06-01	Class of Service for Extensions	Extension 101 is Class 15 and other Extension are Class 1	
20-13-09	Class of Service Options (Supplementary Service) - Privacy Release	COS 01~15 = 1	
20-13-17	Class of Service Options (Supplementary Service) - Barge-In Tone/Display (Intrusion Tone)	COS 01~15 = 1	
31-01-04	System Options for Internal/External Paging - Privacy Release Time	90 (seconds)	


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Operation

To join a Voice Call Conference (if invited):

1. After Conference request, press indicated line key.

 A *Conf* indication is displayed on both telephones.

 A trunk with privacy release or Voice Call Conference blinks.

To exit a Voice Call Conference without affecting the other parties:

1. Press Speaker key to hang up.

To toggle between Private and Non-Private mode:

1. Press the **Meet-Me Conference** key (PRG 15-07-01, SC 751: 32).

- OR -

Press the **Trunk Line** key. (This toggles from Non-Private to Private. To go back to Non-Private, the **Meet-Me Conference** key above must be pressed.)

Continued Dialing

Description

Continued Dialing allows an extension user to dial a call, wait for the called party to answer and then dial additional digits. This helps users that need services like Voice Mail, automatic banking and Other Common Carriers (OCCs).

There are two types of Continued Dialing:

Continued Dialing for Intercom Calls

Depending on an extension Class of Service, a Multiline Terminal user may be able to dial additional digits after their Intercom call connects. In systems with Voice Mail, for example, Continued Dialing lets extension users dial the different options after the Voice Mail answers. Without Continued Dialing, extension users cannot access these Voice Mail options.

Continued Dialing for Trunk Calls

Continued Dialing gives a user access to outside services like automatic banking, an outside Automated Attendant, bulletin boards and Other Common Carriers (OCCs). After the outside service answers, the user can dial digits for whatever options the services allow. Without Continued Dialing, the system Toll Restriction cuts off the call after a specific number of dialed digits. See Programming below for additional information.



Continued Dialing may make the system more susceptible to toll fraud.

Conditions

- The ability to use Continued Dialing on trunk calls is set by Toll Restriction programming.
- Continued Dialing for intercom calls only applies to calls made to analog type devices.
- With Pulse to Tone Conversion, users can place calls to services over Dial Pulse trunks-and then dial DTMF digits after the service answers.

Default Settings

Enabled

System Availability

Terminals

All Multiline Terminals

Required Component(s)

None

Related Features

Pulse to Tone Conversion

Guide to Feature Programming

Program Number	Program Name	Default
15-03-03	Single Line Telephone Basic Data Setup - Terminal Type	0
20-06-01	Class of Service for Extensions	Extension 101 is Class 15 and other Extension are Class 1
20-13-13	Class of Service Options (Supplementary Service) - Continued Dialing (DTMF) Signal on ICM Call	COS 01~15 = 1
21-04-01	Toll Restriction Class for Extensions	2
21-05-04	Toll Restriction Class - Maximum Number of Digits Table Assignment	0
21-06-03	Toll Restriction Table Data Setup - Maximum Number of Digits Table Assignment	Tables 1~4 = 30

Operation

To use Continued Dialing:

1. Place an intercom or trunk call.
2. Continue dialing after the call connects.

Cordless DECT Telephone

Description

The Cordless DECT Telephone may be used with the SL1100. The DTL-8R-1 TEL uses 1.9 GHz DECT 6.0 FM Technology and is connected in tandem to a multiline telephone. Refer to the DTL-8R-1 Cordless DECT Manual for more information.

Feature	Cordless DECT Telephone (DTL-8R-1)
Digital Technology	1.9 GHz 6.0
LCD	2-line, 24-digit LCD Display
Silent Alarm	Yes
Dedicated Keys	TALK, TRANSFER, HOLD, CONF, SPEAKER, REDIAL, MUTE, R / VOL
Programmable Line Keys	8
Operational Range ^{*1}	50 ~ 150 feet (expandable with repeaters)
Message Waiting Indication	Yes (Icon)
Headset Connection	Yes
Channels	5 channels by 12 time slot

*1. Determined by environmental conditions. These are cordless RF devices and, therefore, some interference may take place when operating in the same environment as other wireless devices which operate within the same frequency spectrum

Conditions

- If using the Base Switching option, Cordless DECT Telephone programmable keys:
 - 1 ~ 4 can be set as a Programmable Function key such as Trunk Line Keys.
 - 5 and 6 can be set as One-Touch keys.
 - 7 and 8 are reserved for Base Switching and cannot be programmed.
- If the Base Switching option is **not** used, programmable keys 1 ~ 8 can be programmed as Programmable Function Keys such as Trunk Line Keys.
- The Cordless DECT telephone can be used in conjunction with the SL1100 and IP4WW-xxTXH Digital Multiline Telephones.
- Cordless DECT telephone only supports connections with IP4WW-xxTXH telephones.
- Battery Capacity is 910 mAh, 2.4 V with a Talk Mode of 16 hours (typical) and a Standby Mode of seven days (typical).
- The battery can be hot swapped while on a call. The battery must be replaced with another charged battery pack within 20 seconds, otherwise the connection is lost.
- The handset has visual and audible indicators to warn of a low battery condition.
- When a message is received, the message icon is displayed.
- Synchronous Ringing does not apply to the cordless telephones.
- A beep indicates when the cordless telephone receives off-hook ringing.
- A spare battery is available as an Optional Available Part. A second battery is not shipped with the product.
- The battery can be charged when it is installed in the handset or in the base charging unit and the handset is in the charger. A stand-alone battery charger is not available.
- Environments with many metal parts, metal shelves, or metal buildings are known to reduce cordless telephone performance.
- When multiple cordless telephones are used in your office, they must operate on different channels and be at least 20 feet apart (including the base unit and the telephones).
- Cordless DECT telephones do not ring when receiving a door box call. Notification is shown in the display.
- Under certain conditions, HOLD and TRANSFER have the same behavior. To prevent an unwanted transfer after placing a call on hold and calling another user, the Line Key for the call on hold must be

pressed to retrieve the call from hold, otherwise the call is transferred when the Cordless Telephone is placed in an idle state.

- Cordless DECT telephones do not support the Caller ID List feature.

Default Settings

None

System Availability

Terminals

IP4WW-12TXH-B-TEL

IP4WW-24TXH-B-TEL

Required Components

IP4WW-080E-B1

Related Features

Class of Service

InMail

Programmable Function Keys

Guide to Feature Programming

Program Number	Program Name	Default
10-03-01	ETU Setup	Refer to Programming Manual.
15-02-08	Multiline Telephone Basic Data Setup - Automatic Handsfree	1
15-07-01	Programmable Function Keys	Refer to Programming Manual.
15-13-01	Loop Keys - Outgoing Option	0
15-13-02	Loop Keys - Incoming Option	0
20-06-01	Class of Service for Extensions	Extension 101 is Class 15 and other Extensions are Class 1
20-17-01	Operator Extension - Operator's Extension Number	101
24-09-02	Call Forward Split Settings - CO Call Forwarding Destination for Both Ring, All Call, No Answer	not assigned

Operation

To set up and program the Cordless DECT Telephone:

1. Press and hold down ***** and **#**, then press the **TALK** key. The F1 LED flashes red and F1 = LK01 is displayed on the LCD.
2. Press the **Up** key repeatedly to scroll through the feature options for function key F1.
3. Once the preferred Line key is displayed, press MUTE key once to enter the Off-Hook Ringing ON or OFF Mode. Press the **Up** key to toggle between TALK for On or NO TALK for Off.
 - TALK is selected when the F1 ~ F8 function keys are programmed for CO or Call Appearance Keys. NO TALK is selected when F1 ~ F8 function keys are programmed for functions not requiring an off-hook state (e.g., Log On / Off or DND.)
4. Press MUTE key to advance to write the new setting and advance to the next function key (F2 ~ F8).
5. After programming F8, press MUTE key to advance to Global Off-Hook Ringing Assignment.
6. Press the **Up** key to turn Global Off-Hook Ringing On or Off (LCD indicates ON or OFF as appropriate).
7. Pressing MUTE key again will bring you back to function key 1, continue programming other function keys or go to step 8.
8. Press the **TALK** key to exit.
 - Function keys F1 ~ F8 can be programmed as Line Keys 1 ~ 16, Redial (LNR / SPD), Answer (ANS), Feature (FNC), or Recall. When assigned, these keys operate the same as on an NEC multiline telephone.
 - When initially installed, function keys F1 ~ F8 default to Line keys 1 ~ 8 respectively and Off-Hook Ringing defaults to ON.
 - Global Off-Hook Ringing must be ON (default) for any function key to operate with off-hook ringing.

Switching Between the Desktop Multiline Telephone and the Cordless DECT Telephone Using the Base Unit:

When the Cordless DECT Telephones is associated with a multiline telephone the following is applicable:

- Switching between the cordless mode and desk mode must be done while both telephones are idle.
- A call in progress cannot be switched between the Cordless DECT Telephones and the associated multiline telephone.
- Switching held calls between the Cordless DECT Telephone and the associated multiline telephone is not recommended because line key LED indications are not provided.

Setting Base Key Option:

1. Remove battery from phone.
2. Press and hold digits 2 and 5 on the dial pad.
3. Insert battery.
4. When option menu appears release digits 2 and 5.
5. Push the Up or Down keys to select desired mode.
6. Press MUTE key to save option.
7. Press the **TALK** key to exit program mode.

Switching Between the Desktop Multiline Telephone and the Cordless DECT Telephone Using the Base Unit:

- To change to the cordless phone, press and hold Function Key 7 for several seconds. When the cordless phone is selected there is no message on the LCD.
- To change to the desk phone, press and hold Function Key 8 for several seconds.

Data Line Security

Description

Data Line Security protects any station port from receiving audible tones (such as Camp-On or Override) and denies a station from barging in while busy to prevent disruption of data transmission when using a modem or facsimile machine.

Conditions

- When a Multiline Terminal and a Single Line Terminal are assigned for Data Line Security, Tone Override/Voice Override and Call Alert notification tone are not heard over the handset speaker.
- Data Line Security protects a station from Barge-in, even when Barge-In is allowed in Class of Service.
- When any Multiline Terminal or Single Line Terminal calls a station with Data Line Security, a constant busy tone is heard.

Default Settings

None

System Availability

Terminals

All Terminals

Required Component(s)

None

Related Features

None

Guide to Feature Programming

Program Number	Program Name	Default
15-02-12	Multiline Telephone Basic Setup	5
20-09-05	Class of Service Options (Incoming Call Service) - Signal/Voice Call	COS 01~15 = 1
20-09-06	Class of Service Options (Incoming Call Service) - Incoming Time Display	COS 01~15 = 0
20-09-07	Class of Service Options (Incoming Call Service) - Call Queuing	COS 01~15 = 1
20-13-05	Class of Service Options (Supplementary Service) - Intercom Off-Hook Signaling	COS 01~15 = 1
20-13-06	Class of Service Options (Supplementary Service) - Automatic Off-Hook Signaling (Automatic Override)	COS 01~15 = 1
20-13-35	Class of Service Options (Supplementary Service) - Block Camp-On	COS 01~15 = 0

Operation

None



Delayed Ringing

Description

Delayed Ringing allows programmed secondary answering positions to ring on incoming calls after a programmed time. This feature applies to CO/PBX lines and Virtual Extension Keys.

Conditions

- An extension user can answer an outside call just by lifting the handset (depending on programming).
- Terminals must have CO line appearance for a trunk call to be answered on the telephone.

Default Settings

None

System Availability

Terminals

All Terminals

Required Component(s)

None

Related Features

Call Arrival (CAR) Keys

Central Office Calls, Answering

Secondary Incoming Extension

Virtual Extensions

Guide to Feature Programming


Program Number	Program Name	Default
14-07-01	Trunk Access Map Setup	Access Map 1~84 = Trunk Ports 1~84 assigned with option 7 access (incoming and outgoing access and access when trunk is on Hold).
15-06-01	Trunk Access Map for Extensions	1
15-07-01	Programmable Function Keys	Refer to Programming Manual.
15-09-01	Virtual Extension Ring Assignment	0
15-11-01	Virtual Extension Delayed Ring Assignment	0
20-04-03	System Options for Virtual Extensions - Virtual Extension Delay Interval	10 (seconds)
22-01-04	System Options for Incoming Calls - DIL No Answer Recall Time	0 (seconds)

Program Number	Program Name	Default
22-02-01	Incoming Call Trunk Setup	0
22-08-01	DIL/IRG No Answer Destination	1

Operation

To answer Delay Ringing calls:

1. Go off-hook.
- OR -
 Press the **Answer** key.
- OR -
 Press the flashing key.

 *Either the Trunk key or CAR/SIE/VE key.*

To program a CAR/SIE/VE key on a phone:

1. Press Speaker key.
2. Dial **752**.
3. Press the key you want to program.
4. Dial ***03**.
5. Dial the number of the extension you want to appear on the key.
6. Press Hold key once for Immediate Ring (skip to step 8 for Delayed Ring).
7. Dial the mode number in which the key will ring.
 - 1 = Day 1
 - 2 = Night 1
 - 3 = Midnight 1
 - 4 = Rest 1
 - 5 = Day 2
 - 6 = Night 2
 - 7 = Midnight 2
 - 8 = Rest 2
8. Press Hold key for a second time for Delayed Ring, or skip to step 10.
9. Dial the mode number in which the key will delay ring.
 - 1 = Day 1
 - 2 = Night 1
 - 3 = Midnight 1
 - 4 = Rest 1
 - 5 = Day 2
 - 6 = Night 2
 - 7 = Midnight 2
 - 8 = Rest 2
10. Press Speaker key.

Department Calling

Description

With Department Calling, an extension user can call an idle extension in a preprogrammed Department Group (32 Department Groups available) by dialing the group pilot number. For example, this would let a caller dial the Sales department just by knowing the Sales department pilot number. The caller does not have to know any of the Sales department extension numbers.

Two types of routing are available with Department Calling: Priority Routing and Circular Routing. With Priority Routing, an incoming call routes to the highest priority extensions first. Lower priority extensions ring only if all higher priority extensions are busy. With Circular Routing, each call rings a new extension.

Overflow Routing

Department Calling also provides overflow routing for extensions within the group. If a user directly dials a busy extension within a Department Group, the system can optionally route the call to the first available group member. The system follows PRG 22-15-01 ~ 22-15-07 for playing the periodic VRS message.

Department Calling also allows for each Department group to transfer calls to a predefined Speed dial bin (PRG 24-05-01) immediately or after a Delayed time (PRG 24-02-08). Internal and transferred calls are not supported for Delayed transfer.

DID and Overflow Routing

Three types of Overflow are supported for DID calls:

- Immediate Transfer:
This feature can be enabled or disabled by using a (58) key programmed in PRG 15-07. It can also be done by using the service codes in PRG 11-11-25 (set) and PRG 11-11-26 (cancel). When this feature is activated, any DID calls pointed directly to the Pilot Number go immediately to the transfer destination and do not ring anyone in the group. To set up the destination you use PRG 24-05 and PRG 13-04. Once these programs are set, the access code assigned in PRG 11-11-27 can be used to change the destination as needed.
- Delay:
This feature can be enabled or disabled by using a (59) key programmed in PRG 15-07. It can also be done by using service codes assigned in PRG 11-11-28 (set) and PRG 11-11-29 (cancel). When this feature is activated, any DID calls pointed directly to the Pilot follow one of the two patterns:
 - If all available members are busy or logged out, the call goes immediately to the transfer destination.
 - If agents are logged in and not busy, the call comes in and hunts through the idle members until the timer in PRG 24-02-08 expires. Once this time expires, the call is routed to the transfer destination assigned in PRG 24-05 and PRG 13-04. Once these programs are assigned, the access code assigned in PRG 11-11-27 can be used to change the destination as needed.
- DND:
This feature can be enabled by using a (60) key programmed in PRG 15-07 or by using service codes assigned in PRG 11-11-30 (set) and PRG 11-11-31 (cancel). When this feature is activated any DID pointed directly to the Pilot gets a busy tone and the call does not route.

User Log Out/Log In

An extension user can log out and log in to a Department Calling Group. By logging out, the user removes their extension from the group. Once logged out, Department Calling bypasses their extension. When they log back in, Department Calling routes to their extension normally. All users can dial a code to log in or log out of their Department Calling Group. A Multiline Terminal can optionally have a function key programmed to login/logout.

Enhanced Hunting (Set at PRG 16-01-10)

Department Calling is enhanced with expanded hunting abilities. Hunting sets the conditions under which calls to a Department Group pilot number will cycle through the members of the group. The hunting choices are:

- No Hunting
If all members of the department group are busy the caller will not queue to the department group.
- Busy
When all members of the department group are busy the caller will queue for the department group. When one of the stations becomes available the queue call starts to ring the available station.
- No Answer
When the highest priority department group member is busy the caller will queue to the department group. When the terminal becomes available queue calls start to ring.
- Busy/No Answer
Queuing when both Busy and No Answer condition occur.

If all members of the Department Group are busy, an incoming or transferred call to the group pilot number queues for an available member. Each group has a queue that can hold any number of waiting calls. If a display telephone is waiting in queue, the user sees: WAITING (group name). If a transferred call in queue is an outside call, and the system has DSP daughter board installed with the VRS, the queued caller hears, "Please hold on. All lines are busy. Your call will be answered when a line becomes free."

The VRS can also transfer calls to Department Groups. Refer to [Voice Response System \(VRS\) on page 1-689](#) for information on setting up the VRS.

The system prevents hunting to a Department Group extension if it is:

- Busy on a call
- In Do Not Disturb
- Call Forwarded
- Logged Out

Conditions

- When a DIL rings to a Department Group, the DIL may follow overflow programming (PRG 22-01-04 and PRG 22-08-01).
- If all agents are logged out and an intercom call to the Department Group is made you get a busy signal.
- Extensions in a Department Group which have Call Forwarding enabled are not included in the call hunt. The extension to which the user is forwarded does not receive the hunted calls. When you use the automatic Department Step calling (PRG 16-01-03) it hunts only to members with the same or lower priority.
- Easily step call to an idle Department Group member if the member called is busy.
- A virtual extension can be programmed to receive multiple calls which can camp-on to the extension - no analog port is required.
- An extension user can Transfer a call to a Department Group Pilot number. If unanswered, the call recalls (depending on programming) the transferring extension after the Transfer Recall Time (PRG 24-02-04).
- Voice mail uses one Department Group for voice mail.
- When PRG 16-01-05 is set to (1) Automatic, all telephones in the Department group Ring for ICM calls & DID calls Directed to the Department Group Pilot Number only.
- The Overflow feature is only supported for DID calls pointed directly to the Pilot Number. POTS lines and transferred DIDs ignore the Overflow settings.
- When a Department Group is assigned as the VM Department Group in PRG 45-01-01 it will only work as priority mode no matter what PRG 16-01-02 is set to for that Department Group.
- PRG 16-01-05 (Extension Group All Ring Mode Operation) does not work to a Secondary Department Group.

Default Settings

Disabled

Priority Routing

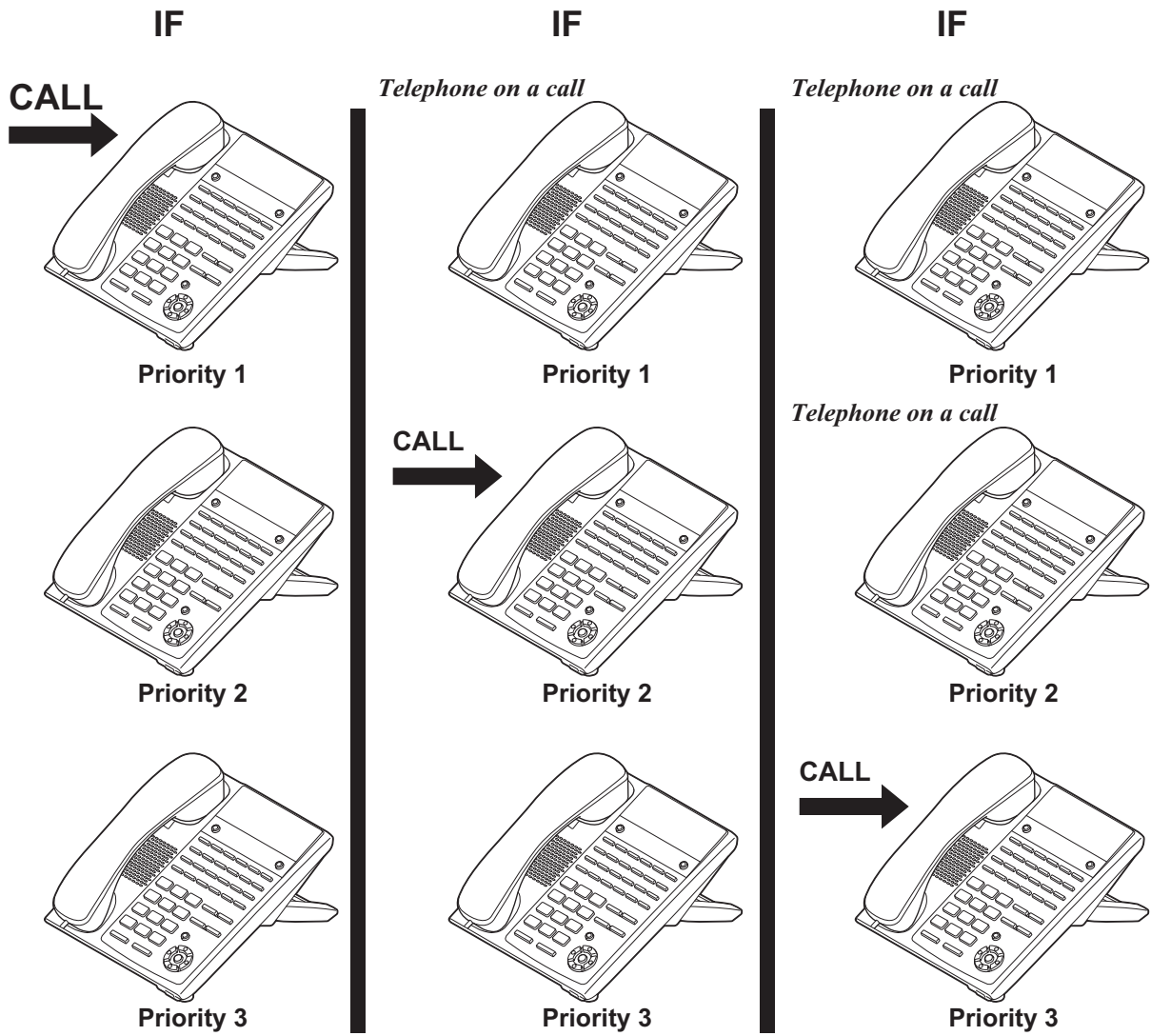


Figure 1-5 Department Calling Priority Call Routing

Circular Routing

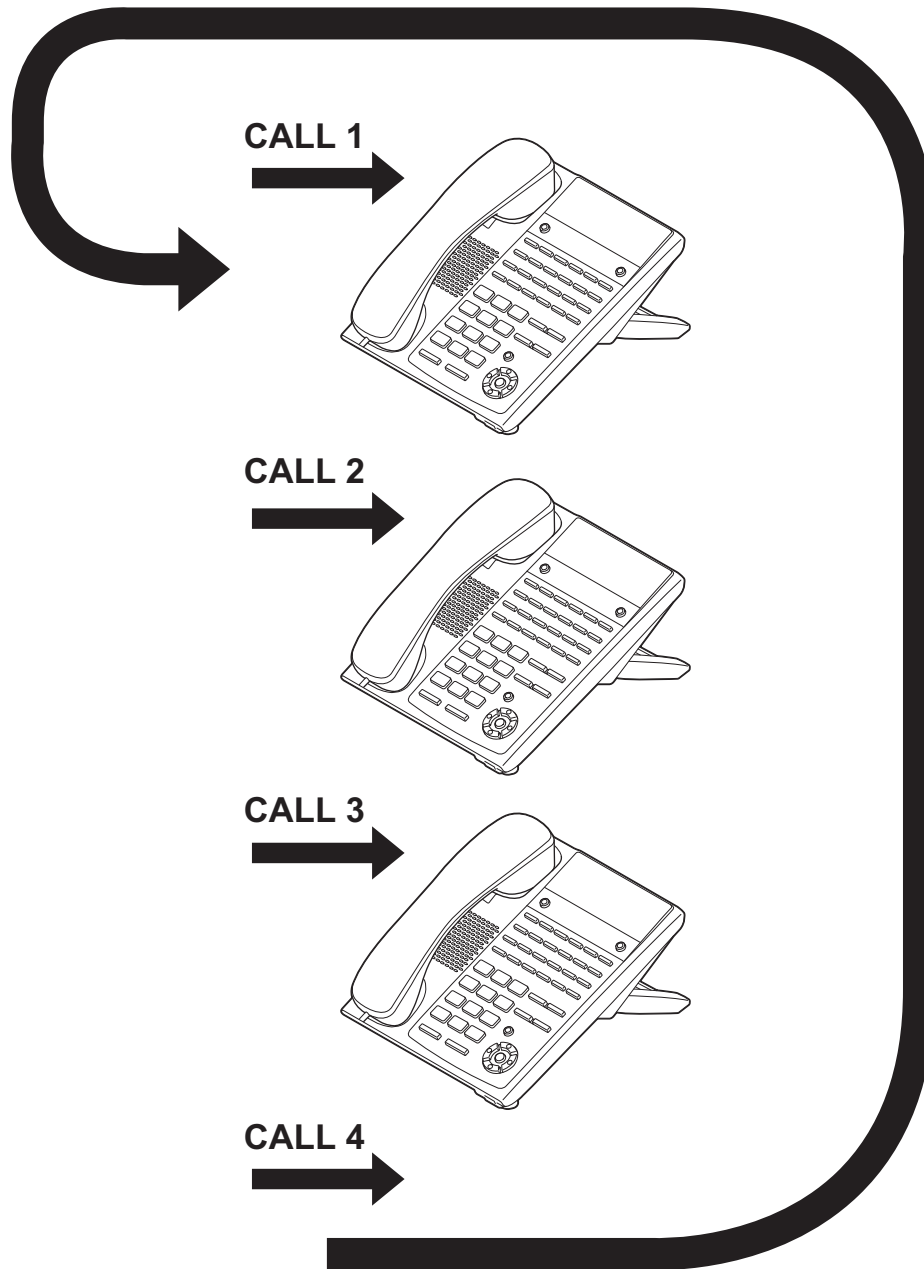


Figure 1-6 Department Calling Circular Routing

System Availability

Terminals

All Terminals

Required Component(s)

VRS for Messaging

Related Features

Call Forwarding

Department Step Calling

Transfer

InMail

Voice Response System (VRS)

Guide to Feature Programming

The programs listed below indicate the most commonly used programs required for this feature. The programs are listed in the order that the installer should follow. Refer to the PCPro wizards for further detailed programming.

- When a * is listed next to the Program Number it indicates a program that **MUST** be set (from a default state) for this feature to be enabled.

Program Number	Program Name/Description	Assigned Data
11-07-01 *	Department Group Pilot Number Assign pilot numbers to each group that is to be used. A pilot number must fall within the valid numbering plan assigned in PRG 11-01-01. It is recommended to not use department group 01 because by default all extensions are assigned to this group.	Maximum of 8 digits (0~9, *, #) (default = Not Assigned)
16-01-01	Department Group Name This program is used to assign a name to the department group.	Maximum of 12 Characters (default = Not Assigned)
16-01-02	Department Group Calling Cycle This program is used to define what happens when the department group pilot number is called. If this is set to priority every new call to the pilot number will search an idle phone in order of the extensions priority (set in PRG 16-02-02). The lower the number the higher the priority for that extension. For example if two phones are idle and one phone has a priority of a 1 and the other phone has a priority of a 2 the phone with the priority 1 will receive the call. If this is set to circular every new call to the pilot number will cycle to an idle extension in a circular order. The priority of the extension is not used. When using a department group for Voice Mail this program must be set to priority.	0 = Normal Routing (Priority) 1 = Easy UCD routing (Circular) (default = 0)
16-01-03	Department Routing When Busy This program determines how the system routes an intercom call to a busy department group member. Intercom calls to the extension can either hear busy tone or route to another idle member of the group. This only occurs for intercom calls direct to a member and not when calling the pilot number of the group.	0 = Normal (ICM caller hears busy tone.) 1 = Circular (ICM caller routes to an idle group member.) (default = 0)
16-01-04	Department Group Hunting Mode This program sets what happens when an unanswered call to a department group pilot number reaches the last member of the group. If this is set to (0) once the last extension is called the hunting will stop. If this is set to (1) once the last extension is called the hunting will continue to look for an idle member to receive the call. It is recommended when using a department group for Voice Mail to set this to a (1), circular.	0 = Last extension is called and hunting stops 1 = Circular (Hunting will continue.) (default = 0)

Program Number	Program Name/Description	Assigned Data
16-01-05	Department Group All Ring Mode Operation This program determines if calls ringing the department group pilot rings all stations in the group simultaneously or ring the agents one at a time. Only ICM calls and DID calls direct to the pilot number will activate the all ring mode. All other calls will ring the agents one at a time.	0 = Manual (Ring the extensions one at a time.) 1 = Automatic (Ring all extensions.) (default = 0)
16-01-06	STG Withdraw Mode This program determines if an ISDN DID call stays in the group when the Withdraw Key (PRG 15-07-01 key 46) is enabled, and all agents are busy, or if the call automatically routes to the fall over ring group (PRG 22-11-11).	0 = Disabled (Call will camp on to the group.) 1 = Automatic (Call follows PRG 22-11-11.) (default = 0)
16-01-07	STG Withdraw Mode This program determines if a call transferred to a department group that is unanswered recalls to the extension from which it was transferred.	0 = Disabled (Call will recall.) 1 = Enabled (Call will not recall.) (default = 0)
16-01-08	Maximum Queuing Number for Department Group Call This program sets the amount of calls that can queue to a department group when all members of the group are busy.	0 = No Queuing 1 ~ 32 = 1 ~ 32 calls queued (default = 0)
16-01-09	Department Group Call No Answer Time This program sets the amount of a time a call will ring the extension before hunting to the next available extension in the group.	0 ~ 64800 seconds (default = 15 seconds)
16-01-10	Department Group Enhanced Hunting This program sets the conditions on which calls to the pilot number will hunt to the available extensions in the group. For a description on all the hunting types see the section in this feature labeled "Enhanced Hunting". It is recommended to set the Voice Mail department group as Busy/No Answer.	0 = No Hunting 1 = Hunting when Busy 2 = Hunting when Not Answered 3 = Hunting when Busy/No Answer (default = 0)
16-02-01 *	Department Group Assignment for Extensions This program is where to assign the extensions to the department group. When using a department group for Voice Mail do not assign more extensions in the group than the system is licensed for.	1 ~ 32 (default = 1)
16-02-02	Department Group Priority Assignment This program sets the extensions priority within the department group. The lower the number that is assigned the higher the priority is. When using a department group for Voice Mail the lowest voice mail port must have the lowest priority number in the group. For example if the VM had system ports 65~68 and used extensions 165~168 the following would be the assignment. Ext 165 = Priority 1 Ext 166 = Priority 2 Ext 167 = Priority 3 Ext 168 = Priority 4	1 ~ 999 (Refer to the programming manual for the default values of all extensions.)
15-07-01	Programmable Function Keys This program is used on a per station basis to assign different function keys to the Multiline Terminals. Function key (36) is a step call within the department group. Function key (46) is a department group logout key. When pressed the extension is temporarily removed from the department group. When the key is pressed again the extension is added back into the group. Function key (58) is automatic transfer to the department group. For information on this key see the section in the feature labeled "DID and Overflow Routing". Function key (59) is delay transfer to the department group. For information on this key see the section in the feature labeled "DID and Overflow Routing". Function key (60) is DND transfer to the department group. For information on this key see the section in the feature labeled "DID and Overflow Routing".	(Refer to the programming manual for all the possible function key assignments and default values.)
24-05-01	Department Group Transfer Target Setup For each department group per day/night mode assign the speed dial bin that will be used for DID Overflow Routing (function keys 58 ~ 60 in PRG 15-07-01).	0 ~ 999 = Speed Dial bins 0 ~ 999 (default = 999)

Program Number	Program Name/Description	Assigned Data
24-02-08	Delay Transfer Time for Department Groups When using function key 59 this is the timer that will be followed for the delay transfer.	0 ~ 64800 seconds (default = 10 seconds)
13-04-01	Speed Dialing Number When DID Overflow routing is setup this program is used to set the number, per speed dial bin, that will be called when the overflow takes place.	Maximum of 36 digits (0 ~ 9, *, #, @) (default = Not Assigned)
16-03-01	Secondary Department Groups This program allows extensions to be used as backup extensions for another group and also allows for an extension to be a member of two groups. Per department group up to 16 extensions can be assigned as backup extensions to the group.	Maximum of 8 digits (0 ~ 9, *, #) (default = Not Assigned)
16-03-02	Secondary Department Groups Priority This program sets the extensions priority within the department group. The lower the number that is assigned the higher the priority is.	0 ~ 999 = Priority 0 ~ 999 (default = 0)

D

Operation

To call a department group:

1. Go off-hook.
2. Dial department extension number.


 *The system routes the call to the first free telephone in the department group.*

3. **Optional:** To manually ring all members of the group, dial the single digit service code assigned for All Member Ring (PRG 11-16-10).

To log out of your Department Calling Group:

 *While you are logged out, Department Calling cannot route calls to your extension.*


1. Press Speaker key.
2. Dial **650 + 1**.
- OR -
Press **Department Calling Log In** key (PRG 15-07-01 or SC 751: 46).

 *The key lights while you are logged out.*

To log back in to your Department Calling Group:

 *When you log back in, Department Calling routes calls to your extension.*

1. Press Speaker key.
2. Dial **650 + 0**.
- OR -
Press **Department Calling Log In** key (PRG 15-07-01 or SC 751: 46).

 *The key goes out when you log back in.*

To change the Department Group Overflow Destination:

1. Press Speaker key.
2. Dial **604** + **Department Group** (01 ~ 32).
3. Dial **01** ~ **08** (Refer to PRG 24-05).
4. Dial the destination the calls **route to**.
5. Press Hold key.

D

Department Step Calling

Description

After calling a busy Department Calling Group member, an extension user can have Department Step Calling quickly call another member in the group. The caller does not have to hang up and place another Intercom call if the first extension called is unavailable. Department Step Calling also allows an extension user to cycle through the members of a Department Group.

Conditions

- If required, use this option to change the Department Step Calling Single Digit Service Code (default code = 2).
- A function key for Department Step Calling can be assigned (code 36).
- In PRG 20-08-12, enable (1) or disable (0) an extension ability to use Department Step Calling.
- When using department group step calling and ecology mode there must be at least two terminals functioning for the step call feature to work.

Default Settings

Enabled

System Availability

Terminals

All Stations

Required Component(s)

None

Related Features

Department Calling

Programmable Function Keys


Guide to Feature Programming

Program Number	Program Name	Default
11-12-07	Service Code Setup (for Service Access) - Step Call	708
11-16-01	Single Digit Service Code Setup - Step Call	2
15-07-01	Programmable Function Keys	Refer to Programming Manual.
20-06-01	Class of Service for Extensions	Extension 101 is Class 15 and other Extension are Class 1
20-08-12	Class of Service Options (Outgoing Call Service) - Department Group Step Calling	COS 01~15 = 1

Operation

To make a Step Call:

1. Place a call to a busy Department Group member.
- OR -
Place a call to a Department Group pilot number.
2. Dial Department Step Code (2) to call the next available Department Group member.
3. Repeat step 2 to call other Department Group members.

 *You step through Department Groups set in PRG 16-02-01.*

D

DHCP Client

Description



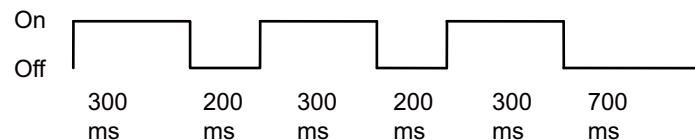
WARNING: When the VoIPDB is installed on the CPU, the built in LAN port on the CPU becomes disabled. Only the LAN Port on the VoIPDB will be operational.

DHCP Client will access an external DHCP server every time the LAN cable is connected to the CPU/VoIPDB or when the System is powered up. The System can receive the following information from the DHCP server:

IP Address, Subnet Mask, and Default Gateway.

Conditions

- The DHCP Server should be configured to provide the system the same IP address every time. For example in the DHCP server extend the lease time to infinite or setup the server to provide the same IP address based on the systems MAC Address.
- When changing PRG 10-63-01 (DHCP Client Enable/Disable) a system reset is required for this change to become effective.
- DHCP client can set following programs automatically; however other IP related programs (such as PRG 84-26) have to set manually as required.
 - IP Addresses: PRG 10-12-01 (CPU), PRG 10-12-09 (VOIPDB)
 - Subnet Masks: PRG 10-12-02 (CPU), PRG 10-12-10 (VOIPDB)
 - Default Gateway: PRG 10-12-03
- DHCP Client (PRG 10-63) and existing DHCP Server feature (PRG 10-13) can not be used at the same time.
- While the System accesses the DHCP Server, to receive IP Addressing information, the CPU RUN LED flashes as follows. If the System fails to receive an IP Address from the DHCP server the system will use the IP Address assigned in PRG 10-12.



- Once after IP Address and Subnet Mask are set, if different IP Addresses or Subnet Mask is delivered during normal operation mode, both LED2 (Red lit) and RUN LED (flash as above) indicate system requires reset.

Default Settings

Enabled

System Availability

Required Component(s)

IP4WW-CPU

IP4WW-VOIPDB-C1

Related Features

None

Guide to Feature Programming

Program Number	Program Name	Assigned Data
10-63-01	DHCP Client Mode	0 = Disabled 1 = Enabled Default = 1
10-12-01	IP Address-CPU	192.168.0.10
10-12-02	Subnet Mask-CPU	255.255.255.0
10-12-03	Default Gateway	0.0.0.0
10-12-09	IP Address-VOIPDB	172.16.0.10
10-12-10	Subnet Mask-VOIPDB	255.255.0.0

Operation

None

D

Dial Pad Confirmation Tone

Description

For an extension with Dial Pad Confirmation Tone enabled, the user hears a beep each time they press a key. This is helpful for Intercom calls and Dial Pulse trunk calls, since these calls provide no Call Progress tones.

Conditions

- Dial Pad Confirmation Tone does not apply to Single Line Terminals.
- Dial Pad Confirmation Tone is not canceled when dialing in handset mode.
- Dial Pad Confirmation Tone is canceled when dialing in handsfree mode, but only for internal calls. The tone is still heard for external dialing.

Default Settings

Disabled

System Availability

Terminals

All Multiline Terminals

Required Component(s)

None

Related Features

None

Guide to Feature Programming

Program Number	Program Name	Default
11-11-19	Service Code Setup (for Setup/Entry Operation) - Key Touch Tone On/Off	724

Operation

To enable/disable Dial Pad Confirmation Tone:

1. Pick up the handset or press Speaker key.
2. Dial **724**.

Dial Tone Detection

Description

If a trunk has Dial Tone Detection enabled, the system monitors for dial tone from the Telco or PBX when a user places a call on that trunk. If the user accesses the trunk directly (by pressing a line key or dialing **#9** and the trunk number), the system drops the trunk if dial tone does not occur. If the user accesses the trunk via a Trunk Group (by dialing a trunk group code or automatically using a feature like Last Number Redial), the system can drop the trunk or optionally skip to the next trunk in the group. Refer to the chart under Programming for more information.

Conditions

None

Default Settings

Disabled for manually dialed calls; enabled for automatically dialed calls.

System Availability

Terminals

All Stations

Required Component(s)

None

Related Features

Abbreviated Dialing/Speed Dial

Automatic Route Selection (ARS/F-Route)

Central Office Calls, Placing

Last Number Redial

Save Number Dialed

Trunk Group Routing

Trunk Groups

Guide to Feature Programming

Program Number	Program Name	Default
10-09-01	DTMF and Dial Tone Circuit Setup	Resource 01 - 96 = 0 (Common)
14-02-05	Analog Trunk Data Setup - Dial Tone Detection for Manually Accessed Trunks	0
14-02-11	Analog Trunk Data Setup - Next Trunk in Rotary if No Dial Tone	0

Program Number	Program Name	Default
21-01-04	System Options for Outgoing Calls - Dial Tone Detection Time	5 (seconds)
21-01-05	System Options for Outgoing Calls - Disconnect Time When Dial Tone Not Detected	3
21-01-06	System Options for Outgoing Calls - Dial Pause at First Digit	1 (second)

Table 1-10 Dial Tone Detection Program Interaction

Method	14-02-05	14-02-11	Result if dial tone not present . . .
Press a line key - or - Dial #9 + Trunk number	0	0	Trunk hangs (does not disconnect)
	0	1	Trunk hangs (does not disconnect)
	1	0	Trunk drops
	1	1	Trunk drops
Dial a Trunk Group code - or - Automatically through a feature	0	0	Trunk hangs (does not disconnect)
	0	1	Trunk reroutes after time-out
	1	0	Trunk drops
	1	1	Trunk reroutes after time-out

Operation

Dial Tone Detection is automatic if enabled in programming.

Dialing Number Preview

Description

Dialing Number Preview lets a display Multiline Terminal user dial and review a number before the system dials it. Dialing Number Preview helps the user avoid dialing errors.

Conditions

- An extension user cannot edit the displayed number.
- To place an outgoing call, an extension user must have outgoing access to a line or trunk group key.
- If the system has VRS installed, you must press * to preview a number.

Default Settings

Enabled

System Availability

Terminals

All Display Multiline Terminals

Required Component(s)

None

Related Features

Central Office Calls, Placing

Voice Response System (VRS)

Guide to Feature Programming

Program Number	Program Name	Default
20-06-01	Class of Service for Extensions	Extension 101 is Class 15 and other Extension are Class 1
20-08-05	Class of Service Options (Outgoing Call Service) - Dial Number Preview (Preset Dial)	COS 01~15 = 1

Operation


To use Dial Number Preview to place a call (Multiline Terminal only) (When set PRG 15-02-60:0)

1. Do not lift the handset or press Speaker key.
2. To preview any number, dial the number you wish to call.




*With the VRS key installed, you must dial * to preview the number.*

To preview a Speed Dial - System/Group number, press the **Redial** key and dial the Speed Dial - System/Group bin number you want to call.

 *The number is displayed.*

3. To dial out the displayed trunk number, press a **Line/Trunk Group** key.

 *If the previewed number as a trunk access code (e.g., 9), you can press Speaker key instead.*

- OR -

To dial an Intercom number, press Speaker key.

- OR -

To cancel the number without dialing it out, press Hold key.

D

Digital Trunk Clocking

Description

The SL1100 CPU has a built-in clock source for all digital trunk units. Digital trunk units are connected via an internal PLO (Phase Locked Oscillator) to derive Primary Clock from the network in priority order. If priority is set up incorrectly, or if two primary clocks are coming in, slips may occur causing improper data synchronization. The Phase Locked Oscillator (PLO) equipped with the SL1100 CPU is the timing source for all digital trunk units in the system. The PLO synchronizes the system and clocks signals from another office. When the SL1100 is a clock receiver office, the PLO generates the clock signal according to the source clock signals received from the source office within the network. The source clock signals are extracted from digital trunk units and are supplied to the PLO.

The PLO synchronization source priorities are as follows:

1. 1PRIU-C1
2. 2BRIDB-C1
3. CPU

Conditions

- If multiple PRIs exist, the system chooses the first one that synchronized with the carrier.
- If there are multiple PRIs and the one being used for the source goes down, the system begins to count forward in slot numbers looking for the next available PRI.
- If multiple BRIs exist and no 1PRIU-C1 exists, the SL1100 CPU chooses the first BRI that synchronized with the carrier.
- If there is one 1PRIU-C1 and the one being used for the source goes down, the SL1100 CPU looks to see if there are any BRIs installed in the system. If there are no BRIs, the SL1100 CPU becomes the new synchronization source. The reason for this is when a 1PRIU-C1 is installed in the system.

Default Settings

None

System Availability

Terminals

None

Required Component(s)

CPU

2BRIDB-C1 - OR - 1PRIU-C1

Related Features

ISDN Compatibility

Feature Examples

Digital Trunk Clocking Examples:

D

If multiple PRIs exist, the first one that synchronized with the carrier is chosen. In this example, the PRI in slot02 was the first to synchronize with the carrier; therefore, it is the PLO synchronization source.

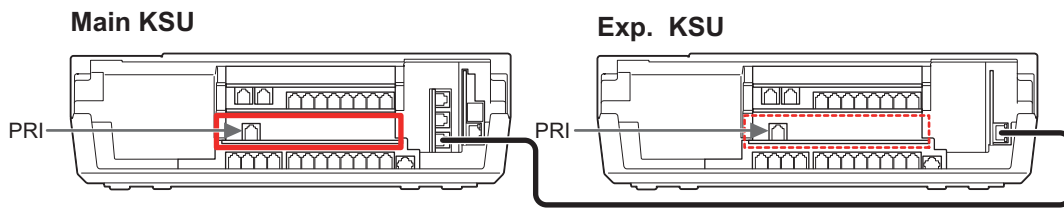


Figure 1-7 Digital Trunk Clocking Example 1

If there are multiple PRIs and the one being used for the source goes down, the system begins to count forward in slot numbers looking for the next available PRI. In this example, the PRI in slot02 went down, so the system now begins looking forward in slot numbers for the next PRI to use as the clock source.

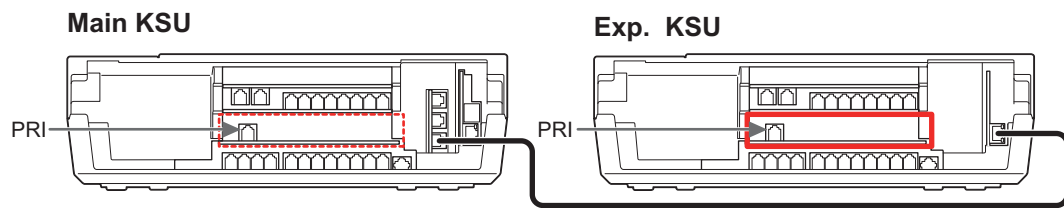


Figure 1-8 Digital Trunk Clocking Example 2

In this example, the PRI in slot05 was the first to synchronize with the carrier and became the PLO synchronization source. The PRI in slot05 then went down and the system began looking forward in slot numbers to find the next PLO source. In this case, the PRI in slot02 was the next source because after it looks through the rest of the slots in the system, it starts over with slot01.

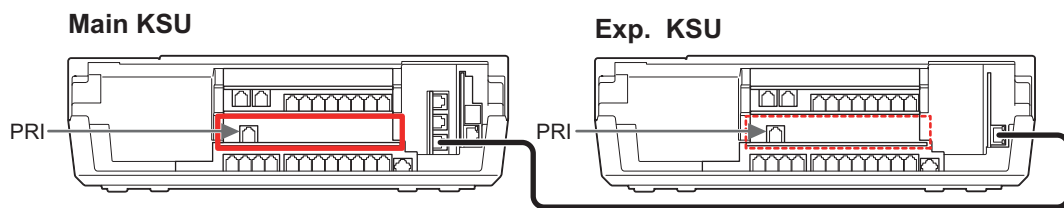


Figure 1-9 Digital Trunk Clocking Example 3

In this example, there are multiple T1 circuits in the system. There can only be one T1 circuit assigned as EXTERNAL in the system, so the T1 assigned as EXTERNAL is the PLO synchronization source.

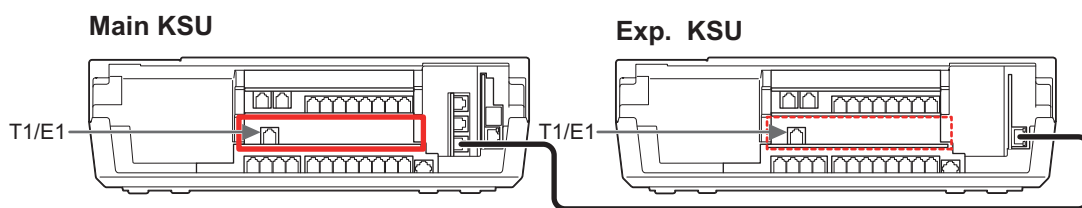


Figure 1-10 Digital Trunk Clocking Example 4

In this example, there are multiple T1 circuits and a BRI circuit. Since the T1 assigned as EXTERNAL has higher priority than a BRI, the T1 EXTERNAL is the PLO synchronization source.

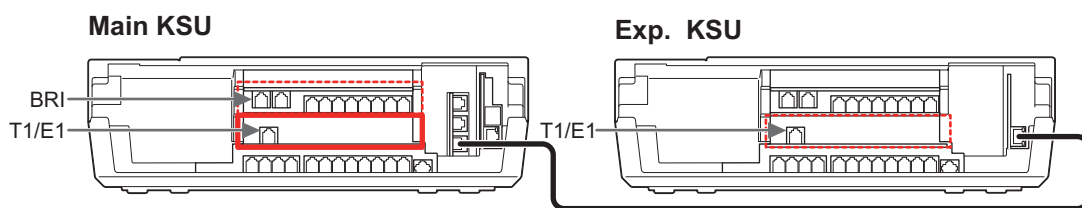


Figure 1-11 Digital Trunk Clocking Example 5

In this example, there is a PRI, multiple T1s, and a BRI. The PRI was the PLO synchronization source until it went down. The BRI then becomes the PLO synchronization source because when a PRI is in the system, T1s cannot be assigned as EXTERNAL, which are not in the PLO Synchronization Source



priority list.



Figure 1-12 Digital Trunk Clocking Example 6

If multiple BRIs exist and no PRI or T-1 EXTERNAL exists, the system chooses the first BRI that synchronized with the carrier. In this example, the BRI in slot02 synchronized with the carrier first and became the PLO synchronization source.

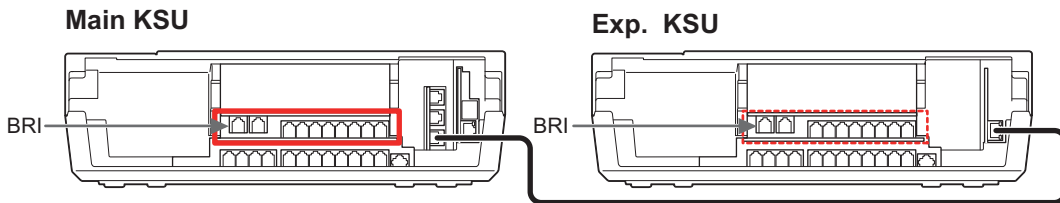


Figure 1-13 Digital Trunk Clocking Example 7

In this scenario, the PRI was the clocking source until it went down. There are no other PRIs, T1 (Externals), or BRIs in the system. The CPU now becomes the PLO synchronization source.

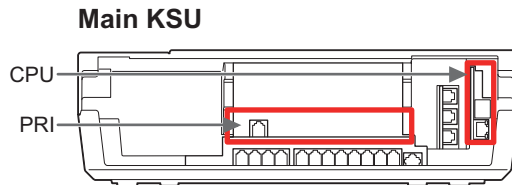


Figure 1-14 Digital Trunk Clocking Example 8

Guide to Feature Programming

Refer to [ISDN Compatibility](#) on page 1-399.


Operation

Refer to the related features for details.

Direct Inward Dialing (DID)

Description

Direct Inward Dialing (DID) lets outside callers directly dial system extensions. DID saves time for callers who know the extension number they wish to reach. To place a DID call, the outside caller dials the local exchange and additional digits to ring the telephone system extension. For example, DID number 926-5400 can directly dial extension 400. The caller does not have to rely on attendant or secretary call screening to complete the call.

 *Direct Inward Dialing requires DID service from Telco.*

In addition to direct dialing of system extensions, DID provides:

- DID Dialed Number Translation
- Flexible DID Service Compatibility
- DID Intercept
- DID Camp-On

There are 20 DID Translation tables that can be divided between 800 entries.

DID Dialed Number Translation

DID allows different tables for DID number translation. This gives you more flexibility when buying DID service from Telco. If you cannot buy the exact block of numbers you need (e.g., 301~556), use the translation tables to convert the digits received. For example, a translation table could convert digits 501~756 to extension numbers 301~556.

The SL1100 system has 800 DID Translation Table entries that you can allocate among the 20 DID Translation Tables. One translation is made in each entry. For a simple installation, you can put all 800 entries in the same table. For more flexibility, you can optionally distribute the 800 entries among the 20 tables.

In addition to number conversion, each DID Translation Table entry can have a name assigned to it. When the DID call rings the destination extension, the programmed name displays.

Flexible DID Service Compatibility

With three-digit service, the Telco sends three digits to the system for translation. Be sure to program your system for compatibility with the provided Telco service. For example, if the Telco sends four digits, make sure you set up the translation tables to accept four digits.

DID Camp-On

DID Camp-On sets what happens to DID calls to busy extensions when you have Busy Intercept disabled. With DID Camp-On enabled, a call to a busy extension camps-on for the DID Ring No Answer Time. It then diverts to the programmed DID Intercept extension ring group or Voice Mail. Without DID Camp-On, the caller to the busy extension hears only busy tone.

DID Routing Through the VRS

DID calls can optionally route through the VRS. The DID caller hears an initial Automated Attendant Greeting explaining their dialing options. If the caller misdials, they hear a second greeting with additional instructions. For example, the first Automated Attendant Greeting can be, "Thank you for calling. Please dial the extension number you wish to reach or dial 0 for the operator." If the caller inadvertently dials an extension that does not exist, they could hear, "The extension you dialed is unavailable. Please dial 0 for assistance or dial # to leave a message so we can call you back."

You assign Automated Attendant greetings (i.e., VRS Messages) to the numbers in each Translation Table. This provides you with extensive flexibility when determining which greetings the system should play for which dialed numbers. You could, for example, set up 926 5401 through 926 5449 to route to extensions 401~449, and have 926 5450 route to the automated attendant.



If you translate a DID so that it hits a specific VRS message, you must disable PRG 25-01-02. Otherwise, the outside caller waits while hearing the DISA dial tone.

The system allows an extension to be defined as a 1-digit number that can be dialed by the outside caller on a DID/DISA trunk using the VRS. The outside caller can access the desired extension/department group by dialing only one digit after the system answers the call. If the same number is used as the first digit of an extension number and the 1-digit access code for DID/DISA, the outside caller cannot access the extension.

Example:

If 2 is defined as a 1-digit access code to department group 300, outside callers cannot access extensions 200~299 directly.

SMDR Includes Dialed Number

The SMDR report can optionally print the trunk name (entered in system programming) or the number the incoming caller dialed (i.e., the dialed DID digits). This gives you the option to analyze the SMDR report based on the number your callers dial. (This option also applies to an ISDN trunk.)

DID Intercept

DID Intercept automatically reroutes DID calls under certain conditions. There are three DID Intercepts:

- **Vacant Number Intercept**
If a caller dials an extension that does not exist or misdials, Vacant Number Intercept can reroute the call to the programmed DID Intercept extension ring group or Voice Mail. Without Vacant Number Intercept, the caller hears error tone after misdialing.
- **Busy Intercept**
Busy Intercept determines DID routing when a DID caller dials a busy extension. If Busy Intercept is enabled, the call immediately routes to the programmed DID Intercept extension ring group or Voice Mail. If Busy Intercept is disabled, the call follows DID Camp-On programming.
- **Ring-No-Answer Intercept**
Ring-No-Answer Intercept sets the routing options for DID calls that ring unanswered at the destination extension. With Ring-No-Answer Intercept enabled, the unanswered call reroutes to the DID Intercept extension ring group or Voice Mail after the DID Ring-No-Answer Time. If Ring-No-Answer Intercept is disabled, the unanswered call rings the destination until the outside caller hangs up.

Delayed DID


Delayed DID allows a user a programmed time to answer a call. If the call is not answered in this time, the system automatically answers the call. An outside party hears a voice message, music, or dial tone according to the following conditions:

- If a VRS is installed, the system sends a prerecorded message from the VRS.
- If a customer-provided audio system (example: tape recorder) is connected, an error message or music can be played for the caller.
- If equipment is not connected for an announcement, the system sends a unique dial tone to the outside caller.

This feature is not available for the normal incoming call on ISDN trunks.

DID Intercept Destination for Each DID Number

With this feature the system allows you to program a DID Intercept destination for a DID number which receives no answer or busy call. The system can be programmed to use a trunk ring group, the VRS or the voice mail as the programmed destination. Each vacant number intercept for a DID number can have two destinations. The first destination is for an invalid DID number, busy or no answer extension. The second destination is for a no answer trunk ring group.

 *If the first programmed destination is a Ring Group and the second Destination is Voice Mail, the call does not forward to VoiceMail.*


For busy or no answer intercept calls, a third destination can be defined in PRG 22-12. If the first and third destinations are programmed but the second destination is not, the incoming call goes to the third destination after the first destination. If the first and second destinations are not programmed, but the third destination is, the call goes directly to the third destination.


This feature works for DID trunks with a trunk service type 3 in PRG 22-02. Other types of trunks may use the DID table, but the DID intercept feature is not yet supported.

With the DID Intercept for each DID number feature, when the primary destination (PRG 22-11-05) is set to Voice Mail, the Voice Mail protocol is:

1. Busy Intercept = Forward Busy
2. Ring-No-Answer Intercept = Forward RNA

When the secondary destination (PRG 22-11-06) is set to Voice Mail, the Voice Mail protocol is based on the first destination routing. When the incoming call is forwarded to the first destination by a busy intercept, the Voice Mail protocol forwards busy calls. When the incoming call is routed to the first destination by a ring-no-answer intercept, the protocol forwards ring-no-answer. The Voice Mail transfers the calls to the mailbox number defined in PRG 22-11-02.

 *Any valid DID number must be entered in the DID table (PRG 22-11 or PRG 22-17-01). If a valid DID number is not entered, there is no ring destination for any incoming calls to that number (the calls do not ring any extension in the system).*

 *If the first programmed destination is a Ring Group and the second Destination is Voice Mail, the call does not forward to VoiceMail.*

Calls Can Follow Ring Group Programming for Transferring Calls

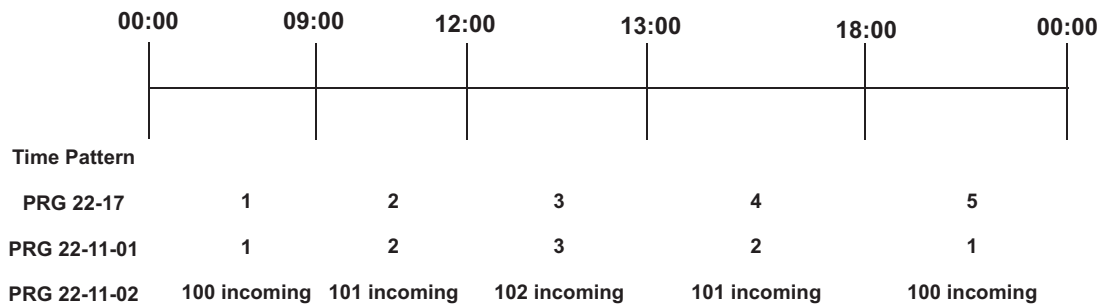
An option has been added to PRG 22-11 which allows you to determine if the DID routing should use the programmed ring group entry in PRG 22-12-01 when transferring calls from a busy or no answer number.

If DID digits match with the conversion table but there is no extension, no Voice Mail, or Voice Mail did not boot up, use PRG 22-11-11 to decide what to do with the incoming call. Go to (1) normal ring (default) or (0) caller hears a Busy Tone.

DID Call by Time Schedule

DID Call by Time Schedule allows for 100 programmed DID Conversion table entries (PRG 22-17-01) that can be routed based on Time Patterns. Each DID Conversion table has a maximum of eight programmable Time Patterns and each Time Pattern can reference one of the 800 different Dial-In Conversion table entries in PRG 22-11-01.

Example 1 (Automatic Change)



PRG 22-11-01 and PRG 22-11-02		
Table No.	Receive Dial	Transfer Dial
1	No setting	100
2	No setting	101
3	No setting	102

PRG 22-17					
Table No.	Receive Dial	Time Pattern	Start Time	End Time	PRG 22-11
1~100	1111	1	00:00	09:00	1
		2	09:00	12:00	2
		3	12:00	13:00	3
		4	13:00	18:00	2
		5	18:00	00:00	1
		6	00:00	00:00	0
		7	00:00	00:00	0
		8	00:00	00:00	0

Table 1-11 Example 2 (Manual Change)

PRG 22-17					
Table No.	Receive Dial	Time Pattern	Start Time	End Time	PRG 22-11
1~100	1111	1	00:00	00:00	1
		2	00:00	00:00	2
		3	00:00	00:00	3
		4	00:00	00:00	0
		5	00:00	00:00	0
		6	00:00	00:00	0
		7	00:00	00:00	0

PRG 22-17					
Table No.	Receive Dial	Time Pattern	Start Time	End Time	PRG 22-11
		8	00:00	00:00	0

Conditions

- DID service must be purchased from your local telephone company.
- DID Intercept for each DID number works for DID trunks with a trunk service type 3 in PRG 22-02. Other types of trunks may use the DID table, but the DID intercept feature for each DID number is not yet supported.
- When a call is transferred because of Call Forwarding No Answer, Call Forwarding Busy, or DND, the reason for Transfer option can display to the transferred extension when the call is ringing to their telephone.
- DISA also allows outside callers to dial system extensions directly.
- The Off-Hook Signaling provide DID calls with signaling options. Refer to Off-Hook Signaling for specific details.
- DID trunks do not ring external page speakers. Only trunks defined as normal in PRG 22-02-01 ring external page speakers.
- To simplify answering DID calls, assign function keys as line keys for the DID trunks.
- SMDR can print trunk port names or received dialed number for DID trunks. If enabled, DNIS digits can be printed on the SMDR reports instead of the trunk name.
- Transferred calls on DISA, DID, DIL, ISDN trunks, or from the VRS can display the reason a call is being transferred (Call Forward, Busy, No Answer, or DND).
- When defining trunks as DID or DID Mode in PRG 22-02-01, DID translation (PRG 22-11 or PRG 22-17) must be used, even if the incoming digits match the extension number.
- When using DID Call by Time Schedule and breaking out the Time Patterns, set the start time to 00:00 and end time to 00:00 for this feature to operate correctly. Refer to [DID Call by Time Schedule on the previous page](#) for more details.
- DID Call by Time Schedule Priority is given to the pattern that is set **manually**. However, when a time pattern changes with the time schedules set in PRG 22-17, the pattern applied by the Manual change is canceled and the Time Pattern is given priority.
- When Transfer Operation Mode is set to busy, call queuing must be turned off for it to work.

Default Settings

Disabled

Related Features

Central Office Calls, Answering

Direct Inward Line (DIL)

Direct Inward System Access (DISA)

Off-Hook Signaling

Paging, External

Programmable Function Keys

Station Message Detail Recording

Transfer

Guide to Feature Programming

The programs listed below indicate the most commonly used programs required for this feature. The programs are listed in the order that the installer should follow. Refer to the PCPro wizards for further detailed programming.

- When a * is listed next to the Program Number it indicates a program that **MUST** be set (from a default state) for this feature to be enabled.

DID Line Service

Program Number	Program Name/Description	Assigned Data
14-05-01 *	Trunk Group Setup Assign all DID trunks, including the D-Channel if there is one, to a valid trunk group. Do not assign any used DID trunks in trunk group 0, or the calls will not route.	0 ~ 25 (default = 1)
22-02-01 *	Incoming Call trunk Setup Assign all trunks as an incoming type of DID (setting data 3). This program is per trunk and per day/night mode, which there are 8 day/night modes. It is recommended that all 8 day/night modes be set as DID.	0 = Normal 1 = VRS 2 = DISA 3 = DID 4 = DIL 5 = E&M Tie Line 6 = Delay VRS 7 = ANI/DNIS 8 = DID (DDI) Mode Switching (default = 0)
22-09-01	Expected number of Digits Enter the number of digits, per the trunk group assigned in PRG 14-05, that the Telco will be sending to the SL1100 as DID's. The SL1100 will analyze the digits received from the Telco starting from the last digits working towards the first digits on ISDN or SIP trunks. Example: If the SL1100 was set to receive 4 digits and the Telco sent 10 digits (214-555-1000) the SL1100 would route off of the last 4 digits received (1000). The SL1100 will analyze the digits received from the Telco starting from the leading digits working towards the last digits on T1. Example: If the SL1100 was set to receive 4 digits and the Telco sent 10 digits (214-555-1000) the SL1100 would route off of the first 4 digits received (2145).	1 ~ 8 (default = 4)
22-09-02	Received Vacant Number Operation If the system receives a DID that is not routed this program sets what the system does with the call. If the setting data is a (0), Disconnect, the system will deny the call. If the setting data is a (1), Transfer, the call will be routed to the ring group specified in PRG 22-12-01.	0 = Disconnect (call denied) 1 = Transfer (call routed to PRG 22-12) (default = 0)
22-13-01	DID Trunk Group to Translation Table Assignment Per day/night mode a translation area must be assigned to the trunk group. This will allow for DID's to route to different places in day/night modes.	0 = No Routing 1 ~ 20 = Table Area (assigned in PRG 22-10) (default = 1)
22-10-01	DID Translation Table Setup Assign the DID translation tables (in PRG 22-11) that are going to be used to route the DID digits.	0 = No Routing 1 ~ 800 = Tables 1 ~ 800 (assigned in PRG 22-11) (Refer to the programming manual for the default values of all tables.)
22-11-01 *	Received Number Enter the digits received from the Telco that are going to be translated. The amount of digits entered should be equal to the setting assigned in PRG 22-09-01.	Maximum of 8 digits (0 ~ 9, *, #) (default = Not Assigned)
22-11-02 *	Target Number Enter the destination number to which the DID is to be sent.	Maximum of 8 digits (0 ~ 9, *, #, @) (default = Not Assigned)

Program Number	Program Name/Description	Assigned Data
22-11-03	DID Name A name can be assigned to each DID and will be displayed when an inbound call is made to that number. This setting will not override the caller ID name received from the Telco. Both the Telco caller ID name and the name assigned in this program will be displayed.	Maximum of 12 Characters (default = Not Assigned)
22-11-04	Transfer Operation Mode The transfer operation mode allows DID calls to have more routing options than just the target number. If the transfer operation mode is set to "No Transfer" calls will only be delivered to the Target Number specified in PRG 22-11-02. If set to one of the three other modes, it will follow that mode through all assigned transfer destinations.	0 = No Transfer 1 = Busy 2 = No Answer 3 = Busy/No Answer (default = 0)
22-11-05	Transfer Destination Number 1 If the transfer operation mode is set (PRG 22-11-04), and one of the conditions is met, calls will overflow from the target number to the destination in this program. If this was a No Answer condition calls would overflow to this program after the timer in PRG 22-01-06 expires.	0 = No Setting 1 ~ 25 = Ring Group 1 ~ 25 102 = Voice Mail (Call goes to the VM pilot assigned in PRG 45-01-01.) 201 ~ 232 = Department Group 1 ~ 32 401 = DISA 501 ~ 599 = DISA/VRS Message (VRS message number 1 ~ 99) 1000 ~ 1999 = Speed Dial Bins 000 ~ 999 (default = 0)
22-11-06	Transfer Destination Number 2 If the transfer operation mode is set (PRG 22-11-04), and one of the conditions is met, calls will overflow from Transfer Destination Number 1 to the destination in this program. If this was a No Answer condition calls would overflow to this program after the timer in PRG 22-01-07 expires.	0 = No Setting 1 ~ 25 = Ring Group 1 ~ 25 102 = Voice Mail (Call goes to the VM pilot assigned in PRG 45-01-01.) 201 ~ 232 = Department Group 1 ~ 32 401 = DISA 501 ~ 599 = DISA/VRS Message (VRS message number 1 ~ 99) 1000 ~ 1999 = Speed Dial Bins 000 ~ 999 (default = 0)
22-11-11	Incoming Ring Group Transfer If the transfer operation mode is set (PRG 22-11-04), and one of the conditions is met, calls will overflow from Transfer Destination Number 2 to the destination programmed in PRG 22-12-01. If this was a No Answer condition calls would overflow to this program after the timer in PRG 22-01-07 expires.	0 = Disable (Calls will not be routed to PRG 22-12.) 1 = Enable (Calls will be routed to PRG 22-12.) (default = 1)
22-12-01	DID Intercept Ring Group If the transfer operation mode is set (PRG 22-11-04), and the call has overflowed through Transfer Destination Number 1 and 2, and Incoming Ring Group Transfer is enabled, calls will be routed to the destination in this program.	0 = Not Set 1 ~ 25 = Ring Group 1 ~ 25 102 = Voice Mail (Call goes to the VM pilot assigned in PRG 45-01-01.) (default = 1)
22-01-06	DID Ring-No-Answer Time This is the amount of time that a call will ring the DID Transfer Target before overflowing to Transfer Destination Number 1.	0 ~ 64800 seconds (default = 20 seconds)
22-01-07	DID Incoming Ring Group No Answer Time This is the amount of time that a call will ring the Transfer Destination Number 1 before overflowing to Transfer Destination Number 2. This timer also controls the amount of time that a call will ring the Transfer Destination Number 2 before overflowing to the DID Intercept Ring Group.	0 ~ 64800 seconds (default = 20 seconds)
22-11-08	Maximum Number of DID Calls Per DID translation table a DID can be limited to only accept a certain amount of calls. If a call is delivered to the system when the limit has been reached, the outside caller will receive a busy tone.	0 = No Limit (Can receive as many calls as you have available trunks.) 1 ~ 84 = 1 ~ 84 Maximum DID Calls (default = 0)
22-11-09	Music on Hold Source Per DID translation table each DID, when placed on hold, will hear either the system Music on Hold source or the systems Background Music source.	0 = Music on Hold 1 = Background Music (default = 0)

DDI Mode Switching

Program Number	Program Name/Description	Assigned Data
22-02-01 *	<p>Incoming Call trunk Setup Assign all trunks as an incoming type of DDI Mode Switching (setting data 8). This program is per trunk and per day/night mode, which there are 8 day/night modes. It is recommended that all 8 day/night modes be set as DDI.</p>	<p>0 = Normal 1 = VRS 2 = DISA 3 = DID 4 = DIL 5 = E&M Tie Line 6 = Delay VRS 7 = ANI/DNIS 8 = DID (DDI) Mode Switching (default = 0)</p>
14-05-01	<p>Trunk Group Setup Assign all DID trunks, including the D-Channel if there is one, to a valid trunk group. Do not assign any used DID trunks in trunk group 0, or the calls will not route.</p>	<p>0 ~ 25 (default = 1)</p>
22-09-01	<p>Expected number of Digits Enter the number of digits, per the trunk group assigned in PRG 14-05, that the Telco will be sending to the SL1100 as DID's. The SL1100 will analyze the digits received from the Telco starting from the last digits working towards the first digits on ISDN or SIP trunks. Example: If the SL1100 was set to receive 4 digits and the Telco sent 10 digits (214-555-1000) the SL1100 would route off of the last 4 digits received (1000). The SL1100 will analyze the digits received from the Telco starting from the leading digits working towards the last digits on T1. Example: If the SL1100 was set to receive 4 digits and the Telco sent 10 digits (214-555-1000) the SL1100 would route off of the first 4 digits received (2145).</p>	<p>1 ~ 8 (default = 4)</p>
22-17-01 *	<p>DDI Translation Table Enter the digits received from the Telco that are going to be translated. The amount of digits entered should be equal to the setting assigned in PRG 22-09-01.</p>	<p>Maximum of 8 digits (0 ~ 9, *, #) 100 tables (entries) max (default = Not Assigned)</p>
22-17-04 *	<p>Dial In Conversion table Number Used to assign a DID translation table to one of the 100 entries in PRG 22-17-01 per day night mode. This can be done automatically following the system day/night modes or manually via a function key.</p>	<p>1 ~ 800 (These are the table entries in PRG 22-11.) (default = Not Assigned)</p>
22-11-01	<p>Received Number DO NOT assign anything here for the tables specified in PRG 22-17-04. This must be left blank or the DDI routing will not work.</p>	<p>Maximum of 8 digits (0 ~ 9, *, #) (default = Not Assigned)</p>
22-11-02 *	<p>Target Number Enter the destination number to which the DID is to be sent.</p>	<p>Maximum of 8 digits (0 ~ 9, *, #, @) (default = Not Assigned)</p>
20-07-26 *	<p>Dial In Mode Switch Per class of service this allows or denies the stations ability to control the DDI switching.</p>	<p>0 = OFF (Station cannot control DDI switching.) 1 = ON (Station can control DDI switching.) (default = 0)</p>
15-07-01 *	<p>Programmable Function Keys This program is used on a per station basis to assign different function keys to the Multiline Terminals. Function key (88) is used to control the night mode switching change per DID. One key will control one specific DID. Multiple keys are needed to control multiple DID's.</p>	<p>88 = Dial In Mode Switching (Refer to the programming manual for the default values and for all other available options in this command.)</p>

Operation

DID calls ring extensions like normal trunk calls.

To Activate DID Call by Time Schedule:

1. At any display Multiline Terminal, press Speaker key.
2. Dial the Dial-In Mode Switching Service Code (Default = Not assigned).
- OR -
 Press the **Dial-In Mode Switching Programmable Function** key (PRG 15-07-01, **88**, or SC 751 Key Code **88**).
3. Dial **1~100** (table number).
4. Dial the Time Pattern 1~8.

Table 1-12 LED Flash Patterns

Time Pattern	LED Appearance
Pattern 1	Off
Pattern 2	On
Pattern 3	Slow Flash
Pattern 4	Fast Flash
Patterns 5~8	Off

D

Direct Inward Line (DIL)

Description

A Direct Inward Line (DIL) is a trunk that rings an extension, virtual extension or Department Group directly. Since DILs only ring one extension or group (i.e., the DIL destination), employees always know which calls are for them. For example, a company operator can have a Direct Inward Line for International Sales Information. When outside callers dial the DIL telephone number, the call rings the operator on the International Sales line key. The DIL does not ring other extensions.

There are 084 available trunks, 32 Department Groups, 76 extensions and 50 virtual extensions.

DIL Delayed Ringing

Extensions in a Ring Group can have delayed ringing for another extension DIL. If the DIL is not answered at its original destination, it rings the DIL No Answer Ring Group. This could help a Technical Service department, for example, that covers calls for an Inside Sales department. If the Inside Sales calls are not answered, they ring into the Technical Service department.

Conditions

- If unanswered, a DIL without delayed ringing rings an extension until the outside party hangs up.
- If a DIL rings a Department Group and all agents are busy, the system routes the call as follows:
 1. The trunk rings the overflow destination assigned in PRG 22-08.
 2. If there is no PRG 22-08 assignment, the call rings according to the Ring Group assignments in PRG 22-04 and PRG 22-05.
 3. If none of the destinations in steps 1~2 above are available, the call continues to ring until a destination becomes free.
- The DIL follows call forwarding programming, even to voice mail.
- When a call is transferred by Call Forwarding - No Answer, Call Forwarding - Busy, or DND, the Reason for Transfer can display at the transferred extension.
- You can place DILs in trunk groups to make outgoing DIL calls easier.
- If a DIL destination extension is in DND, an incoming call rings according to Ring Group programming (PRG 22-08 then PRG 22-05).
 - If a user puts the telephone in Do Not Disturb, calls routed to the telephone in DND do not follow call forwarding.
- A user can activate Group Call Pickup to intercept a DIL ringing another extension.
- Program a name for a DIL in PRG 14-01-01. This makes it easier to identify the incoming call.
- If a Multiline Terminal is busy, a second incoming DIL call provides Call Alert Notification, depending on chassis programming. The second DIL call waits in line for the user to answer the call. The outside caller hears ringback tone while this occurs.
- If an extension has a line key for a DIL, the call rings the key. If not, the call rings an available line appearance. For other extensions, the DIL indicates busy.
- A DIL rings its assigned extension without Ring Group programming. A DIL only rings its assigned extension. It does not ring other extensions in a Ring Group.
- Transferred calls on DISA, DID, DIL, ISDN trunks, or from the VRS can display the reason a call is being transferred (Call Forward, Busy, No Answer, or DND).

Default Settings

Disabled

System Availability

Terminals

All Terminals

Required Component(s)

None

Related Features

Call Forwarding

Central Office Calls, Answering

Central Office Calls, Placing

Department Calling

Do Not Disturb (DND)

Group Call Pickup

Name Storing

Off-Hook Signaling

Paging, External

Programmable Function Keys

Ring Groups

Transfer

Guide to Feature Programming

The programs listed below indicate the most commonly used programs required for this feature. The programs are listed in the order that the installer should follow. Refer to the PCPro wizards for further detailed programming.

- When a * is listed next to the Program Number it indicates a program that **MUST** be set (from a default state) for this feature to be enabled.

Program Number	Program Name/Description	Assigned Data
22-02-01 *	Incoming Call Trunk Setup For an analog trunk to be DIL it must be set as a type (4) DIL. Once the trunk type is set to DIL the destination can be assigned in PRG 22-07-01.	0 = Normal 1 = VRS 2 = DISA 3 = DID 4 = DIL 5 = E&M Tie Line 6 = Delay VRS 7 = ANI/DNIS 8 = DID (DDI) Mode Switching (default = 0)

Program Number	Program Name/Description	Assigned Data
22-07-01 *	DIL Assignment Per trunk, per day/night mode, assign the destination extension or pilot number that the trunk is to be routed to.	Maximum of 8 digits (0 ~ 9, *, #) (default = Not Assigned)
22-01-04	DIL/IRG No Answer Destination Timer A call will ring the DIL destination for the specified amount of time programmed. Once the timer expires, and the call was not answered, the call will now overflow to the destination set in PRG 22-08-01.	0 = No Overflow 1 ~ 64800 = 1 ~ 64800 seconds (default = 0)
22-08-01	DIL/IRG No Answer Destination After the timer in PRG 22-01-04 expires the call will be sent to the location programmed within this program.	0 = No Setting 1 ~ 25 = Ring Group 1 ~ 25 102 = Voice Mail (Call goes to the VM pilot assigned in PRG 45-01-01.)

D

Operation

To answer a call on your Direct Inward Line:

1. Lift the handset.
2. Press the flashing line key for DIL on the Multiline Terminal.
 - Pressing the flashing line key puts the first call on hold and answers the second incoming call. This can be repeated until all incoming calls are answered.
 - If you have Ringing Line Preference, lift the handset to answer the call.
 - If you do not answer the call, it may ring other extensions (i.e., the DIL No Answer Ring Group).

To place a call on your Direct Inward Line:

1. Lift the handset.
2. At the Multiline Terminal, press the line key for DIL.
 - OR -
 - Dial **#9** and the DIL trunk number (e.g., 05).
 - OR -
 - Dial **704** and the DIL trunk group number (e.g., 05).
 - OR -
 - Dial **9** for Trunk Group Access.
3. Dial the number.

Direct Inward System Access (DISA)

Description

DISA permits outside callers to directly dial system extensions, trunks and selected features. This could help an employee away from the office that wants to directly dial co-workers or use the company trunks for long distance calls. To use DISA, the employee:

- Dials the telephone number that rings the DISA trunk
- Waits for the DISA trunk to automatically answer with a unique dial tone
- Dials the 6-digit DISA password (access code)
- Waits for a second unique dial tone
- Accesses a system trunk, uses a selected feature or dials a system extension

DISA calls ring system extensions like other outside calls. If an extension has a line key for the DISA trunk, the call rings that key.

You can set DISA operation differently for each Night Service mode. For example, a trunk can be a normal trunk during the day and a DISA trunk at night. You can also set the routing for DISA trunks when the caller dials a busy or unanswered extension, dials incorrectly or forgets to dial.

DISA allows 15 users, 15 DISA Classes of Service and 084 trunks.

DISA Class of Service

DISA Class of Service provides features and dialing restrictions for DISA callers. This allows you to control the ability of the DISA callers dialing into your system. When a DISA caller first accesses the system, they can be prompted to enter a DISA password before proceeding. The system associates the password entered with a specific user number, which in turn has a Class of Service. If the Class of Service allows the action (such as making outgoing trunk calls), the call goes through. If the DISA Class of Service does not allow the action, the system prevents the call. The DISA Class of Service options are:

- Trunk Group Routing/ARS Access
When a DISA caller dials into the system, they may be able to dial 9 and place outside calls. Any toll charges are incurred by the system. The call follows the system Trunk Group Access or Automatic Route Selection - whichever is enabled.
- Trunk Group Access
DISA callers may be able to access a specific trunk group for outgoing calls through the system. To access a Trunk Group, the user dials Service Code **704** followed by the Trunk Group number (Trunk Groups 1~25). This allows the DISA caller to place an outgoing call over the selected group. Trunk Group Access bypasses the system Trunk Group Routing/ARS/Trunk Access Maps. As with dial **9** access, any toll charges are incurred by the system.
- Speed Dial - System/Group/Station
The System Speed Dial dialing bins may be available to DISA callers. This could save the DISA caller time when dialing. To access the System Speed Dialing bins, the caller dials Service Code **#2** and the System Speed Dial Bin number.
- Operator Calling
A DISA caller may be able to dial 0 for the system operator.
- Paging
Internal and External Paging may be available to DISA callers. This allows co-workers in adjacent facilities, for example, to broadcast announcements to each other.
- Direct Trunk Access
DISA callers may be able to select a specific trunk for outgoing calls through the system. To directly access a trunk, the user dials Service Code **#9** followed by the trunk number (e.g., 001). This allows the DISA caller to place an outgoing call over the selected trunk. Direct Trunk Access bypasses the system Trunk Group Routing/ARS/Trunk Access Maps. As with dial **9** access, any toll charges are incurred by the system.
- Call Forward

DISA callers may be able to set Call Forwarding to redirect extension calls to another extension. Call Forwarding ensures that the user's calls are covered when they are away from their work area.

- **DISA Barge-In**

The DISA Barge-In option allows a DISA caller to break into another extension user's established call. This sets up a three-way conversation between the intruding party and the two parties on the initial call.

DISA Toll Restriction

The digits a DISA caller dials for an outgoing call may be subject to the system Toll Restriction. For example, Toll Restriction can prevent users from dialing a 1-900 service. When an incoming DISA caller tries to use system trunks to dial 1-900, Toll Restriction denies the call.

DISA Operating Modes

The DISA Operating Modes determine what happens when a DISA caller forgets to dial, calls a busy or unanswered extension or dials incorrectly. The system can either drop the call or send it to a preset Ring Group (called the DISA Transfer Destination).

Department Calling with Overflow Message

If a DISA caller dials a busy Department Calling Group, the system can periodically play the voice prompt, *"Please hold on. All lines are busy. Your call will be answered when a line becomes free."* while the caller waits. The interval between the voice prompts is the VRS Waiting Message Interval Time. When an extension in the Department Group becomes available, the call automatically goes through. If the Department Calling Group remains busy past the DISA No Answer Time, the DISA call routes to the overflow destination or disconnects. (What happens to the unanswered call is set by the DISA Operating Mode). The Overflow Message requires a VRS.

Warning Tone for Long DISA Calls

You can set up the system to provide a warning tone to DISA callers that have been on a call too long. The warning tone can be just a reminder (which the caller can ignore) or can be followed by a forced disconnect of the call. When the DISA caller hears the warning tone, they have the option of dialing a code to continue the conversation or disconnect.

Trunk Continue/Disconnect Codes

Users have the option to use a Continue or Disconnect service code. The Continue service code extends the conversation for a programmed time. If the user enters the Disconnect service code, the call is immediately disconnected.

Example:

The following example indicates how a call will be handled with the system programmed as follows:

- PRG 14-01-25: **1**
 - PRG 20-28-01: **#**
 - PRG 20-28-02: **No Setting**
 - PRG 20-28-03: **180**
 - PRG 24-02-07: **600** (Used only with manually transferred Tandem Trunk calls)
 - PRG 24-02-10: **30** (Used only with manually transferred Tandem Trunk calls)
 - PRG 25-07-07: **600** (Used only with automatically transferred Tandem Trunk calls or DISA calls)
 - PRG 25-07-08: **30** (Used only with automatically transferred Tandem Trunk calls or DISA calls)
1. An external call connects to an external number (either by transferring with Tandem Trunking or by DISA caller).
 2. After 10 minutes (Tandem Trunking = PRG 24-02-07 or DISA = PRG 25-07-07), a warning tone is heard and the user dials # (PRG 20-28-01) to extend the conversation.
 3. After three minutes (PRG 20-28-03), the warning tone is heard again. After 30 seconds (Tandem Trunking = PRG 24-02-10 or DISA = PRG 25-07-08), the call is disconnected.

Conditions

- The DISA caller must use an analog (DTMF) telephone. DISA is compatible with calling devices that meet the DTMF signaling requirements of EIA Specification RS-464. DISA trunks must be supervised loop start.
- The Continue/Disconnect code must be DTMF.
- With an analog trunk, the Continue/Disconnect code may work using DTMF sounds from the opposite side trunk. With an ISDN trunk, PRG 14-01-25 must be enabled to detect the Continue/Disconnect code.
- The Continue/Disconnect code is not accepted while dialing a trunk.
- Continue/Disconnect codes do not work if all DTMF receivers are busy.
- When used with the Networking feature, both systems must be programmed the same.
- In a system with ARS enabled:
When a DISA caller dials **9** for an outside call (if allowed), the system routes the call via ARS.
- In a system with ARS disabled:
When a DISA caller dials **9** for an outside call (if allowed), the system uses the routes programmed for Trunk Group Routing.
- Transferred calls on DISA, DID, DIL, ISDN trunks, or from the VRS can display the reason a call is being transferred (Call Forward, Busy, No Answer or DND).
- Long conversation cutoff is controlled separately for manually transferred Tandem Trunk calls, automatically transferred Tandem Trunk calls, and DISA calls.
- Tandem Trunking also uses the Continue/Disconnect codes DISA uses.
- Department Calling with Overflow Message requires PZ-VM21 for VRS.
- DISA can only be set to call forward to another extension. Call Forward Off-Premise is not supported.
- When the DISA/VRS Ring Group Transfer (PRG 25-03 and PRG 25-04) are set to 104 (Speed Dial Bin), the Speed dial is treated as an internal call no matter what PRG 13-01-01 is set to. If an outside number is required, the trunk access code must be put into the speed dial bin.

Default Settings

Disabled

System Availability

Terminals

Remote Analog DTMF telephones

Required Component(s)

InMail (for Announcements)

Related Features

Automatic Route Selection (ARS/F-Route)

Central Office Calls, Answering

Direct Inward Dialing (DID)

Direct Inward Line (DIL)

Long Conversation Cutoff

Tandem Trunking (Unsupervised Conference)

Transfer

Voice Response System (VRS)

Guide to Feature Programming

Program Number	Program Name	Default
10-09-01	DTMF and Dial Tone Circuit Setup	Resource 01 - 96 = 0 (Common)
11-01-01	System Numbering	Refer to Programming Manual.
11-09-02	Trunk Access Code - 2nd Trunk Route Access Code	not assigned
14-01-02	Basic Trunk Data Setup - Transmit Level	32 (0dB)
14-01-03	Basic Trunk Data Setup - Receive Level	32 (0dB)
14-01-13	Basic Trunk Data Setup - Trunk-to-Trunk Transfer	0
20-01-05	System Options - DTMF Receive Active Time	10 (seconds)
20-06-01	Class of Service for Extensions	Extension 101 is Class 15 and other Extension are Class 1
20-09-01	Class of Service Options (Incoming Call Service) - Second Call for DID/DISA/DIL Override	COS 01~15 = 1
20-13-23	Class of Service Options (Supplementary Service) - Display the Reason for Transfer	COS 01~15 = 0
20-14-01	Class of Service Options for DISA - First Digit Absorption (Delete First Digit Dialed)	COS 01~15 = 0
20-14-02	Class of Service Options for DISA - Trunk Group Routing/ARS Access	COS 01~15 = 1
20-14-03	Class of Service Options for DISA - Trunk Group Access	COS 01~15 = 1
20-14-04	Class of Service Options for DISA - Outgoing System Speed Dialing	COS 01~15 = 0
20-14-05	Class of Service Options for DISA - Operator Calling	COS 01~15 = 1
20-14-06	Class of Service Options for DISA - Internal Paging	COS 01~15 = 1
20-14-07	Class of Service Options for DISA - External Paging	COS 01~15 = 1
20-14-08	Class of Service Options for DISA - Direct Trunk Access	COS 01~15 = 0
20-14-09	Class of Service Options for DISA - Forced Trunk Disconnect <Not for ISDN T-point>	COS 01~15 = 0
20-14-10	Class of Service Options for DISA - Call Forward Setting by Remote via DISA	COS 01~15 = 0
20-14-11	Class of Service Options for DISA - DISA/Tie Trunk Barge-In	COS 01~15 = 0
21-15-01	Individual Trunk Group Routing for Extensions	0 (No setting)
22-01-11	System Options for Incoming Calls - VRS Waiting Message Interval Time	20 (seconds)
22-02-01	Incoming Call Trunk Setup	0
22-04-01	Incoming Extension Ring Group Assignment	Extension 101~108 (first eight ports) ring for incoming Ring Group 1 calls. No other extensions ring for incoming Ring Group 1 calls.
25-01-01	VRS/DISA Line Basic Data Setup - VRS/DISA Dial-In Mode	0
25-01-02	VRS/DISA Line Basic Data Setup - DISA User ID	1
25-01-03	VRS/DISA Line Basic Data Setup - VRS/DISA Transfer Alarm	0
25-02-01	VRS/DISA VRS Message	Talkie type = 1 Additional Data = 1
25-03-01	VRS/DISA Transfer Ring Group With Incorrect Dialing	0

Program Number	Program Name	Default
25-04-01	VRS/DISA Transfer Ring Group With No Answer/Busy	0
25-05-01	VRS/DISA Error Message Assignment	0
25-06-01	VRS/DISA One-Digit Code Attendant Setup - Next Attendant Message Number	0
25-06-02	VRS/DISA One-Digit Code Attendant Setup - Destination Number	not assigned
25-07-01	System Timers for VRS/DISA - VRS/DISA Dial Tone Time	10 (seconds)
25-07-02	System Timers for VRS/DISA - VRS/DISA No Answer Time	0 second
25-07-03	System Timers for VRS/DISA - Disconnect after VRS/DISA retransfer to IRG	60 (seconds)
25-07-04	System Timers for VRS/DISA - Calling Time to Automatic Answering Telephone Set	10 (seconds)
25-07-05	System Timers for VRS/DISA - Duration Time for Guidance Message by Automatic Answering Telephone Set	10 (seconds)
25-07-06	System Timers for VRS/DISA - Duration Time for Guidance Message by ACI	10 (seconds)
25-07-07	System Timers for VRS/DISA - Long Conversation Warning Tone Time	3600 seconds
25-07-08	System Timers for VRS/DISA - Long Conversation Disconnect Time	10 seconds
25-07-09	System Timers for VRS/DISA - DISA Internal Paging Time	30 (seconds)
25-07-10	System Timers for VRS/DISA - DISA External Paging Time	30 (seconds)
25-07-11	System Timers for VRS/DISA - VRS/DISA Answer Delay Time	0 (seconds)
25-07-13	System Timers for VRS/DISA - VRS/DISA Busy Tone Interval	5 (seconds)
25-08-01	DISA User ID Setup - Password	Not assigned
25-09-01	Class of Service for DISA Users	1
25-10-01	Trunk Group Routing for DISA	1
25-11-01	DISA Toll Restriction Class	2
25-12-01	Alternate Trunk Group Routing for DISA	1
25-15-01	DISA Transfer Target Setup - DISA Transfer Target Area at Wrong Dial	999
25-15-02	DISA Transfer Target Setup - DISA Transfer Target Area at No Answer or Busy	999

Trunk Continue/Disconnect Codes

Program Number	Program Name	DefaultS
14-01-25	Basic Trunk Data Setup - Continued/Discontinued Trunk-to-Trunk Conversation	0
22-07-01	DIL Assignment	not assigned
20-28-01	Trunk to Trunk Conversation - Conversation Continue Code	not assigned
20-28-02	Trunk to Trunk Conversation - Conversation Disconnect Code	not assigned
20-28-03	Trunk to Trunk Conversation - Conversation Continue Time	0 (seconds)
24-02-07	System Options for Transfer - Trunk-to-Trunk Transfer Release Warning Tone	1800 (seconds)

Program Number	Program Name	DefaultS
24-02-10	System Options for Transfer - Disconnect Trunk-to-Trunk	0 (seconds)
25-07-07	System Timers for VRS/DISA - Long Conversation Warning Tone Time	180 (seconds)
25-07-08	System Timers for VRS/DISA - Long Conversation Disconnect Time	10 (seconds)

Operation

To place a DISA call into the system:

1. Dial the telephone number that rings the DISA trunk.
2. Wait for the DISA trunk to automatically answer with a unique dial tone.
3. Dial the 6-digit DISA password (access code).
4. Wait for a second unique dial tone.
5. Dial an extension.
 - OR -
 - Dial **9** for Trunk Group Routing or ARS.
 - OR -
 - Dial Alternate Trunk Route Access Code (if enabled).
 - OR -
 - Dial **704** + a trunk group number (**1~25**) for an outside call.
 - OR -
 - Dial **#9** + a trunk number (**001~076**) for an outside call.
 - OR -
 - Dial **#2** + System Speed Dialing bin number.
 - OR -
 - Dial **9** for the operator.
 - OR -
 - Dial **701** + an Internal Paging Zone number (**0, 1~9, 00, 01~64**).
 - OR -
 - Dial **#2** + an External Paging Zone number (**1~8** or **0** for All Call).
 - OR -
 - Dial **710** + a busy extension number to barge in to a call.

To forward extension calls using a DISA call into the system:

1. Dial the telephone number that rings the DISA trunk.
2. Wait for the DISA trunk to automatically answer with a unique dial tone.
3. Dial the 6-digit DISA password (access code).
4. Wait for a second unique dial tone.
5. Dial the Call Forward service code (as defined in PRG 11-11-01 through PRG 11-11-05).
6. Dial the number of the extension to be forwarded.
7. Dial **1** to set Call Forwarding or **0** to cancel Call Forwarding.
8. Dial the extension number to which the calls will be forwarded.

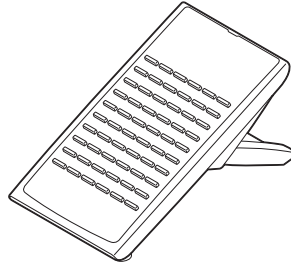
To use the Continue code to extend a DISA call:

1. An external call connects to an external number (either by transferring with Tandem Trunking or by DISA caller).
2. After the programmed time (PRG 25-07-07), a warning tone is heard and the user dials the Continue code (PRG 20-28-01) to extend the conversation.
3. After the programmed time (PRG 20-28-03), the warning tone is heard again. After the programmed time (PRG 25-07-08), the call is disconnected if the Continue code is not dialed again.

Direct Station Selection (DSS) Console

Description

The DSS Console gives a Multiline Terminal user a Busy Lamp Field (BLF) and one-button access to extensions, trunks, and system features. This saves time for users that do a lot of call processing (e.g., attendants, operators, or dispatchers). The DSS Console simplifies:



- Calling extensions and door boxes
- Placing, answering and transferring outside calls (Needs to assign keys)
- Making an External or Internal Page (Needs to assign keys)
- Switching the Night Service mode (Needs to assign keys)
- Activating DSS Console Alternate Answer (Needs to assign keys)

The DSS Console also provides DSS Console Alternate Answer. This lets a Multiline Terminal user with a DSS Console quickly reroute their calls to a co-worker. Transferred and dial 0 calls ring both DSS Consoles and, if the VRS is installed, the main operator hears the message, "Your calls have been forwarded". Central office calls ring both consoles and no message is heard by the operator.

You can also program the DSS Console keys to store Service Codes (up to 36 digits long). This provides the DSS Console user with many of the features available on One-Touch and Programmable Feature Keys. The DSS Console keys can optionally store additional associated digits after the Service Code. For example, if they are Trunk Group 1 ~ 9 then storing 70401 under a DSS Console Key access Trunk Group 1 when the console user presses the key. If they are more than 9 Trunk Group it will be 70401.

The maximum number of consoles allowed per system is 12.

DSS Lamp Table Changed to Apply to DSS/Hotline Keys for Multiline Terminals

Using PRG 30-05-02~PRG 30-05-21 DSS Console Lamp Table, you can assign LED flash patterns for DSS and Hotline keys on Multiline Terminals and DSS Consoles.

Conditions

- Changing flash patterns for DSS Consoles also changes them for Hotline keys.
- When installing a DSS, the system must auto-detect the console for the LEDs to function correctly. When connecting the DSS to an extension previously defined with another circuit type, undefine the circuit type (enter 00 in PRG 10-03-01 for the extension number), then connect the DSS Console.
- Programmable Function keys for Trunk Group (*02) and Virtual Extension (*03) cannot be programmed on a DSS Console as the system does not allow entry of the additional data required for these keys.
- A user can use the One-Touch Programmable Function Key (code 01) to have DSS Console keys for Personal Speed Dial and common and group Speed Dial.
- A DSS key indicates only a Call Forwarding indication for extensions forwarded with Immediate Call Forwarding.
- A DSS Console can have line keys for placing and answering calls.
- The DSS Console provides one-touch calling and a Busy Lamp Field for Door Boxes. Refer to [Door Box on page 1-217](#) when programming Door Boxes.

D

- The DSS Console provides one-touch Night Service switching. Refer to [Night Service on page 1-474](#) when programming Night Service options.
- Like a One-Touch Key, a user can have DSS Console keys for Direct Station Selection, Trunk Calling, Personal Speed Dial, Speed Dialing, and Service Code access.
- The DSS Console provides one-touch External and Internal Page zone access. Refer to [Paging, External on page 1-487](#) and [Paging, Internal on page 1-492](#).
- You can program the DSS Console keys with service codes to provide the functions of many of the Programmable Function keys. The stored service code can have up to three digits, but it can have additional option codes added (e.g. to set Immediate Call Forward for all calls. Trunk Group (*02) and Virtual Extension (*03) codes can not be programmed on a DSS Console as the system does not allow entry of the additional data required.
- The capacity of a console can be expanded by assigning a Page key (shift key). The Page key (shift key) must be assigned on keys 55~60.
- When a Multiline Terminal user is on a call, they can transfer to another station by pressing a DSS key for that station. It is not necessary to press Transfer key to transfer to another station using a DSS key.



When a Multiline Terminal user is on a call, they must press Transfer key to transfer a call off site with a DSS key.

- Pauses can be entered in the dial string of a DSS/One Touch button. The pause is entered as P in the dial string and causes the system to wait three seconds before sending the rest of the digits that follow the P (pause). Multiple pauses can be entered.
- The @ can be entered in the dial string of a DSS/One Touch button. The @ only applies to ISDN and Intercom calls. When using the @, the system waits for the destination to answer (answer supervision), and then sends the rest of the digits.
- Entering a P (pause) in a DSS/One Touch dial string can be used for CO calls, Intercom calls, or after the @ for ISDN calls.

Default Settings

- No DSS Consoles assigned (in PRG 30-02-01).
- All DSS Console key ranges are ports 1~60.
- Once a DSS Console is enabled, the console keys are DSS keys (PRG 30-03-01).

System Availability

Terminals

All Multiline Terminals

Required Component(s)

None

Related Features

Abbreviated Dialing/Speed Dial

Call Forwarding

Central Office Calls, Answering

Central Office Calls, Placing

Door Box

Night Service

One-Touch Calling**Paging, External****Paging, Internal****Programmable Function Keys****Guide to Feature Programming**

Program Number	Program Name	Default
10-03-01	ETU Setup (084M-B1, 080E-B1, 008E-B1 Setup) - Terminal Type (B1)	Refer to Programming Manual.
15-02-08	Multiline Telephone Basic Data Setup - Automatic Handsfree	1
20-06-01	Class of Service for Extensions	Extension 101 is Class 15 and other Extension are Class 1
20-13-06	Class of Service Options (Supplementary Service) - Automatic Off-Hook Signaling (Automatic Override)	COS 01~15 = 1
20-13-49	Class of Service Options (Supplementary Service) - BLF Indication on CO Incoming State	COS 01~15 = 0
20-17-01	Operator Extension - Operator's Extension Number	301
30-01-01	DSS Console Operating Mode	0
30-02-01	DSS Console Extension Assignment - Extension Number	not assigned
30-03-01	DSS Console Key Assignment	The DSS keys 001~060 of all DSS consoles = DSS/One-Touch key 101~160 The DSS keys 061~114 of all DSS consoles = No Setting
30-04-01	DSS Console Alternate Answer	0
30-05-02	DSS Console Lamp Table - Busy Extension	7 (On)
30-05-03	DSS Console Lamp Table - DND Extension	3 (On)
30-05-09	DSS Console Lamp Table - Hotel Status Code 1 (Hotel DSS)	7 (On)
30-05-10	DSS Console Lamp Table - Hotel Status Code 2 (Hotel DSS)	1 (FL)
30-05-11	DSS Console Lamp Table - Hotel Status Code 3 (Hotel DSS)	2 (WK)
30-05-12	DSS Console Lamp Table - Hotel Status Code 4 (Hotel DSS)	3 (RW)
30-05-13	DSS Console Lamp Table - Hotel Status Code 5 (Hotel DSS)	5 (IL)
30-05-14	DSS Console Lamp Table - Hotel Status Code 6 (Hotel DSS)	3 (RW)
30-05-15	DSS Console Lamp Table - Hotel Status Code 7 (Hotel DSS)	6 (IW)
30-05-16	DSS Console Lamp Table - Hotel Status Code 8 (Hotel DSS)	4 (IR)
30-05-17	DSS Console Lamp Table - Hotel Status Code 9 (Hotel DSS)	3 (RW)
30-05-18	DSS Console Lamp Table - Hotel Status Code 0 (Hotel DSS)	0 (Off)

D

Program Number	Program Name	Default
30-05-19	DSS Console Lamp Table - Hotel Status Code ✱ (Hotel DSS)	4 (IR)
30-05-20	DSS Console Lamp Table - Hotel Status Code # (Hotel DSS)	5 (IL)
30-05-21	DSS Console Lamp Table - VM Message Indication	3 (RW)
30-10-01	DSS Console IP Terminal Setup - MAC Address	00-00-00-00-00-00

Table 1-13 Default Value for PRG 30-03-01


Conversion Table	Received Number	Target Number
DSS001	01 (DSS Key)	101
DSS002	01 (DSS Key)	102
:	:	:
DSS059	01 (DSS Key)	159
DSS060	01 (DSS Key)	160
DSS061 - 114	00 (Blank)	No Setting




Operation

Calling an extension from your DSS Console:

1. Press the **DSS Console** key.


 *If the call voice-announces, you can make it ring by dialing 1.*

 *If you do not have Handsfree, you must lift the handset to speak.*

Extension Busy Lamp Field	
When the DSS key is... On Off Flashing Fast	The assigned extension is... Busy on a call Idle In Do Not Disturb

Answering a trunk call from your DSS Console:

1. Press the flashing **DSS Console** key assigned to the trunk.

 *If you do not have Handsfree, you must lift the handset to speak.*


Transferring a call using your DSS Console (Needs to set at 30-03):


1. Place or answer the call.
2. Press Transfer key to transfer the call.
3. Press the **DSS** key for the extension to receive the transfer.
4. (Optional) Announce the call.

 *If called party does not want the call, press the flashing line key to retrieve it.*

Making an External Page using your DSS Console (Needs to set at 30-03):

1. Press the **DSS Console External Page** zone key (1~3).

 *If the zone you want is busy, try again later.*


 *If you do not have Handsfree, lift the handset to make your announcement.*

External Page Busy Lamp Field	
When the DSS key is... On Off	The External Page zone is... Busy Idle

Making an Internal Page using your DSS Console (Needs to set at 30-03):

1. Press the **DSS Console Internal Page** zone key (Group key 1~32).

 *If the zone you want is busy, try again later.*

 *If you do not have Handsfree, lift the handset to make your announcement.*


Internal Page Busy Lamp Field	
When the DSS key is... On Off	The Internal Page zone is... Busy Idle

Switching the Night Service mode from your DSS Console (Needs to set at 30-03):


1. Press the **Night Service** key.

Night Service Busy Lamp Field	
When this key is ON... DAY NIGHT BREAK NIGHT 2	The system is in the... Day 1 Mode Night 1 Mode Break 1 Mode Night 2 Mode

Using a DSS Console key as a One-Touch or Programmable Function key:

 *A user can have DSS Console keys programmed as One-Touch keys. These keys can be used for Direct Station Selection, Trunk Calling, Personal Speed Dial, Speed Dialing, and Service Code access. The stored service code cannot be longer than three digits.*

1. Press the **DSS Console** key for function.

 *For example, you can forward your calls by pressing the DSS key + dial 1 + destination. Your the DSS key must have been previously programmed for Call Forward.*

Directed Call Pickup

Description

Directed Call Pickup permits an extension user to intercept a call ringing another extension. This allows a user to conveniently answer a call for a co-worker from their own telephone. With Directed Call Pickup, an extension user can pick up:

- Trunk calls (i.e., Ring Group calls)
- Direct Inward Lines
- Transferred trunk calls
- Transferred Intercom calls
- Ringing and voice-announced Intercom calls

Conditions

- Calls which were on hold or transferred which recall the extension can be answered using Directed Call Pickup.
- Personal Park also uses the Directed Call Pickup code.
- Voice Mail Park and Page also uses the Directed Call Pickup code.

Default Settings

Enabled

System Availability

Terminals

All Stations

Required Component(s)

None

Related Features

Call Arrival (CAR) Keys

Department Calling

Group Call Pickup

Hold

Hotline

Park

Secretary Call Pickup

Secondary Incoming Extension

Transfer

Virtual Extensions

InMail

Guide to Feature Programming

Program Number	Program Name	Default
11-12-25	Service Code Setup (for Service Access) - Direct Call Pickup - Own Group	756
11-12-26	Service Code Setup (for Service Access) - Call Pickup for Specified Group	768
11-12-27	Service Code Setup (for Service Access) - Call Pickup	*#
11-12-28	Service Code Setup (for Service Access) - Call Pickup for Another Group	769
11-12-29	Service Code Setup (for Service Access) - Direct Extension Call Pickup	**
11-12-30	Service Code Setup (for Service Access) - Specified Trunk Answer	672
20-06-01	Class of Service for Extensions	Extension 101 is Class 15 and other Extension are Class 1
20-10-05	Class of Service Options (Answer Service) - Directed Call Pickup for Own Group	COS 01~15 = 1

D

Operation

To use Directed Call Pickup to intercept a call to a co-worker's extension:

1. Pick up the handset or press Speaker key.
2. Dial **.
3. Dial number of extension whose call you want to intercept.



If more than one call is coming in, the system sets the priority for which call it answers first.

Directory Dialing

Description

Directory Dialing allows a Multiline Terminal user to select a co-worker or outside caller from a list of names, rather than dialing the telephone number. There are four types of Directory Dialing:

- SPD-Speed Dials
- EXT-co-worker's Extensions
- STA-Personal Speed Dials
- TELBK-Telephone Book

Conditions

- Directory Dialing sorts and searches directory names in alphabetical order (based on all characters entered of the name) when the system starts up or reboots. The system resorts extension names when:
 - You change PRG 15-01-01 (Extension Numbers and Names).
 - Any user dials 700 and changes their extension name.
- Directory Dialing follows all the programmed options and conditions for Speed Dial-System/Group/Station, Intercom Calling and One-Touch Calling.
- Extension Directory only shows a telephones/VEs that are connected and have a name assigned in PRG 15-01-01.

Default Settings

Enabled

System Availability

Terminals

All Display Multiline Terminals with Softkeys

Required Component(s)

None

Related Features

Abbreviated Dialing/Speed Dial

Last Number Redial

Name Storing

Softkeys

Guide to Feature Programming

Program Number	Program Name	Default
20-13-51	Class of Service Options (Supplementary Service) - Number and Name Appear in the Directory	COS 01~15 = 1


Program Number	Program Name	Default
21-01-02	System Options for Outgoing Calls - Intercom Inter-digit Time	10 (seconds)


Operation


For the Directory Dialing at advance mode (PRG 15-02-60:1 or 2), refer Navigation key feature.


To use Directory Dialing from a Multiline Terminal with an LCD (When set PRG 15-02-60:0):


1. Press the **Dir** softkey.
- OR -
Press the **Right Cursor** key.
2. Press the softkey for the Directory Dialing type:
 - SPD-Speed Dials
 - EXT-co-worker's Extensions
 - STA-Personal Speed Dials
 - TELBK-Telephone Book

 *Directory Dialing follows any feature restrictions that your system may have enabled. For example, if your extension cannot normally use Speed Dial - System/Group/Station, Directory Dialing can not access it either.*
3. Dial letter/number range for the party you want to call (e.g., dial 2 for A, B, C or 2).

 *You can enter several letters to help narrow the search.*

 *Press # to enter additional letters on the same key (ex: TOM = 8666#6).*
4. Press the **Down Arrow** softkey to jump to that section.
5. Press the Volume **▲** or **▼** key to scroll through the list.

 *If you wait too long between your selections, Directory Dialing automatically cancels.*
6. Lift the handset or press the **DIAL** softkey or Speaker key to place the selected call.

 *If you selected an outside call, it routes according to your system Trunk Group Routing/ARS setup.*

To cancel Directory Dialing:

Press Exit key.

Distinctive Ringing, Tones and Flash Patterns

Description

Distinctive Ringing, Tones and Flash Patterns provide extension users with audible and visual call status signals. This lets users tell the type of calls by listening to the ringing/tones and watching the keys. It also helps users monitor the progress of their calls. In addition, Distinctive Ringing lets Multiline Terminal users customize their Intercom and trunk call ringing. This is helpful for users that work together closely. For example, if several co-workers set their Multiline Terminals to ring at different pitches, each co-worker can always tell which calls are for them. You can also customize the tones the system uses for splash tone, confirmation tone, trunk ring tone, Intercom ring tone and Alarm ring tone. Refer to the chart below and the SL1100 Programming Manual for more details.

Table 1-14 Distinctive Ringing: Tones and Flash Patterns

Program	Description
80-01-01~04 Service Tone Setup	Set the frequency of the system splash tone. This is the tone the system uses, for example, to alert the user of an incoming voice-announced Intercom call.
30-05-02~21 DSS Console Lamp Table	Set the DSS and Hotline key flash rates for busy, idle, DND, and hotel options.

Conditions

- Single Line Terminal users cannot listen to or hear the pitch of the telephone incoming ring.
- If PRG 22-03-01 is set to 0~3 and PRG 15-02-02 is set to 1~3, trunk calls follow the ring pattern in PRG 22-03-01 and the pitch in PRG 15-02-02.
- If PRG 22-03-01 is set to 4~8 and PRG 15-02-02 is set to 1~3, trunk calls follow the ring pattern in PRG 22-03-01.
- If PRG 22-03-01 is set to 0~8 and PRG 15-02-02 is set to 4~8, trunk calls follow the ring pattern in PRG 15-02-02.
- If PRG 15-08 : Incoming Virtual Extension Ring Tone Setup is set to Incoming Ring Tone Extension, then PRG 15-10 : Incoming Virtual Extension Ring Tone Order Setup must have one of the priorities set to Incoming Ring Tone Extension.
- The following voice mail features require system tones be changed in PRG 80-01-02 to work. Refer to the Programming section of the InMail feature for details.
 - Call Holding
 - Busy Greeting
 - Call Screening
 - Await Answer Transfer
- When a ring group call rings a Single Line Station, the BLF indication shows busy.
- The priority of the Large LED is as follows:
 1. CO Call Ringing
 2. Message Waiting Received
 3. VM Message Waiting
 4. Message Waiting Set
- PRG 15-08 is only effective for Virtual Extensions appearing on a station when the station is set for patterns 1~3 in PRG 15-02-02. When PRG 15-02-02 for the station is set to patterns 4~8, PRG 15-08 for Virtual Extensions is not used.

Default Settings

Enabled

System Availability

Terminals

All Multiline Terminals

Required Component(s)

None

Related Features

Single Line Terminals

Guide to Feature Programming

Program Number	Program Name	Default	Note
15-02-02	Multiline Telephone Basic Data Setup - Trunk Ring Tone	2	
15-02-03	Multiline Telephone Basic Data Setup - Extension Ring Tone	5	
15-02-35	Multiline Telephone Basic Data Setup - Message Waiting Lamp Cycle for Calling Extension	3	
15-02-36	Multiline Telephone Basic Data Setup - Message Waiting Lamp Cycle for Called Extension	2	
15-02-37	Multiline Telephone Basic Data Setup - Voice Mail Message Wait Lamp Color	1	
15-02-38	Multiline Telephone Basic Data Setup - Voice Mail Message Wait Lamp Cycle	2	
15-08-01	Incoming Virtual Extension Ring Tone Setup	0 (Tone Pattern 1)	
15-10-01	Incoming Virtual Extension Ring Tone Order Setup	0 = Tone Pattern 1 1 = Tone Pattern 2 2 = Tone Pattern 3 3 = Tone Pattern 4	
20-13-49	Class of Service Options (Supplementary Service) - BLF Indication on CO Incoming State	COS 01~15 = 0	
20-15-01	Ring Cycle Setup - Normal Incoming Call on Trunk	2	
20-15-02	Ring Cycle Setup - PBX, CES Incoming Call	8	
20-15-03	Ring Cycle Setup - Incoming Internal Call	12	
20-15-04	Ring Cycle Setup - DID/DISA/VRS	8	
20-15-05	Ring Cycle Setup - DID/DDI	8	
20-15-06	Ring Cycle Setup - Dial-In	12	
20-15-07	Ring Cycle Setup - Door Box Ringing for SLT	8	

D

Program Number	Program Name	Default	Note
20-15-08	Ring Cycle Setup - Virtual Extension Ring	8	
20-15-09	Ring Cycle Setup - Callback	11	
20-15-10	Ring Cycle Setup - Alarm for SLT	5	
20-15-11	Ring Cycle Setup - VRS Waiting Message Incoming Call	6	
22-03-01	Trunk Ring Tone Range	0	
80-01-01	Service Tone Setup - Repeat Count	0~255 (0 = Endless)	
80-01-02 (06)	Service Tone Setup - Basic Tone Number	0~33 (0 = No Tone) (33 = Default Time Slot)	
80-01-02 (14)	Service Tone Setup - Basic Tone Number	Refer to Programming Manual.	
80-01-02 (39)	Service Tone Setup - Basic Tone Number	Refer to Programming Manual.	

Table 1-15 Basic Tone Table - Tone 06

Tone 06			
Unit	Basic Tone	Duration	Gain Level
1	0 - No Tone	500ms	20
2	11-480/620Hz, -21/-21dB	500ms	20
3	0 - No Tone	0ms	
4	0 - No Tone	0ms	
5	0 - No Tone	0ms	
6	0 - No Tone	0ms	
7	0 - No Tone	0ms	
8	0 - No Tone	0ms	

Table 1-16 Basic Tone Table - Tone 14

Tone 14			
Unit	Basic Tone	Duration	Gain Level
1	10-440/480Hz(AM), -16/-16dB	1000ms	20
2	0 - No Tone	3000ms	20
3	0 - No Tone	0ms	
4	0 - No Tone	0ms	
5	0 - No Tone	0ms	
6	0 - No Tone	0ms	
7	0 - No Tone	0ms	
8	0 - No Tone	0ms	

Table 1-17 Basic Tone Table - Tone 39

Tone 39			
Unit	Basic Tone	Duration	Gain Level
1	0 - No Tone	500ms	32
2	11 - 480/620Hz, -13/-13dB	500ms	32
3	0 - No Tone	500ms	32
4	11 - 480/620Hz, -21/-21dB	500ms	32
5	10 - 440/480Hz, -16/-16dB	1000ms	32
6	0 - No Tone	2000ms	32
7	0 - No Tone	0ms	
8	0 - No Tone	0ms	

Operation

To listen to the incoming ring choices:

1. Press Speaker key.
2. Dial **711**.
3. Dial **1** to check ringing for intercom calls.
- OR -
Dial **2** to check ringing for trunk calls.
4. For Intercom calls, select the pitch you want to check (1~7).
- OR -
For trunk calls, select the pitch (1~7) you want to check.
5. Go back to step 4 to listen to additional choices or press Speaker key to hang up.

To change the pitch of your incoming ring (Multiline Terminal only):

1. Press Speaker key.
2. Dial **720**.
3. Dial **1** to change ringing for Intercom calls.
- OR -
Dial **2** to change ringing for trunk calls.
4. Select the pitch (1~7).
5. Press Speaker key to hang up.

Do Not Disturb (DND)

Description

Do Not Disturb (DND) blocks incoming calls and Paging announcements. DND permits an extension user to work by the telephone undisturbed by incoming calls and announcements. The user can activate DND while their telephone is idle or while on a call. Once activated, incoming trunk calls still flash the line keys. The user may use the telephone in the normal manner for placing and processing calls.

Six Do Not Disturb options are available at each extension. These options can be accessed via Multiline Terminal Softkeys, DND feature key or DND system access code.

- 1 = Incoming trunk calls blocked.
- 2 = Paging, incoming Intercom, Call Forwards and transferred trunk calls blocked.
- 3 = All calls blocked.
- 4 = Incoming Call Forwards blocked.
- 5 = Room Monitor Blocked.
- 0 = Do Not Disturb canceled.

Multiline Terminals will display the following to indicate the type of DND that has been set.

- 1 = DND EXTERNAL
- 2 = DND INTERCOM
- 3 = DND ALL
- 4 = DND TRANSFER
- 5 = DND MONITORED

Conditions

- Do Not Disturb access code is programmable via PRG 11-11-08.
- Virtual Extension (VE) do not support DND Programmable Function keys.
- Multiline Terminal users can activate or deactivate Do Not Disturb while on a call. This option is not available for Single Line Terminals.
- When DND and Call Forward are set on the same telephone, call forwarding works. If Busy and No Answer Forwarding are set to different locations, it follows the Busy forwarding.
- If an extension already receiving forwarded calls activates DND option 4, callers to the forwarded extension hear DND tone.
- If an extension activates DND option 4, other extensions can still forward calls to it, but the callers hear DND tone.
- An extension user can override Call Forwarding or Do Not Disturb at another extension using any of the following methods:
 1. PRG 11-12-01 Service Code Setup (for Service Access) - Bypass Call (default: 707)
 2. PRG 11-16-06 Single Digit Service Code Setup - DND/Call Forward Override Bypass (default: No Setting)
 3. OVRD Softkey
- When a call is transferred because of Call Forwarding No Answer, Call Forwarding Busy, or DND, the Reason for Transfer option can display to the transferred extension while the call is ringing to the user telephone.
- DND modes 1~3 causes calls to follow PRG 22-08 programming, then PRG 22-05 programming even if the extension is forwarded.
- When Selectable Display Messaging is set as DND All, all other DND modes are canceled when Selectable Display Messaging is canceled.
- When DND and any Call Forwarding is set, the call forwards immediately.

Default Settings

Enabled for all extensions.

System Availability

Terminals

All Terminals

Required Component(s)

None

Related Features

Call Forwarding

Call Forwarding/Do Not Disturb Override

Central Office Calls, Answering

Direct Inward Line (DIL)

Distinctive Ringing, Tones and Flash Patterns

Selectable Display Messaging

Guide to Feature Programming

Program Number	Program Name	Default
11-11-08	Service Code Setup (for Setup/Entry Operation) - Do Not Disturb	747
11-12-01	Service Code Setup (for Service Access) - Bypass Call	707
11-16-06	Single Digit Service Code Setup - DND/Call Forward Override Bypass	not assigned
15-07-01	Programmable Function Keys	Refer to Programming Manual.
20-06-01	Class of Service for Extensions	Extension 101 is Class 15 and other Extension are Class 1
20-13-04	Class of Service Options (Supplementary Service) - Call Forward/DND Override (Bypass Call)	COS 01~15 = 1
20-13-40	Class of Service Options (Supplementary Service) - Do Not Disturb	COS 01~15 = 1

Operation

To activate or deactivate Do Not Disturb while your extension is idle:

Multiline Terminal Using Softkeys (When set PRG 15-02-60: 0)

1. Do not lift handset.
2. Press the **Program** softkey.
3. Press the **DND** softkey.
4. Press the **Set** softkey.
5. Choose the following softkey.

Ext lcm All ↓

Cfwto Mon ↓

6. **Ext**=Incoming Trunk Calls Blocked.
ICM=Incoming Intercom, Paging, call forwards and Transferred Trunk Calls Blocked.
ALL=All Calls Blocked.
Cfwto=Call Forwards Blocked.
Mon=Room Monitor blocked
7. To Cancel DND.
8. Do not lift handset.
9. Press the **Program** softkey.
10. Press the **DND** softkey.
11. Press the **Cncl** softkey.

Multiline Terminal Using Feature Key or Access Code

SL1100 Multiline Terminal have a dedicated DND button for setting this feature. Steps to set up are same as for programmed key below.

1. Do not lift the handset.
2. Press the **DND** feature key programmed in (PRG 15-07-01 or SC: **751**: 03).
- OR -
Press Speaker key and dial **747**.
3. Dial the DND option code.
0 = Cancel DND
1 = Incoming Trunk Calls Blocked
2 = Paging, incoming Intercom, Call Forwards and Transferred Trunk Calls Blocked
3 = All Calls Blocked
4 = Call Forwards Blocked
5 = Room Monitor Blocked

Single Line Terminal

1. Lift the handset.
2. Dial **747**.
3. Dial the DND option code.
0 = Cancel DND
1 = Incoming Trunk Calls Blocked
2 = Paging, Incoming Intercom, Call Forwards and Transferred Trunk Calls Blocked
3 = All Calls Blocked
4 = Call Forwards Blocked

Door Box

Description

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 answer the Door Box chimes instead. Any number of system extensions can receive Door Box chime tones.

Each Door Box has a pair of normally open relay contacts that can connect to an electric door strike. Use these contacts to remotely control the entrance door. After answering the Door Box chimes, a Multiline Terminal user can press Flash key to activate the Door Box contacts. This in turn releases the electric strike on the entrance door. The device connected to the Door Box contacts cannot exceed the contact ratings shown in the following table:

Door Box Specifications	
Maximum Output	400 mV RMS
Output Impedance	600 Ohms

The system can have up to 6 Door Boxes. Six chime tones are available.

Conditions

- The Door Box Feature Requires an unused analog extension port (084M-B1: ST3-ST4 fixed) on the each KSU.
- To use Door Box PRG 10-03-05 (SLI PKG): 1 Doorphone needs to be set.
- Door Boxes can ring Multiline, Single Line, and wireless telephones.
- A Door Box cannot ring a virtual extension.
- External Call forward by Doorphone can forward Doorphone calls Off-Premise while a user is away. This feature only works for ISDN lines.
- Off-hook signaling is available for Door Boxes. If an extension user is on the telephone, the Large LED flashes indicating the Door Box ringing, and the display shows a call from the door box.
- The door strike cannot be activated when a door box is forwarded off-premise.

Default Settings

Disabled

System Availability

Terminals

All Stations

Required Component(s)

084M-B1

Related Features

ISDN Compatibility

Paging, External

Single Line Terminals

Guide to Feature Programming

The programs listed below indicate the most commonly used programs required for this feature. The programs are listed in the order that the installer should follow. Refer to the PCPro wizards for further detailed programming.

- When a * is listed next to the Program Number it indicates a program that **MUST** be set (from a default state) for this feature to be enabled.

Program Number	Program Name/Description	Assigned Data
10-03-05 *	ETU Setup (SLIU) - 1: Door Phone The door box requires an unused analog port to be assigned as a door phone. Only analog ports 3 and 4 on the 084 cards in each KSU can be used. The first two ports can only be used for analog stations while the last two can be either an analog station or door box.	0 = SLT 1 = Door Phone (default = 0)
32-02-01 *	Door Box Ring Assignment Per door box, per day/night mode, assign up to 32 extensions to ring when the door phone is activated.	Maximum of 8 digits (0 ~ 9, *, #) (default = 101)
32-03-01	Door Box Basic Setup - Chime Pattern Per door box specify the chime pattern for ringing.	0 = None 1 ~ 6 = Door Box Ring 1 ~ 6 <i>Defaults:</i> Door Box 1 = 1 Door Box 2 = 2 Door Box 3 = 3 Door Box 4 = 4 Door Box 5 = 5 Door Box 6 = 6
32-04-01	Door Box Name Setup Per door box assign a name up to 12 characters long.	Maximum of 12 characters <i>Defaults:</i> Door Box 1 = Door-1 Door Box 2 = Door-2 Door Box 3 = Door-3 Door Box 4 = Door-4 Door Box 5 = Door-5 Door Box 6 = Door-6
10-61-01	Relay Type If the door box requires a relay to activate the door striker assign one of the relays (1-6) to a type (4): Door Phone. The relays are on the 084 cards in each KSU.	0 = No Relay 1 = External Music on Hold 2 = BGM Source 3 = External Speaker 4 = Door Phone (default = 0)
10-61-02	Destination Selection If PRG 10-61-01 is set to a type (4), this program specifies which door phone (1 ~ 6) will activate the relay.	0 = Not Used 1 ~ 6 = Door Phone 1 ~ 6 (default = 0)
32-01-01	Door Box Answer Time A user can answer the door box during the time specified in this program.	0 ~ 64800 seconds (default = 30 seconds)
32-01-02	Door Lock Cancel Time When a user activates the door lock release relay, this program specifies the amount of time the door strike remains open.	0 ~ 64800 seconds (default = 10 seconds)
32-03-02	Door Box Basic Setup - Codec Transmit Gain This program controls the gain levels from the system to the door box.	1 ~ 63 = -15.5 dB ~ +15.5 dB (default = 32, which is 0 dB)

Program Number	Program Name/Description	Assigned Data
32-03-03	Door Box Basic Setup - Codec Receive Gain This program controls the gain levels from the door box to the system.	1 ~ 63 = -15.5 dB ~ +15.5 dB (default = 32, which is 0 dB)
11-12-36	Service Code Setup - Door Box Access This program is used to assign an access code to call the door phone. The access code must be within the valid numbering plan assigned in PRG 11-01-01.	Maximum of 8 digits (0 ~ 9, *, #) (default = 702)

Operation

To call a Door Box:

Multiline Terminal

1. Press Speaker key.
2. Dial **702**.
3. Dial Door Box Number (**1~8**).

Single Line Terminal

1. Lift the handset.
2. Dial **702**.
3. Dial Door Box Number (**1~8**).

To activate the Door Box strike:

Multiline Terminal

1. While talking to the Door Box, press Flash key.

Single Line Terminal

1. While talking to the Door Box, hookflash.

To answer a Door Box chime:

1. Lift the handset or press Speaker key.

To answer a Door Box call while busy on another call:

Multiline Terminal

If you are busy on a call, the display shows the incoming Door Box call and the large LED flashes.

1. Place your active call on hold by pressing Hold key.
2. When you hear dial tone, dial the door box access code (**702** by default) plus the door box number (**1~8**) to answer the Door Box call.



To retrieve the original call, hang up with the door box and press the Conf softkey or Conf key.

Single Line Terminal

If you are busy on a call, an off-hook signal is heard indicating the incoming Door Box call.

1. Press Flash key or hookflash to place your active call on hold.
2. Dial the door box access code (**702** by default) plus the door box number (**1~8**) to answer the Door Box call.



To retrieve the original call, hang up. The original call rings the Single Line Terminal.

To activate Call Forwarding Off-Premise for a Door Box:

This option only works for ISDN PRI Trunks.

1. At the Multiline Terminal, press Speaker key + dial SC **722**.
- **OR** -
At the Multiline Terminal only, press the **External Forward by Doorphone** key (PRG 15-07-01 or SC **751**, code **54**).
- **OR** -
At the Single Line Terminal, lift the handset + dial **722**.
2. Dial the Door Box number (**1~8**).
3. Dial the Speed Dialing number where the calls should be forwarded.
4. Press Speaker key (or hang up at the Single Line Terminal) to hang up.

To cancel Call Forwarding Off-Premise for a Door Box:

1. At the Multiline Terminal, press Speaker key + dial SC **722**.
- **OR** -
At the Multiline Terminal only, press the **External Forward by Doorphone** key (PRG 15-07-01 or SC **751**, code **54**).
- **OR** -
At the Single Line Terminal, lift the handset + dial **722**.
2. Dial **0** for Cancel.

D

Drop Key

Description

The Drop Key abandons a call while retaining the PBX/Centrex line to originate another call. The Drop key is provided by programming a Programmable Function key. This feature allows Flash key to be used to provide a hookflash to the PBX or Central Office. A Single Line Terminal user can use the Drop key function by an access code.

Conditions

- The Drop key provides a timed disconnect signal on CO/PBX lines.
- The Drop key cannot be used for internal, DID calls.

Default Settings

None

System Availability

Terminals

All Stations

Required Component(s)

None

Related Features

Flash

PBX Compatibility/Behind PBX

Guide to Feature Programming

Program Number	Program Name	Default
11-12-42	Service Code Setup (for Service Access) - Flash on Trunk lines	#3
11-12-59	Service Code Setup (for Service Access) - Trunk Drop Operation for SLT	660
14-02-03	Analog Trunk Data Setup - Flash Type	0
14-02-04	Analog Trunk Data Setup - Hooking Type	0
15-02-05	Multiline Telephone Basic Data Setup - Transfer Key Operation Mode	0
15-03-04	Single Line Telephone Basic Data Setup - Flashing	1
15-07-01	Programmable Function Keys	Refer to Programming Manual.
20-06-01	Class of Service for Extensions	Extension 101 is Class 15 and other Extension are Class 1
81-10-07	COI Initial Data Setup - Hookflash Time Selection 1	9 (600ms)
81-10-08	COI Initial Data Setup - Hookflash Time Selection 2	14 (3.0 seconds)

Operation

To use the Drop key from a Multiline Terminal with a CO/PBX call in progress:

1. Press the **Function** key programmed as a **Drop** key.
2. Receive the new CO/PBX dial tone.
3. Dial the desired number.

To use the Drop key feature from a Single Line Terminal with a CO/PBX call in progress:

1. Hookflash.
2. Receive internal dial tone.
3. Dial the Service Code (PRG 11-12-59, Default Not Assigned).
4. Receive the new CO/PBX dial tone.
5. Dial the desired number.

D




Description

Environmental issues, such as global warming or ecology are one of the most important themes in today's world. The following energy saving features are implemented in this system:

- **Ecology mode**
- **Power Saving Mode**

Conditions

Ecology mode (Power Cutting for Terminal)

- System can cut the power for Multiline Terminals connected to each interface packages.
Interface packages;
Slot 2 ~ 9 for 084M-B1 (Expansion KSU), 080E-B1
 - Power cutting “on” or “off” can be set per individual slot (package) basis, however slot 1 (084M-B1 of Main KSU) cannot be set, this keeps the extension powered on in a system for emergency call, etc.
 - Power cutting time will follow with Night mode time schedule. If some terminals are on call at power cutting start time, the system will wait for the power cutting “off” for the package until all extensions in the package become idle.
 - Power cutting feature can be set “on” or “off” by either combination of following method.
 - Night mode time schedule
 - Service Code
 - Function key
-  *If system reset happened during power cutting “off” state, after the system boots up all extensions will be powered up normally.*
-  *Power cut mode will not be enabled, for the slot, until all phones on the package are idle.*
-  *When the system is in power cut mode a user cannot dial an emergency number (911) from the station. The station is unusable until it comes out of power cut mode.*
- Combination of time schedule and Manual mode change
 - When using department group step calling and ecology mode there must be at least two terminals functioning for the step call feature to work.
 - When a phone has entered power cutting mode any direct calls to the terminal will follow the stations call forwarding. If the phone is part of a chain call forwarding scenario the chain call forwarding will not process while the phone is in power cutting mode.
 - When a terminal is set to power cutting mode the DSS/BLF status on keys or the console will not display any status at all including Hotel/Motel and Call Forward/DND.
 - When a phone is in power cutting mode you cannot set call back requests or camp on to the terminal until power is restored.
 - Call Forward follow me settings will not be followed when the terminal loses power from the power cutting feature.
 - If the terminal has Call Forward Both set and then enters power cutting mode any calls directed to the terminal will not follow the call forward settings.
 - Caller ID history is not updated for a phone which is in power cutting mode from the ecology feature. Once power is restored to the phone the caller ID history will start functioning again.
 - If the system cuts the power via the ecology feature while a user is on a call the call will not be lost. If the user places the caller on hold or park the users phone will then switch to power cutting mode and the call will be lost.

If power cutting set “on” manually during scheduled power cutting “off” state, power cutting “on” state continues until next power cutting “off” time.

The system does not start the cutting telephone power until next schedule.

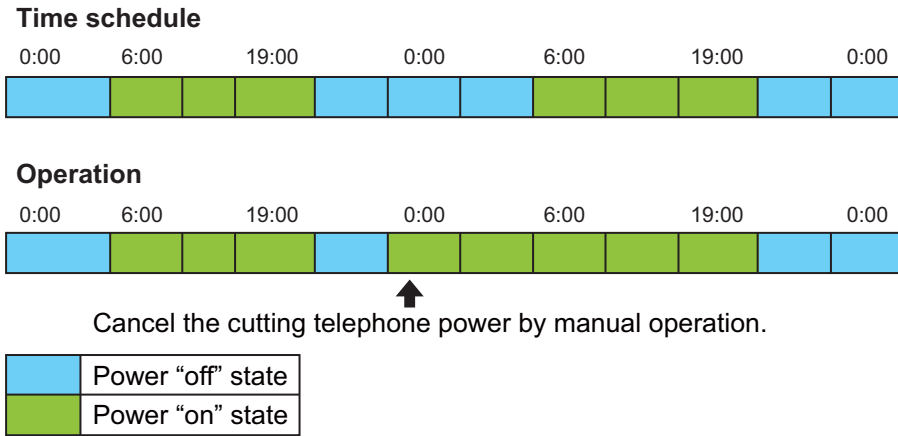


Figure 1-15 Time Schedule 1

Vice versa if power cutting is set "off" manually during scheduled power cutting "on" state, power cutting "off" state continues to next power cutting "on" time.

The system does not start the power supply until next schedule.

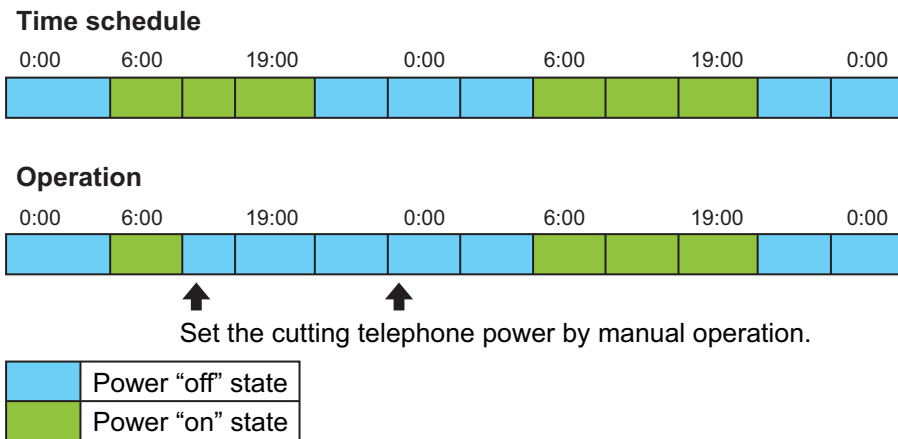


Figure 1-16 Time Schedule 2

- During power cutting "off" state,
 - Outgoing calls can not be made.
 - Incoming calls receive a busy tone.
 - Call forward features work at the forward set terminal.
 - Disables Both Ring CFW / Follow Me.

Power saving mode

- Non operation of the Multiline Terminal or no incoming calls for the programmed period, causes the system to activate the power saving mode. This darkens the brightness of all Line Key and feature key LED's on the Multiline Terminal. This feature does not affect the display of the terminal.
- Power saving mode can be set for each terminal individually.
- Any key operation or incoming call at the terminal ends the power saving mode and all LEDs return to normal brightness.

Default Settings

None

System Availability

Terminals

All Multiline Terminals



Required Component(s)

084M-B1 (Expansion KSU), 080E-B1

Related Features

Night Service

Guide to Feature Programming

Program Number	Program Name	Default
15-02-18	Power saving Mode	1
20-02-10	Timer for Power saving mode	0
20-42-01	Ecology Mode group No.	1
20-43-01	Ecology Mode	1
15-07	Programmable Function Key	Refer to Programming Manual
11-10-44	Cutting the telephone power	731

E

Operation

Ecology Mode (Power Cutting for terminal)

To cut the power for package 2 during night time (19:00-6:00):

< Program >

PRG 20-42-01: PKG 2 Night Mode Service Group No. 1

PRG 20-42-01: PKG 3 Night Mode Service Group No. 1

PRG 20-43-01: PKG 2 Night Mode 1, Eco Mode 1 / **Night Mode 2, Eco Mode 0**

PRG 20-43-01: PKG 3 Night Mode 1, Eco Mode 1 / Night Mode 2, Eco Mode 1

PRG 12-02: Automatic Night Service Patterns

Night Group Mode	Time pattern	Set Time No.	Start	End	Night Mode
1	1	1	0000	0600	2
1	1	2	0600	1900	1
1	1	3	1900	0000	2

19:00 - 06:00

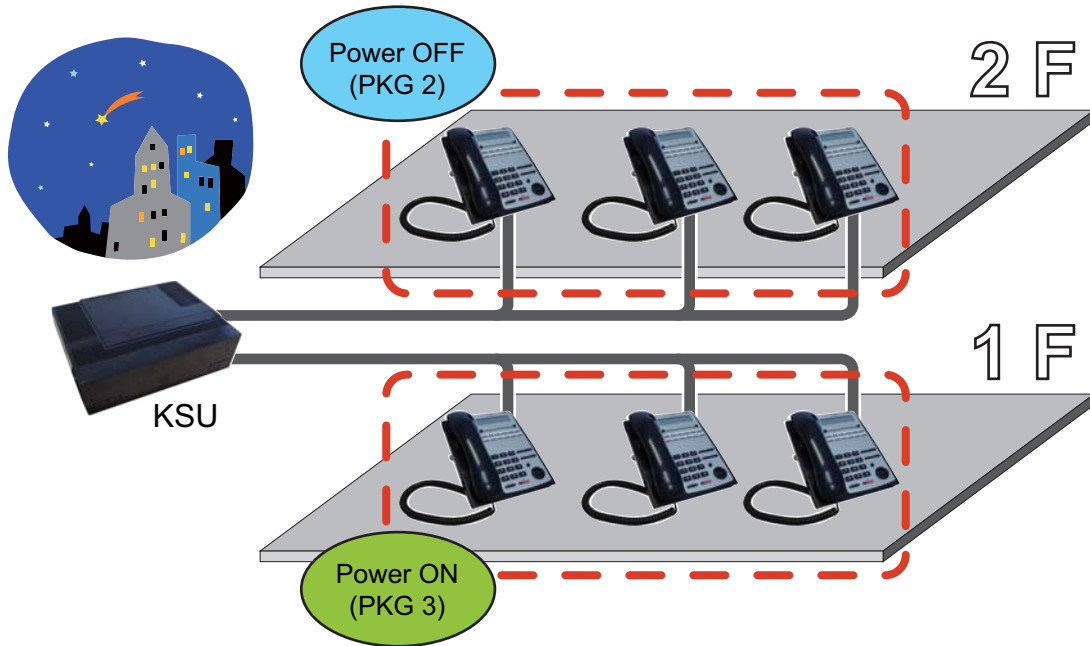


Figure 1-17 Automatic Night Service

To cut the power for package 2 and 3 only on Sunday

<Program>

PRG 20-42-01: PKG 2 Night Mode Service Group No. 1

PRG 20-42-01: PKG 3 Night Mode Service Group No. 1

PRG 20-43-01: PKG 2 Night Mode 1, Eco Mode 1 / **Night Mode 2, Eco Mode 0**

PRG 20-43-01: PKG 3 Night Mode 1, Eco Mode 1 / **Night Mode 2, Eco Mode 0**

PRG 12-02: Automatic Night Service Patterns

Night Group Mode	Time pattern	Set Time No.	Start	End	Night Mode
1	1	1	0100	0100	1
1	2	1	0100	0100	2

PRG 12-03: Weekly Night Service Switching

Night Group Mode 1;

- Sunday Time pattern 2
- Monday Time pattern 1
- Tuesday Time pattern 1
- Wednesday Time pattern 1
- Thursday Time pattern 1
- Friday Time pattern 1

- Saturday Time pattern 1

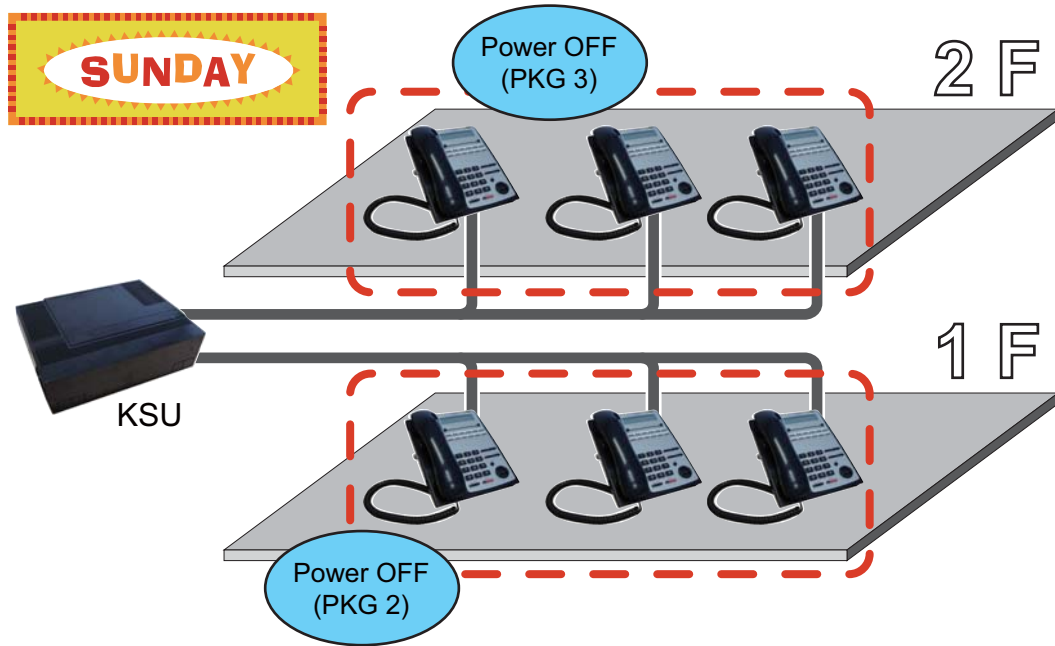


Figure 1-18 Weekly Night Service

Power Saving Mode

<Program>

PRG 15-02-18: TEL 200: 1

PRG 20-02-10: 1 minute

1. Idle state at TEL200.



2. One minute later, LED area highlighted in red becomes dark at TEL200.



E911 Compatibility

Description

IMPORTANT - PLEASE NOTE THE FOLLOWING!	
1.	When ARS is NOT enabled and the system allows trunk access by dialing 9 , Single Line Terminals disregard PRG 20-03-03 - System Options for Single Lines Terminals - SLT DTMF Dial to Trunk Lines. This prevents the system from connecting to a trunk until all the digits are dialed. This can be avoided by using either 8 or 9x (but not 91) as the trunk access code. Be aware that this change requires additional programming changes.
2.	Do not use * in a PBX access code if the Account Code feature is used. With the Account Code feature enabled, if this is used in the access code, the trunk stops sending digits to the central office after the * is sent.
3.	Finally, but most importantly, TEST - TEST - TEST!! Due to the nature of the E911 feature, it is imperative that when programming this, or any other feature, to be aware of the consequences. Make sure to test the extensions with the E911 feature to confirm that other features do not prevent the call from being completed. When using external equipment, make sure the dial treatment tables are working properly.

E911 Compatibility ensures that emergency calls always get through. If an emergency occurs, a user goes to any telephone, lifts the handset and dials 911. The system built-in E911 Compatibility places the emergency call even if the user forgets to dial an access code or press a line key. The E911 abilities include:

- **Attendant Notification**

The attendant receives a notification each time a co-worker dials an emergency 911 call. This notification is the co-worker's name and number display optionally accompanied by an audible alarm. Notification occurs regardless of whether the attendant is idle or busy on a call. You can optionally extend this ability to other supervisory extensions as well.

- **Emergency Routing**

When an extension user dials 911, the system can automatically find a trunk for the call. The system can choose a route to which the user normally does not have access. If all normal routes are busy, the system can even disconnect an active call and place the emergency call. E911 Compatibility uses the flexibility of the Automatic Route Selection Call Route Options to route 911 emergency calls (even in systems in which ARS is not enabled).

- **E911 Outgoing Dialing**

The E911 call follows the trunk group route programming. It is possible to use the flexibility of the Automatic Route Selection Call Route Options for additional routing options.

- **Forced Disconnect Follows Timer to Disconnect Call**

When all lines in the programmed route are busy and the system must drop a call to place a 911 call, the system waits the time set in PRG 81-01 before disconnecting the call.

- **Calling Party Identification**

With ISDN installed, the system can provide the Calling Party Number (CPN) Presentation from Station. No additional customer-provided 911 equipment is required.

Uninstalled Trunks in Trunk Group Prevent Call from Dialing Out

By system default, all trunks in PRG 14-05-01 Trunk Group are in group 1. When placing a 911 call, the system tries to access the trunks defined in the group. If the trunks do not exist, the call does not dial out. For E911 to function correctly, remove any uninstalled trunks from the trunk group.

If PRG 21-01-12 : System Options for Outgoing Calls, Dial 911 Routing Without Trunk Access is set to 0 (trunk access code required), when using the Dial Number Preview feature and dialing 9+911, if all trunks are busy, the user hears a busy signal and the call does not dial out.

If option PRG 21-01-12 is set to 1 (trunk access code not required) and using Dial Number Preview, 911 is dialed, the system disconnects a trunk and dials the call.

Dial Number Preview is when a telephone number is first dialed (previewing the number in the display) then Speaker or a line key is pressed to place the call.

Conditions

- If PRG 21-01-10 is programmed with an entry other than 0, a call does not have a talk path unless the user dials at least the number of digits entered in this option when placing an outgoing call. This means that an entry of 4 or higher in this program causes a problem when dialing 911. Since it is only a 3-digit number, the call does not have a talk path, preventing the emergency dispatcher from hearing the caller. This option should be kept at its default setting of 0 to prevent any problem with dialing 911.
- CAMA Trunks are not supported.
- The 911 Cut Through feature works when dialing trunk Access+911.

Calling Party Number (CPN)

CPN sent when making a normal trunk call from a terminal.

Table 1-18 CPN for Standard Calls

PRG 20-08-13	PRG 21-12-01	PRG 21-13-01	CPN: PRG
Off	Not Assigned	Not Assigned	None *1
		Assigned	None *1
	Assigned	Not Assigned	21-12-01
		Assigned	21-12-01
On	Not Assigned	Not Assigned	None *1
		Assigned	21-13-01
	Assigned	Not Assigned	21-12-01
		Assigned	21-13-01
Off	Not Assigned	Not Assigned	None *1
		Assigned	None *1
	Assigned	Not Assigned	21-12-01
		Assigned	21-12-01
On	Not Assigned	Not Assigned	None *1
		Assigned	21-13-01
	Assigned	Not Assigned	21-12-01
		Assigned	21-13-01

*1. The CPN provided is from the service provider.

CPN sent when making a normal trunk call from a Virtual Extension (VE).

Table 1-19 CPN for VE Standard Calls

PRG 20-08-13	PRG 21-12-01	PRG 21-13-01		CPN: PRG
		Terminal	VE	
Off	Not Assigned	Not Assigned	Not Assigned	None *1
		Not Assigned	Assigned	None *1
		Assigned	Not Assigned	None *1
		Assigned	Assigned	None *1
	Assigned	Not Assigned	Not Assigned	21-12-01
		Not Assigned	Assigned	21-12-01
		Assigned	Not Assigned	21-12-01
		Assigned	Assigned	21-12-01
On	Not Assigned	Not Assigned	Not Assigned	None *1
		Not Assigned	Assigned	21-13-01 (VE)
		Assigned	Not Assigned	None *1
		Assigned	Assigned	21-13-01 (VE)
	Assigned	Not Assigned	Not Assigned	21-12-01
		Not Assigned	Assigned	21-13-01 (VE)
		Assigned	Not Assigned	21-12-01
		Assigned	Assigned	21-13-01 (VE)
Off	Not Assigned	Not Assigned	Not Assigned	None *1
		Not Assigned	Assigned	21-13-01 (VE)
		Assigned	Not Assigned	None *1
		Assigned	Assigned	21-13-01 (VE)
	Assigned	Not Assigned	Not Assigned	21-12-01
		Not Assigned	Assigned	21-13-01 (VE)
		Assigned	Not Assigned	21-12-01
		Assigned	Assigned	21-13-01 (VE)
On	Not Assigned	Not Assigned	Not Assigned	None *1
		Not Assigned	Assigned	21-13-01 (VE)
		Assigned	Not Assigned	None *1
		Assigned	Assigned	21-13-01 (VE)
On	Assigned	Not Assigned	Not Assigned	21-12-01
		Not Assigned	Assigned	21-13-01 (VE)
		Assigned	Not Assigned	21-12-01
		Assigned	Assigned	21-13-01 (VE)

*1. The CPN provided is from the service provider.

CPN sent when making a 911 call from a terminal.



Table 1-20 CPN for 911 Calls

PRG 20-08-13	PRG 21-12-01	PRG 21-13-01	CPN: PRG
Off	Not Assigned	Not Assigned	None *1
		Assigned	None *1
	Assigned	Not Assigned	21-12-01
		Assigned	21-12-01
On	Not Assigned	Not Assigned	None *1
		Assigned	21-13-01
	Assigned	Not Assigned	21-12-01
		Assigned	21-13-01
Off	Not Assigned	Not Assigned	None *1
		Assigned	21-13-01
	Assigned	Not Assigned	21-12-01
		Assigned	21-13-01
On	Not Assigned	Not Assigned	None *1
		Assigned	21-13-01
	Assigned	Not Assigned	21-12-01
		Assigned	21-13-01

*1. The CPN provided is from the service provider.

CPN sent when making a 911 call from a Virtual Extension (VE).

Table 1-21 CPN for VE 911 Calls

PRG 20-08-13	PRG 21-12-01	PRG 21-13-01		CPN: PRG
		Terminal	VE	
Off	Not Assigned	Not Assigned	Not Assigned	None *1
		Not Assigned	Assigned	None *1
		Assigned	Not Assigned	None *1
		Assigned	Assigned	None *1
	Assigned	Not Assigned	Not Assigned	21-12-01
		Not Assigned	Assigned	21-12-01
		Assigned	Not Assigned	21-12-01
		Assigned	Assigned	21-12-01
On	Not Assigned	Not Assigned	Not Assigned	None *1
		Not Assigned	Assigned	21-13-01 (VE)
		Assigned	Not Assigned	None *1
		Assigned	Assigned	21-13-01 (VE)
	Assigned	Not Assigned	Not Assigned	21-12-01
		Not Assigned	Assigned	21-13-01 (VE)
		Assigned	Not Assigned	21-12-01
		Assigned	Assigned	21-13-01 (VE)

*1. The CPN provided is from the service provider.

PRG 20-08-13	PRG 21-12-01	PRG 21-13-01		CPN: PRG
		Terminal	VE	
Off	Not Assigned	Not Assigned	Not Assigned	None *1
		Not Assigned	Assigned	21-13-01 (VE)
		Assigned	Not Assigned	21-13-01 (Terminal)
		Assigned	Assigned	21-13-01 (Terminal)
	Assigned	Not Assigned	Not Assigned	21-12-01
		Not Assigned	Assigned	21-13-01 (VE)
		Assigned	Not Assigned	21-13-01 (Terminal)
		Assigned	Assigned	21-13-01 (Terminal)
On	Not Assigned	Not Assigned	Not Assigned	None *1
		Not Assigned	Assigned	21-13-01 (VE)
		Assigned	Not Assigned	21-13-01 (Terminal)
		Assigned	Assigned	21-13-01 (Terminal)
	Assigned	Not Assigned	Not Assigned	21-12-01
		Not Assigned	Assigned	21-13-01 (VE)
		Assigned	Not Assigned	21-13-01 (Terminal)
		Assigned	Assigned	21-13-01 (Terminal)



CPN sent when making a 911 call from a terminal by pressing a CO Line Key and then dialing 911.

Table 1-22 CPN for Line Key+911 Calls

PRG 20-08-13	PRG 21-12-01	PRG 21-13-01	CPN: PRG
Off	Not Assigned	Not Assigned	None *1
		Assigned	None *1
	Assigned	Not Assigned	21-12-01
		Assigned	21-12-01
On	Not Assigned	Not Assigned	None *1
		Assigned	21-13-01
	Assigned	Not Assigned	21-12-01
		Assigned	21-13-01
Off	Not Assigned	Not Assigned	None *1
		Assigned	None *1
	Assigned	Not Assigned	21-12-01
		Assigned	21-12-01
On	Not Assigned	Not Assigned	None *1
		Assigned	21-13-01
	Assigned	Not Assigned	21-12-01
		Assigned	21-13-01

*1. The CPN provided is from the service provider.

Default Settings

Disabled

System Availability**Terminals**

None

Required Component(s)

None

Related Features

Automatic Route Selection (ARS/F-Route)

Central Office Calls, Placing

T1 Trunking (with ANI/DNIS Compatibility)

ISDN Compatibility

Guide to Feature Programming

Program Number	Program Name	Default	Note
11-12-56	Service Code Setup (for Service Access) - E911(US only) Alarm Shut Off	786	
14-05-01	Trunk Group - Trunk Group Number	Trunk Port 1~84 = Priority 1~84	
14-06-01	Trunk Group Routing - Priority Order Number	Route 1, Order Number 1 = 1 (Trunk Group 1) Order Numbers 2, 3, 4 = 0 (Not Specified) All Other Routes (2~25) and Order Numbers (1~4) = 0 (Not Specified)	
20-06-01	Class of Service for Extensions	Extension 101 is Class 15 and other Extension are Class 1	
20-08-16	Class of Service Options (Outgoing Call Service) - Display E911 Dialed Extension Name and Number	COS 01~15 = 0	
21-01-12	Dial E911 Routing Without Trunk Access	1	
21-01-13	Alarm Ring Timer (E911)	0	
21-02-01	Trunk Group Routing for Extensions	1	

Calling Party Number Presentation

Program Number	Program Name	Default
10-03-05	ETU Setup (PRTA PKG Setup) - CLIP Information Announcement	1
15-01-04	Basic Extension Data Setup - ISDN Caller ID	1

Program Number	Program Name	Default
20-06-01	Class of Service for Extensions	Extension 101 is Class 15 and other Extension are Class 1
20-08-13	Class of Service Options (Outgoing Call Service) - ISDN CLIP	COS 01~15 = 0
21-12-01	ISDN Calling Party Number Setup for Trunks	All trunks = No setting
21-13-01	ISDN Calling Party Number Setup for Extensions	not assigned

Operation

To place an emergency 911 call:

When Dial 911 Routing Without Trunk Access is enabled


1. Go to any telephone.
2. Lift the handset or press Speaker key.
3. Dial **911**.

When Dial 911 Routing Without Trunk Access is disabled

1. Go to any telephone.
2. Lift the handset or press Speaker key.
3. Dial a trunk access code (e.g., 9) or press a line key.
4. Dial **911**.

To turn off the E911 Alarm at your telephone:

1. Lift the handset or press Speaker key.
2. Dial **786**.

 *The alarm goes off.*

- **OR** - (if you have a display telephone)

1. Press Exit key once to turn off the alarm.
2. Press Exit key again to clear the alarm display.

Flash

Description

Flash allows an extension user to access certain CO and PBX features by interrupting the trunk loop current. Flash lets an extension user take full advantage of whatever features the connected Telco or PBX offers. You must set the Flash parameters for compatibility with the connected Telco or PBX.

Conditions

The system does not provide a ground flash.

Default Settings

Enabled

System Availability

Terminals

All Stations

Required Component(s)

None

Related Features

Drop Key

PBX Compatibility/Behind PBX

InMail

Guide to Feature Programming

Program Number	Program Name	Default
11-12-42	Service Code Setup (for Service Access) - Flash on Trunk Lines	#3
14-02-03	Analog Trunk Data Setup - Flash Type	0
14-02-04	Analog Trunk Data Setup - Hooking Type	0
14-04-01	Behind PBX Setup	0
15-03-04	Single Line Telephone Basic Data Setup - Flashing	1
81-10-07	COI Initial Data Setup - Hookflash Time Selection 1	9 (600 ms)
81-10-08	COI Initial Data Setup - Hookflash Time Selection 2	14 (3.0 seconds)

Operation

To flash the trunk you are on:

From a Multiline Terminal

1. Press Flash key.

From a Single Line Terminal

1. Hookflash.
2. Dial **#3**.

F

Flexible System Numbering

Description

Flexible System Numbering lets you reassign the system port-to-extension assignments. This allows an employee to retain their extension number if they move to a different office. In addition, factory technicians can make comprehensive changes to your system number plan. You can have factory technicians:

- Set the number of digits in internal (Intercom) functions. For example, extension numbers can have a maximum of 8 digits.
- Change your system Service Code numbers.
- Assign single digit access to selected Service Codes.

Talk to your sales representative to find out if this program is available to you.

You can also use Flexible System Numbering to change the system Trunk Group Routing code. Although the default code of 9 is suitable for most applications, you can alter the code if needed.

The system provides a completely flexible system numbering plan. Refer to the chart below and the SL1100 Programming Manual for more details.

Flexible System Numbering	
Program	Description
11-01-01 System Numbering	Set the system internal (Intercom) numbering plan. The numbering plan includes the digits an extension user must dial to access features and other extensions.
11-09-01 Trunk Access Code	Assign the single-digit trunk access code (normally 9). This is the code users dial to access Automatic Route Selection or Trunk Group Routing.
11-20-01 Dial Extension Analyze Table	Use tables 01 ~ 128 to assign the digits to be dialed using the Dial Extension Analyze Tables. These tables are used when PRG 11-01-01 is set to option 9 = Dial Extension Analyze. (Up to 8 digits can be assigned and the valid entries are: 0, 1 ~ 9, #, ★)
11-20-02 Dial Extension Analyze Table	Assign the Type of Dial for the Dial Extension Analyze Table from PRG 11-20-01. (Svc Code, Intercom, Operator, or F-Route)
11-10 Service Code Setup (for System Administrator) 11-11 Service Code Setup (for Setup/Entry Operation) 11-12 Service Code Setup (for Service Access) 11-14 Service Code Setup (for Hotel) 11-15 Service Code Setup, Administrative (for Special Access)	Customize the Service Codes.
11-16 Single Digit Service Code Setup	Assign the Single Digit Service Codes. these are the post-dialing codes a user can dial after placing an Intercom call to a co-worker.

Conditions

- Programming follows a telephone extension number, not the port number in most cases. If you relocate a telephone, you may need to change additional programming. For example, if you change the extension assigned to a port in PRG 11-02, the line key programming does not follow. However, if you move the extension using the Station Relocation Feature, the line key programming does follow.
- Since making changes in PRG 11-01 does not automatically make any other changes in any other program, changing the number plan after the system is in operation may cause problems in the following programs:

	PRG 11-01 Type 2 (Extension Number)			PRG 11-01 Type 1 (Service Codes)		
11-02	11-08	15-12	22-11	11-10	11-14	21-11
11-04	11-17	16-01-01	25-06	11-11	11-15	30-03
11-06	15-01-01	15-14	30-03	11-12	15-07	
11-07	15-07	21-11		11-13	15-14	

- Any feature which requires dialing a code or extension number can be affected.
- When the system searches the Dial Extension Analyze Table (PRG 11-20-01), the system uses prefix searching, giving the lower table number the higher priority. For example, the user programs 211 in table 1 and 2113 in table 2, then dials 2113, the system selects table 1.

Example for 310X	Example for 3100X
10s Group (4-digit)	100s Group (5-digit)
11-01-01 = Dial 3 31 Digit 4 = (9) Dial Extension Analyze Table	11-01-01 = Dial 3 31 Digit 5 = (9) Dial Extension Analyze Table
11-20-01 Table 1 = Dial 310	11-20-01 Table 1 = Dial 3100
11-20-02 Table 1 = Intercom	11-20-02 Table 1 = Intercom

Example for 31000X	Example for 310000X
1000s Group (6-digit)	10,000s Group (7-digit)
11-01-01 = Dial 3 31 Digit 6 = (9) Dial Extension Analyze Table	11-01-01 = Dial 3 31 Digit 7 = (9) Dial Extension Analyze Table
11-20-01 Table 1 = Dial 31000	11-20-01 Table 1 = Dial 310000
11-20-02 Table 1 = Intercom	11-20-02 Table 1 = Intercom

Default Settings

Extensions and Virtuals are numbered in the following order:

PRG 11-02-01 and PRG 11-04-01

- Physical Extensions:
 - Extn Port 1 = 101 ~ Extn Port 128 = 228

System Availability

Terminals

All Stations

Required Component(s)

None

Related Features

None



Guide to Feature Programming

Program Number	Program Name	Default	Note
11-01-01	System Numbering - Service Code	Refer to Programming Manual.	
11-02-01	Extension Numbering	Station Port No. 1 ~ 84 = Extension Number : 101 ~ 184	
11-04-01	Virtual Extension Numbering	not assigned	
11-06-01	ACI Extension Numbering	not assigned	
11-07-01	Department Group Pilot Numbers - Dial	not assigned	
11-08-01	ACI Group Pilot Number	not assigned	
11-09-01	Trunk Access Code	9	
11-09-02	Trunk Access Code - 2nd Trunk Route Access Code	not assigned	
11-10-01	Service Code Setup (for System Administrator) - Night Mode Switching	718	
11-10-03	Service Code Setup (for System Administrator) - Setting the System Time	728	
11-10-04	Service Code Setup (for System Administrator) - Storing Common Speed Dialing Numbers	753	
11-10-05	Service Code Setup (for System Administrator) - Storing Group Speed Dialing Numbers	754	
11-10-06	Service Code Setup (for System Administrator) - Setting the Automatic Transfer for Each Trunk Line	733	
11-10-07	Service Code Setup (for System Administrator) - Canceling the Automatic Transfer for Each Trunk Line	734	
11-10-08	Service Code Setup (for System Administrator) - Setting the Destination for Automatic Trunk Transfer	735	
11-10-09	Charging Cost Display by the Supervisor	not assigned	
11-10-11	Entry Credit for Toll Restriction	not assigned	
11-10-12	Service Code Setup (for System Administrator) - Night Mode Switching for Other Group	618	
11-10-16	Service Code Setup (for System Administrator) - Leaving Message Waiting (Requires CPU to be licensed for Hotel/Motel)	626	
11-10-17	Service Code Setup (for System Administrator) - Dial Block by Supervisor	601	
11-10-18	Service Code Setup (for System Administrator) - Off-Premise Call Forward by Door Box	722	
11-10-20	Service Code Setup (for System Administrator) - VRS - Record/ Erase Message	616	
11-10-21	Service Code Setup (for System Administrator) - VRS - General Message Playback	611	
11-10-22	Service Code Setup (for System Administrator) - VRS - Record or Erase General Message	612	
11-10-23	Service Code Setup (for System Administrator) - SMDR - Extension Accumulated Printout Code	621	
11-10-24	Service Code Setup (for System Administrator) - SMDR - Group Accumulated Printout Code	622	

Program Number	Program Name	Default	Note
11-10-25	Service Code Setup (for System Administrator) - Account Code Accumulated Printout Code	623	
11-10-26	Service Code Setup (for System Administrator) - Forced Trunk Disconnect	not assigned	
11-10-27	Service Code Setup (for System Administrator) - Trunk Port Disable for Outgoing Calls	645	
11-10-32	Service Code Setup (for System Administrator) - Set Private Call Refuse	646	
11-10-33	Service Code Setup (for System Administrator) - Entry Caller ID Refuse	748	
11-10-34	Service Code Setup (for System Administrator) - Set Caller ID Refuse	748	
11-10-35	Service Code Setup (for System Administrator) - Dial-In Mode Switching	609	
11-10-41	Date Setting	789	
11-10-42	Maintenance Service	643	
11-10-43	VRS Incoming	778	
11-10-44	Cutting the telephone power Sets the Service Code for power cutting. (for Administrator) PRG 11-10-44 Input dial is Max 8 digits.	731	
11-10-45	Room Monitor Permit Sets Service Code (SC) for Room monitor on/off to terminal. SC+1+Extension Number ; Room Monitor enable SC+0+Extension Number ; Room Monitor disable	610	
11-10-46	Watch Message Setting Service Code setting for Watching message recording to VRS	614	
11-10-47	Warning Message Setting Service Code setting for Warning message recording to VRS.	615	
11-10-48	Auto Dial Setting for Security Sensor Service Code setting for destination number when Warning mode detected.	617	
11-10-49	Auto Dial Setting for Remote Inspection Service Code setting for destination number when remote inspection detects no answer	619	
11-10-50	Night-mode Skip (Own Group)	787	
11-11-01	Service Code Setup (for Setup/Entry Operation) - Call Forward - All	741	
11-11-02	Service Code Setup (for Setup/Entry Operation) - Call Forward - Busy	742	
11-11-03	Service Code Setup (for Setup/Entry Operation) - Call Forward - No Answer	743	
11-11-04	Service Code Setup (for Setup/Entry Operation) - Call Forward - Busy/No Answer	744	
11-11-05	Service Code Setup (for Setup/Entry Operation) - Call Forward - Both Ring	745	
11-11-07	Service Code Setup (for Setup/Entry Operation) - Call Forwarding - Follow Me	746	
11-11-08	Service Code Setup (for Setup/Entry Operation) - Do Not Disturb	747	
11-11-09	Service Code Setup (for Setup/Entry Operation) - Answer Message Waiting	*0	

F

Program Number	Program Name	Default	Note
11-11-10	Service Code Setup (for Setup/Entry Operation) - Cancel All Messages Waiting	773	
11-11-11	Service Code Setup (for Setup/Entry Operation) - Cancel Message Waiting	771	
11-11-12	Service Code Setup (for Setup/Entry Operation) - Alarm Clock	727	
11-11-13	Service Code Setup (for Setup/Entry Operation) - Display Language Selection for Multiline Terminal	678	
11-11-14	Service Code Setup (for Setup/Entry Operation) - Text Message Setting	not assigned	
11-11-15	Service Code Setup (for Setup/Entry Operation) - Enable Handsfree Incoming Intercom Calls	721	
11-11-16	Service Code Setup (for Setup/Entry Operation) - Force Ringing of Incoming Intercom Calls	723	
11-11-17	Service Code Setup (for Setup/Entry Operation) - Programmable Function Key Programming (2-Digit Service Codes)	751	
11-11-18	Service Code Setup (for Setup/Entry Operation) - BGM On/Off	725	
11-11-19	Service Code Setup (for Setup/Entry Operation) - Key Touch Tone On/Off	724	
11-11-20	Service Code Setup (for Setup/Entry Operation) - Change Incoming CO and ICM Ring Tones	720	
11-11-21	Service Code Setup (for Setup/Entry Operation) - Check Incoming Ring Tones	711	
11-11-22	Service Code Setup (for Setup/Entry Operation) - Extension Name Programming	700	
11-11-23	Service Code Setup (for Setup/Entry Operation) - Second Call for DID/DISA/DIL	679	
11-11-24	Service Code Setup (for Setup/Entry Operation) - Change Station Class of Service	677	
11-11-25	Service Code Setup (for Setup/Entry Operation) - Automatic Transfer Setup for Each Extension Group	602	
11-11-26	Service Code Setup (for Setup/Entry Operation) - Automatic Transfer Cancellation for Each Extension Group	603	
11-11-27	Service Code Setup (for Setup/Entry Operation) - Destination of Automatic Transfer Each Extension Group	604	
11-11-28	Service Code Setup (for Setup/Entry Operation) - Delayed Transfer for Every Extension Group	605	
11-11-29	Service Code Setup (for Setup/Entry Operation) - Delayed Transfer Cancellation for Each Extension Group	606	
11-11-30	Service Code Setup (for Setup/Entry Operation) - DND Setup for Each Extension Group	607	
11-11-31	Service Code Setup (for Setup/Entry Operation) - DND Cancellation for Each Extension Group	608	
11-11-33	Service Code Setup (for Setup/Entry Operation) - Dial Block	600	
11-11-34	Service Code Setup (for Setup/Entry Operation) - Temporary Toll Restriction Override	775	
11-11-35	Service Code Setup (for Setup/Entry Operation) - Pilot Group Withdrawing	650	

Program Number	Program Name	Default	Note
11-11-36	Service Code Setup (for Setup/Entry Operation) - Toll Restriction Override	663	
11-11-37	Service Code Setup (for Setup/Entry Operation) - Ring Volume Set	729	
11-11-38	Service Code Setup (for Setup/Entry Operation) - Programmable Function Key Programming (3-Digit Service Codes)	752	
11-11-39	Service Code Setup (for Setup/Entry Operation) - Station Speed Dial Number Entry	755	
11-11-41	Service Code Setup (for Setup/Entry Operation) - Tandem Ringing	not assigned	
11-11-42	Transfer Dial Setting for Out of Range	889	
11-11-43	Service Code Setup (for Setup/Entry Operation) - Headset Mode Switching	688	
11-11-45	Service Code Setup (for Setup/Entry Operation) - Set/Cancel Call Forward All (Split)	682	
11-11-46	Service Code Setup (for Setup/Entry Operation) - Set/Cancel Call Forward Busy (Split)	683	
11-11-47	Service Code Setup (for Setup/Entry Operation) - Set/Cancel Call Forward No Answer (Split)	684	
11-11-48	Service Code Setup (for Setup/Entry Operation) - Set/Cancel Call Forward Busy No Answer (Split)	685	
11-11-49	Service Code Setup (for Setup/Entry Operation) - Set/Cancel Call Forward Both Ring (Split)	686	
11-11-50	Service Code Setup (for Setup/Entry Operation) - Set Message Waiting Indication	not assigned	
11-11-51	Service Code Setup (for Setup/Entry Operation) - Cancel Message Waiting Indication	not assigned	
11-11-52	Service Code Setup (for Setup/Entry Operation) - Set/Cancel Call Forward All Destination (No Split)	790	
11-11-53	Service Code Setup (for Setup/Entry Operation) - Set/Cancel Call Forward Busy Destination (No Split)	791	
11-11-54	Service Code Setup (for Setup/Entry Operation) - Set/Cancel Call Forward No Answer Destination (No Split)	792	
11-11-55	Service Code Setup (for Setup/Entry Operation) - Call Forward Busy No Answer Destination (No Split)	793	
11-11-58	Service Code Setup (for Setup/Entry Operation) - Call Forward with Personal Greeting	713	
11-11-59	Call Forward to Attendant except Busy	696	
11-11-60	Call Forward to Attendant/No Answer	697	
11-11-62	Adjust of Headset Ring Volume	not assigned	
11-11-65	Headset Mode Switching	not assigned	
11-11-66	Dial Control Key Operation	877	
11-11-68	Service Code Setup (for Setup/Entry Operation) - IntraMail Language Selection for own Extension	664	
11-11-69	Service Code Setup (for Setup/Entry Operation) - IntraMail Language Selection for Specific Extension	665	
11-11-70	Backlight Brightness	705	

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Program Number	Program Name	Default	Note
11-11-71	Auto Backlight	706	
11-11-72	Headset V.Announce	714	
11-12-01	Service Code Setup (for Service Access) - Bypass Call	707	
11-12-02	Service Code Setup (for Service Access) - Conference	#1	
11-12-03	Service Code Setup (for Service Access) - Override (Off-Hook Signaling)	709	
11-12-04	Service Code Setup (for Service Access) - Set Camp-On	750	
11-12-05	Service Code Setup (for Service Access) - Cancel Camp-On	770	
11-12-06	Service Code Setup (for Service Access) - Switching of Voice Call and Signal Call	712	
11-12-07	Service Code Setup (for Service Access) - Step Call	708	
11-12-08	Service Code Setup (for Service Access) - Barge-In	710	
11-12-09	Service Code Setup (for Service Access) - Change to STG (Department Group) All Ring	not assigned	
11-12-10	Service Code Setup (for Service Access) - Station Speed Dialing	#2	
11-12-11	Service Code Setup (for Service Access) - Group Speed Dialing	#4	
11-12-12	Service Code Setup (for Service Access) - Last Number Dial	#5	
11-12-13	Service Code Setup (for Service Access) - Saved Number Dial	715	
11-12-14	Service Code Setup (for Service Access) - Trunk Group Access	704	
11-12-15	Service Code Setup (for Service Access) - Specified Trunk Access	#9	
11-12-17	Service Code Setup (for Service Access) - Clear Last Number Dialing Data	776	
11-12-18	Service Code Setup (for Service Access) - Clear Saved Number Dialing Data	785	
11-12-19	Service Code Setup (for Service Access) - Internal Group Paging	701	
11-12-20	Service Code Setup (for Service Access) - External Paging	703	
11-12-21	Service Code Setup (for Service Access) - Meet-Me Answer to Specified Internal Paging Group	764	
11-12-22	Service Code Setup (for Service Access) - Meet-Me Answer to External Paging	765	
11-12-23	Service Code Setup (for Service Access) - Meet-Me Answer in Same Paging Group	763	
11-12-24	Service Code Setup (for Service Access) - Combined Paging	*1	
11-12-25	Service Code Setup (for Service Access) - Direct Call Pickup - Own Group	756	
11-12-26	Service Code Setup (for Service Access) - Call Pickup for Specified Group	768	

Program Number	Program Name	Default	Note
11-12-27	Service Code Setup (for Service Access) - Call Pickup	*#	
11-12-28	Service Code Setup (for Service Access) - Call Pickup for Another Group	769	
11-12-29	Service Code Setup (for Service Access) - Direct Extension Call Pickup	**	
11-12-30	Service Code Setup (for Service Access) - Specified Trunk Answer	672	
11-12-31	Service Code Setup (for Service Access) - Park Hold	#6	
11-12-32	Service Code Setup (for Service Access) - Answer for Park Hold	*6	
11-12-33	Service Code Setup (for Service Access) - Group Hold	732	
11-12-34	Service Code Setup (for Service Access) - Answer for Group Hold	762	
11-12-35	Service Code Setup (for Service Access) - Station Park Hold	757	
11-12-36	Service Code Setup (for Service Access) - Door Box Access	702	
11-12-37	Service Code Setup (for Service Access) - Common Canceling Service Code	*9	
11-12-38	Service Code Setup (for Service Access) - General Purpose Indication	783	
11-12-40	Service Code Setup (for Service Access) - Station Speed Dialing	#7	
11-12-41	Service Code Setup (for Service Access) - Voice Over	690	
11-12-42	Service Code Setup (for Service Access) - Flash on Trunk lines	#3	
11-12-43	Service Code Setup (for Service Access) - Answer No-Ring Line (Universal Answer)	#0	
11-12-44	Service Code Setup (for Service Access) - Callback Test for SLT	799	
11-12-45	Service Code Setup (for Service Access) - Enabled On Hook When Holding (SLT)	749	
11-12-46	Service Code Setup (for Service Access) - Answer On Hook When Holding (SLT)	759	
11-12-47	Service Code Setup (for Service Access) - Call Waiting Answer/Split Answer	794	
11-12-48	Service Code Setup (for Service Access) - Account Code	##	
11-12-51	Service Code Setup (for Service Access) - VM Access (InMail and VMS)	*8	
11-12-53	Service Code Setup (for Service Access) - Live Recording at SLT	654	
11-12-54	Service Code Setup (for Service Access) - VRS Routing for ANI/DNIS	782	
11-12-56	Service Code Setup (for Service Access) - E911(US only) Alarm Shut Off	786	
11-12-57	Service Code Setup (for Service Access) - Tandem Trunking	#8	

Program Number	Program Name	Default	Note
11-12-58	Service Code Setup (for Service Access) - Transfer Into Conference	624	
11-12-59	Service Code Setup (for Service Access) - Trunk Drop Operation for SLT	660	
11-12-62	Security Sensor Reset	716	
11-12-63	Watch Mode Start	717	
11-12-64	Security Sensor Mode Start	719	
11-14-01	Service Code Setup (for Hotel) - Set DND for Own Extension	627	
11-14-02	Service Code Setup (for Hotel) - Cancel DND for Own Extension	628	
11-14-03	Service Code Setup (for Hotel) - Set DND for Other Extension	629	
11-14-04	Service Code Setup (for Hotel) - Cancel DND for Other Extension	630	
11-14-05	Service Code Setup (for Hotel) - Set Wake Up Call for Own Extension	631	
11-14-06	Service Code Setup (for Hotel) - Cancel Wake Up Call for Own Extension	632	
11-14-07	Service Code Setup (for Hotel) - Set Wake Up Call for Other Extension	633	
11-14-08	Service Code Setup (for Hotel) - Cancel Wake Up Call for Other Extension	634	
11-14-09	Service Code Setup (for Hotel) - Set Room to Room Call Restriction	635	
11-14-10	Service Code Setup (for Hotel) - Cancel Room to Room Call Restriction (Hotel)	636	
11-14-11	Service Code Setup (for Hotel) - Change Toll Restriction Class for Other Extension	637	
11-14-12	11-14-12 Service Code Setup (for Hotel) - Check-In	638	
11-14-13	Service Code Setup (for Hotel) - Check-Out	639	
11-14-14	Service Code Setup (for Hotel) - Room Status Change for Own Extension	640	
11-14-15	Service Code Setup (for Hotel) - Room Status Change for Other Extension	641	
11-14-16	Service Code Setup (for Hotel) - Room Status Output	642	
11-14-17	Service Code Setup (for Hotel) - Hotel Room Monitor	675	
11-14-19	Hotel Room Data Set	not assigned	
11-15-01	Service Code Setup, Administrative (for Special Access) - Remote Maintenance	730	
11-15-05	Service Code Setup, Administrative (for Special Access) - System Programming Mode, Log-On	# * # *	
11-15-09	Service Code Setup, Administrative (for Special Access) - Transfer to Incoming Ring Group	not assigned	
11-15-12	Service Code Setup, Administrative (for Special Access) - Extension Data Swap	not assigned	
11-15-13	Service Code Setup, Administrative (for Special Access) - Remote Access from DISA	not assigned	

Program Number	Program Name	Default	Note
11-15-14	Service Code Setup, Administrative (for Special Access) - Modem Access	740	
11-16-01	Single Digit Service Code Setup - Step Call	2	
11-16-02	Single Digit Service Code Setup - Barge-In	not assigned	
11-16-03	Single Digit Service Code Setup - Switching of Voice/Signal Call	1	
11-16-04	Single Digit Service Code Setup - Intercom Off-Hook Signaling	*	
11-16-05	Single Digit Service Code Setup - Camp-On	#	
11-16-06	Single Digit Service Code Setup - DND/Call Forward Override Bypass	not assigned	
11-16-07	Single Digit Service Code Setup - Message Waiting	0	
11-16-08	Single Digit Service Code Setup - Voice Over	6	
11-16-09	Single Digit Service Code Setup - Access to Voice Mail	8	
11-16-10	Single Digit Service Code Setup - (Department) STG All Ring Mode	not assigned	
11-16-11	Single Digit Service Code Setup - Station Park Hold	not assigned	
11-20-01	Dial Extension Analyze Table - Dial Digits	not assigned	
11-20-02	Dial Extension Analyze Table - Type of Dials	0	

Operation

None



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Flexible Timeouts

Description

The Flexible Timeouts feature provides a variety of timers in the Resident System Program to allow the system to operate without initial programming. The system timers can be changed to meet customer needs according to the system application requirements.

A Timer Class is used to allow terminals and trunks to have different timers for the same feature. There are 16 timer Classes (0~15). The following table shows the Programs that are used depending on the Timer Class used:

Timer Class 0	Timer Class 1~15	Title	Comment
20-01-08	20-31-01	Trunk Queuing Callback Time	Trunk Queuing callback rings an extension for this time. Station Timer Class is referred by the station that sets trunk queuing.
20-01-09	20-31-02	Callback / Trunk Queuing Cancel Time	The system cancels an extension Callback or Trunk Queuing request after this time. Station Timer Class is referred by the station that sets an extension Callback or Trunk Queuing.
20-04-03	20-31-03	Virtual Extension Delay Interval	If VE is set for Delayed Ringing (PRG 15-11- 01), ring the covering extension after this time. Station Timer Class is referred by the station assigned to CAR/VE.
21-01-02	20-31-04	Intercom Interdigits Time	When placing Intercom calls, users must dial each digit in this time. Station Timer Class is referred by stations. Trunk Timer Class is referred by DID/ Automatic Answer Trunk trunks.
21-01-03	20-31-05	Trunk Interdigits Time	When placing CO calls, users must dial each digit in this time. Station Timer Class is referred by stations. Trunk Timer Class is referred by DID/ Automatic Answer Trunk trunks.
21-01-09	20-31-06	Hotline Time Start Time	A Ringdown extension automatically calls its programmed destination after this time. Station Timer Class is referred by the stations which sets Hotline.
22-01-03	20-31-07	Ring No Answer Alarm Time	If a trunk rings a key telephone longer than this time, the system changes the ring cadence. This indicates to the user that the call was ringing too long. Trunk Timer Class is referred by the trunk.
22-01-04	20-31-08	DIL No Answer Recall Time	A DIL that rings its programmed destination longer than this time diverts to the DIL No Answer Ring Group (PRG 22-08-01). Trunk Timer Class is referred by the trunk.
22-01-06	20-31-09	DID Ring-No-Answer Time	In systems with DID Ring No Answer Intercept, this time sets the Ring No Answer time. This time is how long a DID call rings the destination extension before rerouting to the intercept ring group. Trunk Timer Class is referred by DID trunk.
24-01-01	20-31-10	Hold Recall Time (Non Exclusive Hold)	A call on Hold recalls the extension that placed it on Hold after this time. Station Timer Class is referred by held call.
24-01-02	20-31-11	Hold Recall Callback Time (Non Exclusive Hold)	A Hold recall rings an extension for this time. Station Timer Class is referred by held call.
24-01-03	20-31-12	Exclusive Hold Recall Time	A call on Hold recalls the extension that placed it on Hold after this time. Station Timer Class is referred by held call.

Timer Class 0	Timer Class 1~15	Title	Comment
24-01-04	20-31-13	Exclusive Hold Recall Callback Time	An Exclusive Hold Recall rings an extension for this time. If not picked up, the call goes back on Non exclusive Hold. Station Timer Class is referred by held call.
24-01-06	20-31-14	Park Hold Time - Normal	A call left parked longer than this time recalls the extension that initially parked it. Trunk or Station Timer Class is referred by held call.
24-02-03	20-31-15	Delayed Call Forwarding Time	If activated at an extension, No Answer Call Forwarding occurs after this time. Station Timer Class is referred by the station sets No Answer Call Forward.
24-02-04	20-31-16	Transfer Recall Time	A transferred call recalls to the extension that initially transferred it after this time. Station Timer Class is referred by transferred call.
25-07-02	20-31-17	VRS/DISA No Answer Time	After this time expires, the call follows the programmed Ring No Answer routing (PRG 25-03 and PRG 25-04-01). Trunk Timer Class is referred.
25-07-03	20-31-18	Disconnect after VRS/DISA Re-transfer to IRG	Disconnect after re-transfer to Incoming Ring Group. Trunk Timer Class is referred.
25-07-07	20-31-19	Long Conversation Warning Tone Time	Determine the time trunk-to-trunk conversation can talk before the Long Conversation tone is heard. Trunk Timer Class is referred.
25-07-08	20-31-20	Long Conversation Disconnect Time	This timer determines how long the system waits before disconnecting a trunk-to-trunk conversation call after the Long Conversation tone is heard. Trunk Timer Class is referred.
25-07-09	20-31-21	DISA Internal Paging Time	This is the maximum length of an Internal Page placed by a DISA caller. If the Page continues longer than this time, the system terminates the DISA call. Trunk Timer Class is referred.
25-07-10	20-31-22	DISA External Paging Time	This is the maximum length of an External Page placed by a DISA caller. If the Page continues longer than this time, the system terminates the DISA call. Trunk Timer Class is referred.
31-01-02	20-31-23	Page Announcement Duration	This timer sets the maximum length of External Page announcements. Station or Trunk Timer Class is referred by the caller makes announcement.

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Conditions

- Timer Classes are used for CAR/VE also.
- When Timer Class is set to 0 it uses the system-wide timers.
- Both system-wide timers (Timer Class 0) and Timer Class timers (Timer Class 1~15) can be used in the same system.

Default Settings

Timer Class set to 0 for all trunks and extensions.

System Availability

Terminals

All Multiline Terminals

Required Component(s)

None

Related Features

None

Guide to Feature Programming

Program Number	Program Name	Default
20-01-08	System Options - Trunk Queuing Callback Time	15 (seconds)
20-01-09	System Options - Callback/Trunk Queuing Cancel Time	64800 (seconds)
20-04-03	System Options for Virtual Extensions - Virtual Extension Delay Interval	10 (seconds)
20-29-01	Timer Class for Extensions	0
20-30-01	Timer Class for Trunks	0
20-31-01	Timer Class Timer Assignment - Trunk Queuing Callback Duration Time	15 (seconds)
20-31-02	Timer Class Timer Assignment - Callback/Trunk Queuing Cancel Time	64800 (seconds)
20-31-03	Timer Class Timer Assignment - Virtual Extension Delay Interval	10 (seconds)
20-31-04	Timer Class Timer Assignment - Intercom Interdigits Time (Intercom I/D Timer)	10 (seconds)
20-31-05	Timer Class Timer Assignment - Trunk Interdigits Time (Trunk I/D Timer)	10 (seconds)
20-31-06	Timer Class Timer Assignment - Hotline Time Start Time (Hotline Start)	5 (seconds)
20-31-07	Timer Class Timer Assignment - Ring No Answer Alarm Time	60 (seconds)
20-31-08	Timer Class Timer Assignment - DIL/Incoming Ring Group No Answer Time	0 (seconds)
20-31-09	Timer Class Timer Assignment - DID Ring-No-Answer Time	20 (seconds)
20-31-10	Timer Class Timer Assignment - Hold Recall Time (Non Exclusive Hold)	90 (seconds)
20-31-11	Timer Class Timer Assignment - Hold Recall CallBack Time (Non Exclusive Hold)	30 (seconds)
20-31-12	Timer Class Timer Assignment - Exclusive Hold Recall Time	90 (seconds)
20-31-13	Timer Class Timer Assignment - Exclusive Hold Recall Callback Time	30 (seconds)
20-31-14	Timer Class Timer Assignment - Park Hold Time - Normal	90 (seconds)
20-31-15	Timer Class Timer Assignment - Delayed Call Forwarding Time (Call Forward No Answer)	10 (seconds)
20-31-16	Timer Class Timer Assignment - Transfer Recall Time	30 (seconds)
20-31-17	Timer Class Timer Assignment - DID/DISA No Answer Time (Disconnect or IRG or VM)	0 (seconds)
20-31-18	Timer Class Timer Assignment - Disconnect after Re-transfer to IRG	60 (seconds)
20-31-19	Timer Class Timer Assignment - Long Conversation Warning Tone Time (Trunk to Trunk)	3600 (seconds)
20-31-20	Timer Class Timer Assignment - Long Conversation Disconnect (Trunk to Trunk)	10 (seconds)

Program Number	Program Name	Default
20-31-21	Timer Class Timer Assignment - DISA Internal Paging Time	30 (seconds)
20-31-22	Timer Class Timer Assignment - DISA External Paging Time	30 (seconds)
20-31-23	Timer Class Timer Assignment - Page Announcement Duration	1200 (seconds)
21-01-02	System Options for Outgoing Calls - Intercom Interdigit Time	10 (seconds)
21-01-03	System Options for Outgoing Calls - Trunk Interdigit Time (External)	5 (seconds)
21-01-09	System Options for Outgoing Calls - Ringdown Extension Timer (Hotline Start)	5 (seconds)
22-01-03	System Options for Incoming Calls - Ring No Answer Alarm Time	60 (seconds)
22-01-04	System Options for Incoming Calls - DIL No Answer Recall Time	0 (seconds)
22-01-06	System Options for Incoming Calls - DID Ring-No-Answer Time	20 (seconds)
24-01-01	System Options for Hold - Hold Recall Time	90 (seconds)
24-01-02	System Options for Hold - Hold Recall Callback Time	30 (seconds)
24-01-03	System Options for Hold - Exclusive Hold Recall Time	90 (seconds)
24-01-04	System Options for Hold - Exclusive Hold Recall Callback Time	30 (seconds)
24-01-06	System Options for Hold - Park Hold Time - Normal	90 (seconds)
24-02-03	System Options for Transfer - Delayed Call Forwarding Time	10 (seconds)
24-02-04	System Options for Transfer - Transfer Recall Time	30 (seconds)
25-07-02	System Timers for VRS/DISA - VRS/DISA No Answer Time	0 (seconds)
25-07-03	System Timers for VRS/DISA - Disconnect after VRS/DISA retransfer to IRG	60 (seconds)
25-07-07	System Timers for VRS/DISA - Long Conversation Warning Tone Time	3600 (seconds)
25-07-08	System Timers for VRS/DISA - Long Conversation Disconnect Time	10 (seconds)
25-07-09	System Timers for VRS/DISA - DISA Internal Paging Time	30 (seconds)
25-07-10	System Timers for VRS/DISA - DISA External Paging Time	30 (seconds)
31-01-02	System Options for Internal/External Paging - Page Announcement Duration	1200 (seconds)

F

Operation

Please refer to the feature for the operation.

Forced Trunk Disconnect

Description

Forced Trunk Disconnect allows an extension user to disconnect (release) another extension active outside call. The user can then place a call on the released trunk. Forced Trunk Disconnect lets a user access a busy trunk in an emergency, when no other trunks are available. Maintenance technicians can also use Forced Trunk Disconnect to release a trunk on which there is no conversation. This can happen if a trunk does not properly disconnect when the outside party hangs up.



Forced Trunk Disconnect abruptly terminates the active call on the line. Only use this feature in an emergency and when no other lines are available.

Conditions

This feature only works on an analog trunk. ISDN and IP trunks do not have the Forced Trunk Disconnect available.

Default Settings

- COS 15 = Enable
- COS 01~14 = Disable

System Availability

Terminals

All Terminals

Required Component(s)

Analog Trunks

Related Features

Central Office Calls, Placing




Guide to Feature Programming

Program Number	Program Name	Default
11-10-26	Service Code Setup (for System Administrator) - Forced Trunk Disconnect	not assigned
20-06-01	Class of Service for Extensions	Extension 101 is Class 15 and other Extension are Class 1
20-07-11	Class of Service Options (Administrator Level) - Forced Trunk Disconnect (analog trunk only)	COS 01~15 = 1
21-01-18	System Options for Outgoing Calls - Reset Dial After Failure of Trunk Access Set to 0 (on) for Forced Trunk Disconnect to work.	1: Disable




Operation

To disconnect a busy trunk:

Multiline Terminal

1. Press a line key for trunk.
- OR -
Dial trunk access code (**#9** + trunk number).
 *You hear busy tone. Trunk numbers are 001~076.*
2. Dial the Service Code (**PRG 11-10-26**).
 *You hear confirmation beeps as the system disconnects the trunk.*
 *You can now place a call on the free trunk.*
3. Press the line key for the trunk disconnected in step 2.
- OR -
Dial the trunk access code (**#9** + trunk number) for the trunk disconnected in step 2.

Single Line Terminal

1. Dial trunk access code (**#9** + trunk number).
 *You hear busy tone. Trunk numbers are 001~076.*
2. Dial Service Code (**PRG 11-10-26**).
 *You hear confirmation beeps as the system disconnects the line.*
3. Hookflash.
 *You can now place a call on the free line.*
4. Dial the trunk access code (**#9** + trunk number) for the trunk disconnected in step 2.

Group Call Pickup

Description

Group Call Pickup allows an extension user to answer a call ringing another extension in a Pickup Group. This permits co-workers in the same work area to easily answer each other's calls. The user can dial a code or press a programmed Group Call Pickup key to intercept the ringing call. If several extensions within the group are ringing at the same time, Group Call Pickup intercepts the call based on the extension priority in the Pickup Group.

With Group Call Pickup, a user can intercept the following calls:

- A call ringing the user's own pickup group
- A call ringing another pickup group when the user knows the group number
- A call ringing another pickup group when the user does not know the group number

There are 32 Call Pickup Groups available.

Conditions

- A Call Pickup Group cannot have an associated name.
- Group Call Pickup can be used to answer calls recalling from Hold or Park.
- Group Call Pickup cannot be used to answer calls ringing Call Arrival Keys or Virtual Extensions.
- Virtual Extensions can use Group Call Pickup to answer calls ringing a Multiline Terminal or Single Line Terminal.
- Users can pickup calls regardless of their access map programming.
- Directed Call Pickup provides another way of answering a co-worker's call.
- Function keys simplify Group Call Pickup operation.

Default Settings

Enabled

System Availability

Terminals

Any Station

Required Component(s)

None

Related Features

Central Office Calls, Answering

Directed Call Pickup

Programmable Function Keys



Guide to Feature Programming

Program Number	Program Name	Default
11-12-25	Service Code Setup (for Service Access) - Direct Call Pickup - Own Group	756
11-12-26	Service Code Setup (for Service Access) - Call Pickup for Specified Group	768
11-12-27	Service Code Setup (for Service Access) - Call Pickup	*#
11-12-28	Service Code Setup (for Service Access) - Call Pickup for Another Group	769
15-07-01	Programmable Function Keys	Refer to Programming Manual.
20-06-01	Class of Service for Extensions	Extension 101 is Class 15 and other Extension are Class 1
20-10-01	Class of Service Options (Answer Service) - Group Call Pickup (Within Group)	COS 01~15 = 1
20-10-02	Class of Service Options (Answer Service) - Group Call Pickup (Another Group)	COS 01~15 = 1
20-10-03	Class of Service Options (Answer Service) - Group Call Pickup for Specific Group	COS 01~15 = 1
20-10-04	Class of Service Options (Answer Service) - Telephone Call Pickup	COS 01~15 = 1
20-10-05	Class of Service Options (Answer Service) - Directed Call Pickup for Own Group	COS 01~15 = 1
20-10-09	Class of Service Options (Answer Service) - Call pickup Callback	1
23-02-01	Call Pickup Groups	Refer to Programming Manual.

G

Operation

To answer a call ringing another telephone in your Pickup Group:

1. Pick up the handset or press Speaker key.
2. At Multiline Terminal only, press the **Group Call Pickup** key (PRG 15-07 or SC 751: 24).
- OR -
Dial **756** or ***#**.



*Service Code *# can pick up any call in the group, plus any Ring Group calls. Service Code 756 cannot pick up Ring Group calls.*

To answer a call ringing a telephone in another Pickup Group when you do not know the group number:

1. Pick up the handset or press Speaker key.
2. At Multiline Terminal only, press the **Group Call Pickup** key (PRG 15-07 or SC 751: 25).
- OR -
Dial **769**.

To answer a call ringing a telephone in another Pickup Group when you know the group number:

1. Pick up the handset or press Speaker key.
2. At Multiline Terminal only, press the **Group Call Pickup** key (PRG 15-07 or SC 751: 26 + group).
- OR -
Dial **768** and the group number (1~32).

Group Listen

Description

Group Listen permits a Multiline Terminal user to talk on the handset and have their caller's voice broadcast over the telephone speaker. This lets the Multiline Terminal user's co-workers listen to the conversation. Group Listen turns off the Multiline Terminal handsfree microphone so the caller does not pick the co-worker's voices during a Group Listen.

Conditions

- An extension in the headset mode cannot use Group Listen.
- Group Listen is not available to Single Line Terminals.

Default Settings

Disabled

System Availability

Terminals

Digital Multiline Terminal

Required Component(s)

None

Related Features

Handset Operation


Guide to Feature Programming


Program Number	Program Name	Default
20-06-01	Class of Service for Extensions	Extension 101 is Class 15 and other Extension are Class 1
20-13-26	Class of Service Options (Supplementary Service) - Group Listen	COS 01~15 = 1

Operation

To initiate Group Listen:

1. Place or answer call using the handset.
2. Press Speaker key twice (but do not hang up).

 *Speaker key flashes slowly.*

 *You can talk to the caller through your handset. Your co-workers hear your caller's voice over your telephone speaker after pressing Speaker key.*

To talk Handsfree after initiating Group Listen:

1. Hang up the handset.

To cancel Group Listen (without hanging up your call):

1. Do not hang up.
2. Press the flashing Speaker key.



You can talk to the caller over the handset. Your co-workers can no longer hear the caller's voice.

Handset Mute/Handset Cutoff

Description

At the same time with Microphone On/Off control, Handset Mute/Handset Cutoff is provided to Multiline Terminals connected to the SL1100 system. While talking on the Multiline Terminal handset, a station user can press Mute key to mute the transmit speech path. The station user can still hear the outside (or intercom) voice.

Conditions

- Mute key flashes when active.
- When Mute is set at the terminal and answer the incoming call or held call by Off Hooking the Handset, transmit Mute is canceled temporary, and back to original Mute state when On Hook.
- At PRG 15-02-50, MIC Lamp Status Change, Mute key LED can be set either way. Default is LED On when Mute On.

Default Settings

None

System Availability

Terminals

All Multiline Terminals

Required Component(s)

None

Related Features

Programmable Function Keys

Guide to Feature Programming

Program Number	Program Name	Default
15-02-50	MIC Lamp Status Change	0
15-07-01	Programmable Function Keys	Refer to Programming Manual.

Operation

While talking on a terminal handset:

1. Press Mute key.

Handsfree and Monitor

Description

Handsfree allows a Multiline Terminal user to process calls using the speaker and microphone in the telephone instead of the handset. Handsfree is a convenience for workers who do not 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 telephone.

There are three variations of Handsfree.

- Handsfree
The user can press Speaker key to place and answer calls instead of using the handset.
- Automatic Handsfree
The user can press a trunk line key or virtual extension key without lifting the handset or pressing Speaker key. An extension can have Automatic Handsfree for outgoing calls or for both outgoing calls and incoming calls.
- Monitor
User can place a call without lifting the handset, but must lift the handset to speak.

Conditions

- Handsfree and Monitor are not available for Single Line Terminals.
- Prime Line Selection affects how incoming and outgoing calls are handled and thus determines what happens when the user presses Speaker key.
- Monitoring volume may be adjusted using the volume control on the Multiline Terminal.
- When a Multiline Terminal user lifts the handset, the monitoring condition is automatically released, and Speaker key LED goes off.
- A Multiline Terminal is considered off-hook by the system when this feature is used.

Default Settings

Enabled

System Availability

Terminals

All Multiline Terminals

Required Component(s)

None

Related Features

Central Office Calls, Answering

Central Office Calls, Placing

Microphone Cutoff

Prime Line Selection

H

Guide to Feature Programming

Program Number	Program Name	Default
15-02-08	Multiline Telephone Basic Data Setup - Automatic Handsfree	1
15-02-16	Multiline Telephone Basic Data Setup - Handsfree Operation	1
20-02-12	System Options for Multiline Telephones - Forced Intercom Ring (ICM Call Type)	1
20-06-01	Class of Service for Extensions	Extension 101 is Class 15 and other Extension are Class 1
20-09-05	Class of Service Options (Incoming Call Service) - Signal/Voice Call	COS 01~15 = 1

Operation

To talk Handsfree:

1. Press Speaker, the **Trunk Line**, or the **Virtual Extension** key.
2. Place the call.
3. Speak toward the telephone when the called party answers.

To change a handset call into a Handsfree call:

1. Press Speaker key and hang up the handset.
2. Press Speaker key again to hang up.

To change a Handsfree call into a handset call:

1. Lift the handset.

To turn on/off Monitor:

1. Press Mute key or the **Microphone Function** key (PRG 15-07-01 or SC **751**: 02) to turn on or off the Microphone.



*Monitor is off when Mute key LED is lit, the **Microphone Function** key is not lit (Off), or the handset is lifted.*

Handsfree Answerback/Forced Intercom Ringing

Description

Handsfree Answerback permits an extension user to respond to a voice-announced Intercom call by speaking toward the telephone, without lifting the handset. Like Handsfree, this is a convenience for workers who do not have a free hand to pick up the handset.

Conditions

- Handsfree Answerback does not require the Speaker phone to be enabled (PRG 15-02-16).
- A Multiline Terminal user can process calls using the speaker and microphone in the telephone (instead of the handset).
- With Microphone Cutoff enabled, Handsfree Answerback callers to an extension hear a single beep (instead of two).
- Incoming Intercom calls always ring Single Line Terminals.
- The extension you are calling must be set to Voice for this feature to work.

Default Settings

Enabled

System Availability

Terminals

All Multiline Terminals

Required Component(s)

None

Related Features

Handsfree and Monitor

Microphone Cutoff

Guide to Feature Programming

Program Number	Program Name	Default
11-11-15	System Numbering - Enable Handsfree Incoming Intercom Calls	721
11-11-16	System Numbering - Force Ringing of Incoming Intercom Calls	723
11-12-06	Service Code Setup (for Service Access) - Switching of Voice Call and Signal Call	712
15-02-16	Multiline Telephone Basic Data Setup - Handsfree Operation	1
20-02-12	System Options for Multiline Telephones - Forced Intercom Ring (ICM Call Type)	1

Program Number	Program Name	Default
20-06-01	Class of Service for Extensions	Extension 101 is Class 15 and other Extension are Class 1
20-08-10	Class of Service Options (Outgoing Call Service) - Signal/Voice Call	COS 01~15 = 1
20-09-05	Class of Service Options (Incoming Call Service) - Signal/Voice Call	COS 01~15 = 1

H

Operation

To enable Handsfree Answerback for your incoming Intercom calls:

1. Press idle Speaker key.
2. Dial **721**.
3. Press Speaker key to hang up.

 *This disables Forced Intercom Ringing.*


To enable Forced Intercom Ringing for your incoming Intercom calls:

1. Press idle Speaker key.
2. Dial **723**.
3. Press Speaker key to hang up.

 *This disables Handsfree Answerback.*

To change the way your Intercom call signals the extension you are calling:

1. Dial **1**.

 *If ringing, your call voice-announces. If voice-announced, your call starts to ring the destination. This option is also available at Single Line Terminals.*

Headset Operation

Description

A Multiline Terminal user can use a customer-provided headset in place of the handset. Like using Handsfree, using the headset frees up the user's hands for other work. However, Headset Operation provides privacy not available from Handsfree.

As the headset plugs into a separate jack on the bottom of the telephone, the handset can still be connected to the telephone. This gives you the option to use the handset, headset or the speaker-phone for calls.

Conditions

- While using the headset, the Headset function key becomes a release (disconnect) key and no dial tone is heard from the speaker.
- While in the headset mode, the hook switch is not functional.
- An extension with a headset can still receive voice-announced Intercom calls and respond handsfree when idle.
- A Headset Function key is required to answer or place a call in headset mode.

Default Settings

Disabled

System Availability

Terminals

None

Required Component(s)

Headset

Related Features

Handsfree Answerback/Forced Intercom Ringing

Programmable Function Keys


Guide to Feature Programming

Program Number	Program Name	Default
15-07-01	Programmable Function Keys	Refer to Programming Manual.
20-02-05	System Options for Multiline Telephones - Headset Busy Mode	0
20-02-12	System Options for Multiline Telephones - Forced Intercom Ring (ICM Call Type)	1
20-09-07	Class of Service Options (Incoming Call Service) - Call Queuing	COS 01~15 = 1
20-13-06	Class of Service Options (Supplementary Service) - Automatic Off-Hook Signaling (Automatic Override)	Refer to Programming Manual.


Operation


To enable the headset:

1. Plug in the headset into the headset jack on the bottom of the telephone.
2. Program a **Headset** key (PRG 15-07 or SC **751**: 05).

 *You hear a confirmation beep.*

To use the headset:

 *The Headset key lights when on a call. To disconnect, press the Headset key again.*

 *You can still use the handset for calls or respond to voice-announced Intercom calls with the headset plugged in. The headset only activates when the Headset key is pressed.*

1. Answer a ringing call by pressing the **Headset** key.
- OR -
2. Press the **Headset** key and then a line key or press Speaker key then **9** to make a outgoing call.
- OR -
3. Press the **Headset** key to get intercom dial tone.
- OR -
4. If on a call, press the **Headset** key to hang up.

Hold

Description

Hold lets an extension user put a call in a temporary waiting state. The caller on Hold hears silence or Music on Hold, not conversation in the extension user's work area. While the call waits on Hold, the extension user may process calls or use a system feature. Calls left on Hold too long recall the extension that placed them on Hold. There are four types of Hold:

- **System Hold**
An outside call a user places on Hold flashes the line key (if programmed) at all other Multiline Terminals. Any Multiline Terminal user with the flashing line key can pick up 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 Multiline Terminals that have a key for the trunk. Exclusive hold is important if a user does not want a co-worker picking up their call on Hold.
- **Group Hold**
If a user places a call on Group Hold, another user in the Department Group can dial a code to pick up the call. This lets members of a department easily pick up each other's calls.
- **Intercom Hold**
A user can place an Intercom call on Hold. The Intercom call on Hold does not indicate at any other extension.

Hold Recall to Operator

Hold Recall to Operator enhances how the system handles calls that are left on hold too long. With Hold Recall to Operator:

- A trunk call recalls the extension that placed it on Hold after the Hold/Exclusive Hold Recall Time.
- The recalling trunk rings the extension that placed it on Hold for the Hold/Exclusive Hold Recall Callback Time.
- After the Hold/Exclusive Hold Recall Callback Time, the trunk call rings the operator.

Hold Recall to Operator applies to trunk calls placed on System Hold, Exclusive Hold and Group Hold. It does not apply to Intercom calls.

Conditions

- The called extension must lift the handset or press Speaker key before the call can be placed on hold.
- Callers on Hold hear Music on Hold, if programmed.
- An extension can have function keys for System Hold and Exclusive Hold.
- Analog Single Line Terminals can only use Exclusive Hold and Group Hold.
- If station A calls station B, and station A puts station B on hold and then calls station C, station C cannot transfer the call.

Default Settings

Enabled

System Availability

Terminals

All Terminals

Required Component(s)

None

Related Features

Music on Hold

Programmable Function Keys

Single Line Terminals

Guide to Feature Programming

Program Number	Program Name	Default
11-12-30	Service Code Setup (for Service Access) - Specified Trunk Answer	672
11-12-33	Service Code Setup (for Service Access) - Group Hold	732
11-12-34	Service Code Setup (for Service Access) - Answer for Group Hold	762
14-01-16	Basic Trunk Data Setup - Forced Release of Held Call	0
14-07-01	Trunk Access Map Setup	Access Map 1~84 = Trunk Ports 1~84 assigned with option 7 access (incoming and outgoing access and access when trunk is on Hold).
15-02-06	Multiline Telephone Basic Data Setup - HoldKey Operating Mode	0
15-02-07	Multiline Telephone Basic Data Setup - Automatic Hold for CO Lines	1
15-02-11	Multiline Telephone Basic Data Setup - Callback Automatic Answer	1
15-06-01	Trunk Access Map for Extensions	1
15-07-01	Programmable Function Keys	Refer to Programming Manual.
16-02-01	Department Group Assignment for Extensions	Department Groups 1 - 32 Priority 1 - 999 All extensions in Department Group 1 with priority in port order: Port 1 priority = 1 Port 128 priority = 128
20-06-01	Class of Service for Extensions	Extension 101 is Class 15 and other Extension are Class 1
20-11-09	Class of Service Options (Hold/Transfer Service) - Group Hold Initiate	COS 01~15 = 1
20-11-10	Class of Service Options (Hold/Transfer Service) - Group Hold Answer	COS 01~15 = 1
20-11-13	Class of Service Options (Hold/Transfer Service) - Operator Transfer After Hold Callback	COS 01~15 = 0
20-17-01	Operator Extension - Operator's Extension Number	101
24-01-01	System Options for Hold - Hold Recall Time	90 (seconds)
24-01-02	System Options for Hold - Hold Recall Callback Time	30 (seconds)
24-01-03	System Options for Hold - Exclusive Hold Recall Time	90 (seconds)
24-01-04	System Options for Hold - Exclusive Hold Recall Callback Time	30 (seconds)
24-01-05	System Options for Hold - Forced Release of Held Call	1800 (seconds)



Operation

System Hold

To place an outside call on System Hold:

Press Hold key.

To pick up an outside call on System Hold:

1. If you know the specific line number, dial **672** + Line number (**001~076**).

Exclusive Hold

To place an outside call on Exclusive Hold:

Press the **Exclusive Hold** key (PRG 15-07-01 or SC **751**: 45).

Single Line Terminal

1. Hookflash.
2. Dial **749**.

To pick up an outside call on Exclusive Hold:

1. Press the flashing **line** key.

Single Line Terminal

1. Dial **759**.

Group Hold

To place a call on Hold so anyone in your Department Group can pick it up:

1. Press Hold key.
2. Dial **732**.
3. Press Speaker key to hang up.

Single Line Terminal

1. Hookflash.
2. Dial **732**.
3. Hang up.

To pick up a call on Group Hold:

1. Press Speaker key.
2. Dial **762**.

Single Line Terminal

1. Lift the handset.
2. Dial **762**.

Intercom Hold

To place an Intercom call on Intercom Hold:

1. Press Hold key.
2. Press Speaker key to hang up.

To pick up an Intercom call on Intercom Hold:

1. Press the flashing Hold key.

Hotel/Motel

Description

Your system provides Hotel/Motel services in addition to the many features available to business users. These Hotel/Motel services help you run your facility more efficiently, save you time and money and provide your guests with more responsive service.

Hotel/Motel features include:

Wake Up Call

Wake Up Call is like having an alarm clock in each room - with some unique advantages:

- Guests can set or cancel Wake Up Calls for themselves, or you can set and cancel Wake Ups for them.
- Unanswered Wake Up Calls can automatically call the operator and print on the Room Status Print-out report.
- You can view the status of all your system Wake Up Calls from your DSS Console.
- Use Wake Up Call as a meeting reminder (e.g., for convention attendees).

Single Digit Dialing

Single Digit Dialing gives your guests one-touch access to your important Hotel/Motel services. They can lift the handset and press a single key for:

- Extensions such as the front desk, reservation services, housekeeping or the maitre d' of your restaurant.
- Feature Access Codes for one-button access to selected features and outside lines.
- Voice Mail, so your guests can leave requests even when your service providers are unavailable.
- A Department Calling Group allowing, for example, your guests to reach the first available agent in your reservation desk group.

A Department Calling Group

A Department Calling Group, allowing, for example, your guests to reach the first available agent in your reservation desk group.

Message Waiting

If you call a guest while they are away from their room, leave them a Message Waiting. When the guest returns, they see the lamp on their phone flashing and can automatically call you back. You can use Message Waiting when you have parcels for a guest dropped off at your front desk. Do not keep redialing the guest if they are not in - just send them a Message Waiting. (Your DSS Console can show all the rooms that have messages waiting.)

Room to Room Calling Restriction

Prevent guests in one room from calling guests in another - a handy feature for guests that want to maintain their privacy. If you need to, you can always allow inter-room calling (e.g., for families or groups that have separate rooms).

Toll Restriction (When Checked In)

Control a guest's long distance dialing automatically when they check in. Use this feature to set up two different Toll Restriction modes. The first mode is for you and your staff when the room is checked out. The second mode is for your guests when they check in. You may want to restrict the outside numbers guests can dial, but allow your staff to call vendors and suppliers. In addition, you can set a room's Toll Restriction mode directly to any valid setting : 1 ~ 15.

Room Status

Your phone and DSS Console can set and monitor the status of all your guest rooms: Checked In, Checked Out, Maid Required and Maid in Room. Maximize room usage by coordinating your cleaning staff and reservation desk. For example, you can dial simple codes to set a room status. And, press STATUS on your console to see the status of all rooms at a single glance.

Room Status Printouts

The Room Status Printouts give you a concise overview of the status of all your guest rooms at a glance. The printouts provide up to the minute reports showing Room Status, Room Call Restriction, Do Not Disturb, Message Waiting and Wake Up Calls. If your cleaning staff needs to know which rooms to clean, for example, just print out the report showing Room Status. This printout requires a connection to the system using IP post on the CPU.

DSS Console Monitoring

Your DSS Console provides unique one-touch room monitoring abilities. Press a button on your DSS Console to check a room status. Or, see at a glance which rooms have Wake Up Calls set or messages waiting. You can also use your console for business mode features.

Do Not Disturb

A guest can activate DND anytime they need privacy (for example, if they need to work uninterrupted). Do Not Disturb (DND) blocks the room telephone incoming calls and Paging announcements. This can be set from the room phone or attendant phone.

Flexible Numbering Plan



To simplify dialing guests and services in your facility, customize your system to have room numbers match phone extension numbers. For example, if the rooms on the first floor are numbered 100 ~ 120, the corresponding room extensions should also be 100 ~ 120.

InMail Integration

- By setting PRG 45-02-05 to "1" (On), at the event of check-in the special command is transmitted from the system to the InMail in order to activate following features.
 1. Mailbox for the room cleared of messages
 2. The mailbox language returns to default
- Each Guest Room user can have individual mailbox languages at PRG 40-07-01.
- Guest Room users has ability to choose the language indication by Soft Key.

Hotel/Motel Feature Quick Reference Chart

Hotel/Motel Feature Quick Reference Chart	
Do Not Disturb	
Enable DND at a room telephone:	Lift handset + 627 + Hang up.
Cancel DND at a room telephone:	Lift handset + 628 + Hang up.
Enable DND for another room telephone:	Lift handset + 629 + Extension for which you want to enable DND + Hang up.
Cancel DND enabled at another room telephone:	Lift handset + 630 + Extension for which you want to disable DND + Hang up.
DSS Console Monitoring	
Check which room telephones have Messages Waiting:	Without lifting the handset, press MESSAGE (PAGE).
Check which room telephones have Wake Up Calls set:	Without lifting the handset, press WAKE UP (GROUP).

Hotel/Motel Feature Quick Reference Chart	
View the Check Out Status of a room:	Without lifting the handset, press STATUS (DOOR).
Message Waiting	
Leave a Message Waiting:	Call the room telephone + 0 + Hang up.
Cancel a Message Waiting:	Lift handset + 773 . - or - You know the extension at which you left the message: Lift handset + 771 + Extension .
Leave a Message Waiting without first calling the extension:	Lift handset + 626 + Extension .
Answer a Message Waiting left at your telephone:	Lift handset + *0 .
Room Status	
Check-in Options	
Set a room as checked in:	Lift handset + 638 + Extension of the room you want to check in + Hang up.
Set a room as checked out:	If you have previously dialed 638 to check it in, lift handset + 639 + Extension of the room you want to check out + Hang up.
House Cleaning Options	
Set a room house cleaning status from the room telephone:	Lift handset + 640 + Room status code (1 ~ 4) + Hang up. 1 = Room Clean (Occupied) 2 = Maid Required 3 = Maid in Room 4 = Inspection Required
Set a room status from another telephone:	Lift handset + 641 + Extension of the room you want to set + Room status code (1 ~ 4) + Hang up. 1 = Room Clean (Occupied) 2 = Maid Required 3 = Maid in Room 4 = Inspection Required
Room Status Printouts	
Have your printer output the Room Status Printout:	Lift handset + 642 + Room Status Printout option (0 ~ 5) + Hang up. 0 = All Printouts 1 = Room Status List (Check-in and House Cleaning Status) 2 = Call Restriction List 3 = Do Not Disturb and Room Clean List 4 = Message Waiting List 5 = Wake Up Call List
Room-to-Room Call Restriction	
Enable Room-to-Room Call Restriction for a guest's telephone:	Lift handset + 635 + Extension .  <i>The guest cannot dial any other Hotel Mode extension.</i>
Disable Room-to-Room Call Restriction for a guest's telephone:	Lift handset + 636 + Extension .
Single Digit Dialing	
When a guest wants to use Single Digit Dialing:	Lift handset + single dial pad key (1 ~ 9).
Toll Restriction (When Checked In)	
Change a room telephone Toll Restriction (When Checked In) level:	Lift handset + 637 + Extension to change the Toll Restriction (When Checked In) level + Enter the new Toll Restriction (When Checked In) level (01 ~ 15).  <i>If a room Toll Restriction level is changed using access code 637, that room keeps the new setting until it is either changed using access code 637 or in system programming.</i>
Wake Up Call	

Hotel/Motel Feature Quick Reference Chart	
Set a Wake Up Call for your own room:	Lift handset + 631 + Time for wake up (use a 24-hour clock, ex: 1:00 PM = 13:00) + Hang up.
Cancel a Wake Up that you have set:	Lift handset + 632 .
Set a Wake Up Call for another room:	Lift handset + 633 + Extension to receive the wake up + Time for your wake up (use a 24-hour clock, ex: 1:00 PM = 13:00) + Hang up.
Cancel a Wake Up you have set for another room:	Lift handset + 634 + Extension whose wake up you want to cancel.

Conditions

- When multiple DSS Consoles are used for Hotel/Motel, function keys must be assigned to each DSS console for Wake Up Call Indication and Room Status Indication.
- The Message Waiting status of a room cannot be seen when the console is in Wake Up Call or Room Status mode.
- The BLF indication for each room is always available no matter what mode the console is in.
- The Hotel/Motel feature requires the licensed. The following dial access codes can be used only if the CPU is licensed for the Hotel/Motel Feature:

Dial Access Codes that Require SL-SYS-HOTEL LIC		
Program	Dial Access Code	Description
11-10-16	626	Leaving Message Waiting (Requires CPU to be licensed for Hotel/Motel)
11-14-01	627	Set DND for Own Extension
11-14-02	628	Cancel DND for Own Extension
11-14-03	629	Set DND for Other Extension
11-14-04	630	Cancel DND for Other Extension
11-14-05	631	Set Wake Up Call for Own Extension
11-14-06	632	Cancel Wake Up Call for Own Extension
11-14-07	633	Set Wake Up Call for Other Extension
11-14-08	634	Cancel Wake Up Call for Other Extension
11-14-09	635	Set Room to Room Call Restriction
11-14-10	636	Cancel Room to Room Call Restriction (Hotel)
11-14-11	637	Change Toll Restriction Class for Other Extension
11-14-12	638	Check In
11-14-13	639	Check Out
11-14-14	640	Room Status Change for Own Extension
11-14-15	641	Room Status Change for Other Extension
11-14-16	642	Room Status Output
11-14-17	675	Hotel Room Monitor

Default Settings

Disable

System Availability

Terminals

All Terminals

Required Component(s)

DSS Console

License (SL-SYS-HOTEL LIC)

Related Features

Code Restriction/Toll Restriction

Department Calling

Do Not Disturb (DND)

Flexible System Numbering

Guide to Feature Programming

Program Number	Program Name	Default
10-20-01	LAN Setup for External Equipment – TCP Port	External Device 1 ~10 = 0 External Device 12~14 = 0
11-10-16	Service Code Setup (for System Administrator) – Leaving Message Waiting (Requires CPU to be licensed for Hotel/Motel)	626
11-14-01	Service Code Setup (for Hotel) – Set DND for Own Extension	627
11-14-02	Service Code Setup (for Hotel) – Cancel DND for Own Extension	628
11-14-03	Service Code Setup (for Hotel) – Set DND for Other Extension	629
11-14-04	Service Code Setup (for Hotel) – Cancel DND for Other Extension	630
11-14-05	Service Code Setup (for Hotel) – Set Wake Up Call for Own Extension	631
11-14-06	Service Code Setup (for Hotel) – Cancel Wake Up Call for Own Extension	632
11-14-07	Service Code Setup (for Hotel) – Set Wake Up Call for Other Extension	633
11-14-08	Service Code Setup (for Hotel) – Cancel Wake Up Call for Other Extension	634
11-14-09	Service Code Setup (for Hotel) – Set Room to Room Call Restriction	635
11-14-10	Service Code Setup (for Hotel) – Cancel Room to Room Call Restriction (Hotel)	636
11-14-11	Service Code Setup (for Hotel) – Change Toll Restriction Class for Other Extension	637
11-14-12	Service Code Setup (for Hotel) – Check-In	638
11-14-13	Service Code Setup (for Hotel) – Check-Out	639
11-14-14	Service Code Setup (for Hotel) – Room Status Change for Own Extension	640

Program Number	Program Name	Default
11-14-15	Service Code Setup (for Hotel) – Room Status Change for Other Extension	641
11-14-16	Service Code Setup (for Hotel) – Room Status Output	642
11-14-17	Service Code Setup (for Hotel) – Hotel Room Monitor	675
15-03-01	Single Line Telephone Basic Data Setup – SLT Signaling Type	1
15-03-04	Single Line Telephone Basic Data Setup – Flashing	1
20-06-01	Class of Service for Extensions	Extension 101 is Class 15 and other Extension are Class 1
20-13-11	Class of Service Options (Supplementary Service) – Room Monitor, Initiating Extension	COS 01~15 = 0
20-13-13	Class of Service Options (Supplementary Service) – Continued Dialing (DTMF) Signal on ICM Call	COS 01~15 = 1
20-13-16	Class of Service Options (Supplementary Service) – Barge-In, Receive	COS 01~15=0
20-13-17	Class of Service Options (Supplementary Service) – Barge-In Tone/Display (Intrusion Tone)	COS 01~15 = 1
20-13-40	Class of Service Options (Supplementary Service) – Do Not Disturb	COS 01~15 = 1
20-15-10	Ring Cycle Setup – Alarm for SLT	5
20-17-01	Operator Extension – Operator’s Extension Number	301
20-35-01	Extension’s Operator Setting	0
30-01-01	DSS Console Operating Mode	0
30-02-01	DSS Console Extension Assignment – Extension Number	not assigned
30-03-01	DSS Console Key Assignment	The DSS keys 001~060 of all DSS consoles = DSS/One-Touch key 101~160 The DSS keys 061~114 of all DSS consoles = No Setting
40-07-01	Voice Prompt Language Assignment for System based	US English
42-01-01	System Options for Hotel/Motel – Answering Message Mode for Wake Up Call (Hotel Mode)	0
42-01-02	System Options for Hotel/Motel – Wake Up Call Message Assignment	0
42-01-03	System Options for Hotel/Motel – Wake Up Call No Answer	0
42-01-04	System Options for Hotel/Motel – Setup Message Mode for Wake Up Call (Hotel Mode)	0
42-01-05	System Options for Hotel/Motel – Wake Up Call Message Assignment	0
42-02-01	Hotel/Motel Telephone Setup – Hotel Mode	0
42-02-02	Hotel/Motel Telephone Setup – Toll Restriction Class When Check In	1
42-03-01	Class of Service Options (Hotel/ Motel) – Check-In Operation	1
42-03-02	Class of Service Options (Hotel/ Motel) – Check-Out Operation	1
42-03-03	Class of Service Options (Hotel/ Motel) – Room Status Output	1
42-03-04	Class of Service Options (Hotel/ Motel) – DND Setting for Other Extension	1
42-03-05	Class of Service Options (Hotel/ Motel) – Wake up Call Setting for Other Extension	1
42-03-06	Class of Service Options (Hotel/ Motel) – Room Status Change for Other Extension	1

Program Number	Program Name	Default
42-03-07	Class of Service Options (Hotel/ Motel) – Restriction Class Changing for Other Extension	1
42-03-08	Class of Service Options (Hotel/ Motel) – Room to Room Call Restriction	1
42-03-09	Class of Service Options (Hotel/ Motel) – DND Setting for Own Extension	1
42-03-10	Class of Service Options (Hotel/ Motel) – Wake Up Call Setting for Own Extension	1
42-03-11	Class of Service Options (Hotel/ Motel) – Change Room Status for Own Extension	1
42-03-12	Class of Service Options (Hotel/ Motel) – SLT Room Monitor	COS 01~15 = 1
42-04-01	Hotel Mode One-Digit Service Codes	No setting
42-05-01	Hotel Room Status Printer – Output Port Type	0
42-05-02	Hotel Room Status Printer – Output Destination Number	No setting
42-05-03	Hotel Room Status Printer – Wake Up Call No Answer Data	0
42-05-04	Hotel Room Status Printer – Check-Out Sheet	0
45-02-05	Send 4PM message	0

Operation

None

Hotel/Motel - Do Not Disturb

Description

Use **Do Not Disturb** to block your incoming calls so that you can have privacy.

Do Not Disturb (DND) blocks incoming telephone calls and Paging announcements. A guest can activate DND anytime they need privacy (for example, if they need to work uninterrupted). Once a guest activates Do Not Disturb, they can still place calls and dial other hotel/motel services from their room telephone. Callers to the DND extension hear error tone or the voice prompt, *"Please do not disturb"* (if installed).

Supervisor's stations can remotely activate and cancel Do Not Disturb for room telephones. If you allow room telephones to activate DND, you should also allow supervisor stations to remotely activate and cancel. Checking out a guest also deactivates their phone Do Not Disturb.

Conditions

None

Default Settings

Disabled

System Availability

Terminals

Refer to Hotel/Motel.

Required Component(s)

Refer to Hotel/Motel.

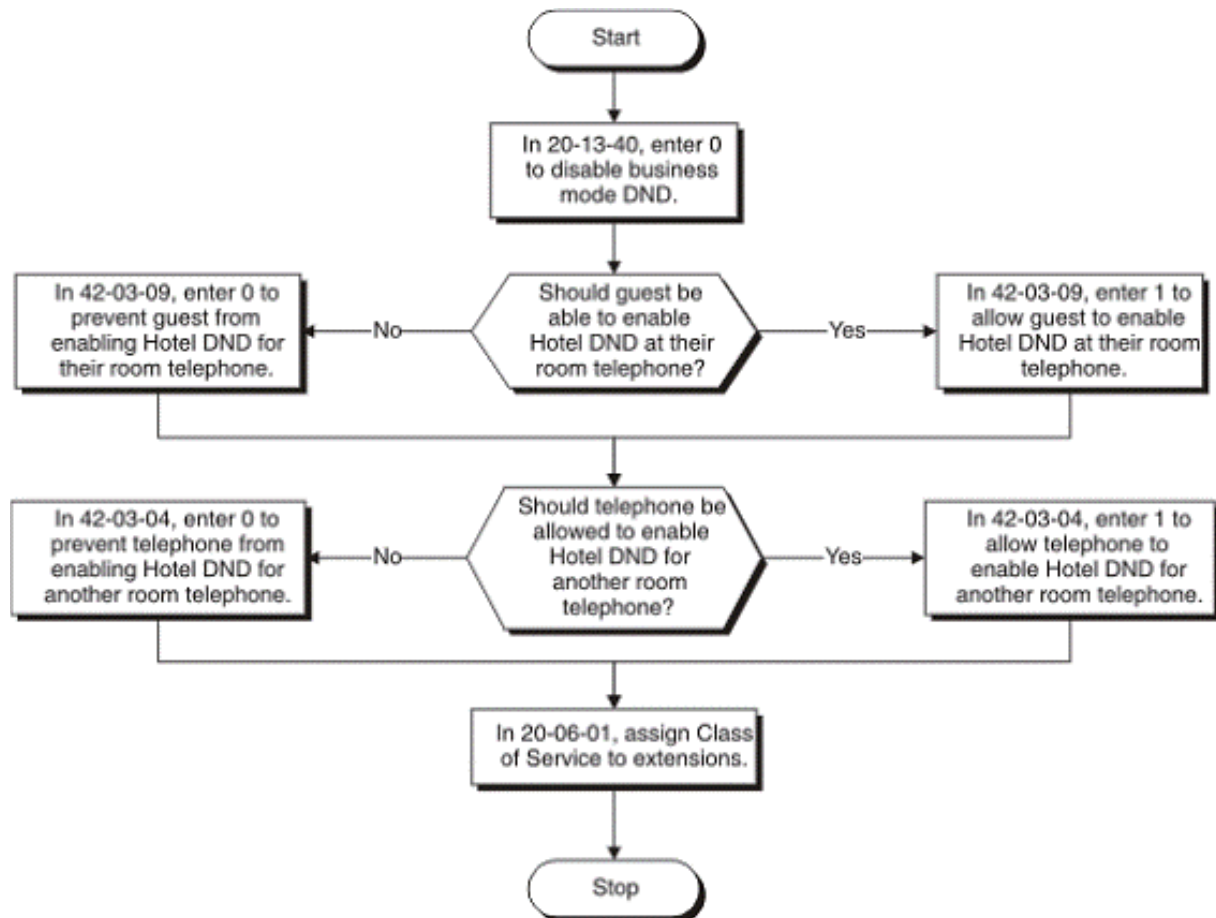
Related Features

Hotel/Motel

Guide to Feature Programming

Program Number	Program Name	Default
20-06-01	Class of Service for Extensions	Extension 101 is Class 15 and other Extension are Class 1
20-13-40	Class of Service Options (Supplementary Service) - Do Not Disturb	1
42-03-04	Class of Service Options (Hotel/Motel) - DND Setting for Other Extension	1
42-03-09	Class of Service Options (Hotel/Motel) - DND Setting for Own Extension	1


Setting Up




Operation

To Enable DND at a room telephone:

1. Lift the handset.
2. Dial **627**.


 You hear confirmation tone after you dial the code.

3. Hang up.

 The supervisor's station user can still call the extension by using the business mode feature Do Not Disturb Override.

To Cancel DND at a room telephone:

1. Lift the handset.

 You hear stutter dial tone when you lift the handset.

2. Dial **628**.


 You hear confirmation tone.

3. Hang up.

To Enable DND at a room telephone:

Normally, only the supervisor's station has this ability.

1. Lift the handset.
2. Dial **629**.
3. Dial the number of the extension for which you want to enable DND.


 *You hear confirmation tone.*

4. Hang up.

To Cancel DND enabled at another room telephone:

Normally, only the supervisor's station has this ability.

1. Lift the handset.
2. Dial **630**.
3. Dial the number of the extension for which you want to disable DND.

 *You hear confirmation tone.*

4. Hang up.

Hotel/Motel - DSS Console Monitoring

Description

Use **DSS Console Monitoring** to see who has messages and Wake-Up Calls and even their room's status. The DSS Console provides the supervisor's station with unique one-touch room monitoring abilities. Instead of relying on an elaborate off-line tracking system, the supervisor can press a button on their DSS Console to see:

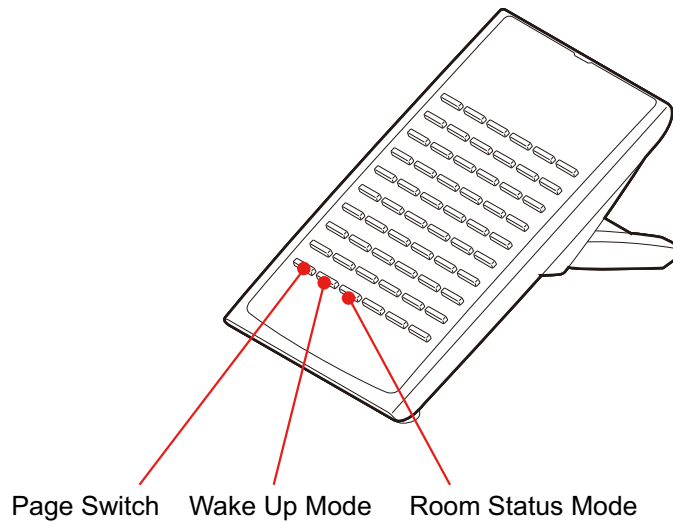
- Room telephones with messages waiting
- Room telephones that have Wake Up Calls set or missed
- The status of each room (Checked In, Checked Out, Maid Required, Maid in Room, or Ready to Inspect) The DSS Console also gives the supervisor's station the full complement of business mode DSS Console features, including:
 - One-button calling to extensions, Door Boxes and outside lines
 - Busy Lamp Field (BLF) for extensions and Door Boxes
 - Night Service Mode switching
 - One-button access to Service Codes and Programmable Feature Key codes

Conditions

None

Default Settings

DSS Consoles are not assigned. Refer to [Setting Up DSS Console Monitoring on the next page](#) after plugging in the console. The console example shown next illustrates some common button assignments.



These buttons are not programmed at default and must be set in PRG 30-03-01.

Page Switch	ON = Buttons 1 ~ 54 are Rooms 1 ~ 54 SLOW FLASH = Buttons 61 ~ 114 are Rooms 61 ~ 114	
Wake Up Mode	ON = Wake Up Mode Set OFF = Wake Up Mode Not Set FAST FLASH = Wake Up Call Missed	
Room Status Mode	ON = Checked In and Clean OFF = Checked Out (clean and available) SLOW FLASH = Maid Required MEDIUM FLASH = Maid in Room FAST FLASH = Inspect Room	

System Availability

Terminals

Refer to Hotel/Motel.

Required Component(s)

Refer to Hotel/Motel.

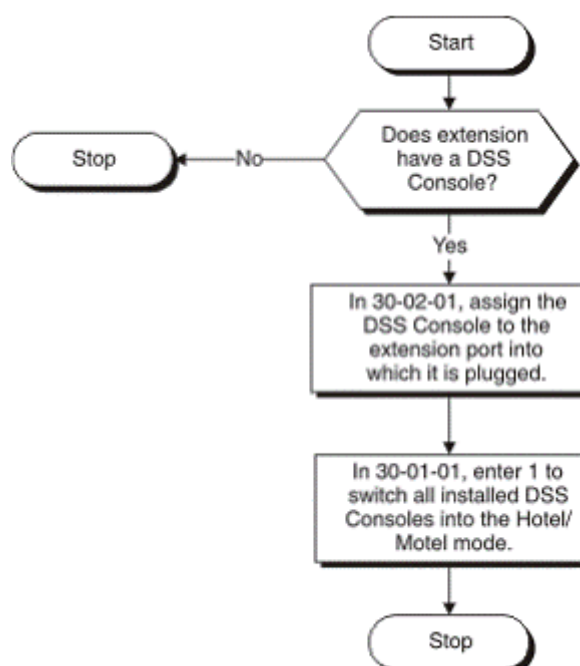
Related Features

Hotel/Motel

Guide to Feature Programming

Program Number	Program Name	Default
30-01-01	DSS Console Operating Mode	0
30-02-01	DSS Console Extension Assignment - Extension Number	not assigned
30-03-01	DSS Console Key Assignment This key in Hotel/Motel Mode: Has this Function: Function Code 92 Wake Up Call Indication Function Code 93 Room Status Indication Function Code 95 Page Switching	The DSS keys 001~060 of all DSS consoles = DSS/One-Touch key 101~160 The DSS keys 061~114 of all DSS consoles = No Setting

Setting Up



Operation

To check which room telephones have Messages Waiting:

- Without lifting the handset, make sure the keys programmed for Room Status Mode and Wake Up Call mode are off.

If the DSS key is:	The guest has:
ON (Red)	A Message Waiting
OFF	No messages

To check which room telephones have Wake Up Calls set:

- Without lifting the handset, press the **WAKE UP** key (Function Code 92).

If the DSS key is:	The guest has:
ON (Red)	Wake Up Call set
OFF	No Wake Up Call set
FAST FLASH (Red)	Wake Up Call missed

To view the Status of a room:

- Without lifting the handset, press the **STATUS** key (Function Code 93).

If the DSS key is:	The guest has:
ON (Red)	Checked In and Clean
OFF	Checked Out (Clean and Available)
SLOW FLASH (Red)	Maid Required
MEDIUM FLASH (Red)	Maid in Room
FAST FLASH (Red)	Inspect

To view the Status of rooms 1~54 or 61~114:

- Without lifting the handset, press the **PAGE SWITCHING** key (Function Code 95).

If the DSS key is:	The DSS Console Indicates:
ON (Red)	Buttons 1~54 are Rooms 1~54
SLOW FLASH (Red)	Buttons 61~114 are Rooms 61~114

Hotel/Motel - Message Waiting

Description

Use **Message Waiting** so that while a guest is out they can leave a message waiting so they can automatically call you when they return.

If you call a guest and they are away from their room, leave them a Message Waiting for a return call. When the guest returns, they see the lamp on their phone flashing. To return the message, the guest goes to the phone and dials the Message Waiting code. The system then automatically places a call to the extension that initially left the message.

Use Message Waiting when you have mail, parcels or other packages for a guest dropped off at your front desk. Instead of constantly redialing the room hoping to find the guest in, just send them a Message Waiting. In that way, you'll be sure to get a return call as soon as the guest arrives.

 *An option is available for analog Single Line Terminals with MW Lamp to allow for a Message Waiting indications.*

Conditions

None

Default Settings

Enabled

System Availability

Terminals

Refer to Hotel/Motel.

Required Component(s)

Refer to Hotel/Motel.

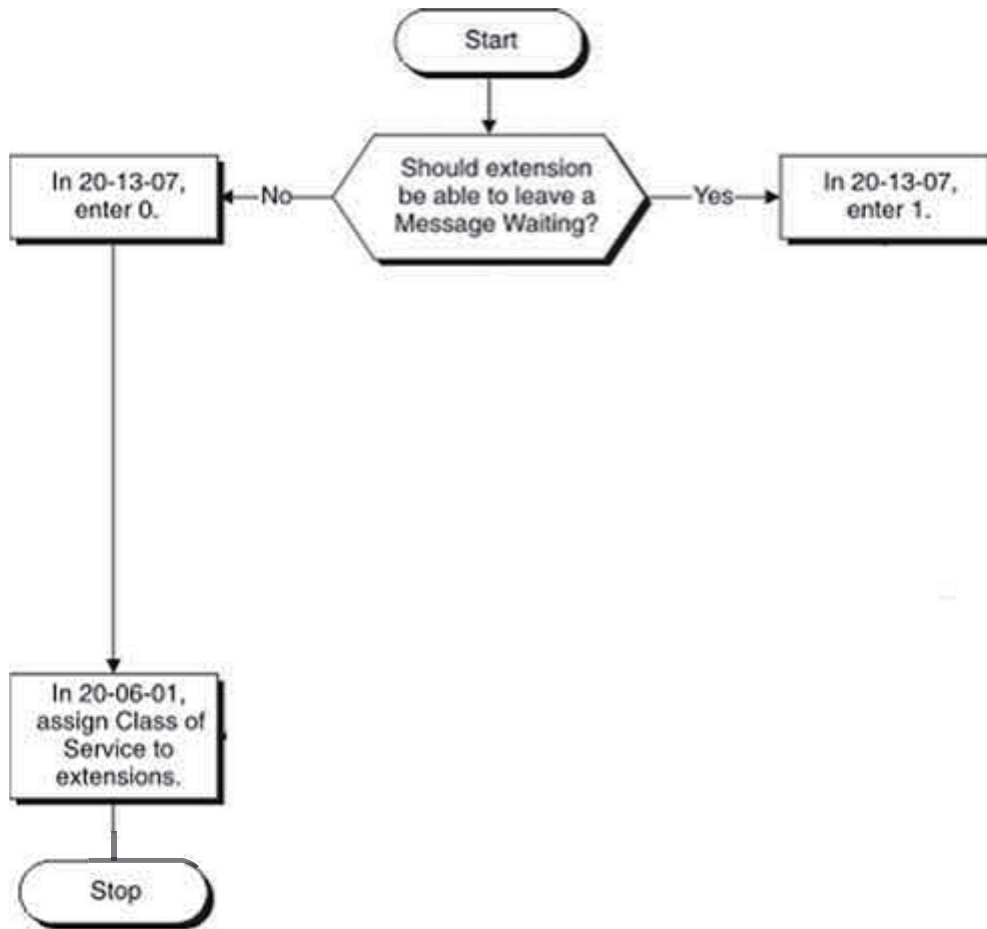
Related Features

Hotel/Motel

Guide to Feature Programming

Program Number	Program Name	Default	Note
15-03-09	Single Line Telephone Basic Data Setup -Caller ID Function - for External Module	0	
15-03-10	Single Line Telephone Basic Data Setup - Caller ID Name	1	
20-06-01	Class of Service for Extensions	Extension 101 is Class 15 and other Extension are Class 1	
20-13-07	Class of Service Options (Supplementary Service) - Message Waiting	COS 01~15 = 1	

Setting Up



Operation


To leave a Message Waiting:

Normally, only the supervisor's station has this ability.

1. Call the room telephone.
2. Dial **0**.

 *You hear confirmation tones. The Message Waiting lamp on the telephone you called flashes.*

3. Hang up.

 *If you want to cancel the message you just left, lift the handset and dial 773. If you know the number of the extension at which you left the message, dial 771 and that extension number instead.*

To leave a Message Waiting without first calling the extension:

The supervisor's station is typically the only phone with this ability.

1. Lift the handset.
2. Dial **626**.
3. Dial the number of the room telephone where you want to leave the message waiting.



You hear confirmation tones.

To answer a Message Waiting left at your telephone:

Your Message Waiting lamp flashes when you have a message.

1. Lift the handset and listen for dial tone.
2. Dial ***0**.



You automatically call the extension that left you a message.

Hotel/Motel - Room Status

Description

Use **Room Status** to set and monitor the status of your guest. Use your phone and DSS Console to set and monitor the status of guest rooms. Room Status helps you maximize room usage by coordinating the cleaning staff and reservation desk. Use simple codes to set room status. And, press the key programmed for Room Status Mode (Function 93) on your console to see the status of all guest rooms at a single glance.

Four Room Status options are available:

- **Check-in Options**

Check-in options override house cleaning options. Also, changing a room check-in status affects Toll Restriction (When Checked In).

- **Checked In**

The guest has checked into the room. This option is Room Clean on the Room Status Printout. Normally, only the front desk can use this option.

- **Checked Out**

The room is clean, checked out and available for a new guest. All house cleaning is complete. This option is Inspection Required on the Room Status Printout. Normally, only the front desk can use this option.

- **House Cleaning Options**

- **Maid Required**

The room is vacant, was inspected and needs to be cleaned. The room is not checked out and available for a new guest.

This option is Maid Required on the Room Status Printout.

- **Maid in Room**

House cleaning is currently working in the room. The room is not checked out and is not available for a new guest.

This option is Maid in Room on the Room Status Printout.

Conditions

None

Default Settings

Disabled

System Availability

Terminals

Refer to Hotel/Motel.

Required Component(s)

Refer to Hotel/Motel.

Related Features

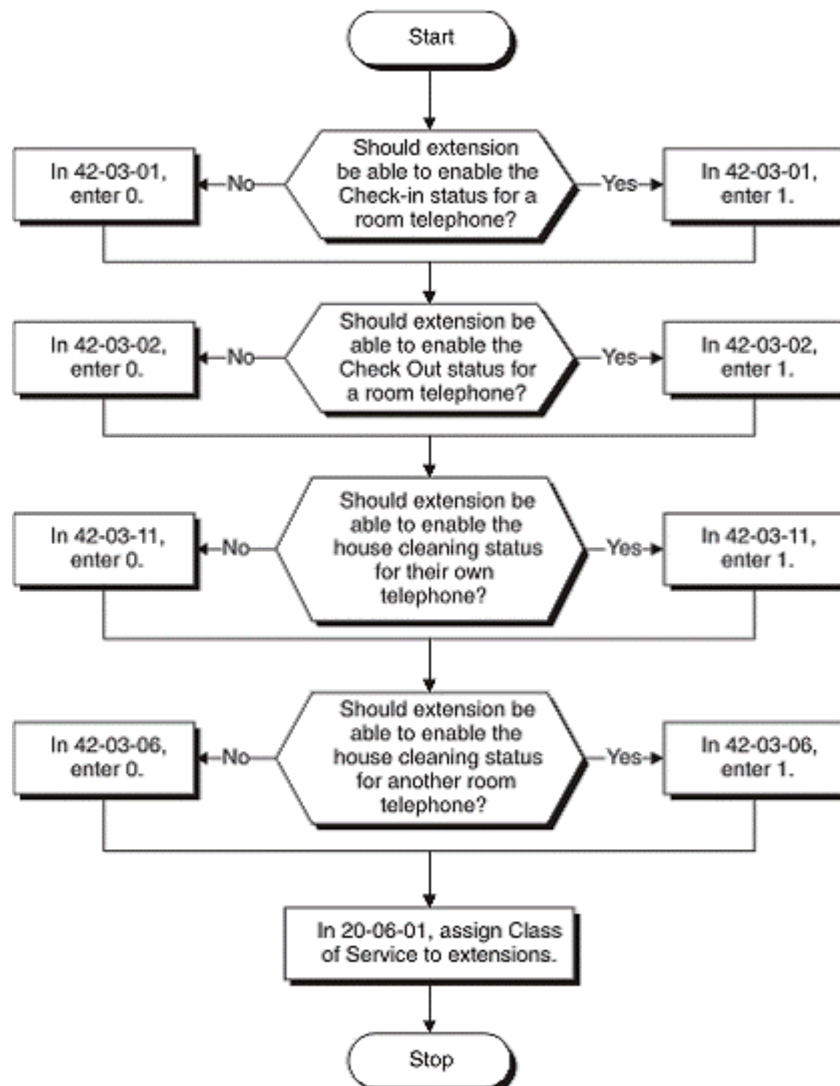
Hotel/Motel

Guide to Feature Programming

Program Number	Program Name	Default
20-06-01	Class of Service for Extensions	Extension 101 is Class 15 and other Extension are Class 1
42-03-01	Class of Service Options (Hotel/ Motel) - Check-In Operation	1
42-03-02	Class of Service Options (Hotel/ Motel) -Check-Out Operation	1
42-03-06	Class of Service Options (Hotel/ Motel) -Room Status Change for Other Extension	1
42-03-11	Class of Service Options (Hotel/ Motel) -Change Room Status for Own Extension	1



Setting Up




Operation

Check-in Options

To set a room as checked in:

Set a room as checked in as the guest registers at the front desk.

1. Lift the handset.
2. Dial **638**.
3. Dial the extension number of the room you want to check in.

 *You hear confirmation tone.*


4. Hang up.

 *In the STATUS mode, the DSS Console key for the room is on.*

To set a room as checked out:

Set a room as checked out after your guest checks out and the room is clean. You can set a room as checked out only if you have previously dialed **638** to check it in.

1. Lift the handset.
2. Dial **639**.
3. Dial the extension number of the room you want to check out.

 *You hear confirmation tone.*

4. Hang up.


 *In the STATUS mode, the DSS Console key for the room is off.*

House Cleaning Options


To set a room house cleaning status from the room telephone:

Your cleaning staff can set the room status.

1. Lift the handset.
2. Dial **640**.
3. Dial the room status code:
 - 1 = Room Clean (Occupied)
 - 2 = Maid Required
 - 3 = Maid in Room
 - 4 = Inspection Required

 *You hear confirmation tone.*

4. Hang up.

 *In the STATUS mode, the DSS Console shows the room status: Slow Flash for Maid Required; Fast Flash for Inspect Room.*

To set room status from another telephone:

The supervisor's station should be the only telephone with this ability.

1. Lift the handset.
2. Dial **641**.
3. Dial the extension number of the room you want to set.
4. Dial the room status code:
 - 1 = Room Clean (Occupied)
 - 2 = Maid Required
 - 3 = Maid in Room
 - 4 = Inspection Required
5. You hear confirmation tone.
6. Hang up.



In the STATUS mode, the DSS Console shows the room status: Slow Flash for Maid Required; Fast Flash for Inspect Room.

H

Hotel/Motel - Room Status Printout

Description

Use the **Room Status Printout** to get detailed, up-to-the-minute printouts that show the status of all your rooms. Use the Room Status Printout to get a concise overview of the status of guest rooms at a glance. The printout gives you up to the minute reports showing Check In Status, Room Call Restriction, Do Not Disturb, Message Waiting and Wake Up Calls. This feature requires a connection to the system using an IP port on the CPU. Five separate reports are available

Room Status List (Option 1)

The Room Status List shows the status of each room. This gives you an overview of all rooms in a single report. In the report below:

- *Room Clean*
Lists all the Checked In rooms (305, 311 and 315).
- *Maid Required*
Lists all the vacant rooms that need cleaning (309).
- *Maid in Room*
Lists the rooms in which house cleaning is currently working (317).
- *Inspection Required*
Lists the rooms that are Checked Out waiting to be cleaned up (313).

```

Room Status List      -----   03/03/06 12:15
Room Clean (Occupied) --- Check In
 305   311   315
Maid Required
 309
Maid in Room
 317
Inspection Required
 313
  
```

Call Restriction List (Option 2)

The Call Restriction List shows the status of Room-to-Room Call Restriction and Toll Restriction at each phone. In the following report:

- *Room-to-Room Barring*
Shows which extensions have Room-to-Room Call Restriction enabled (311).
- *Outside Call Class*
Lists the Toll Restriction Level for each extension. If an extension is checked in, this report shows the Toll Restriction When Checked In level. If the extension is checked out, this report shows the business mode Toll Restriction level.

```

Calling Class List    -----   03/03/06
12:15
Room to Room Barring
 311
Outside Call Class
 305 -05   309 -01   311 -03
  
```

Do Not Disturb and Room Clean List (Option 3)

This report shows two things: Rooms in Do Not Disturb and rooms with a house cleaning option enabled. This is an important report for the cleaning staff. The first section of the report shows the rooms that should not be disturbed for any reason. The second section of the report shows rooms that need to be cleaned or that housecleaning is currently cleaning.

- *Do-Not Disturb*
Lists all rooms that have enabled Do Not Disturb (309).
- *Clean Up Check*
Provides a summary report of rooms that are unavailable because they are either checked in or

checked out (313). You may want to check these rooms to see if they need cleaning. Rooms not in this report are unoccupied and available.

DND and Clean Up Check	-----	03/03/06
12:15		
DO-NOT-DISTURB		
309		
CLEAN UP CHECK		
313		

Message Waiting List (Option 4)


This report lists all the rooms that have Messages Waiting (307 and 311). Be sure to clear the Messages Waiting for all rooms that are checked out or available (clean).

Message Service List	-----	03/03/06
12:15		
307	311	

Wake Up Call List (Option 5)

This report lists all the rooms that have Wake Up calls (307, 311 and 339) and shows the time set for each call. An asterisk (*) in front of the extension number indicates that the Wake Up Call was unanswered. Consider checking on the guests that have unanswered Wake Up Calls.

Wake Up Call List	-----	03/03/06
07:15		
307	-07:55	*311 -6:55 339 -
07:15		

 *Room Status Reports require a LAN connection*

Conditions

None

Default Settings

Disabled

System Availability

Terminals

Refer to Hotel/Motel.

Required Component(s)

Refer to Hotel/Motel.

Related Features

Hotel/Motel



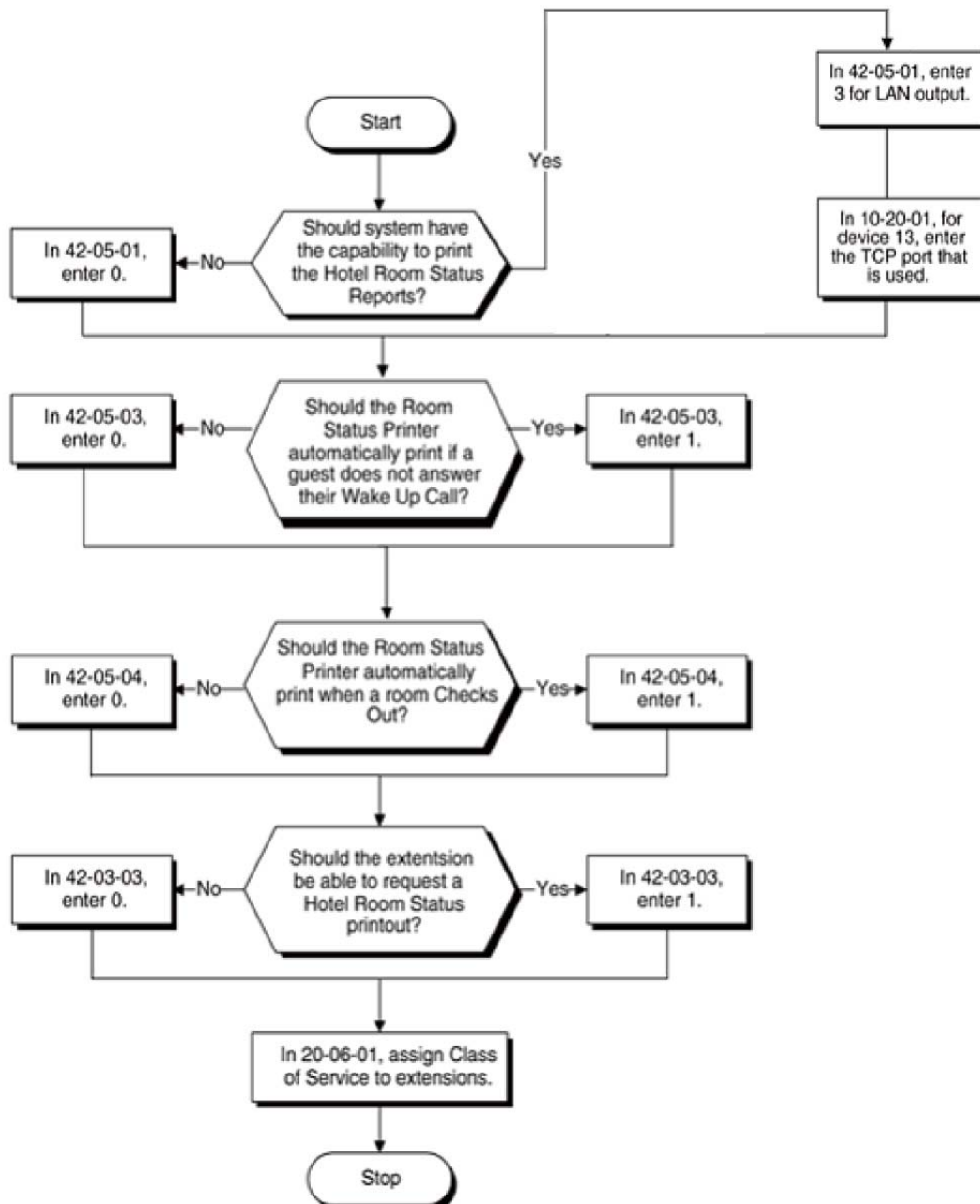
Guide to Feature Programming

Program Number	Program Name	Default
10-20-01	LAN Setup for External Equipment - TCP Port	External Device 1~10 = 0 External Device 12~14 = 0
20-06-01	Class of Service for Extensions	Extension 101 is Class 15 and other Extension are Class 1
42-05-01	Hotel Room Status Printer - Output Port Type	0
42-05-02	Hotel Room Status Printer - Output Destination Number	No setting
42-05-03	Hotel Room Status Printer - Wake Up Call No Answer Data	0
42-05-04	Hotel Room Status Printer - Check-Out Sheet	0

H

Setting Up

Setting Up Room Status Printouts



Operation

To have your printer output the Room Status Printout:

Your printer should be located conveniently next your telephone.

1. Lift the handset.
2. Dial **642**.
3. Dial the Room Status Printout option:
 - 0 = All Printouts
 - 1 = Room Status List (Check-in and House Cleaning Status)
 - 2 = Call Restriction List
 - 3 = Do Not Disturb and Room Clean List

4 = Message Waiting List
5 = Wake Up Call List

4. Hang up.



H

Hotel/Motel - Room-to-Room Call Restriction

Description

Use **Room-to-Room Call Restriction** to help your guests keep their privacy by avoiding nuisance callers. Room-to-Room Call Restriction prevents guests in one room from calling guests in another. You'll find this restriction handy for guests that want to maintain their privacy. On the other hand, you may want to allow inter-room calling for families or groups that have separate rooms.

Conditions

An extension cannot enable Room-to-Room Call Restriction for a room telephone.



WARNING: *If you enable Room-to-Room Call Restriction for a guest's phone, neither you nor any other Hotel Mode extension can call them while they are checked in. To call the guest's phone, first dial 639 to cancel the restriction. This may have implications in emergency situations.*



Checking out a room (by dialing Service Code 639 automatically cancels Room-to-Room Call Restriction.

Default Settings

Disabled

System Availability

Terminals

Refer to Hotel/Motel.

Required Component(s)

Refer to Hotel/Motel.

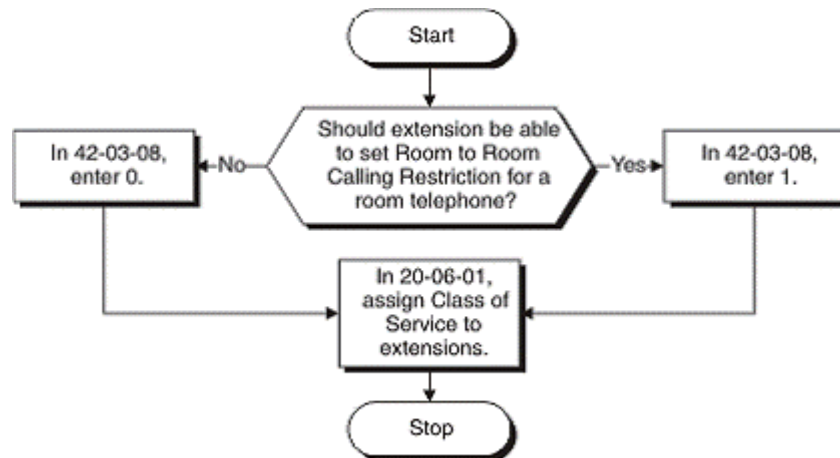
Related Features

Hotel/Motel

Guide to Feature Programming

Program Number	Program Name	Default
20-06-01	Class of Service for Extensions	Extension 101 is Class 15 and other Extension are Class 1
42-03-08	Class of Service Options (Hotel/ Motel) - Room to Room Call Restriction	1

Setting Up



Operation

To enable Room-to-Room Call Restriction for a guest's telephone:

1. Lift the handset.
2. Dial **635**.
3. Dial the guest's telephone number.
You hear confirmation tone.



The guest cannot dial any other Hotel Mode extension. Consider having a single emergency phone that is not set for Hotel Mode (e.g., the operator). The guest can always call that phone, even with restriction enabled.

To disable Room-to-Room Call Restriction for a guest's telephone:

1. Lift the handset.
2. Dial **636**.
3. Dial the guest's telephone number.
You hear confirmation tone.

Hotel/Motel - Single Digit Dialing

Description

Use **Single Digit Dialing** to provide guests with one-touch access to services and departments. Single Digit Dialing gives guests one-touch access to important Hotel/Motel services. Rather than having your guests dial longer codes for services and departments, they can lift the handset and press a single key. The Single Digit Dialing codes can be:

- **Extension Numbers**

You can give guests one-touch access to the front desk, reservation services, housekeeping or the maitre d' of your restaurant. There is no need to publish an in-room directory of extension numbers for these services. The press of a single key automatically dials the assigned extension number.

- **Feature Access Codes**

Storing feature access codes gives you great flexibility in how you want guest phones to work. For example, you could have your guests dial 6 for local calls. The digit 6 could output 631, which is the access code for setting a wake-up call. Or, you could program the code 5 to automatically leave a Message Waiting at the maintenance office. In this example, dialing 5 could output 1050 which would leave a Message Waiting at extension 105.

- **Voice Mail**

If you have mailboxes for your services (such as housekeeping), your guests can leave requests even when the service providers are unavailable. You cannot miss the requests and your guests can appreciate the convenience.

- **A Department Calling Group**

If you have several agents with extensions at your reservation desk, you could program them into a unique Department Calling Group. Then, assign a single digit to access the pilot number of the group. When a guest dials the digit, they go through to the first available agent. Refer to Department Calling in your Software Manual for additional details on Department Calling Groups.

Conditions

- When programming Single Digit Dialing, PRG 11-01-01 has priority over PRG 42-04-01.
- For options other than 9, PRG 11-01-01 must be set to two digits or more for Single Digit Dialing to work.
- Setting Single Digit Dialing value 9 equal to a destination starting with 11 is not recommended. Doing so dials emergency 911 every time it is dialed by a user.

Default Settings

Disabled

System Availability

Terminals

Refer to Hotel/Motel.

Required Component(s)

Refer to Hotel/Motel.

Related Features

Hotel/Motel

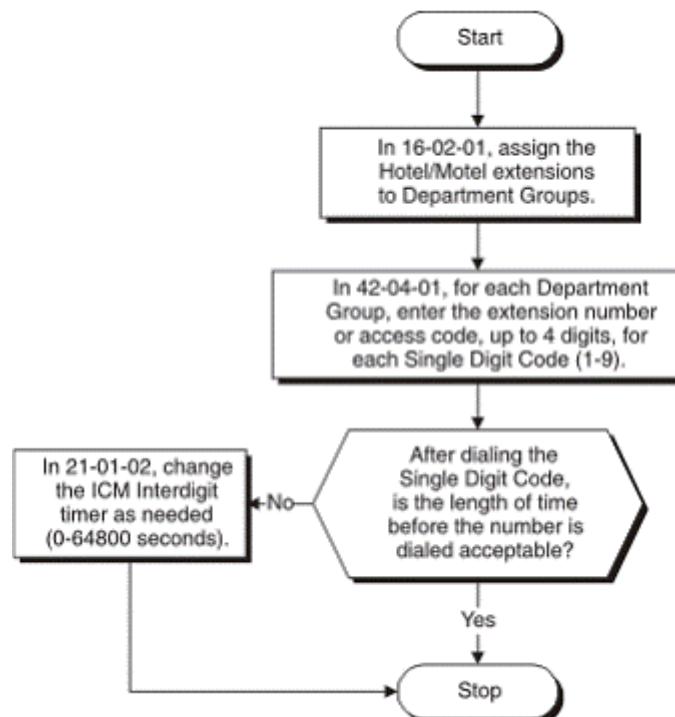
H

Guide to Feature Programming

Program Number	Program Name	Default
16-02-01	Department Group Assignment for Extensions	Refer to Programming Manual.
21-01-02	System Options for Outgoing Calls - Intercom Interdigit Time	10 (seconds)
42-04-01	Hotel Mode One - Digit Service Codes	No setting

H

Setting Up



Operation

When a guest wants to use Single Digit Dialing:

They lift the handset and press a single dial pad key (1~9).

Hotel/Motel - Toll Restriction (When Checked In)

Description

With Toll Restriction (When Checked In), you can control guest's long distance dialing automatically when they check in. This option allows you to set up two completely different Toll Restriction modes. The first mode determines the type of call your staff can place from a room telephone when the room is checked out (Service Code **639**). This is the business mode Toll Restriction. The second mode sets the Toll Restriction limits for your guests as soon as you check them in (Service Code **638**). This is the hotel mode Toll Restriction.

In the checked out mode, for example, you may want to allow your staff to call locally and within your area code. This would allow them to contact suppliers and other service providers without going to the front desk each time. In the checked in mode, however, you may want to completely restrict outgoing calls and force your guests to use your metered services. (This can also tie into [Single Digit Dialing on page 1-295](#).)

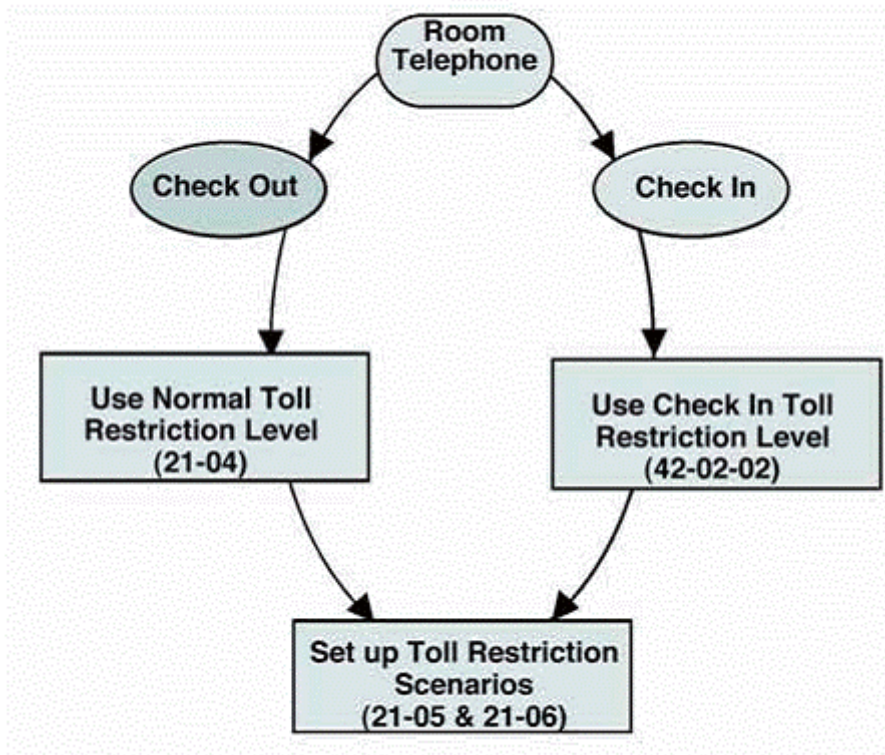
In many cases, such simplified Toll Restriction scenarios may be adequate. However, since each mode uses the full abilities of the system Toll Restriction programming, you can make the calling restriction as elaborate as it needs to be.

Toll Restriction (When Checked In) also allows you to change the Toll Restriction of a room telephone while the room is checked in. This allows you to provide more permissive Toll Restriction to high priority guests. It also allows you to enforce less permissive dialing privileges to guests if you suspect the potential for abuse.



*If a room Toll Restriction is changed using access code **637**, that room keeps the new setting until it is either changed using access code **637** or in system programming.*

The following diagram shows the basic operation of Toll Restriction (When Checked In). When checked in, the room telephone follows the Check In Toll Restriction Level (set in PRG 42-02-02). When checked out, the room telephone follows the normal Toll Restriction Level (set in PRG 21-04-01). Both levels interact with the dialing restrictions set up in PRG 21-05 and 21-06. For more details, refer to [Setting Up on page 1-300](#).



Conditions

None

Default Settings

Disabled

System Availability

Terminals

Refer to Hotel/Motel.

Required Component(s)

Refer to Hotel/Motel.

Related Features

Hotel/Motel

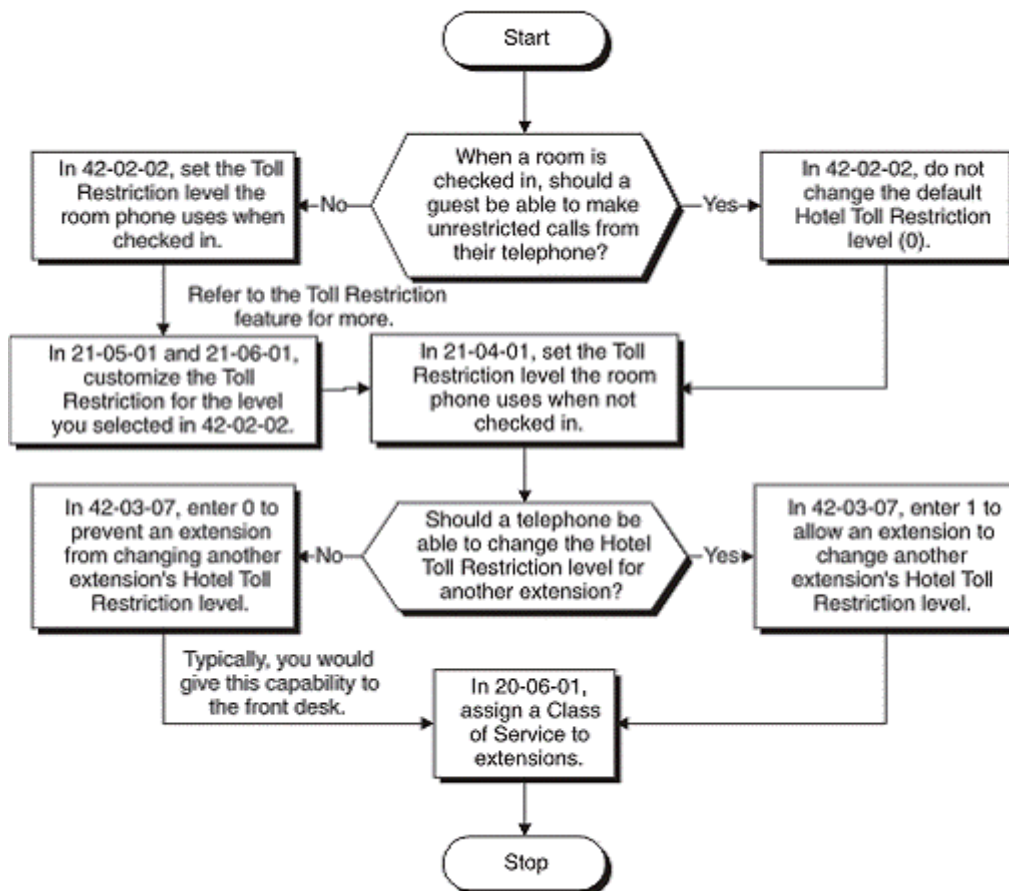
Guide to Feature Programming

Program Number	Program Name	Default	Note
20-06-01	Class of Service for Extensions	Extension 101 is Class 15 and other Extension are Class 1	
21-04-01	Toll Restriction Class for Extensions	2	
21-05-01	Toll Restriction Class - International Call Restriction Table	0	
21-05-02	Toll Restriction Class - International Call Permit Code Table	0	
21-05-04	Toll Restriction Class - Maximum Number of Digits Table Assignment	0	
21-05-05	Toll Restriction Class - Common Permit Code Table	0	
21-05-06	Toll Restriction Class - Common Restriction Table	0	
21-05-07	Toll Restriction Class - Permit Code Table	0	
21-05-08	Toll Restriction Class - Restriction Table	0	
21-05-09	Toll Restriction Class - Restriction for Common Speed Dials	0	
21-05-10	Toll Restriction Class - Restriction for Group Speed Dials	0	
21-05-11	Toll Restriction Class - Intercom Call Restriction	0	
21-05-12	Toll Restriction Class - PBX Call Restriction	0	
21-05-13	Restriction of Tie Line Calls	0	
21-06-01	Toll Restriction Table Data Setup - International Call Restriction Table	Tables 1~10 = No Setting	
21-06-02	Toll Restriction Table Data Setup - International Call Permit Code Table	Tables 1~20 = No Setting	
21-06-03	Toll Restriction Table Data Setup - Maximum Number of Digits Table Assignment	Tables 1~ 4 = 30	
21-06-04	Toll Restriction Table Data Setup - Common Permit Code Table	Table 1 = 911 Table 2 = 1800 Table 3 = 1888 Table 4 = 1822 Table 5 = 1833 Table 6 = 1844 Table 7 = 1855 Table 8 = 1866 Table 9 = 1877 Table 10 = No Setting	
21-06-05	Toll Restriction Table Data Setup - Common Restriction Table	Table 1 = 900 Table 2 = 1900 Table 3 = 976 Table 4~10 = No Setting	
21-06-06	Toll Restriction Table Data Setup - Permit Code Table	Table 1~4 = No Setting	
21-06-07	Toll Restriction Table Data Setup - Deny Restriction Table	Table 1~4 = No Setting	
21-06-08	Toll Restriction Table Data Setup - PBX Access Code	Table 1~4 = No Setting	
21-06-09	Toll Restriction Table Data Setup - Specific Dial Outgoing Code	Tables 1~20 = No Setting	

Program Number	Program Name	Default	Note
21-06-10	Toll Restriction Table Data Setup - Outgoing Call Code Setup	Tables 1~20 = No setting	
42-02-02	Hotel/Motel Telephone Setup - Toll Restriction Class When Check In	1	
42-03-07	Class of Service Options (Hotel/ Motel) - Restriction Class Changing for Other Extension	1	



Setting Up



Operation

To change a room telephone Toll Restriction (When Checked In) level:

If a room Toll Restriction is changed using access code 637, that room keeps the new setting until it is either changed using access code 637 or in system programming.

1. Lift the handset.
2. Dial **637**.
3. Dial the number of the extension for which you want to change the Toll Restriction (When Checked In) level.

You hear a single beep.

4. Enter the new Toll Restriction (When Checked In) level (01-15).



You hear confirmation tone.

Hotel/Motel - Wake Up Call

Description

Use **Wake Up Call** to have your guests set their Wake Up Calls- or you can set Wake Ups for them. A Wake Up Call is like an alarm clock: Set it and it alerts the guest at prescribed time. But unlike a simple alarm clock, Wake Up Call has some unique advantages.

Guests can set or cancel Wake Up Calls for themselves, or you can set and cancel Wake Ups for them.

When a guest answers their Wake Up Call, you can have the system play them a recorded message, or a recorded message followed by the time. If you choose the message or message/time option, your system repeats the message three times and then cancels the Wake Up Call. (This option is available only from analog Single Line Terminals.)

You can view the status of all wake up calls from your DSS Console. Press the key programmed for WAKE UP Call Indication Mode (function 92) to see which rooms have reminders set. Refer to [DSS Console Monitoring on page 1-278](#).

Optionally have **unanswered** Wake Up Calls call the operator and print on the Room Status Printout report. This helps you find out who needs another reminder or might need assistance. See [Room Status Printout on page 1-288](#) for more on the printed report.

Use Wake Up Call as a meeting reminder for convention attendees. If the meeting time gets changed, you can reset the reminder for all attendees.

Up to a maximum of 16 telephones can be set for the same time. If more than 16 telephones are set for the same time, the time for the Wake Up Call for those additional phones is moved to the next minute.

When a guest answers their Wake Up Call, you can choose to play either Music on Hold or a VRS message as set in PRG 42-01-01 and PRG 42-01-02. If the system is set for the VRS message and the VRS is not available (connect connected, busy or PRG 42-01-02 is set to 0), Music on Hold is played instead.

Conditions

None

Default Settings

Disabled

System Availability

Terminals

Refer to Hotel/Motel.

Required Component(s)

Refer to Hotel/Motel.

Related Features

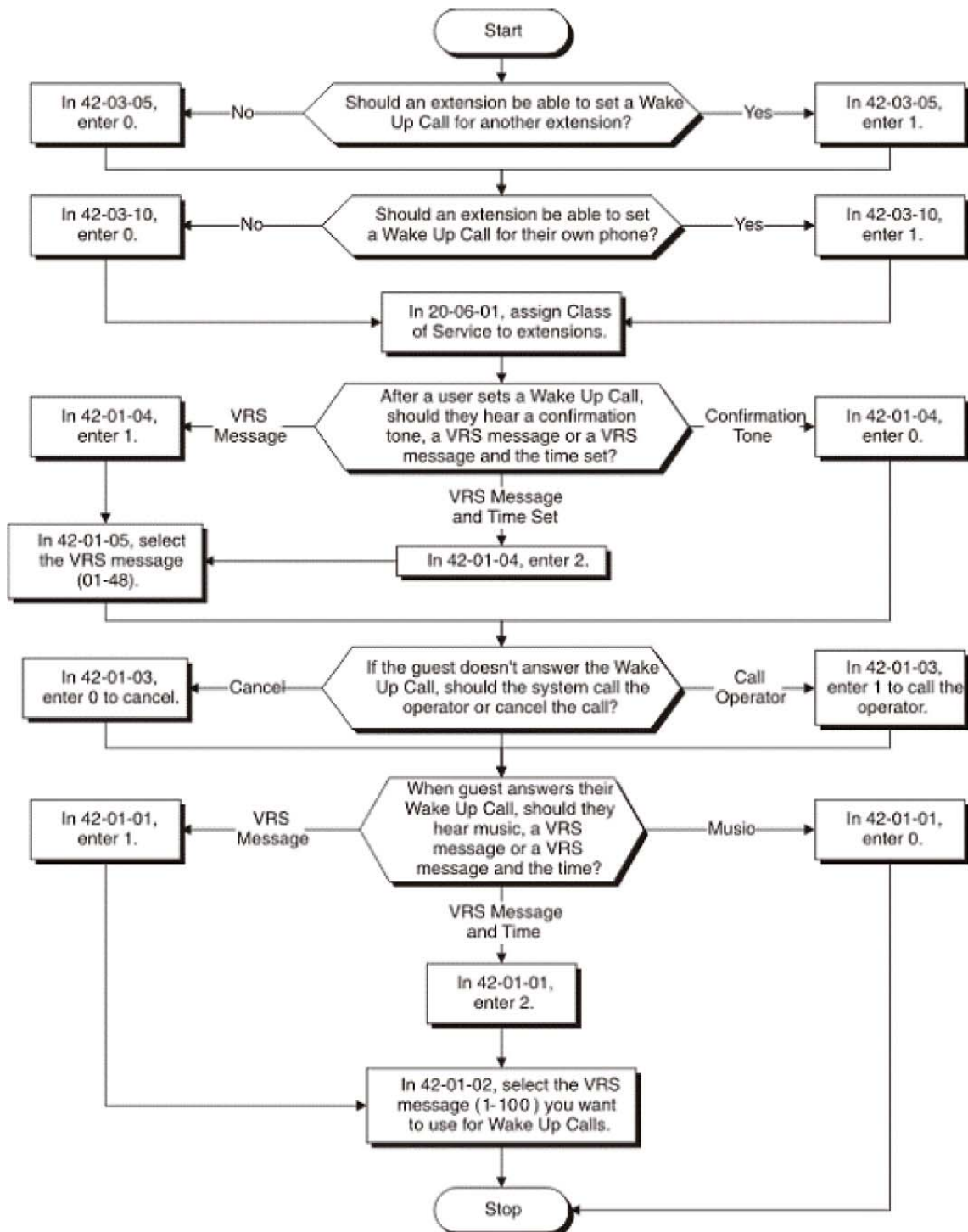
Hotel/Motel

Guide to Feature Programming

Program Number	Program Name	Default
20-06-01	Class of Service for Extensions	Extension 101 is Class 15 and other Extension are Class 1
20-15-10	Ring Cycle Setup - Alarm for SLT	5
42-01-01	System Options for Hotel/Motel - Answering Message Mode for Wake Up Call (Hotel Mode)	0
42-01-02	System Options for Hotel/Motel - Wake Up Call Message Assignment	0
42-01-03	System Options for Hotel/Motel - Wake Up Call No Answer	0
42-01-04	System Options for Hotel/Motel - Setup Message Mode for Wake Up Call (Hotel Mode)	0
42-01-05	System Options for Hotel/Motel - Wake Up Call Message Assignment	0
42-03-05	Class of Service Options (Hotel/ Motel) - Wake up Call Setting for Other Extension	1
42-03-10	Class of Service Options (Hotel/ Motel) - Wake Up Call Setting for Own Extension	1


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Setting Up



Operation

To set a Wake Up Call for your own room:

1. Lift the handset.
2. Dial **631**.
3. Dial the time for your wake up.




Use a 24-hour clock. For example, 1:00 PM = 1300. You hear confirmation tone.

4. Hang up.

To cancel a Wake Up that you have set:


1. Lift the handset.
2. Dial **632**.

 *You hear confirmation tone.*

To set a Wake Up Call for another room:

Normally, only the supervisor's station has this ability.


1. Lift the handset.
2. Dial **633**.
3. Dial the number of the room phone that should receive the wake up.
4. Dial the time for your wake up.

 *Use a 24-hour clock. For example, 1:00 PM = 1300. You hear confirmation tone.*

5. Hang up.

To cancel a Wake Up you have set for another room:

1. Lift the handset.
2. Dial **634**.
3. Dial the number of the room phone whose wake up you wants to cancel.

 *You hear confirmation tone.*

Hot Key-Pad

Description

The Hot Key-Pad feature allows the user to place a call without lifting the handset or pressing Speaker key. When the user dials another extension number on an idle telephone with Hot Key-Pad enabled, Speaker key lights and the internal call is made. When the user dials the trunk access code from a telephone with Hot Key-Pad enabled, Speaker key lights, a trunk is seized and the outgoing call is made.

Conditions

- When a user dials any digits on a station with Hot Key-Pad enabled, Speaker key lights.
- After a user dials the trunk access code on a station with Hot Key-Pad enabled, a trunk is seized when dialing the first digit of the called party number.
- When both Hot Key-Pad and Dialing Number Preview are turned on, Hot Key-Pad has priority and Dialing Number Preview does not work.
- When both Hot Key-Pad and Hotline are turned on, Hot Key-Pad has priority and Hotline does not work.
- When placing an outgoing call with the Hot Key-Pad feature, the user must dial the trunk access code before dialing the called party number.
- The ARS feature can be used when placing outside calls with the Hot Key-Pad feature.
- When both Hot Key-Pad and VRS Fixed Messaging are turned on, VRS fixed messaging does not work.
- The Hot Key-Pad Feature also works when dialing service codes.

Default Settings

Disabled

System Availability

Terminals

All Multiline Terminals

Required Software:

None

Related Features

Central Office Calls, Placing

Class of Service

Dialing Number Preview

Hotline

Intercom

Voice Response System (VRS)

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Guide to Feature Programming

Program Number	Program Name	Default
20-06-01	Class of Service for Extensions	Extension 101 is Class 15 and other Extension are Class 1
20-08-20	Class of Service Options (Outgoing Call Service) - Hot Key Pad	COS 01~15 = 0

Operation

To place an intercom call using Hot Key-Pad:

The Multiline Terminal is idle. No need to press Speaker key.

1. Dial the extension.
2. Dialed extension rings.

To place a trunk call using Hot Key-Pad:

The Multiline Terminal is idle. No need to press Speaker key.

1. Dial the trunk access code, **9** by default, and the external destination number you wish to call.

Hotline

Description

Hotline gives a Multiline Terminal user one-button calling and Transfer to another extension (the Hotline partner). Hotline helps co-workers that work closely together. The Hotline partners can call or Transfer calls to each other just by pressing a single key.

The Hotline feature has two applications.

- Hotline (Hotline partner)
- Ringdown Extension, Internal/External ([Refer to Ringdown Extension \(Hotline\), Internal/External on page 1-555.](#))

In addition, the Hotline key shows the status of the partner's extension.

When the key is . . .	The extension is . . .
Off	Idle
On	Busy or ringing
Fast Flash	DND - All calls (option 3) or Intercom calls (option 2)

There are 128 hotlines available.

Conditions

- An extension user cannot use Hotline to pick up a call ringing their partner's extension.
- Hotline keys can be assigned to the DSS consoles.
- Hotline does not override Do Not Disturb.
- Hotline always follows the Handsfree Answerback/Forced Intercom Ringing mode set at the called extension. The Hotline caller can override the setting, if desired.
- External Hotline automatically dials a telephone number or Speed Dial - System/Group/Station number when the handset is lifted.
- If the partner's extension is busy, Hotline does not automatically activate Off-Hook Signaling.
- A Hotline is a uniquely programmed function key.

Default Settings

Disabled

Related Features

Distinctive Ringing, Tones and Flash Patterns

Direct Station Selection (DSS) Console

Do Not Disturb (DND)

Handsfree Answerback/Forced Intercom Ringing

Off-Hook Signaling

Programmable Function Keys

Ringdown Extension, Internal/External

Guide to Feature Programming

Program Number	Program Name	Default
15-07-01	Programmable Function Keys	Refer to Programming Manual.
15-02-22	Multiline Telephone Basic Data Setup - Multiple Incoming From Intercom and Trunk	1
20-06-01	Class of Service for Extensions	Extension 101 is Class 15 and other Extension are Class 1
20-08-09	Class of Service Options (Outgoing Call Service) - Hotline/Extension Ringdown	COS 01~15 = 1
20-08-19	Class of Service Options (Outgoing Call Service) - Hotline for Speaker	COS 01~15 = 0
20-11-06	Class of Service Options (Hold/Transfer Service) - Unscreened Transfer (Ring Inward Transfer)	COS 01~15 = 1
20-11-11	Class of Service Options (Hold/Transfer Service) - Automatic On-Hook Transfer	COS 01~15 = 0
20-13-06	Class of Service Options (Supplementary Service) - Automatic Off-Hook Signaling (Automatic Override)	COS 01~15 = 1
21-01-09	System Options for Outgoing Calls - Ringdown Extension Timer (Hotline Start)	5
21-11-01	Extension Ringdown (Hotline) Assignment	not assigned
22-01-01	System Options for Incoming Calls - Incoming Call Priority	1
30-05-02	DSS Console Lamp Table - Busy Extension	7 (On)
30-05-03	DSS Console Lamp Table - DND Extension	3 (RW)
30-05-09	DSS Console Lamp Table - Hotel Status Code 1 (Hotel DSS)	7 (On)
30-05-10	DSS Console Lamp Table - Hotel Status Code 2 (Hotel DSS)	1 (FL)
30-05-11	DSS Console Lamp Table - Hotel Status Code 3 (Hotel DSS)	2 (WK)
30-05-12	DSS Console Lamp Table - Hotel Status Code 4 (Hotel DSS)	3 (RW)
30-05-13	DSS Console Lamp Table - Hotel Status Code 5 (Hotel DSS)	5 (IL)
30-05-14	DSS Console Lamp Table - Hotel Status Code 6 (Hotel DSS)	3 (RW)
30-05-15	DSS Console Lamp Table - Hotel Status Code 7 (Hotel DSS)	6 (IW)
30-05-16	DSS Console Lamp Table - Hotel Status Code 8 (Hotel DSS)	4 (IR)
30-05-17	DSS Console Lamp Table - Hotel Status Code 9 (Hotel DSS)	3 (RW)
30-05-18	DSS Console Lamp Table - Hotel Status Code 0 (Hotel DSS)	0 (Off)
30-05-19	DSS Console Lamp Table - Hotel Status Code * (Hotel DSS)	4 (IR)
30-05-20	DSS Console Lamp Table - Hotel Status Code # (Hotel DSS)	5 (IL)
30-05-21	DSS Console Lamp Table - VM Message Indication	3 (RW)

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Table 1-23 Extension Busy Setup

	PRG 20-13-06	PRG 20-02-03	BLF ^{*1} Status	Busy Status
1	1	0	Off	No
2	1	1	On	Yes
3	0	0	On	Yes
4	0	1	On	Yes


*1. BLF is on for extension receiving a voice announced Intercom call.

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Operation


To place a call to your Hotline partner:

1. Press the **Hotline** key (PRG 15-07-01 or SC **751**: 01 + partner's extension number).

 *You can optionally lift the handset after this step for privacy.*

To transfer your outside call to your Hotline partner:

1. Press the **Hotline** key.
2. Announce the call and hang up.
- **OR** -
Hang up to have the call wait at your Hotline partner unannounced.

 *If unanswered, the call recalls like a regular transferred call.*

To answer a call from your Hotline partner:

1. If you hear two beeps, speak toward the telephone.
- **OR** -
If your telephone rings, lift the handset.

Howler Tone Service

Description

Howler Tone Service provides a Howler Tone when a station remains off-hook after a call is completed or when a station is off-hook and digits are not dialed in a programmed time.

Conditions

Howler tone is generated 30 seconds after a call is disconnected and the telephone is left off-hook or the telephone is left off-hook without dialing.

Default Settings

Enabled

System Availability

Terminals

All Terminals

Required Component(s)

None

Related Features

None

Guide to Feature Programming

Program Number	Program Name	Default
20-18-02	Service Tone Timers - Busy Tone Timer	15 (seconds)
80-01-01	Service Tone Setup - Repeat Count	Refer to Programming Manual.
80-01-02	Service Tone Setup - Basic Tone Number	Refer to Programming Manual.

Operation

None

Illuminated Dial Pad

Description

Illuminated Dial Pad let the IP4WW-[]TXH-B-TEL and IP4WW-24TIXH-C-TEL to illuminate their Dial Pad. Dial Pad can be illuminated in two ways.

- When the phone received call or made called.
- When the phone are set to illuminated automatically.

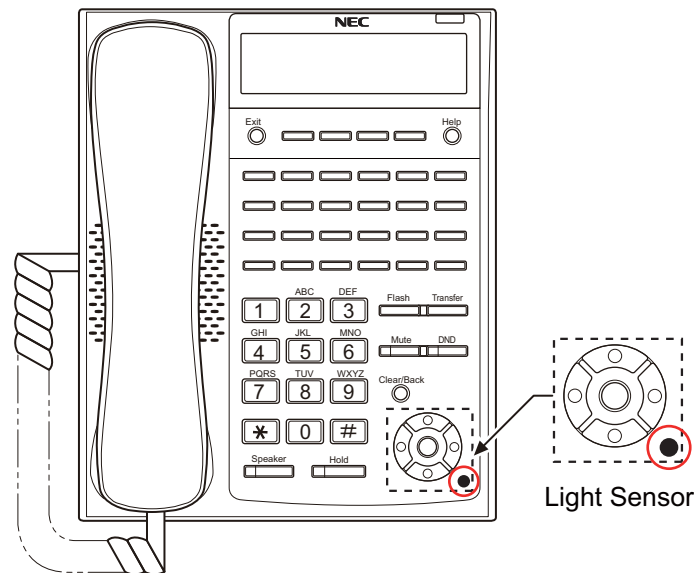



Figure 1-19 Light Sensor

Conditions

- In PRG 15-02-66 user can adjust the brightness of Dial Pad to 8 different levels.
- In PRG 15-02-46 user can set interval for the backlight to be on.
- In PRG 15-02-61 user can set Max brightness.
- In PRG 15-02-62 user can set Min brightness.
- In IP4WW-24TIXH-C-TEL, IP4WW-24TXH-B-TEL, IP4WW-12TXH-B-TEL it is equipped with Light Sensor. This sensor can set brightness up to 13 levels. If the sensor detects the light it can turn on/off the illumination automatically. At PRG 15-02-65 if it the brightness is below the number it will illuminate the terminal and if it is above the setting it will turn off the illumination. If PRG 15-02-65 is set to 0 it will work by the setting done at PRG 15-02-64. In this case PRG 15-02-61 will control the brightness when to turn on and PRG 15-02-64 will control the brightness when to turn off.
- PRG 15-02-64 will be set automatically when the System started.

 It will set the setting each time system is started. If you move the phone after System is started it may not work properly.

- If you are operating illumination automatically (PRG 15-02-63: 1) it will not illuminated when you receive call or touching the Dial Pad like you do when automatically setting is OFF.
- After time set at PRG 15-02-46 LCD will fade but Dial Pad will not fade but will turn off immediately.

Default Settings

Enabled (Automatic Illumination is Disabled)

System Availability

Terminals

IP4WW-24TIXH-C-TEL

IP4WW-24TXH-B-TEL and IP4WW-12TXH-B-TEL

Required Component(s)

None

Related Features

Alphanumeric Display


Guide to Feature Programming

Program Number	Program Name	Default
11-11-70	Backlight Brightness	705
11-11-71	Auto Backlight	706
15-02-46	Backlight LCD duration	2
15-02-61	Backlight Max Brightness	6
15-02-62	Backlight Min Brightness	0
15-02-63	Auto Backlight	0
15-02-64	Auto Backlight bound threshold (auto setting)	13
15-02-65	Auto Backlight bound threshold (manual setting)	0
15-02-66	Dial Button Backlight	1

Operation

To change the Backlight brightness:


1. At Multiline Terminal press Speaker key and dial Service Code (**705**).
2. Dial **1** to set MAX Brightness or dial **2** to set MIN Brightness.
3. Press **Cursor Up** or **Down** key to change the brightness.

 Unless you have PRG 15-02-63: 1 ON as you press Up or Down illumination change.

4. Press Speaker key after you adjust the brightness.

To Set Automatic Backlight:


1. At Multiline Terminal press Speaker key and dial Service Code (**706**).
2. Dial **1** to Set the Automatic Backlight.
3. Dial **00 ~ 13** to enter the Threshold.

 After you dial the Threshold you will hear a "Beep Beep" sound.

4. Press Speaker key after you dial the Threshold.

To Cancel Automatic Backlight:

1. At Multiline Terminal press Speaker key and dial Service Code (**706**).
2. Dial **0** to cancel the Automatic Backlight.

 *After you dial 0 you will hear a "Beep Beep" sound.*

3. Press Speaker key after you dial **0**.

Description

InMail is a low cost voice mail solution that mounts on the CPU unit. Its programming is fully integrated with chassis programming. This system offers the most voice mail system features customers expect.

InMail supports a maximum of 16 ports when suitable licenses and MEMDB are installed.

Automated Attendant automatically answers the system incoming calls. After listening to a customized message, an outside caller can dial a system extension or use Voice Mail.

Up to 16 InMail voice mail ports are available using MEMDB and license. Configurations are available by 2 port increment license. Each reduces the total station ports available by the same number of VM ports. Integrated Voice Mail enhances the telephone system with the following features:

- **Call Forwarding to Voice Mail**

An extension user can forward their calls to Voice Mail. Once forwarded, calls to the extension connect to that extension mailbox. The caller can leave a message in the mailbox instead of calling back later. Forwarding can occur for all calls immediately, for unanswered calls or only when the extension is busy. When a user transfers a call to an extension forwarded to Voice Mail, the call waits for the Delayed Call Forwarding time before routing to the called extension mailbox. This gives the transferring party the option of retrieving the call instead of having it go directly to the mailbox.

- **Leaving a Message**

Voice Mail lets a Multiline Terminal extension user easily leave a message at an extension that is unanswered, busy or in Do Not Disturb. The caller presses their Voice Mail key to leave a message in the called extension mailbox. There is no need to call back later.

- **Transferring to Voice Mail**

By using Transfer to Voice Mail, a Multiline Terminal extension user can Transfer a call to the user's or a co-worker's mailbox. After the Transfer goes through, the caller can leave a message in the mailbox.

A station user transferring a call can transfer the call to the called party voice mail box after an internal station number is dialed while performing a screened transfer, or during intercom calls. The user calls the extension then dials the quick transfer dial access code (default = 8) and hangs up. The call is placed in the mailbox and the caller hears the personal greeting.

- **Live Record**

The Multiline Terminal user just presses the InMail Record key; the SLT user dials a code. 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. This feature is supported only on CO or DID calls. It is not supported on internal calls.

- **Live Monitor**

A Multiline Terminal user can have their idle extension emulate a personal answering machine. This lets InMail screen their calls, just like their answering machine at home. If activated, the extension incoming calls route to the user's subscriber mailbox. The Live Monitor feature is supported for external and internal calls. After the mailbox answers, the user hears the caller's incoming message. The Multiline Terminal user can then:

- Let the call go through to their mailbox
- Intercept the call before it goes to their mailbox

- **Voice Mail Overflow**

If Voice Mail automatically answers trunks, Voice Mail Overflow can reroute those trunks to other extensions when all Voice Mail ports do not answer or, with certain software, are busy. During periods of high traffic, this prevents the outside calls from ringing Voice Mail for an inordinate amount of time. There are two types of Voice Mail Overflow: Immediate and Delayed. With immediate overflow, calls immediately reroute to other extensions when all Voice Mail ports do not answer or, with certain software, are busy. With delayed overflow, calls reroute after a preset interval. Without overflow, the outside calls ring Voice Mail until a port becomes available or the outside caller hangs up.

- **Message Center Mailbox**

A Message Center Mailbox is shared by more than one extension. Any Multiline Terminal that has a Message Center Key for the shared mailbox can:

- Listen to the messages stored in the shared mailbox
- Transfer calls to the shared mailbox
- Use many other Voice Mail features previously available only at an extension individual mailbox

A Message Center Mailbox helps co-workers that work together closely – such as members of the same Department Hunt Group. For example, an Hunt Group Supervisor can send important messages to the shared Message Center Mailbox, to which any Hunt Group member can respond when time allows. Each terminal's Message Center Key flashes when messages are waiting. (The Message Center Mailbox can be a mailbox for an installed, uninstalled or virtual extension.)

• Voice Mail Caller ID

InMail can use ANI/Caller ID information to identify the outside caller that left a message in a user's mailbox. When the message recipient presses T1 after hearing a message, they hear the time the message was sent and the outside telephone number of the message sender. Refer to [Caller ID on page 1-95](#) for more information on setting up this feature.

• Security Code Enhancement

After a subscriber sets their Security Code, they can choose to make it required for all logons or just remote logons. When enabled for all logons, the subscriber must always enter their Security Code to access voice mail, even from their own extension. If enabled just for remote logons, the subscriber can go right into voice mail from their own telephone. However, the Security Code is still required from another extension or from outside the system. The Security Code logon option is a convenience for those who normally leave their office locked or otherwise secure. Those who work in open areas should normally set their mailbox to always require a Security Code.

Voice Mail Queuing

When accessing voice mail, the system provides a voice mail queue. If all the voice mail ports are busy, any call trying to get to the voice mail is placed in queue. As the voice mail port becomes available, the calls are connected to the voice mail in the order in which they were received.

As the Voice Mail Queue follows Department Hunting programming, the queue can hold a maximum of 10 calls. If the queue is full or if the voice mail ports are not assigned to a Department Group, the calls are handled as though no voice mail queuing feature was enabled.

The calls either access voice mail if a port is available or they receive a busy signal. The Voice Mail Queuing feature does not work with the Conversation Record feature.

Voice Mail Key

When an extension receives a voice mail, the Voice Mail key (PRG 15-07-01, code 77) can be used to call the voice mail to listen to the messages. If no Voice Mail Programmable Function Key is defined (PRG 15-07-01, code 77), the telephone Message Waiting LED flashes to indicate new messages.

InMail Available

InMail is a plug-in “in-skin” full-featured, DSP-based integrated Voice Mail with Automated Attendant. It is available in two models:

The InMail Automated Attendant answers incoming calls and routes them quickly and efficiently. Integrated Voice Mail features include Conversation Record, Answering Machine Emulation, and Caller ID with Return Call.

Interactive Softkeys guide the display telephone user through the extensive InMail feature set.

Table 1-24 InMail Part Number and Capacity

Stock Number	Equipment Name	Note
BE110730	IP4WW-CFVRS-C1 • CF for VRS Only	
BE110731	IP4WW-CFVMS-C1 • CF for VRS & 2ch InMail (Approx:15H)	

Stock Number	Equipment Name	Note
BE110732	IP4WW-CFVML-C1 • CF for VRS & 4ch InMail (Approx:40H)	
BE110755	SL-VM-CHANNEL-2 LIC • Additional InMail Channel License (2ch)	
BE110733	SL-VM-ADVANCE LIC • InMail Advanced Features License (System base) - <i>E-Mail Notification</i> - <i>Cascading message notification</i> - <i>Find-Me/Follow-Me</i> - <i>Password Option</i> - <i>Hotel/Motel</i>	
BE106339	PZ-VM21 • Daughter board for InMail Compact Flash	
Mail Boxes	Station Mailboxes 84 Routing Mailboxes 16 Group Mailboxes 16 Total Mailboxes 160	

InMail: External Transfer Available

The software allows the InMail to perform an external transfer. This allows the InMail to route an incoming Automated Attendant call out of the SL1100 system on a new trunk based on an Speed Dial number stored in a Dial Action Table.

InMail: Softkey With Security Code Programming

InMail provides softkeys when programming the security code. These softkeys allow a user to select OK, CLEAR or EXIT following an entry of a new code.

InMail: Internal Message Notification Timer

When Message Notification places a call out, the system waits up to 30 seconds for ringback, reorder, or busy tone from the trunk. If detected, notification call out processing begins normally. If not detected, the system abandons the call and decrements the Ring No Answer (RNA) count.

InMail: Directory Dialing

Directory Dialing allows an Automated Attendant caller to reach an extension by dialing the first few letters in the extension user's name. With Directory Dialing, the caller does not have to remember the extension number of the person they wish to reach – just the name.

The following steps describe Directory Dialing:

1. When the Automated Attendant answers, it sends the call to the Main Greeting box. The caller must dial a digit to access Directory Dialing.
2. The Directory Dialing Mailbox plays the Directory Dialing Message which asks the caller to dial letters for the name of the person they wish to reach.
3. The caller dials the letters for the person's name plus #. They can dial by first name or last name, depending on how the Directory Dialing Message was recorded and the Directory Dialing Mailbox was set up.
4. InMail searches the list of programmed extension names for a match of the caller-entered letters.
5. Voice prompts announce the first three matches, and allow the caller to dial a digit (1~3) to reach one of the announced matches. Additionally, the caller can dial 4 to hear additional matches (if any).
6. The caller dials the digit for the extension they wish to reach, and InMail sends the call to that extension. The call is sent as a Screened or Unscreened transfer, depending on programming.

For callers to use Directory Dialing, the system must have a name programmed for each extension (up to 15 characters, A~Z, using upper and lower case letters). Each extension user should also have a name recorded in their Subscriber Mailbox. In addition, each extension used by Directory Dialing must be installed and have an active Subscriber Mailbox (Personal or Group).

An outside caller can route to a Master Mailbox or a Routing Mailbox programmed as a Directory Dialing Mailbox from:

- The Answer Tables Answer Schedule Override mailbox, Default mailbox, or Routing mailbox.
- A GOTO action in the Dial Action Table of a Call Routing Mailbox.

InMail: Multiple Greetings

The mailbox subscriber can record up to three greetings and make any of the three active. When a caller leaves a message in the subscriber's mailbox, they hear the active greeting. This allows the subscriber, for example, to record a greeting for work hours, after work, and during vacation. Instead of changing their greeting when they leave the office, they can activate the after work greeting instead.

If the active greeting has not been recorded, a caller leaving a message in the subscriber mailbox hears, "At the tone, you can leave your message for (extension number or name)."

Refer to the InMail System Guide for complete details on setting these features.

Conditions

- When more than eight ports are to be enabled, the MEMDB is required.
- Email forwarding requires the MEMDB and SL-VM Advance license.
- Constant Message Count is displayed on a telephone display until another activity needs the display (i.e., if a call is made or received on the telephone). To have the message count display again, the telephone needs to receive a new voice mail message or a new call into the voice mailbox.
- The Quick Transfer to Voice Mail feature is allowed when:
 - Listening to the Ring Back Tone (RBT).
 - Listening to the Call Waiting Tone (CWT).
 - In Handsfree Answerback Mode.
 - In Voice Over Mode.
- When Quick Transfer to Voice Mail is accessed, the Voice Over feature is canceled.
- While on an intercom (ICM) call, dial the Quick Transfer Access Code (default: 8) to automatically transfer to that station Voice Mail box.
- The Quick Transfer to Voice Mail is not allowed when caller is:
 - Listening to the busy tone (BT).
 - Talking on an internal line.
 - Talking on an outside line.
 - Making a conference call.
- Extension numbers cannot start with 0, 9, * or #.
- Mailboxes with extension IDs of 10-32 are not supported as these are already used by fixed system resources.
- Distribution List members can only have 2 or 3 digit extension IDs.
- Live Record does not work for monitored calls.
- Live Record does not work for conference calls.
- Fixed Call Forwarding can be used to transfer a user's unanswered calls to their voice mail. Call Forwarding does not have to be programmed manually by each user.
- Caller ID information is passed from the Voice Mail to an extension for pre-answer display on an un-screened transfer from Voice Mail.
- Off-premise notification and external extensions require access to outside lines.
- When the voice mail places a call on hold, it uses Group Hold. Any line appearances for the trunk shows the hold flash rate, however, a user cannot pick up this call (a busy signal is heard).
- Updating the system time also updates the InMail time.
- The displayed message count for New and Saved messages does not update until the mailbox user hangs up and calls back into the InMail.
- InMail and Analog Voice Mail cannot be used at the same time in the same system.

- The first port of InMail must start with the first port of a group of eight station ports that are not already used by telephones. For example one of the following ports: 1, 5, 9, 13,233, 237, 241, 245, 249, etc. and uses the first port assigned + the next eight consecutive ports.
- The number of speech path channels on the CPU for the In Mail and the VRS feature are shared and depends if the MEMDB daughter board is installed.
 - Without a MEMDB daughter board installed the systems supports a maximum of eight channels for VRS and/or InMail.
 - With a MEMDB daughter board installed, the system supports a maximum of 16 channels for VRS and/or In-Mail. The maximum number of channels supported for InMail is eight.
- When the system has the SL-VM-ADVANCE license, the Message Waiting Indication (MWI) on a DSS Console for an extension is a Green LED. Without the SL-VM-ADVANCE license the MWI on a DSS Console for an extension is a Red LED.
- When installing a compact flash card onto the PZ-VM21 the system **MUST** be powered off. Never install or uninstall the compact flash card while the system is under power.

Default Settings

Disabled

System Availability

Terminals

All Terminals

Required Component(s)

- CPU card
- InMail Compact Flash
- SL-VM-ADVANCE license

Related Features

Barge-In

Caller ID

Call Forwarding

Central Office Calls, Placing

Clock/Calendar Display/Time and Date

Direct Inward Line (DIL)

Hold

Message Waiting

One-Touch Calling

Programmable Function Keys

Transfer

Guide to Feature Programming

The programs listed below indicate the most commonly used programs required for this feature. The programs are listed in the order that the installer should follow. Refer to the PCPro wizards for further detailed programming.

- When a * is listed next to the Program Number it indicates a program that **MUST** be set (from a default state) for this feature to be enabled.

Program Number	Program Name/Description	Assigned Data
47-01-17 *	InMail Port Specify the system port number of the first InMail port. The first InMail port must start with one of the following port numbers: 13, 17, 21, 25, 29, 33, 37, 41, 45, 49, 53, 57, 61, 65, 69	1 ~ 69 (Can only use the port numbers provided in the description section.) (default = Not Assigned)
11-02-01	Extension Numbering Assign extension numbers to the InMail ports that were assigned in PRG 47-01-17. The extension numbers assigned must be within your valid numbering plan in PRG 11-01.	Maximum of 8 digits (0 ~ 9, *, #) (default = Not Assigned)
15-03-01 *	SLT Signaling Type Assign all extension numbers to be used for Voice Mail to a signaling type of DP.	0 = DP 1 = DTMF (default = 1)
15-03-03 *	Terminal Type Assign all extension numbers to be used for Voice Mail to a terminal type of Special. If the ports are left assigned as normal the Voice Mail will not be able to receive DTMF tones.	0 = Normal 1 = Special (default = 0)
11-07-01 *	Department Group Pilot Number Assign the Voice Mail pilot number to the group that is to be used. A pilot number must fall within the valid numbering plan assigned in PRG 11-01-01. It is recommended to not use department group 01 because by default all extensions are assigned to this group.	Maximum of 8 digits (0 ~ 9, *, #) (default = Not Assigned)
16-01-01	Department Group Name This program is used to assign a name to the department group.	Maximum of 12 Characters (default = Not Assigned)
16-01-02	Department Group Calling Cycle This program is used to define what happens when the department group pilot number is called. If this is set to priority every new call to the pilot number will search an idle phone in order of the extensions priority (set in PRG 16-02-02). The lower the number the higher the priority for that extension. For example if two phones are idle and one phone has a priority of a 1 and the other phone has a priority of a 2 the phone with the priority 1 will receive the call. If this is set to circular every new call to the pilot number will cycle to an idle extension in a circular order. The priority of the extension is not used. When using a department group for Voice Mail this program must be set to (0) priority.	0 = Normal Routing (Priority) 1 = Easy UCD routing (Circular) (default = 0)
16-01-04	Department Group Hunting Mode This program sets what happens when an unanswered call to a department group pilot number reaches the last member of the group. If this is set to (0) once the last extension is called the hunting will stop. If this is set to (1) once the last extension is called the hunting will continue to look for an idle member to receive the call. It is recommended when using a department group for Voice Mail to set this to a (1), circular.	0 = Last extension is called and hunting stops 1 = Circular (Hunting will continue.) (default = 0)
16-01-10	Department Group Enhanced Hunting This program sets the conditions on which calls to the pilot number will hunt to the available extensions in the group. For a description on all the hunting types see the section in this feature labeled "Enhanced Hunting". It is recommended to set the Voice Mail department group as (3) Busy/No Answer.	0 = No Hunting 1 = Hunting when Busy 2 = Hunting when Not Answered 3 = Hunting when Busy/No Answer (default = 0)

Program Number	Program Name/Description	Assigned Data
16-02-01 *	Department Group Assignment for Extensions This program is where to assign the extensions to the department group. When using a department group for Voice Mail do not assign more extensions in the group than the system is licensed for.	1 ~ 32 (default = 1)
16-02-02	Department Group Priority Assignment This program sets the extensions priority within the department group. The lower the number that is assigned the higher the priority is. When using a department group for Voice Mail the lowest voice mail port must have the lowest priority number in the group. For example if the VM had system ports 65~68 and used extensions 165~168 the following would be the assignment. Ext 165 = Priority 1 Ext 166 = Priority 2 Ext 167 = Priority 3 Ext 168 = Priority 4	1 ~ 999 (Refer to the programming manual for the default values of all extensions.)
45-01-01 *	Voice Mail Department Group Number Assign the department group number, from PRG 11-07-01, that is to be used for Voice Mail. It is recommended to not use department group 01 because by default all extensions are assigned to this group.	0 = No Voice Mail Assigned 1 ~ 32 = Department Group 1 ~ 32 (default = 0)
14-01-22	Caller ID to Voice Mail This command enables or disables the ability for the system to send the caller ID information to the Voice Mail. This command is for ALL trunk types (analog, digital, and IP).	0 = Disable (Caller ID not sent to VM.) 1 = Enable (Caller ID is sent to VM.) (default = 0)
15-02-37	Voice Mail Message Wait Lamp Color Per extension, assign if the Voice Mail Message waiting light is Red or Green.	0 = Green 1 = Red (default = 1)

Operation

Calling Your Mailbox

To call your mailbox:


With a Multiline Terminal, your Voice Mail key flashes green and your Message Center keys flash red when they have messages waiting. If you do not have a Voice Mail key, your Message Waiting LED flashes instead.

Multiline Terminal

1. Press your **Voice Mail** key (PRG 15-07 or SC 751 : 01 + *8).

- OR -


Press the **Vmsg** softkey.


 *Your mailbox number is normally the same as your extension number. You may optionally dial a co-worker's mailbox - or use this procedure to call your mailbox from a co-worker's telephone.*

- OR -

Press Speaker key and dial *8.


2. If requested by Voice Mail, enter your security code.

 *Ask your Voice Mail system administrator for your security code.*

 *Normally, your Message Waiting (MW) LED goes out (if applicable). If it continues to flash, you have unanswered Message Waiting requests or a new General Message. See "To check your messages" below.*

Single Line Terminal


1. Lift the handset and dial *8.


 *If you are at a co-worker's telephone, you can dial the Voice Mail master number and your mailbox number instead. You can also use this procedure from your own telephone to call a co-worker's mailbox.*


2. If requested by Voice Mail, enter your security code.

Checking Messages

1. Press the **Voice Mail** key once.

 *The voice mail is called.*


 *When there are new messages, the Message Waiting LED on the telephone flashes red.*

 *With this option set, the MSG key can be used as a Voice Mail key for any function [calling voice mail or transfer call a to voice mail (Hold + MSG + Extension Number), etc.].*

Leaving A Message (Multiline Terminal Only)

To leave a message in the mailbox of an unanswered extension (the extension you call can be busy, in DND or unanswered):

1. Press the **Voice Mail** key (PRG 15-07 or SC 751: code 77 + InMail pilot).
- OR -
Dial *8.

 *The Voice Mail System prompts you to leave a message.*

Forwarding Calls to Your Mailbox

To activate or cancel Call Forwarding:


1. Press Speaker key (or lift the handset at the Single Line Terminal) and choose from the following dial access codes:
741 = Call Forward – Immediate (PRG 15-07 or SC 751: code 10)
742 = Call Forward – Busy (PRG 15-07 or SC 751: code 11)
743 = Call Forward – No Answer (PRG 15-07 or SC 751: code 12)
744 = Call Forward – Busy/No Answer (PRG 15-07 or SC 751: code 13)
2. Dial the Voice Mail master number.
3. Press Speaker key to hang up (or hang up handset at the Single Line Terminal).

Transferring Calls to a Mailbox

To transfer your active call to a mailbox:


Multiline Terminal

1. Press Hold key.
2. Press the **Voice Mail** key (PRG 15-07 or SC 751: code 77 + InMail pilot).
3. Dial the number of mailbox to receive the transfer.


 *This number can be a mailbox number or a co-worker's mailbox number.*

- OR -

Press the **DSS Console** or **One-Touch** key for extension user's mailbox, which receives the transfer.


 *If the Transfer destination is an extension forwarded to Voice Mail, the call waits before routing the called user's mailbox. This gives you the option of retrieving the call instead of having it picked up by Voice Mail.*

4. Hang up.

 *Voice Mail prompts your caller to leave a message in the mailbox you selected.*


- OR -

1. Dial extension number or press a **DSS Console** key for the extension mailbox which receives the transfer.
2. Press the **Voice Mail** key (PRG 15-07 or SC **751**: code 77 + InMail pilot)
3. Hang up.

 *Voice Mail prompts your caller to leave a message in the mailbox you selected.*

Single Line Terminal

1. Hookflash.
Dial Voice Mail master number followed by destination mailbox.

 *If the Transfer destination is an extension forwarded to Voice Mail, the call waits before routing the called user's mailbox. This gives you the option of retrieving the call instead of having it picked up by Voice Mail.*


2. Hang up.


Recording Your Call

To record your active call in your mailbox:

Multiline Terminal


1. Press the **Voice Mail Record** key (PRG 15-07 or SC **751** : code 78)


 *You hear a beep and your Record key flashes. The system beeps periodically to remind you that you are recording.*

 *To stop recording, press the Voice Mail Record key again. You can restart and stop recording as required.*

- OR -


1. Press Hold key.
2. Dial **654**.


 *The system automatically reconnects you to your call.*

 *To stop recording, place the call on hold then pick the call back up. You can restart and stop recording as required.*

Single Line Terminal

1. Hookflash.
2. Dial **654**.

 *The system automatically reconnects you to your call.*

 *To stop recording, hookflash twice. You can restart and stop recording as required.*

Personal Answering Machine Emulation (Multiline Terminal Only)

To enable or cancel Personal Answering Machine Emulation:


1. Press Speaker key (or lift the handset at the Single Line Terminal) and choose from the following dial access codes:
 - 741 = Call Forward – Immediate
 - 742 = Call Forward – Busy
 - 743 = Call Forward – No Answer
 - 744 = Call Forward – Busy/No Answer
 - 745 = Call Forward – Both Ring
 - 746 = Call Forwarding – Follow Me

2. Dial the Voice Mail master number.
3. Press Speaker key to hang up (or hang up handset at the Single Line Terminal).

When Personal Answering Machine Emulation broadcasts your caller's message, you can:


Your telephone must be idle (not on a call).

1. Do nothing.

 *The message is automatically being recorded in your mailbox. The broadcast stops when your caller hangs up.*


- OR -

1. Lift the handset to intercept the call.

 *You connect to the caller. The system records the first part of the message in your mailbox. The line key changes from red to green.*

- OR -

Press Speaker key to cut off the message broadcast and send the call to your mailbox.

 *Voice Mail records the entire message in your mailbox.*

Directory Dialing

Recording a Directory Dialing message:

1. Log onto the System Administrator's mailbox: **SA** (72) or dial **0** to play a Help message.
2. Select Instruction Menus: **I** (4).
3. Enter the Directory Dialing Mailbox number or dial **#** to go back to the System Administrator Options.
4. Select one of the following options:
 - L** (5) = Listen to the current Directory Dialing Message (if any)
 - #** = Exit listen mode
 - R** (7) = Record a new Directory Dialing Message
 - ***** = Pause or restart recording
 - **E (3)** = Erase recording
 - **#** = Exit recording mode
 - E (3)** = Erase the Directory Dialing Message
 - #** = Go back to the System Administrator options

Using Directory Dialing:

1. After the Automated Attendant answers, wait for the Directory Dialing Message. The Automated Attendant may ask you to dial a digit for Directory Dialing.
2. Dial the letters that correspond to the name of the person you wish to reach + **#**.
 - The Directory Dialing Message tells you how many letters you need to dial, and whether you should enter the person's first name or last name.
 - To exit Directory Dialing without selecting a name, dial **#**.
3. The Automated Attendant announces the name matches, and tells you which digit to dial (**1~3**) to reach each of the announced names.
 - To hear additional name matches (if any), dial **6** instead.

4. After you make your selection, the Automated Attendant routes your call to the name you select.

Schedule the Answer Schedule

Type 1 (Day of the Week) Answer Schedule Options

Type 1 (Day of Week) Example

In this example, Answer Table 1 routes calls as follows:

- Schedule 1 uses Routing Mailbox 2 and runs Sunday from 8:30 AM to 5:00 PM.
- Schedule 2 uses Subscriber Mailbox 3 and runs Wednesday from 10:30 AM to 5:00 PM.
- Schedule 3 uses Routing Mailbox 4 and runs Tuesday from 9:00 AM to 10:00 AM.
- At all other times, routing is handled by the Default Mailbox specified in PRG 47-11-03 : Default Mailbox Category and PRG 47-11-03 : Default Mailbox Number.

When setting up Answer Tables with multiple types, build the Answer Schedules in the following order:

- Range of Days
- Day of Week
- Date

Type 1 (Day of Week) Example		
Answer Table 1	Answer Schedule 1 Answer Schedule 1 is a Day of Week schedule that runs Sunday from 8:30 AM to 5:00 PM.	47-12-01 : Entry01 Schedule Type = 1
		47-12-02 : Entry01 MB Ctg = 3 47-12-02 : Entry01 MB Num = 2
		47-12-03 : Entry01 Day = 1
		47-12-04 : Entry01 Start Day = 1 (Entry does not matter)
		47-12-05 : Entry01 End Day = 1 (Entry does not matter)
		47-12-06 : Entry01 Date (MMDD) = 0000 (Entry does not matter)
		47-12-07 : Entry01 Start Time = 0830 (8:30 AM)
		47-12-08 : Entry01 End Time = 1700 (5:00 PM)
		Answer Schedule 2 Answer Schedule 2 is a Day of Week schedule that runs Wednesday from 10:30 AM to 5:00 PM.
	47-12-02 : Entry01 MB Ctg = 1 47-12-02 : Entry01 MB Num = 3	
	47-12-03 : Entry01 Day = 4	
	47-12-04 : Entry01 Start Day = 1 (Entry does not matter)	
	47-12-05 : Entry01 End Day = 1 (Entry does not matter)	
	47-12-06 : Entry01 Date (MMDD) = 0000 (Entry does not matter)	
	47-12-07 : Entry01 Start Time = 1030 (10:30 AM)	
	47-12-08 : Entry01 End Time = 1700 (5:00 PM)	
	Answer Schedule 3 Answer Schedule 3 is a Day of Week schedule that runs Tuesday from 9:00 AM to 10:00 AM.	
		47-12-02 : Entry01 MB Ctg = 3 47-12-02 : Entry01 MB num = 4
		47-12-03 : Entry01 Day = 3
		47-12-04 : Entry01 Start Day = 1 (Entry does not matter)
		47-12-05 : Entry01 End Day = 1 (Entry does not matter)
		47-12-06 : Entry01 Date (MMDD) = 0000 (Entry does not matter)
		47-12-07 : Entry01 Start Time = 0900 (9:00 AM)
		47-12-08 : Entry01 End Time = 1000 (10:00 AM)

Type 2 (Range of Days) Answer Schedule Options

Type 2 (Range of Days) Example

In this example, Answer Table 1 routes calls as follows:

- Schedule 1 uses Routing Mailbox 1 and runs Sunday through Wednesday from 8:30 AM to 5:00 PM.
- Schedule 2 uses Routing Mailbox 2 and runs Thursday and Friday from 11:00 AM to 1:00 PM.
- At all other times, routing is handled by the Default Mailbox specified in PRG 47-11-03 : Default Mailbox Category and PRG 47-11-03 : Default Mailbox Number.

When setting up Answer Tables with multiple types, build the Answer Schedules in the following order:

- Range of Days
- Day of Week
- Date

Type 2 (Range of Days) Example		
Answer Table 1	Answer Schedule 1 Answer Schedule 1 is a Range of Days schedule that starts schedule that runs Sunday through Wednesday from 8:30 AM to 5:00 PM.	47-12-01 : Entry01 Schedule Type = 2
		47-12-02 : Entry01 MB Ctg = 3 47-12-02 : Entry01 MB Num = 1
		47-12-03 : Entry01 Day = 1 (Entry does not matter)
		47-12-04 : Entry01 Start Day = 1 (Sunday)
		47-12-05 : Entry01 End Day = 4 (Wednesday)
		47-12-06 : Entry01 Date (MMDD) = 0000 (Entry does not matter)
		47-12-07 : Entry01 Start Time = 0830 (8:30 AM)
		47-12-08 : Entry01 End Time = 1700 (5:00 PM)
	Answer Schedule 2 Answer Schedule 2 is a Range of Days schedule that runs Thursday and Friday from 11:00 AM to 1:00 PM.	47-12-01 : Entry01 Schedule Type = 2
		47-12-02 : Entry01 MB Ctg = 3 47-12-02 : Entry01 MB Num = 2
		47-12-03 : Entry01 Day = 1 (Entry does not matter)
		47-12-04 : Entry01 Start Day = 4 (Wednesday)
		47-12-05 : Entry01 End Day = 5 (Thursday)
		47-12-06 : Entry01 Date (MMDD) = 0000 (Entry does not matter)
		47-12-07 : Entry01 Start Time = 1100 (11:00 AM)
		47-12-08 : Entry01 End Time = 1300 (1:00 PM)

Type 3 (Date) Answer Schedule Options

Type 3 (Date) Example

In this example, Answer Table 1 routes calls as follows:

- Schedule 1 uses Routing Mailbox 1 and runs every day from 8:30 AM to 5:00 PM.
- Schedule 2 uses Routing Mailbox 9 and runs only on Christmas day from 8:30 AM to 5:00 PM.
- At all other times, routing is handled by the Default Mailbox specified in PRG 47-11-03 : Default Mailbox Category and PRG 47-11-03 : Default Mailbox Number.

When setting up Answer Tables with multiple types, build the Answer Schedules in the following order:

- Range of Days
- Day of Week

• Date

Type 3 (Date) Example		
Answer Table 1	Answer Schedule 1 Answer Schedule 1 is a Range of Days schedule that starts schedule that runs every day from 8:30 AM to 5:00 PM.	47-12-01 : Entry01 Schedule Type = 2
		47-12-02 : Entry01 MB Ctg = 3 47-12-02 : Entry01 MB Num = 1
		47-12-03 : Entry01 Day = 1 (Entry does not matter)
		47-12-04 : Entry01 Start Day = 1 (Sunday)
		47-12-05 : Entry01 End Day = 1 (Sunday)
		47-12-06 : Entry01 Date (MMDD) = 0000 (Entry does not matter)
		47-12-07 : Entry01 Start Time = 0830 (8:30 AM)
		47-12-08 : Entry01 End Time = 1700 (5:00 PM)
	Answer Schedule 2 Answer Schedule 2 is a Date schedule that runs only on Christmas day from 8:30 AM to 5:00 PM.	47-12-01 : Entry01 Schedule Type = 3
		47-12-02 : Entry01 MB Ctg = 3 47-12-02 : Entry01 MB Num = 9
		47-12-03 : Entry01 Day = 1 (Entry does not matter)
		47-12-04 : Entry01 Start Day = 1 (Entry does not matter)
		47-12-05 : Entry01 End Day = 1 (Entry does not matter)
		47-12-06 : Entry01 Date (MMDD) = 1225 (December 25, Christmas day)
		47-12-07 : Entry01 Start Time = 0830 (8:30 AM)
		47-12-08 : Entry01 End Time = 1700 (5:00 PM)



InMail-Automatic Access to VM by Caller ID

Description

An InMail mailbox can be associated with a specific caller ID (CID) number. When that CID number is presented to the InMail, it automatically logs the user into their mailbox. This greatly improves VM accessibility for outside callers.

Two types of voice mail access modes exist for this feature.

1. Specifying the VM Pilot number as a DID/DIL/DISA/VRS destination.
 - OR -
 - Dialing the VM pilot number after calling in from a Mobile Extension.
2. Program to forward a call to VM (102) by any of following Programs.
 - PRG 22-05-01 (Incoming Ring Group)
 - PRG 22-11-05 (Transfer Target number -1)
 - PRG 22-11-06 (Transfer Target number -2)
 - PRG 25-03-01 (Incoming Ring Group No.)
 - PRG 25-04-01 (VRS/DISA Transfer Ring Group at No answer/Busy)



Figure 1-20 Example - User Access to Voice Mail

Conditions

- To use this feature, the voice mail box number must be set in PRG 13-04-11. If not set, the system requires the normal log in procedure or entering a valid mailbox number and security code to login.
- This feature is only supported for external calls to the InMail.
- Mobile Extension users can use this feature by setting the VM box number in PRG 13-04-11 which corresponds to the Speed Dial number registered in PRG 15-22-01.
- Common Speed Dial area is used for this feature. Group or Station Speed Dial areas are not supported with this feature.
- When a number in the Common Speed Dial includes a trunk access code or end code (#), the Redial name indication will work if the number matches completely.
- If the same number is registered in the Common Speed Dial bin, the latest Speed Dial number is used.
- The Flexible ringing feature has priority over the InMail – Automatic Access to VM by Caller ID feature.
- To enable this feature, PRG 14-01-22 (Caller ID to Voice Mail) must be set to 1.

Default Settings

Disabled

System Availability

Terminals

All Multiline Terminals

Trunks

The following Trunks support sending Caller ID:

- Analog Line
- ISDN Line (BRI)
- ISDN Line (PRI)
- SIP Line
- H.323 Line

Required Component(s)

- CPU card
- InMail Compact Flash
- SL-VM-ADVANCE license

Related Features

Abbreviated Dialing/Speed Dial

Caller ID - Flexible Ringing

Mobile Extension

InMail

Guide to Feature Programming

Program Number	Program Name	Default
13-04-01	Speed Dialing Number and Name – Speed Dialing Data	not assigned
13-04-02	Speed Dialing Number and Name – Name	not assigned
13-04-11	Speed Dialing Number and Name – Automatic Access to Voice Mail by Caller ID	0
15-22-01	Mobile Extension Setup – Mobile Extension Target Setup	0
22-02-01	Incoming Call Trunk Setup	0
22-05-01	Incoming Trunk Ring Group Assignment	1
22-11-05	DID Translation Table Number Conversion – Transfer Destination Number 1	0
22-11-06	DID Translation Table Number Conversion – Transfer Destination Number 2	0
25-03-01	VRS/DISA Transfer Ring Group With Incorrect Dialing	0
25-04-01	VRS/DISA Transfer Ring Group With No Answer/Busy	0

Operation

Retrieve VM Messages

To retrieve VM messages from outside of office:

Trunk 1: 03-1234-5678 (DIL)

Outside party number: 09087654321

PRG 22-02-01: Trunk 1 DIL

PRG 22-07-01: VM Pilot number, 300

PRG 13-04-01: Speed Dial area No.0 -> 09087654321

PRG 13-04-11: Speed Dial area No.0 -> 100 (VM BOX)

1. Call DIL number.
2. After the VM is answered, user can enter VM Box 100 directly.
3. Announce the zone.

- OR -

Trunk 1: 03-1234-5678 (DID)

Outside party number: 09087654321

PRG 22-02-01: Trunk 1 DID

PRG 22-11-05: Set transfer destination, 102 InMail

PRG 13-04-01: Speed Dial area No.0 -> 09087654321

PRG 13-04-11: Speed Dial area No.0 -> 100 (VM BOX)

1. Call the DID number to set the transfer to InMail from outside party.
2. After the VM is answered, user can enter VM Box 100 directly.

To retrieve VM messages from Mobile extension:

Trunk 1: 03-1234-5678 (DIL)

Mobile extension number: 4321

PRG 22-02-01: Trunk 1 DIL

PRG 22-07-01: VM Pilot number, 300

PRG 15-22-01: Mobile Extension Target Setup No.0 -> 4321

PRG 13-04-11: Speed Dial area No.0 -> 100 (VM BOX)

1. Call DIL number.
2. After the VM is answered, user can enter VM Box 100 directly.

InMail-Cascade Message Notification

Description

If an extension user receives a new message in their mailbox, Cascading Message Notification will call them at up to five preset destinations to let them know a new voice mail message has arrived. A destination can be an outside number (such as a cell phone, pager, or home office) or a co-worker's extension.

The Cascading Message Notification destinations are set up in the Notification Schedule. Each of the five schedule entries can be individually enabled or disabled and provides options for:

- Type: Voice call or pager.
- Start Hour: The time the destinations become active.
- End Hour: The time the destinations become inactive.
- Number: The destination telephone, pager, or extension number.
- Busy Attempts: The number of times the system will try the destination when it is busy. The system cancels notification callouts for this entry when the Busy Attempts number is met.
- RNA Attempts: The number of times the system will try the destination when it is unanswered. The system cancels notification callouts for this entry when the RNA Attempts number is met.
- Security: Enables or disables the Security Code requirement for the notification destinations. For example, you may want to disable the Security Code when the destinations is your cell phone and it may be inconvenient to dial digits after answering the notification callout.

When the extension user enables Cascading Message Notification, the system will try each enabled destination that is active for the current time (i.e., in-schedule). The system will not try any destinations that are disabled or are not in-schedule. When the retries for a particular destination have been met the system will immediately move to the next destination.

Conditions

- Retry Interval timers are set on a system wide basis only.
- The pager dial string is set on a system wide basis only.
- Notification settings can be changed using the Telephone Mailbox Option Interface or system programming only.
- When the retries for a particular destination have been met the system will immediately move to the next destination even if there is only one destination active.
- Once the notification process begins, a new message does not restart the process if it is already in progress. Once the process ends (e.g., if the message is acknowledged or the maximum number of callout attempts is reached), the next new message will restart the process.
- The system determines which numbers are internal extensions or external numbers by the system dial plan settings.
- Depending on the system ARS routing maybe needed to properly route external calls.
- If no trunks are available when an outside destination is attempted it is counted as a Busy No Answer attempt.

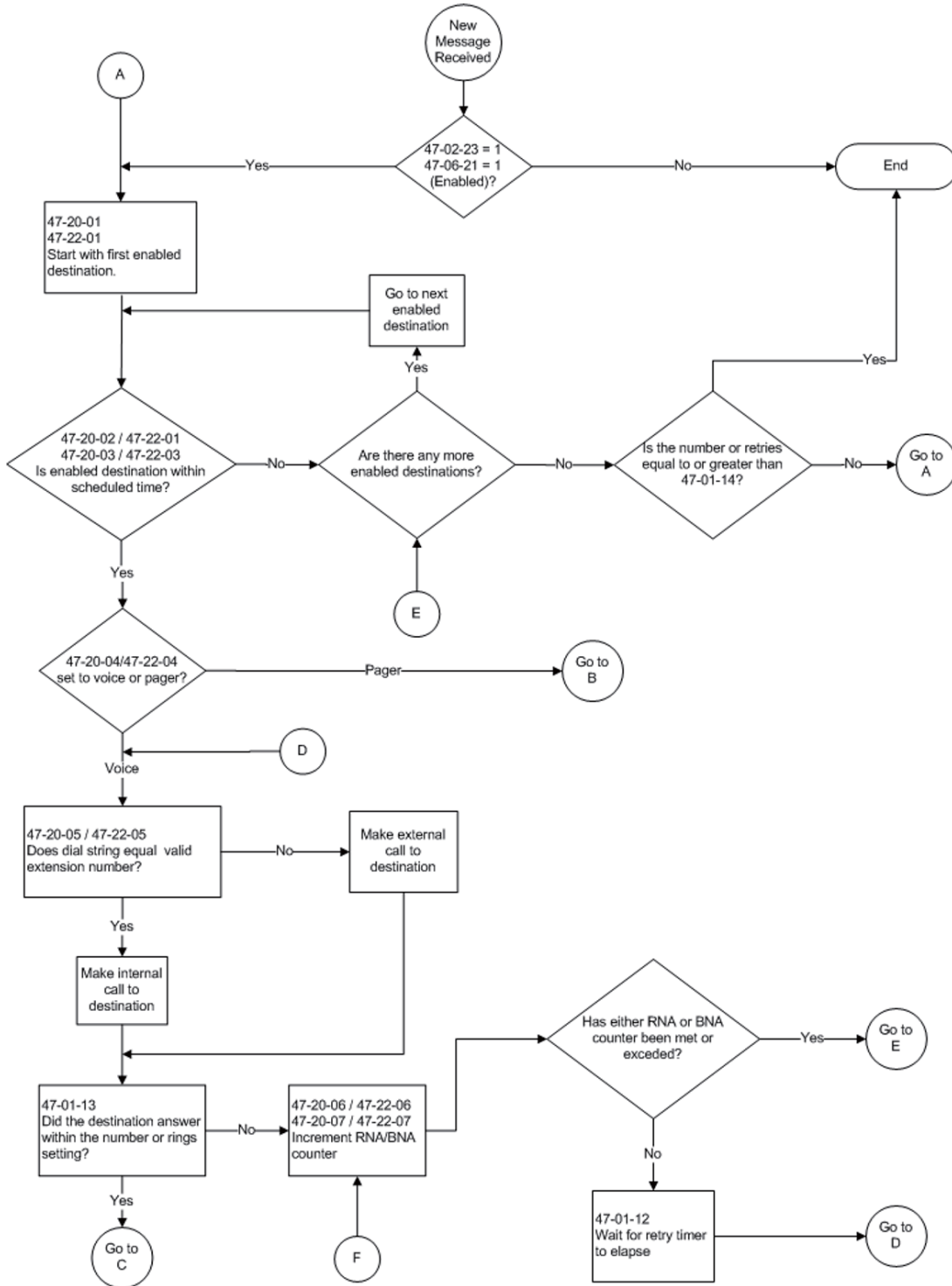


Figure 1-21 Cascade Message Notification Flow Chart-1

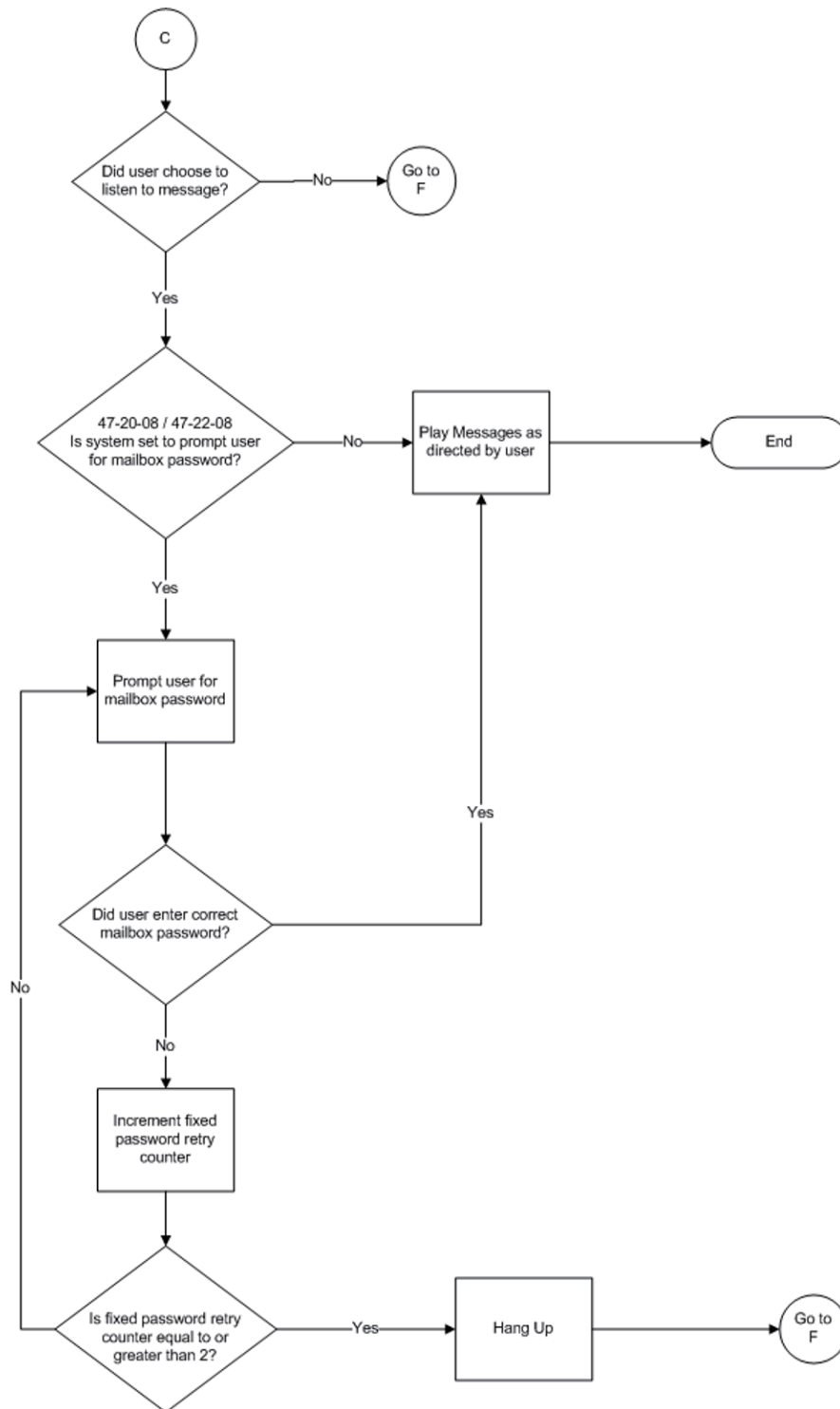


Figure 1-22 Cascade Message Notification Flow Chart-2

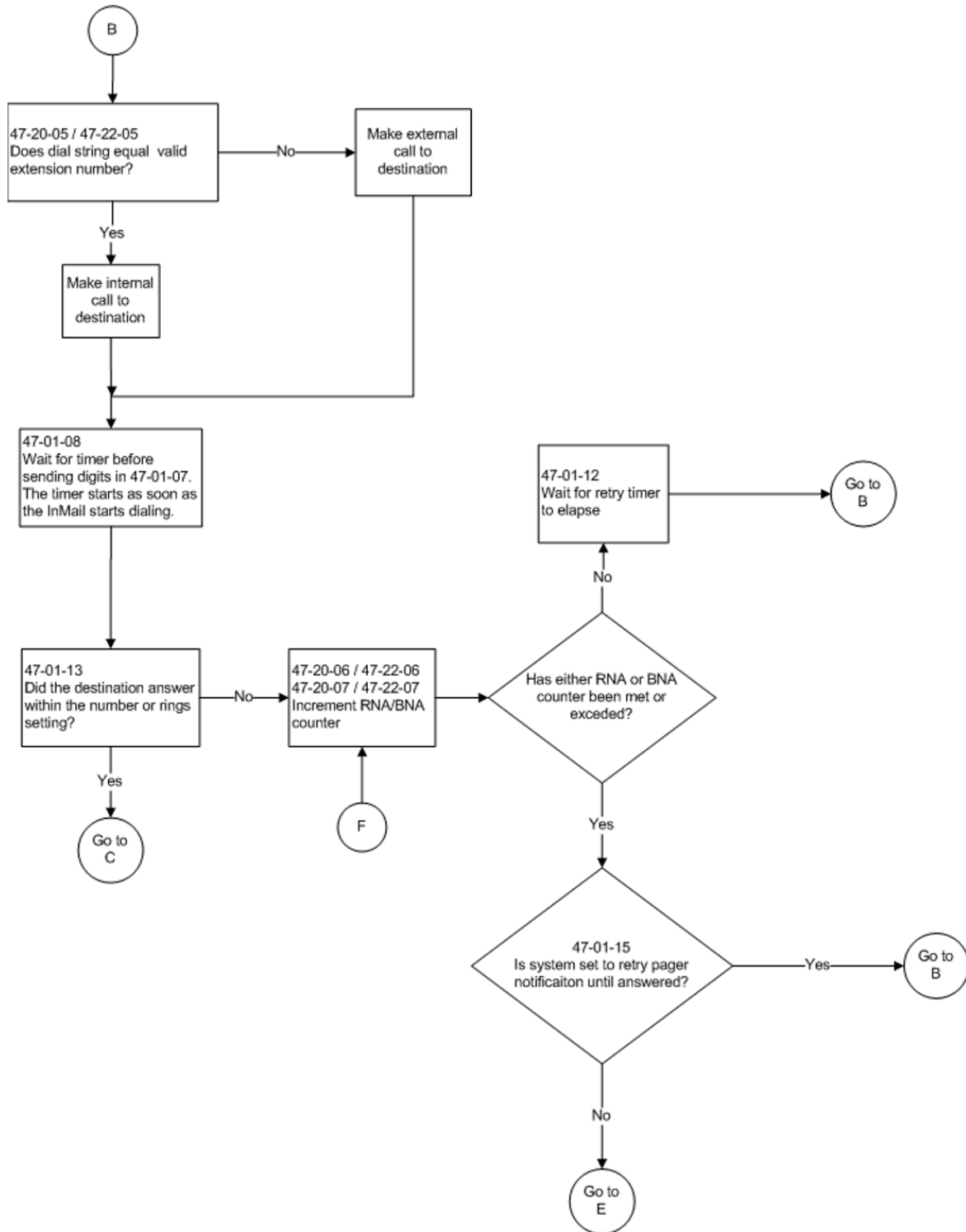


Figure 1-23 Cascade Message Notification Flow Chart-3

Message Notification to Normal Telephone Numbers

Below is a basic overview of how Message Notification works with phone numbers assuming the retry attempts are at default. The system determines which numbers are internal extensions or external numbers by the system dial plan settings. Depending on the system, ARS routing maybe needed to properly route external calls.

1. The subscriber activates Message Notification for their mailbox.
2. When the subscriber receives a new message, the InMail dials the first active destination in the cascade that should receive the Message Notification.

- InMail waits up to 30 seconds (approximately five rings) for ringback, reorder, busy or voice activity from the called number. If nothing is detected, the callout is considered unanswered (RNA).
3. If the recipient answers, InMail plays the notification message (“Hello, I have a message for”) and asks the recipient to dial 1 to log onto their mailbox. The recipient hears the notification message if:
 - They say “Hello” after answering the callout, or
 - The system receives answer supervision from the Telco after the recipient answers the call. (Note that the recipient can skip the announcement by dialing 1 to log onto their mailbox after answering the callout – without saying “Hello”.), or
 - The notification is to a system extension.
 4. Once the recipient logs onto the mailbox, the notification is considered acknowledged and will not reoccur until the subscriber receives new messages.
 5. If the recipient doesn’t answer, the system follows the Cascading Message Notification retry attempt settings and notification will eventually stop if the call is not answered.
 6. Once the notification process begins, a new message does not restart the process if it is already in progress. Once the process ends (e.g., if the message is acknowledged or the maximum number of callout attempts is reached), the next new message will restart the process.

Message Notification to Pager Numbers

Below a basic overview of how Message Notification works with pager numbers assuming the retry attempts are at default. The system determines which numbers are internal extensions or external numbers by the system dial plan settings. Depending on the system, ARS routing maybe needed to properly route external calls.

1. The subscriber activates Message Notification for their mailbox.
2. When the subscriber receives a new message, InMail immediately dials the pager service.
 - InMail waits up to 30 seconds (approximately 5 rings) for ringback, reorder, busy or voice activity from the called number. If nothing is detected, the callout is considered unanswered.
3. After the pager service answers, InMail waits for the timer PRG 47-01-08 then sends the dial string in PRG 47-01-07 which causes the pager display to show the subscriber’s mailbox number as well as the number of new messages in the mailbox.
 - The notification is considered acknowledged if the subscriber logs onto their mailbox.
 - If the notification is not acknowledged (within a programmable time frame, PRG 47-01-12) the pager notification is repeated (up to the RNA attempts count, PRG 47-20-07).
 - If the pager service doesn’t answer, the system follows the Cascading Message Notification rules and notification will eventually stop if the call is not answered.

Default Settings

None

System Availability

Terminals

All Multiline Terminals

Required Component(s)

CPU with PZ-VM21 Daughter Board

InMail CompactFlash and SL-VM-ADVANCE license

Related Features

None

Guide to Feature Programming

Program Number	Program Name	Default
47-01-07	InMail System Options – Digital Pager Callback Number	X★M#
47-01-08	InMail System Options – Delay in Dialing Digital Pager Callback Number	30 seconds
47-01-09	InMail System Options – Wait Between Digital Pager Callout Attempts	15 minutes
47-01-11	InMail System Options – Wait Between Busy Non-Pager Callout Attempts	15 minutes
47-01-12	InMail System Options – Wait Between RNA Non-Pager Callout Attempts	30 minutes
47-01-13	InMail System Options – Wait for Answer Non-Pager Callout Attempts	5 rings
47-01-14	InMail System Options – Number of Callout Attempts	99 rings
47-02-23	InMail Station Mailbox Options – All Message Notification Enabled	1
47-06-21	Group Mailbox Subscriber Options – All Message Notification Enabled	1
47-20-01	Station Mailbox Message Notification – Notification	0
47-20-02	Station Mailbox Message Notification – Notification Begin Hour	00
47-20-03	Station Mailbox Message Notification – Notification End Hour	00
47-20-04	Station Mailbox Message Notification – Notification Type	1
47-20-05	Station Mailbox Message Notification – Notification Number	Refer to Programming Manual.
47-20-06	Station Mailbox Message Notification – Notification Busy Attempts	5
47-20-07	Station Mailbox Message Notification – Notification RNA Attempts	5
47-20-08	Station Mailbox Message Notification – Notification Security	1
47-22-01	Group Mailbox Notification Options – Notification	0
47-22-02	Group Mailbox Notification Options – Notification Begin Hour	00
47-22-03	Group Mailbox Notification Options – Notification End Hour	00
47-22-04	Group Mailbox Notification Options – Notification Type	1
47-22-05	Group Mailbox Notification Options – Notification Number	Refer to Programming Manual.
47-22-06	Group Mailbox Notification Options – Notification Busy Attempts	5
47-22-07	Group Mailbox Notification Options – Notification RNA Attempts	5
47-22-08	Group Mailbox Notification Options – Notification Security	1

Operation

To set up Cascade Notification:

1. Access the All Message Notification Setting menu.
Log onto Subscriber Mailbox.

V	m	a	i	l	—	M	a	i	l	b	o	x	:	1	0	1							
M	s	g	s		N	e	w	:	0				A	r	c	h	:	0					
	L	s	t	n		G	r	e	e	t			L	v	M	s	g		M	o	r	e	>

↓ Dial OP(67) / Press "More >" → "Setup"
Mailbox Options menu.

C	o	n	f	i	g	u	r	e		M	b	o	x		1	0	1							
	C	o	d	e		N	o	t	f	y			C	a	l	l	H			M	o	r	e	>

↓ Dial N(6) / Press "Notfy"
Mailbox Options menu.

M	e	s	s	a	g	e		N	o	t	i	f	i	c	a	t	i	o	n					
P	h	o	n	e		E	m	a	i	l										B	a	c	k	

↓ Dial P(7) / Press "Phone"
All Message Notifications Setting menu.

P	h	o	n	e		N	o	t	i	f	i	c	a	t	i	o	n	:		O	f	f		
		O	n				O	f	f				D	e	s	t				B	a	c	k	

2. All message Notifications Setting menu.
All Message Notifications Setting menu.

P	h	o	n	e		N	o	t	i	f	i	c	a	t	i	o	n	:		O	f	f		
		O	n				O	f	f				D	e	s	t				B	a	c	k	

↓ Dial O(6) / Press "On" ↑ Dial O(6) / Press "Off"

P	h	o	n	e		N	o	t	i	f	i	c	a	t	i	o	n	:		O	n			
		O	n				O	f	f				D	e	s	t				B	a	c	k	

- Soft key Operation (3-Line Phone/Super Display Phone)
 - On/On Turn : All Notifications on
 - Off/Off : Turn All Notifications off
 - Dest/Destinations : Proceed to Notification Destination Selection menu
 - Back/Back : Go back to Notification Type Selection menu
- Key Operation
 - Key 3 : Proceed to Notification Destination Selection menu
 - Key 6 : Toggle All Notifications on/off

Key 9 : Exit from mailbox
 Key # : Go back to Notification Type Selection menu

3. Notification Destination Selection menu.

P	h	o	n	e		N	o	t	i	f	i	c	a	t	i	o	n	:		O	n			
D	e	s	t	1		D	e	s	t	2		D	e	s	t	3				M	o	r	e	>

↓ Press "More>" ↑ Press "More>"

P	h	o	n	e		N	o	t	i	f	i	c	a	t	i	o	n	:		O	n		
D	e	s	t	4		D	e	s	t	5		B	a	c	k				M	o	r	e	>

- Soft key Operation (3-Line Phone/Super Display Phone)
 - Dest1/Destination1 : Proceed to Phone Notification Destination 1 menu
 - Dest2/Destination2 : Proceed to Phone Notification Destination 2 menu
 - Dest3/Destination3 : Proceed to Phone Notification Destination 3 menu
 - Dest4/Destination4 : Proceed to Phone Notification Destination 4 menu
 - Dest5/Destination5 : Proceed to Phone Notification Destination 5 menu
 - Back : Go back to All Message Notifications Setting menu
- Key Operation
 - Key 1 : Proceed to Phone Notification Destination 1 menu
 - Key 2 : Proceed to Phone Notification Destination 2 menu
 - Key 3 : Proceed to Phone Notification Destination 3 menu
 - Key 4 : Proceed to Phone Notification Destination 4 menu
 - Key 5 : Proceed to Phone Notification Destination 5 menu
 - Key 9 : Exit from mailbox
 - Key # : Go back to All Message Notifications Setting menu

4. Message Notification main menu

InMail plays a summary of your Message Notification settings.

D	e	s	t	1		D	i	s	a	b	l	d	1	2	A	M	-	1	2	A	M		
P	h	o	n	e	:																		
E	n	b	l			D	i	s	b	l		C	h	n	g	e				B	a	c	k

If phone number already exists

D	e	s	t	1		D	i	s	a	b	l	d	0	8	A	M	-	0	6	P	M		
P	h	o	n	e	:	2	0	3	9	2	6	5	4	0	0								
E	n	b	l			D	i	s	b	l		C	h	n	g	e				B	a	c	k

↓ Dial E(3) / Press "Enbl" ↑ Dial D(3) / Press "Disbl"

D	e	s	t	1		E	n	a	b	l	e	d	0	8	A	M	-	0	6	P	M		
P	h	o	n	e	:	2	0	3	9	2	6	5	4	0	0								
E	n	b	l			D	i	s	b	l		C	h	n	g	e				B	a	c	k

- Soft key Operation (3-Line Phone/Super Display Phone)
 - Enbl/Enable : Turn destination[x] notifications on
 - Disbl/Disable : Turn destination[x] notifications off
 - Chnge/Change : Go to destination[x] notification setting menus
 - Back/Back : Go back to Notification Destination Selection menu
- Key Operation
 - Key 2 : Go to destination[x] notification setting menus

Key 3 : Toggle destination[x] notifications on/off.
 Key # : Go back to Notification Destination Selection menu

5. Message Notification Programming (Begin Hour)

N	o	t	i	f	i	c	a	t	i	o	n	:		1	2	A	M		
												N	e	x	t	E	x	i	t

6. Message Notification Programming (End Hour)

N	o	t	i	f	i	c	a	t	i	o	n	:		1	2	A	M		
												N	e	x	t	E	x	i	t

7. Message Notification Programming (Notification Type)

N	o	t	i	f	y	:	V	i	a	:	N	u	m	b	e	r		
	N	u	m		P	a	g	e	r		N	e	x	t	E	x	i	t

8. Message Notification Programming (Number)

N	u	m	b	e	r	:												
		O	K		C	l	e	a	r		N	e	x	t	E	x	i	t

9. Message Notification Programming (Security Code Required)

S	e	c	u	r	i	t	y	:	C	o	d	e	:	O	p	t	i	o	n
	R	e	q		N	o	R	e	q		N	e	x	t	E	x	i	t	

- Soft key Operation (3-Line Phone/Super Display Phone)
 Req/Required : Turn "Security Code Required" flag On
 NoReq/Not Required : Turn "Security Code Required" flag Off
 Next/Next : Keep current setting and proceed to Busy Attempt count menu
 Exit/Exit : Keep current setting and return to main Notification menu
- Key Operation
 Key 7 : Turn "Security Code Required" flag On
 Key 6 : Turn "Security Code Required" flag Off
 Key * : Keep current setting and proceed to Busy Attempt count menu
 Key # : Keep current setting and return to main Notification menu

10. Message Notification Programming (Busy Attempt count)

B	u	s	y	:	A	t	t	e	m	p	t	s	:		0	5				
													N	e	x	t	E	x	i	t

- Soft key Operation (3-Line Phone/Super Display Phone)
 Next/Next : Keep current setting and proceed to RNA Attempt menu.
 Exit/Exit : Keep current setting and return to main Notification menu
- Key Operation
 Key 0-9 : Set Busy Attempt count

Key * : Keep current setting and proceed to RNA Attempt count menu
 Key # : Keep current setting and return to main Notification menu

11. Message Notification Programming (RNA Attempt count)

R	N	A		A	t	t	e	m	p	t	s	:		0	5									
													N	e	x	t					E	x	i	t

- Soft key Operation (3-Line Phone/Super Display Phone)
 Next/Next : Keep current setting and proceed to main Notification menu
 Exit/Exit : Keep current setting and return to main Notification menu
- Key Operation
 Key 0-9 : Set RNA Attempt count
 Key * : Keep current setting and proceed to main Notification menu
 Key # : Keep current setting and return to main Notification menu

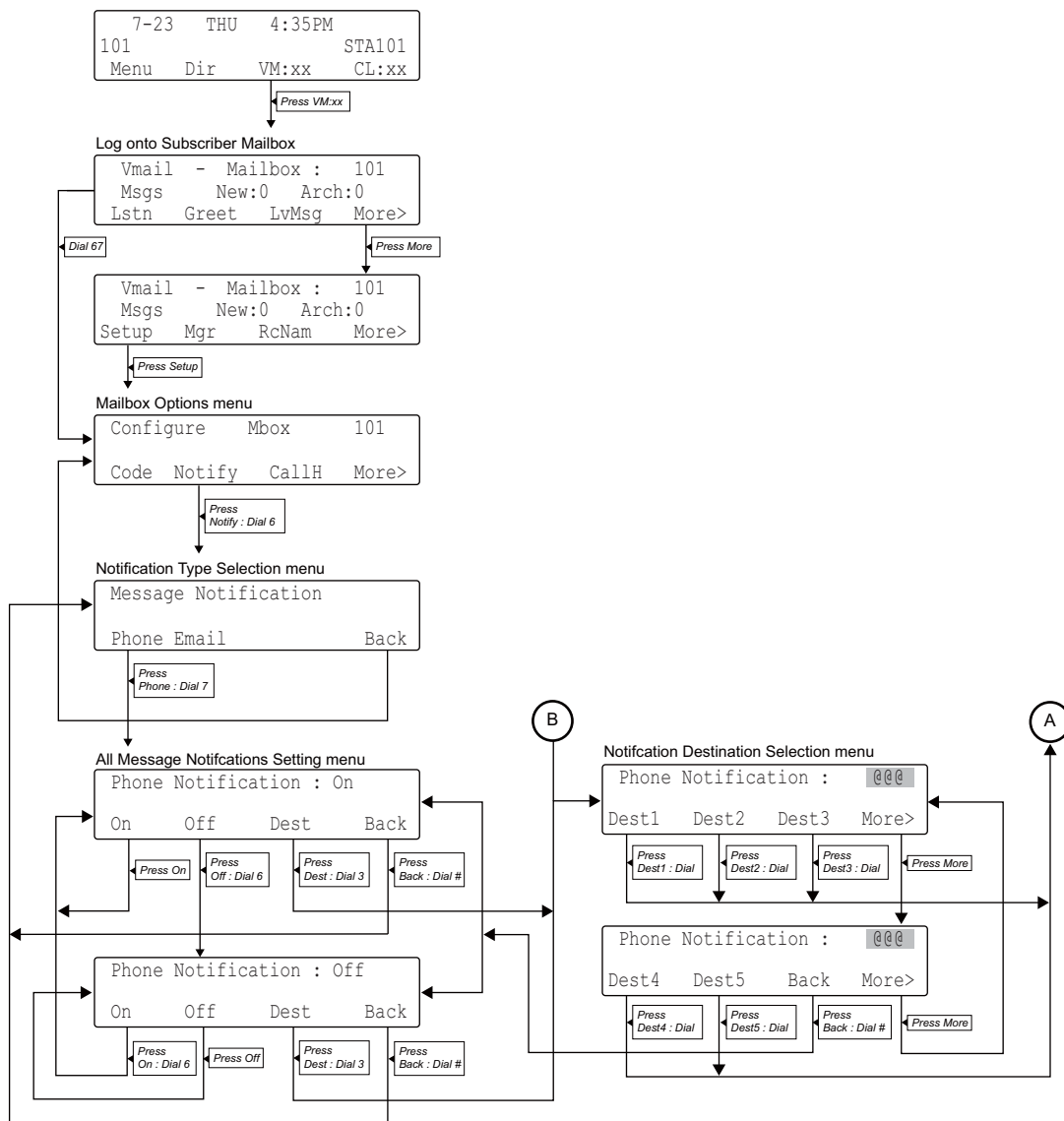


Figure 1-24 Cascade Message Flow Chart 1

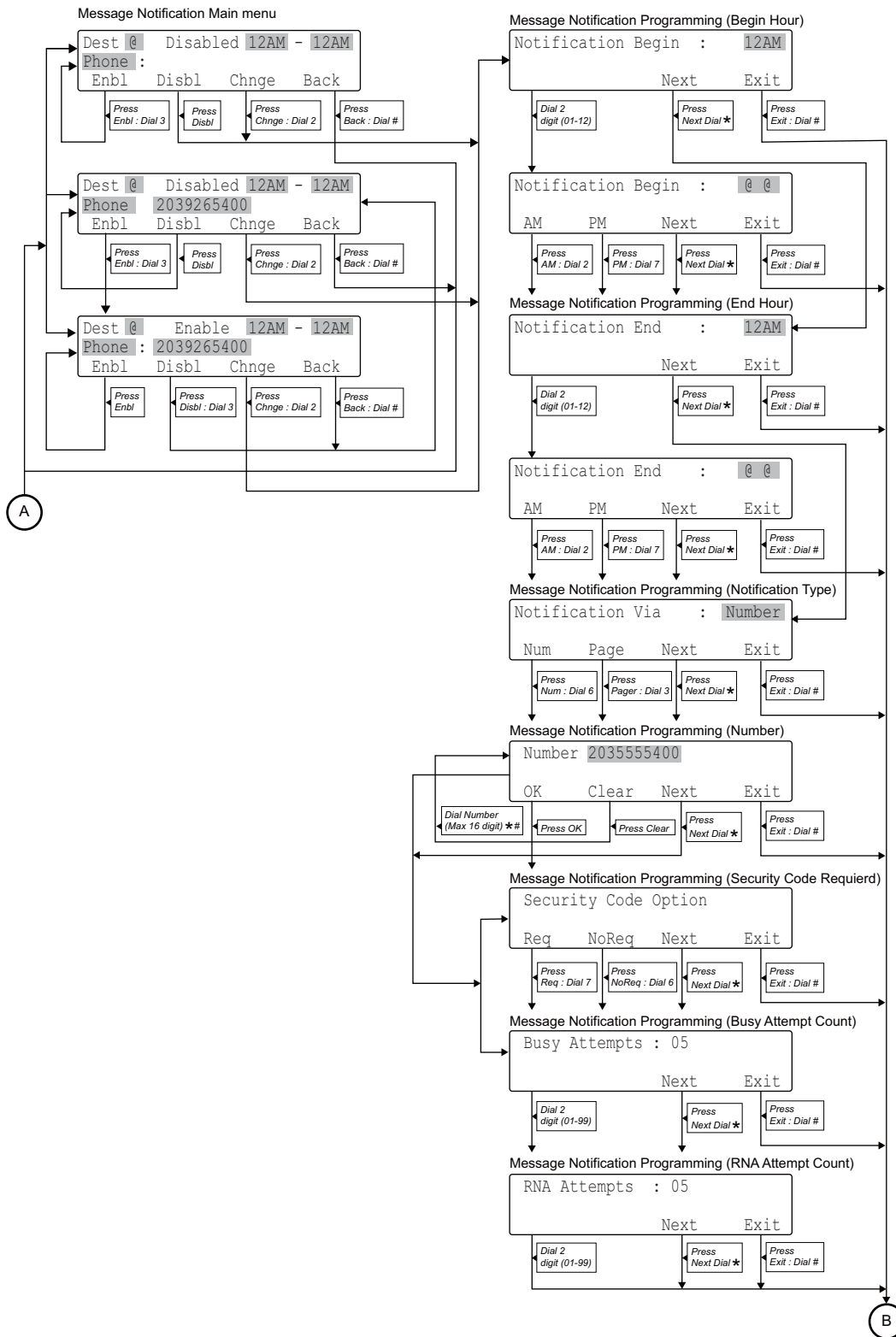


Figure 1-25 Cascade Message Flow Chart 2

InMail-Email Notification

Description

Email Notification automatically sends an email notification when a Subscriber Mailbox receives a new message. The email can optionally include the recorded message as a .wav file attachment. To hear the message, the email recipient double-clicks the .wav attachment to have the message play in their wav player (such as Windows Media Player).

Email Notification uses SMTP (Simple Mail Transfer Protocol) to deliver messages to the recipient's email account. If the message recipient has a mobile telephone service provider with an SMS (Short Message Service) portal, they can optionally choose to have text messages delivered right to their cell phone. In either case, Email Notification does not provide synchronization – the email account and the voice mailbox operate independently. For example, deleting the voice mail message does not automatically delete the email and visa-versa.

If Email Notification tries to deliver an email and it doesn't go through because of a connection problem (i.e., no connection or a dropped connection), it will retry every 15 minutes for 24 hours. If the email still can't go through, Email Notification cancels the delivery. Email deliveries that fail because authentication fails or the encryption mode is incorrect are immediately cancelled.

Collecting the Email Notification Data

In order for the installation site's InMail to send email notifications, it must have a valid SMTP email account assigned. To save time during programming, use the following table to help collect the system's email account information. The email account provider can supply this information. See Programming in this feature for more.


Table 1-25 InMail Email Account Information

Item	Description	System's Email Account Data
SMTP Email Account	The email account that will handle notifications sent from the InMail (e.g., <i>yourname@emailserver.com</i>).	
SMTP Server Name	The SMTP server (email provider) that will handle email for the SMTP email account. The SMTP server name is typically similar to <i>smtp.emailserver.com</i> .	
SMTP Port Number	The port the SMTP server uses for SMTP delivery.	
SMTP Encryption	Determines whether or not the SMTP server accepts plain text (unencrypted) or encrypted email (Yes or No).	
SMTP Authentication	Enter Yes if the <i>SMTP server requires the SMTP Email Account's</i> user name and password each time the system logs on. Otherwise, enter No.	
SMTP User Name	In the <i>SMTP Email Account</i> , this is normally the <i>your-name portion of yourname@emailserver.com</i> .	
SMTP Password	This is the password for the account specified in <i>SMTP Email Account</i> above.	
Email Reply To	If a notification recipient replies to a notification email, this is the address to which the reply is sent.	

Explanation of the Message Sender (From) Field

Like any other email client, Email Notification uses the From field to identify the person that left the message being delivered. In the email message, the data in the From field is formatted as *Name [Reply To]*, where:

- *Name* identifies the person that left the message.
- *Reply To*^{*1} is the email address used when the email recipient replies to the message.

 *This information is not provided in the recipient's inbox – just the actual email message.*

For messages left by **Intercom** callers:


- *Name* is:
 - The extension name (if programmed).
 - OR -
 - The extension number (if there is no name programmed).
- *Reply To*^{*1} is:
 - The email address of the person that left the message (if programmed).
 - OR -
 - The *Reply To Email Address* data from PRG 47-18-09.
 - OR -
 - The *Send From Email Address* data from PRG 47-18-09.

For messages left by **Outside** callers:

- *Name* is always the text "Outside Caller".
- *Reply To*^{*1} is:
 - The *Reply To Email Address* data from PRG 47-18-09.
 - OR -
 - The *Send From Email Address* data from PRG 47-18-09.


SMS Text Message Delivery to a Cell Phone

The table below shows the basic format of a InMail email notification delivered to a cell phone as an SMS Text Message. The information is much the same as that delivered to an email account. There may be more than one text message for each notification, depending on the number of characters the provider allows in each text message (typically 120-160 characters). SMS will not send the wav file attachment, even if enabled in programming.

 ***An extension set up for notification via SMS Text Messaging should have the Email Message as Attachment option disabled in system programming. Attempting to deliver a wav file attachment to an SMS messaging service may have undesirable results.***


- SMS Text Message Notification
 The following shows a typical SMS Text Message when the InMail is set up to provide email notification only (no wav file of the actual message). In this case, the provider divided the message into two parts: one for the message header and one for the message body. This is only an example – your provider may handle similar content differently.

Table 1-26 Typical SMS Notification (No Wav File)

Description	Text
Text Message for Message Header	
Text Message Inbox:	InMail [2 OF 2]
Text Message Body:  <i>Your cell phone display will automatically break the text lines to best fit the screen.</i>	MESSAGE FROM: InMail [2 OF 2] SENT: 3:51PM 9/17

^{*1}. The recipient's inbox only shows the Name portion of the From field. The Reply To portion is not included.

Table 1-27 Typical SMS Notification (No Wav File) (Continued)

Description	Text
Text Message for Message Body	
Text Message Inbox:	SBJ:VOICE MESSAGE
Text Message Body:  <i>Your cell phone display will automatically break the text lines to best fit the screen.</i>	MESSAGE FROM: XXXX SUBJ: VOICE MESSAGE FROM XXXX- (0M6S) VOICE MESSAGE ARRIVED ON MONDAY, SEPT 17@3:51 PMDURATION: 0M 6S -----NEC [1 OF 2] SENT: 3:51PM 09/17

POP3 Login

InMail Email Notification supports POP3 Login. The logic of this method is that it allows a user to send e-mail from any location, as long as they can demonstrably also fetch their mail from the same place. Check with your email provider to see if this type of login is required.

Some Common SMTP Settings**Table 1-28 Common Email Notification SMTP Server Settings**

Provider	Server Name and Account (1105-02, 08)	SMTP Port (1105-03)	Encryption (1105-04)	Authentication (1105-05, 06, 07)	Updated	Comments
Yahoo	smtp.mail.yahoo.com	465	Yes	Yes	6/28/07	Requires POP Yahoo! Mail Plus
GMail	smtp.gmail.com	465	Yes	Yes	6/28/09	
Optimum Online	mail.optonline.net	587	Yes	Yes	6/28/07	
AOL	smtp.aol.com	587	Yes	Yes	6/28/07	

Some Common SMS Portals**Table 1-29 Some Common Mobile Telephone Service Provider SMS Portals**

Provider	Email Address for SMS Text Message
Some Popular Provider-Specific SMS Portals	
Alltel	yourcellphonenumber@message.alltel.com
AT&T Wireless	yourcellphonenumber@mobile.att.net OR yourcellphonenumber@mmode.net
Boost Mobile	yourcellphonenumber@myboostmobile.com
Cingular	yourcellphonenumber@mobile.mycingular.com OR yourcellphonenumber@cingularme.com
Nextel	yourcellphonenumber@messaging.nextel.com OR yourcellphonenumber@page.nextel.com
Sprint PCS	yourcellphonenumber@messaging.sprintpcs.com
T-Mobile	yourcellphonenumber@tmail.com OR yourcellphonenumber@tmomail.net
Verizon	yourcellphonenumber@vtext.com
Virgin Mobile	yourcellphonenumber@vmobl.com
A Universal SMS Portal	
Teleflip	yourcellphonenumber@teleflip.com
A More Complete SMS Portal Listing	
For a more complete SMS portal list, see http://www.livejournal.com/tools/textmessage.bml?mode=details .	

Conditions

- The E-MAIL notification feature is licensed on a per system basis.
- Refer to the InMail Feature Manual for more information about this feature.

Default Settings

Disabled

System Availability**Terminals**

All Multiline Terminals

Required Component(s)

- CPU card
- InMail Compact Flash
- SL-VM-ADVANCE license

Related Features

None

Guide to Feature Programming

Program Number	Program Name	Default
47-02-20	InMail Station Mailbox Options – Enable E-mail Notification	0
47-02-21	InMail Station Mailbox Options – E-mail Address	No setting
47-02-22	InMail Station Mailbox Options – Include Message as Attachment	1
47-06-18	Group Mailbox Subscriber Options – Enable E-mail Notification	0
47-06-19	Group Mailbox Subscriber Options – E-mail Address	No setting
47-06-20	Group Mailbox Subscriber Options – Include Message as Attachment	1
47-18-01	InMail SMTP Setup – SMTP Enabled	0
47-18-02	InMail SMTP Setup – Server Name	No setting
47-18-03	InMail SMTP Setup – SMTP Port	25
47-18-04	InMail SMTP Setup – Encryption	0
47-18-05	InMail SMTP Setup – Authentication	0
47-18-06	InMail SMTP Setup – User Name	No setting
47-18-07	InMail SMTP Setup – Password	No setting
47-18-08	InMail SMTP Setup – E-mail Address	No setting
47-18-09	InMail SMTP Setup – Reply to Address	No setting
47-19-01	InMail POP3 Setup – Server Name	No setting
47-19-02	InMail POP3 Setup – POP3 Port	110
47-19-03	InMail POP3 Setup – Encryption	0
47-19-04	InMail POP3 Setup – User Name	No setting
47-19-05	InMail POP3 Setup – Password	No setting

Program Number	Program Name	Default
90-11-11	System Alarm Report – DNS Primary Address	0.0.0.0
90-11-12	System Alarm Report – DNS Secondary Address	0.0.0.0

Operation

Table 1-30 Turn Email Notification On or Off

To Turn Email Notification On or Off		
1.	Log onto Subscriber Mailbox	
2.	[Optns]	Select Mailbox Options. • Alternately dial OP (67)
3.	[Notfy]	Select Notification. • Alternately dial N (6)
4.	[Email]	Select Email. • Alternately dial E (6)
5.	Do one of the following:	
	a.	[On] Select to turn email notification on. • Alternately dial O (6)
	b.	[Off] Select to turn email notification off. • Alternately dial O (6)
	c.	[Back] Select to exit without making any changes. • Alternately dial #

Refer to the InMail Feature Manual for more information about this feature.

InMail-Find-Me Follow-Me

Description

Find-Me Follow-Me helps an outside caller locate an extension user who is not at their desk. If their call is unanswered and is picked up by voice mail, the caller has the option of dialing a digit to try up to three alternate Find-Me Follow-Me destinations. A destination can be an outside number (such as a cell phone or home office) or a co-worker's extension.

The Find-Me Follow-Me destinations are set up in the Find-Me Follow-Me schedule. Each of the three schedule entries can be individually enabled or disabled and provides options for Start Hour, End Hour, and destination number. If the caller chooses the Find-Me Follow-Me option, the system will try each enabled entry that is active for the current time (i.e., in-schedule). The system will not try any entries that are disabled or are not in-schedule.

When trying the destinations, Find-Me Follow-Me skips an active, in-schedule number that is busy, in DND, or is unanswered. When all active in-schedule destinations have been tried the caller can then choose to try Find-Me Follow-Me again or select another option.

You can set up Find-Me Follow-Me for an extension in system programming. In addition, an extension user can set up Find-Me Follow-Me from their Mailbox Options.

Conditions

- This feature requires SL-VM-ADVANCE LIC (1015).
- Find-Me Follow-Me settings can be changed using the Telephone Mailbox Option Interface and system programming only.
- Find-Me Follow-Me can be used for standard subscriber mailboxes and Group Mailboxes set to subscriber in PRG 47-03-03.
- Find-Me Follow-Me does not work for internal callers.
- Find-Me Follow-Me requires that Tandem Trunking be enabled on the line that rings into the Automated Attendant. If Tandem Trunking is disabled, the Find-Me Follow-Me options are not available.

Default Settings

Enabled

System Availability

Terminals

All Multiline Terminals

Required Component(s)

CPU with PZ-VM21 Daughter Board

InMail CompactFlash and SL-VM-ADVANCE license

Related Features

None

Guide to Feature Programming

Program Number	Program Name	Default
14-01-13	Basic Trunk Data Setup – Trunk-to-Trunk Transfer	0
20-11-14	Class of Service Options (Hold/ Transfer Service) – Trunk-to-Trunk Transfer Restriction	COS 01~15 = 0
47-02-24	InMail Station Mailbox Options – All Find-Me Follow-Me Enabled	0
47-06-22	Group Mailbox Subscriber Options – All Find-Me Follow-Me Enabled	0
47-21-01	Station Mailbox Find-Me Follow- Me Options – Find-Me Follow-M	0
47-21-02	Station Mailbox Find-Me Follow-Me Options – Find-Me Follow-Me Begin Hour	00
47-21-03	Station Mailbox Find-Me Follow-Me Options – Find-Me Follow-Me End Hour	00
47-21-04	Station Mailbox Find-Me Follow-Me Options – Find-Me Follow-Me Number	Refer to Programming Manual.
47-23-01	Group Mailbox Find-Me Follow-Me Options – Find-Me Follow-Me	0
47-23-02	Group Mailbox Find-Me Follow-Me Options – Find-Me Follow-Me Begin Hour	00
47-23-03	Group Mailbox Find-Me Follow-Me Options – Find-Me Follow-Me End Hour	00
47-23-04	Group Mailbox Find-Me Follow-Me Options – Find-Me Follow-Me Number	Refer to Programming Manual.

Operation

To set up Find-Me Follow-Me:

Setting Up Message Notification					
Log On to Subscriber Mailbox.					
OP (67)	Access the Mailbox Options menu. [Not applicable]				
	N (6)	Access the Message Notification Options Menu. [Notif]			
		InMail plays a summary of your Message Notification settings. The your telephone display shows your current notification settings (see sample below). For telephone numbers Notify On 8am- 5pm Number: 12039265400 - OR - For Pager Numbers Notify On 8am- 5pm Pager: 12039265400			
		O (6)	Turn Message Notification on or off. [On] [Off]		
		C (2)	Change your Message Notification setup. [Chnge]		
			When you see: Notification Begin		
			Enter the hour you want Message Notification to begin. Enter 2 digits for the hour		
				A (2)	Select AM [AM]

Setting Up Message Notification					
				P (7)	Select PM [PM]
			*	Skip this option without changing your entry. [Next]	
			#	Back up to the previous level without changing your entry. [Exit]	
When you see: Notification End					
				Enter the hour you want Message Notification to end. <ul style="list-style-type: none"> • Enter 2 digits for the hour. • For 24-hour notification, make the End Time the same as the Start Time. 	
				A (2)	Select AM [AM]
				P (7)	Select PM [PM]
			*	Skip this option without changing your entry. [Next]	
			#	Back up to the previous level without changing your entry. [Exit]	
When you see: Notify Via					
			N (6)	The notification destination is a telephone number. [Num]	
			D (3)	The notification destination is a digital pager. [Pager]	
			*	Skip this option without changing your entry. [Next]	
			#	Back up to the previous level without changing your entry. [Exit]	
When you see: Number					
				Enter the Message Notification callout number (16 digits maximum). <ul style="list-style-type: none"> • Enter the number exactly as you want the system to dial it (including a leading 1 for toll calls, if required). • If the number you enter is 4 digits or less, it is an Intercom call. If it is more than 4 digits, it is an outside call. 	
				#	Accept the number entered and back up to the previous level. [OK]
				[Clear]	Erase the number you just entered.
			*	Skip this option without changing your entry. [Next]	
			#	Back up to the previous level without changing your entry. [Exit]	
		#	Go back to the Mailbox Options menu. [Exit]		
	#	Go back to the Main Menu. [Exit]			
0	Plays Help message.				

InMail - Language Setting

Description

The Language setting feature allows the telephone display language and the InMail mailbox language to be changed from the telephone. This can be used to change either the user's phone or another specified telephones display and InMail language if allowed in system programming.

Either a dial access code or Softkey operation is available.

Conditions

- The telephone display language can be changed using dial access codes or softkeys only.
- The InMail language can be changed using dial access codes or softkeys only.
- The ability to change other extensions language options is allowed on a class of server basis in PRG 20-13-53.
- The System has a InMail Language already installed in CF Card.

Supported Languages

- 01 (US English)
- 02 (UK English)
- 03 (Australian English)
- 04 (French Canadian)
- 05 (Dutch)
- 06 (Mexican Spanish)
- 07 (Latin America Spanish)
- 08 (Italian)
- 09 (German)
- 10 (Madrid Spanish)
- 11 (Norwegian)
- 12 (Parisian French)
- 13 (Brazilian Portuguese)
- 14 (Japanese)
- 15 (Mandarin Chinese)
- 16 (Korean)
- 17 (Iberian Portuguese)
- 18 (Greek)
- 19 (Danish)
- 20 (Swedish)
- 21 (Thai)
- 22 (Taiwan)
- 23 (Flemish)
- 24 (Turkish)

Default Settings

Enabled

System Availability

Terminals

All Multiline Terminals

Required Component(s)

SL-VM-ADVANCE license

Related Features

None

Guide to Feature Programming

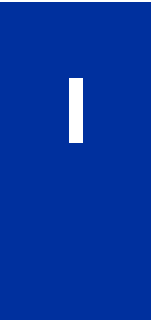
Program Number	Program Name	Default
11-11-13	Service Code Setup (for Setup/ Entry Operation) – Display Language Selection for Multiline Terminal	678
11-11-68	Service Code Setup (for Setup/ Entry Operation) – IntraMail Language Selection for own Extension	664
11-11-69	Service Code Setup (for Setup/ Entry Operation) – IntraMail Language Selection for Specific Extension	665
20-13-53	Class of Service Options (Supplementary Service) – Language Selection for Specific Extension	0

Operation

To Language Setting Operation:

From an Idle Display Phone									
↓	Press down arrow								
	Prog	Press Program Softkey							
		↓	Press down arrow						
			↓	Press down arrow					
				Lang	Press Language Softkey				
					Disp	To change telephone display language press Display Softkey.			
						Own	To change your own extension display language press Own Softkey.		
							Choose Lang	Select desired language, press down arrow to advance to next page. Press softkey for desired language.	
							Press Speaker Exit		
							Other	To change another extension display language press Other softkey.	
							Ext #	Enter the extension number to be changed.	
							Choose Lang	Select desired language, press down arrow to advance to next page. Press softkey for desired language.	
							Press Speaker Exit		
							VMail	To change spoken InMail mailbox language press VMail Softkey.	

From an Idle Display Phone							
						Own	To change your own extension display language press Own Softkey.
						Choose Lang	Select desired language, press down arrow to advance to next page. Press softkey for desired language.
							Press Speaker Exit
						Other	To change another spoken mailbox language press Other softkey.
						Ext #	Enter the extension number to be changed.
						Choose Lang	Select desired language, press down arrow to advance to next page. Press softkey for desired language.
							Press Speaker Exit



InMail Park and Page

Description

InMail Park and Page can automatically Park a call at an extension and Page the user with a recorded Paging Message announcing the parked call. The called extension user can then go to any telephone and implement Personal Park to pick up the call. With InMail Park and Page, InMail tries to locate the person instead of just sending the call to their mailbox. Additionally, there is no need for an operator or receptionist to manually answer the call, park it, and then try to track down the employee.

The Paging Message is usually recorded in the user's own voice and typically says something like, "Mike Smart, you have a call." If the Paging Message is not recorded for the extension, a built-in message announces the called party's name or extension number (if the name is not recorded).

InMail Park and Page is available for all trunk calls that are redirected to voice mail via forwarding or overflow, including transferred calls, Direct Inward Lines, and Direct Inward Dialing. Park and Page is also available for Automated Attendant Screened (STRF) and Unscreened (UTRF) Transfers. Optionally, an extension can have calls from the Automated Attendant immediately Park and Page without trying their extension first.

When InMail Park and Page intercepts the call, it normally offers the caller three options:

1. Dial **1** to leave a message in the called extension's mailbox.
(The caller hears the mailbox Greeting, if recorded.)
2. Dial **2** to Park and Page.
(The caller returns to these options if the Park is not picked up.)
3. Dial **3** for other options.
(Normally, this routes to the extension's Next Call Routing Mailbox.)

InMail Park and Page is available at Personal and Group Subscriber Mailboxes, and can be enabled through system programming or via the subscriber's Mailbox Options Menu. InMail Park and Page is not applicable to Intercom calls.

Automated Attendant Direct to Voice Mail (DVM)

When an extension has Automated Attendant Direct to Voice Mail (DVM) enabled, all calls from the Automated Attendant go directly to the subscriber's mailbox. The extension does not ring for Automated Attendant calls. The caller hears the mailbox greeting and can leave a message, but unlike Park and Page is not normally offered any other routing options. A subscriber typically turns on DVM when they need to work at their desk undisturbed by outside calls from the Automated Attendant.

DVM can be enabled by the installer from system programming or by the extension user from their Mailbox Options Menu.

Keep in mind that DVM does not block Intercom calls from co-workers or any other outside call not routed through the Automated Attendant. For example, with DVM enabled, Direct Inward Lines and transferred outside calls to an extension work normally.

Conditions

- The Park and Page feature uses the extensions personal park location only.
- Enabling Automated Attendant Direct to Voice Mail (DVM) for a mailbox bypasses the Park and Page feature.
- The Park and Page feature uses the All Zone paging only; this cannot be changed or configured.

Default Settings

Park and Page and Automated Attendant Direct to Voice Mail are disabled.

For transferred outside calls, direct inward lines and direct inward dialing refer to [Table 1-31 Park and Page Call Handling on this page](#).

Table 1-31 Park and Page Call Handling

Park and Page (Call Handling) For Transferred Outside Calls, Direct Inward Line and Direct Inward Dialing			
47-02-14: Next Call Routing Mailbox	47-02-13: Dialing Option	47-02-17: Enable Park and Page	Result
Undefined	0 (No)	0 (No)	If unanswered, caller hears greeting and can leave a message.
Undefined	0 (No)	1 (Yes)	If unanswered, caller can dial 1 to leave a message or 2 to Park and Page.
Undefined	1 (Yes)	0 (No)	If unanswered, caller hears greeting and can leave a message.
Undefined	1 (Yes)	1 (Yes)	If unanswered, caller can dial 1 to leave a message or 2 to Park and Page.
Defined	0 (No)	0 (No)	If unanswered, caller hears greeting and can leave a message.
Defined	0 (No)	1 (Yes)	If unanswered, caller can dial 1 to leave a message, 2 to Park and Page, and 3 for other options (from the Next Call Routing Mailbox).
Defined	1 (Yes)	0 (No)	If unanswered, caller hears greeting, can leave a message, and dial options (from the Next Call Routing Mailbox).
Defined	1 (Yes)	1 (Yes)	If unanswered, caller can dial 1 to leave a message, 2 to Park and Page, and 3 for other options (from the Next Call Routing Mailbox).

For automated attendant unscreened (UTRF) and screened (STRF) transfers refer to [Table 1-32 Park and Page Call Handling on this page](#).

Table 1-32 Park and Page Call Handling

Park and Page (Call Handling) For Automated Attendant Unscreended (UTRF) and Screened (STRF) Transfers			
47-02-17: Enable Park and Page	47-02-18: Paging Option	47-02-09: Auto Att Direct to VM	Result
0 (No)	0 (RNA)	0 (No)	If unanswered, caller hears greeting and can leave a message. ^{*1}
0 (No)	0 (RNA)	1 (Yes)	Caller immediately hears greeting and can leave a message.
0 (No)	1 (IMM)	0 (No)	If unanswered, caller hears greeting and can leave a message. ^{*1}
0 (No)	1 (IMM)	1 (Yes)	Caller immediately hears greeting and can leave a message.
1 (Yes)	0 (RNA)	0 (No)	STRF: If unanswered, caller hears greeting and can leave a message. ^{*1} UTRF: If unanswered, caller can dial 1 to leave a message or 2 to Park and Page. ^{*2}
1 (Yes)	0 (RNA)	1 (Yes)	Caller immediately hears greeting and can leave a message.
1 (Yes)	1 (IMM)	0 (No)	Park and Page occurs immediately.
1 (Yes)	1 (IMM)	1 (Yes)	Caller immediately hears greeting and can leave a message.

*1. For a Screened Transfer (STRF) with a Next Call Routing Mailbox assigned, caller can dial 1 to leave a message or 2 for other options.

*2. For an Unscreended Transfer (UTRF) with a Next Call Routing Mailbox assigned, caller can dial 1 to leave a message, 2 to Park and Page, and 3 for other options.

System Availability

Terminals

All Terminals

Required Component(s)

CPU with PZ-VM21 Daughter Board

InMail CompactFlash and SL-VM-ADVANCE license

Related Features

Park

Paging, Internal

Guide to Feature Programming

Setting Up Park and Page for Extension:

Program Number	Program Name	Default
47-02-09	InMail Station Mailbox Options – Auto Attendant Direct to Voice Mail	0
47-02-14	InMail Station Mailbox Options – Next Call Routing Mailbox	1
47-02-17	InMail Station Mailbox Options – Enable Paging	0
47-02-18	InMail Station Mailbox Options – Paging Option	0

Setting Up Park and Page for a Group Mailbox:

Program Number	Program Name	Default
47-06-07	Group Mailbox Subscriber Options – Auto Attendant Do Not Disturb	0
47-06-12	Group Mailbox Subscriber Options – Next Call Routing Mailbox	1 (Call Routing Mailbox 01) By default, Call Routing Mailbox numbers are 01 = 16.
47-06-15	Group Mailbox Subscriber Options – Enable Paging	0
47-06-16	Group Mailbox Subscriber Options – Paging Option	0

Operation

To record your paging message refer to [Table 1-33 Recording Your Paging Message on this page](#).

Table 1-33 Recording Your Paging Message

Recording Your Paging Message	In these Instructions: [Telephone Softkey]
To record your Paging Message:	
1.	Log onto your Subscriber Mailbox.

Recording Your Paging Message		In these Instructions: [Telephone Softkey]	
2.	[More> + More> + Page]	Select Paging Message. • Alternately dial PG (74).	
3.	Do one of the following:		
a.	[Lstn]	Select to listen to the current Paging Message (if any). • Alternately dial L (5).	
		#	Exit the listen mode.
b.	[Rec]	Select to record the Paging Message. • Alternately dial R (7).	
		[Pause]	Select to pause recording. • Alternately dial * .
		[Resume]	Select to resume recording (if paused). • Alternately dial * .
		[Cncl]	Select to erase the recording. • Alternately dial E (3).
		[Done]	Select to confirm the recording and exit the recording mode. • Alternately dial # .
c.	[Del]	Select to erase the Paging Message. • Alternately dial E (3).	
d.	[Back]	Select to go back to the Mailbox Main Menu. • Alternately dial # .	

To set your call handling options refer to [Table 1-34 Setting the Call Handling Options on this page.](#)

Table 1-34 Setting the Call Handling Options

Recording Your Paging Message		In these Instructions: [Telephone Softkey]	
To set your Call Handling options: • This includes Automated Attendant Direct to Voice Mail as well as Park and Page.			
1.	Log onto your Subscriber Mailbox.		
2.	[More> + Setup]	Select Mailbox Options. (You are at the Mailbox Options Menu). • Alternately dial OP (67).	
	[CallH]	Select Call Options. (You are at the Call Handling Options Menu). • Alternately dial CO (26).	
3.	Do one of the following:		
a.	[DVM]	Select to turn Automated Attendant Direct to Voice Mail on or off. • Alternately dial O (6).	
	[Paging]	Select to turn Park and Page on or off. • Alternately dial E (3).	
	[Back]	Select to go back to the Mailbox Options Menu.	

To retrieve a call parked in a personal parked orbit refer to [Table 1-35 Picking Up a Parked Call on this page.](#)

Table 1-35 Picking Up a Parked Call

Picking Up a Parked Call		In these Instructions: [Telephone Softkey]	
To retrieve a call parked in a Personal Orbit:			
1.	Dial ** .		
2.	Dial the number of the extension at which the call is parked.		

InMail Upload Download Audio

Description

The InMail Upload Download Audio feature allows the upload of mailbox greetings up to 1 MB in size, recorded on a PC or professionally, to any valid subscriber mailbox in the system. It also allows users to listen to, download and/or delete voice mail messages from callers. Access to the InMail compact flash drive is via the HTML User Pro (WebPro).

The User Admin (UA Mode) can change Routing Mailbox greetings for the following Routing mailbox types: Instruction (Call Routing), Announcement and Group.

Audio Prompt Format

In order for uploaded greetings to properly play on the InMail they must be in the proper format. Audio files not recorded in the proper format may not playback on the InMail. The proper format is:

- Bit Rate: 64 kbps
- Sampling Size: 8 bits
- Channel: 1 (Mono)
- Sampling Rate: 8 kHz
- Audio Format: CCiTT μ -law

User Pro Access Options

There are two different User Pro login types available to make changes. To login, open an Internet browser and enter the IP of the SL1100 LAN port in the address line. At default, the IP address is 192.168.0.10.

User Admin Mode (UA Mode): This mode allows the user admin to access any telephone and mailbox in the system. This mode must be used to change VRS and Routing Mailbox greetings. At default the login ID is USER1 and the password is **1111**.

User Mode (UB Mode): This mode allows a user to access only their own telephone and mailbox when logged in. They will not be able to change any other telephone, mailbox, VRS or Routing Mailbox. At default the login ID is the "Extension Number" and the password is **1111**.

Below is the page layout diagram of the two different User Pro login IDs:

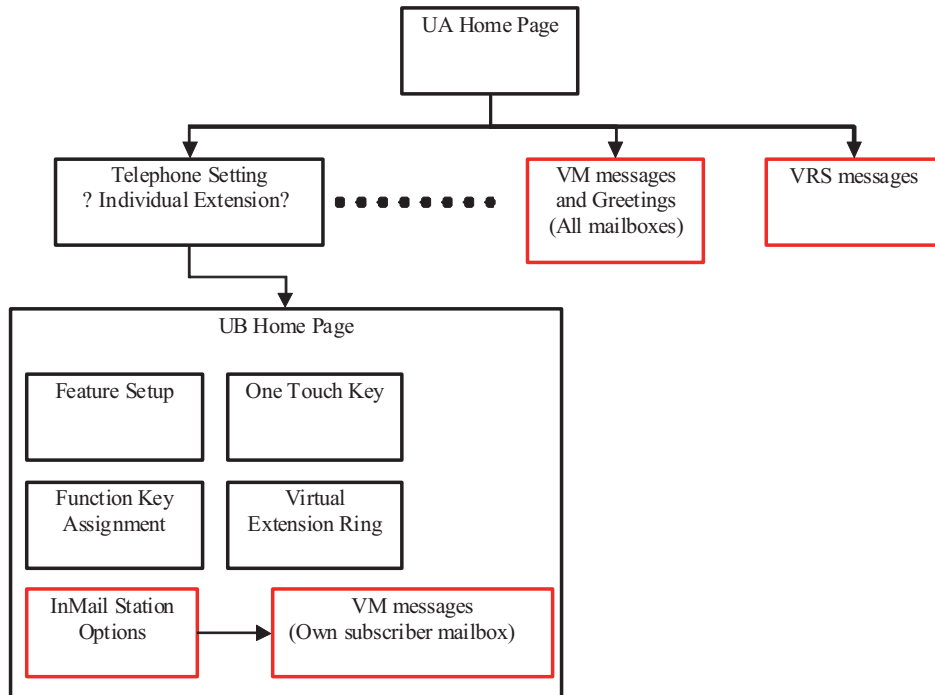


Figure 1-26 InMail User Pro Login Diagram

Message Name Format


Downloaded messages are automatically assigned a name by the system. This name includes the mailbox number the message was left in, type of message, the message number and the date and time to the second the message was left. The table below shows how to interpret the message name to determine this information.

Table 1-36 Default Incoming Ringing Tone

File Name Format	BTNNN_YYYYMMDD_HHMMSS.wav (maximum 32 characters)
B	Mailbox number (maximum eight digits) or VRS for the VRS message
T	Message Type + : Greeting or VRS message - : Recorded message
NNN	Message number (three digits)
YYYY	Year
MM	Month (1~12)
DD	Date (1~31)
HH	Hour (00~23)
MM	Minute (00~59)
SS	Second (0 ~59)

Conditions

- Uploading audio files to any type of Call Routing box and Group mailboxes is supported. This means auto attendant and group mailbox greetings can be uploaded or deleted using End User Web Pro interface with the UA login.
- VRS and InMail messages are recorded in an ADPCM format which may not be easily opened on the support PC.
- It is not possible to upload/download/delete multiple files simultaneously.
- The mailbox will be inaccessible from the telephone under these conditions:

- Mailbox XXX will not be accessible when opening the telephone setup screen of extension XXX by UA or UB mode in User Pro.
- Mailbox XXX will not be accessible when selecting the extension XXX on the file upload/ download screen of UA mode User Pro.
- Mailbox XXX will be inaccessible when logging in the UB mode User Pro for extension XXX.
- While uploading an audio file via User Pro the greeting is not accessible by telephone.
- When downloading/deleting an audio file via User Pro, the file is not accessible by another User Pro session or from the telephone.
- This feature is only supported using a LAN connection.
- When uploading an audio file the extension will be checked whether it is "WAV" or not. However, the format of the uploaded file will not be checked. If the uploaded file is not in the proper format it may not playback properly.
- When a mailbox has a new message and the message is deleted using the User Pro interface, the MWI of the mailbox will NOT be cancelled.
- The largest allowed upload file size is approximately 1MB. Files larger than this cannot be uploaded.
- There is no size limitation when downloading audio files.
- User Pro does not check the uploaded file for correct naming format (i.e., BTNNN_YYYYMMDD_H-HMMSS.wav). The file name will be automatically changed when the file is written in the CF.
- The actual file name of the messages is not displayed in User Pro. The message number, modified date and file size are displayed instead. If there is no message file, "-" will be displayed and the download/delete icon will not be displayed.
- The User Pro message page does not refresh automatically, to see new messages the page must be refreshed. For instance, if a new message is received via regular operation on the system while a user is viewing the upload/download screen, the new message is not shown until the page is re-loaded by clicking the  icon.
- At default, Microsoft Windows will automatically open and play the downloaded WAV. To make "Open" or "Save" selectable, the following settings are required:
 - Windows XP
 1. Select "Control Panel" then "Folder Options".
 2. Click on the "File Types" tab.
 3. Select "WAVE" extension from the list, then click "Advanced".
 4. Check "Confirm to open the file after download", then click "OK".
 5. Close the folder option by clicking OK again.
 - Windows Vista: It is not possible to change the save to folder option. The downloaded file is automatically opened for playback.

Default Settings

None

System Availability

Terminals

All Terminals

Required Component(s)

CPU with PZ-VM21 Daughter Board

InMail CompactFlash and SL-VM-ADVANCE license

Related Features

InMail

Voice Response System (VRS) Upload Download Audio

Guide to Feature Programming

Program Number	Program Name	Default
90-02-01	Programming Password Setup – User Name	Refer to Programming Manual.
90-02-02	Programming Password Setup – Password	Refer to Programming Manual.
90-02-03	Programming Password Setup – User Level	Refer to Programming Manual.

Troubleshooting

The table below shows possible Error messages and Causes:

Table 1-37 Error Messages and Causes

Error Message	Cause
VMDB is not attached	The PZ-VM21 is not attached.
Mailbox XXX does not exist. (XXX = mailbox number)	The mailbox does not exist
The mailbox is being used by another session	When the mailbox is being used by another session, either PC or telephone.
There is no available space in the CF.	When there is no available space in the CF.
The file is being used by another session. Please try again later.	When the file to be downloaded is being used by another session, either PC or telephone.
The selected file has already been deleted.	When the file selected for download has already been deleted.
The file is being used by another session. Please try again later.	When the file selected for deletion is being used by another session.
The selected file has already been deleted.	When the file selected for deletion has already been deleted.
Cannot upload the file since the original file is being used by another session. Please try again later.	When the file to be replaced is being used when trying to upload the replacement.

Operation

Listening to Voice Mail Messages using User Admin Mode (UA)

All messages stored on the InMail can be accessed via the Mailbox User Mode for playback or deletion.

1. To login, open an Internet browser and enter the IP of the CPU LAN port in the address line. At default, the IP address is 192.168.0.10.
2. At the login screen enter username = USER1 and password = 1111.
3. You will then see the main menu, click on the InMail Audio Up/Download icon.
4. Choose the extension number to be changed and make sure Audio Data is set to Incoming Messages.



The message numbers correspond to the same message number when accessed via the telephone. Message 1 is the first message, message 2 is the second message, etc.

5. To delete a message, click on the red X to the right of the appropriate message.
6. To listen to a message:
 - Click on the download icon to the right of the message you want to hear.
 - Depending on browser settings, a security prompt may appear.
 - Click on the menu and choose to allow the file to download.
 - Depending on Windows configuration, you may be prompted again to either Open or Save the message. To listen, click Open and the default WAV file player will play the message. To save the message, click on the Save icon and browse to the location where the message will be saved on a local PC.

Listening to Voice Mail Messages using Mailbox User Mode (UB)

1. To login, open an Internet browser and enter the IP of the CPU LAN port in the address line. At default, the IP address is 192.168.0.10.
2. At the login screen enter username = Extension Number and password = 1111.
3. You will then see the main menu, click on the InMail Audio Up/Download icon.



The message numbers correspond to the same message number when accessed via the telephone. Message 1 is the first message, message 2 is the second message, etc.

4. To delete a message, click on the red X to the right of the appropriate message.
5. To listen to a message:
 - Click on the download icon to the right of the message you want to hear.
 - Depending on browser settings, a security prompt may appear.
 - Click on the menu and choose to allow the file to download.
 - Depending on Windows configuration, you may be prompted again to either Open or Save the message. To listen, click Open and the default WAV file player will play the message. To save the message, click on the Save icon and browse to the location where the message will be saved on a local PC.

Changing Mailbox Greetings using User Admin Mode (UA)

Audio files up to 1 MB may be uploaded to the InMail for any mailbox greeting. In order for uploaded greetings to play on the InMail they must be in the proper format. Audio files not recorded in the proper format may not playback on the Inmail. The proper format is:

Bit Rate	64 kbps
Sampling Size	8 bits
Channel	1 (Mono)
Sampling Rate	8 KHz
Audio Format	CCITT μ -law

1. To login, open an Internet browser and enter the IP of the CPU LAN port in the address line. At default, the IP address is 192.168.0.10.
2. At the login screen enter username = USER1 and password = 1111.
3. You will then see the main menu, click on the InMail Audio Up/Download icon.
4. Choose the extension number to be changed and make sure Audio Data is set to Incoming Messages.



The greeting numbers correspond to the same greeting number when accessed via the telephone. Greeting 1 is GR1, greeting 2 is GR2 and greeting 3 is GR3. Greeting 7 is the paging greeting used with the park and page feature.

5. To delete a greeting, click on the red X to the right of the appropriate greeting.
6. To upload a greeting:
 - Under Message No, enter the greeting number to be replaced on the voice mail.
 - Browse to find the location where the greeting file is stored.
 - Click on the upload icon to the right of the selected file name.
 - Depending on file size and LAN speed, it may take several minutes to upload the greeting.
 - The uploaded greeting will appear in the assigned location.

Changing Mailbox Greetings using Mailbox User Mode (UB)

Audio files up to 1MB may be uploaded to the InMail for any mailbox greeting. In order for uploaded greetings to play on the InMail they must be in the proper format. Audio files not recorded in the proper format may not playback on the Inmail. The proper format is:

Bit Rate	64 kbps
Sampling Size	8 bits
Channel	1 (Mono)
Sampling Rate	8 KHz
Audio Format	CCiTT μ -law

1. To login, open an Internet browser and enter the IP of the CPU LAN port in the address line. At default, the IP address is 192.168.0.10.
2. At the login screen enter username = Extension Number and password = 1111.
3. You will then see the main menu, click on the InMail Audio Up/Download icon.



The greeting numbers correspond to the same greeting number when accessed via the telephone. Greeting 1 is GR1, greeting 2 is GR2 and greeting 3 is GR3. Greeting 7 is the paging greeting used with the park and page feature.

4. To delete a greeting, click on the red X to the right of the appropriate greeting.
 - Under Message No, enter the greeting number to be replaced on the voice mail.
 - Browse to find the location where the greeting file is stored.
 - Click on the upload icon to the right of the selected file name.
 - Depending on file size and LAN speed, it may take several minutes to upload the greeting.
 - The uploaded greeting will appear in the assigned location.

Description

Intercom gives extension users access to other extensions. This provides the system with complete internal calling ability.

Handsfree Answerback/Forced Intercom Ringing

Handsfree Answerback permits an extension user to respond to a voice-announced Intercom call by speaking toward the telephone, without lifting the handset. Like Handsfree, this is a convenience for workers who do not have a free hand to pick up the handset. Refer to [Handsfree Answerback/Forced Intercom Ringing on page 1-261](#) feature for more information.

Busy Status Display

When a display Multiline Terminal user places an Intercom call to a busy extension, the details of the busy status (who is talking to the extension or which line is in use by the extension) can be displayed. The details of the trunk busy status (the extension using the line) can be displayed after trying to access the trunk. This feature provides a user information which can determine whether they should use the Barge-In feature for the extension or trunk. This information automatically displays for a Multiline Terminal once programmed.

Conditions

- Preventing ICM calls does not affect dialing other service codes, including 000.
- Intercom calls can ring or be voice-announced at the called extension.
- Intercom Abandoned Call Display remembers Intercom calls to an extension.
- Ringing Line Preference can automatically answer ringing Intercom or trunk calls when the user lifts the handset.
- An extension can have a name assigned that identifies the extension to callers.
- Dialing **9** or any other trunk access code after dialing a busy extension results in termination of the Intercom call and a trunk is seized.
- In order for a station to retrieve a held ICM call, the station must have an ICM key assigned in PRG 15-07 (***00**).

Default Settings

Enabled

System Availability

Terminals

All Terminals

Required Component(s)

None

Related Features

Handsfree Answerback/Forced Intercom Ringing

Intercom

Line Preference

Name Storing

Guide to Feature Programming

Program Number	Program Name	Default
11-11-13	Service Code Setup (for Setup/Entry Operation) - Display Language Selection for Multiline Terminal	678
15-02-01	Multiline Telephone Basic Data Setup - Display Language Selection	1
20-06-01	Class of Service for Extensions	Extension 101 is Class 15 and other Extension are Class 1
20-08-01	Class of Service Options (Outgoing Call Service) - Intercom Calls	COS 01~15 = 1
20-08-11	Class of Service Options (Outgoing Call Service) - Protect for the Call Mode Switching from Caller	COS 01~15 = 0
20-11-07	Class of Service Options (Hold/Transfer Service) - Transfer Without Holding	COS 01~15 = 0
20-13-22	Class of Service Options (Supplementary Service) - Busy Status Display (Called Party Status)	COS 01~15 = 0
20-17-01	Operator Extension - Operator's Extension Number	301
20-18-01	Service Tone Timers - Extension Dial Tone Time	120 (seconds)
21-01-02	System Options for Outgoing Calls - Intercom Interdigit Time	10 (seconds)
82-01-01 (01)	Incoming Ring Tone - Frequency 1	Refer to Programming Manual.
82-01-02	Incoming Ring Tone - Frequency 2	
82-01-03	Incoming Ring Tone - Modulation	

Handsfree Answerback/Forced Intercom Ringing:

Program Number	Program Name	Default
20-02-12	System Options for Multiline Telephones - Forced Intercom Ring (ICM Call Type)	1
20-06-01	Class of Service for Extensions	Extension 101 is Class 15 and other Extension are Class 1
20-08-10	Class of Service Options (Outgoing Call Service) - Signal/Voice Call	COS 01~15 = 1
20-09-05	Class of Service Options (Incoming Call Service) - Signal/Voice Call	COS 01~15 = 1
20-13-06	Class of Service Options (Supplementary Service) - Automatic Off-Hook Signaling (Automatic Override)	COS 01~15 = 1
80-01-01 (28)	Service Tone Setup - Tone 28 (Speaker Monitor Tone)	Refer to Service tones (Service Tone #28).

Program Number	Program Name	Default
80-01-02	Service Tone Setup - Basic Tone Number	Refer to Programming Manual.
82-01-01	Incoming Ring Tone - Frequency 1	Refer to Table 1-38 Incoming Ringing Tone on this page


Table 1-38 Incoming Ringing Tone


Incoming Ring Tone Number	Tone Type	Frequency 1	Frequency 2	Modulation
Pattern 1 (Trunk Incoming)	High Mid Low	1100 660 520	1400 760 660	16Hz Modulation 16Hz Modulation 16Hz Modulation
Pattern 2 (Trunk Incoming)	High Mid Low	1100 660 520	1400 760 660	8Hz Modulation 8Hz Modulation 8Hz Modulation
Pattern 3 (Trunk Incoming)	High Mid Low	2000 1400 1100	760 660 540	16Hz Modulation 16Hz Modulation 16Hz Modulation
Pattern 4 (Trunk Incoming)	High Mid Low	2000 1400 1100	760 660 540	8Hz Modulation 8Hz Modulation 8Hz Modulation
Intercom Incoming Pattern	High Mid Low	1100 660 520	1400 760 660	8Hz Modulation 8Hz Modulation 8Hz Modulation
Alarm Sensor Pattern	High Mid Low	760 760 760	760 760 760	No Charge No Charge No Charge

Operation

To place an Intercom call:


- At Multiline Terminal, press Speaker key.
- OR -
At Single Line Terminal, lift the handset.
- Dial extension number (or **0** for your operator).

 Your call may voice-announce or ring the called extension. Dial 1 to change the way your call alerts the called extension.

 If the extension you call is busy or does not answer, you can dial another extension without hanging up.

To answer an Intercom call:

- If you hear two beeps, speak toward telephone.


 Your telephone picks up your voice.

- OR -

If your telephone rings, lift the handset.

To check the extension data (Multiline Terminal only):

- Press Help key.
- Dial the extension number.

 Your display shows your telephone extension number, port number and extension/Department Group.



You can also check any other extension numbers information by pressing Help key + the extension number.

3. Press Exit key to return the normal time/date display.

To change how Intercom calls ring the extension:

1. Press Speaker key or lift the handset.
2. Dial **723** to have calls ring your extension.
- OR -
3. Dial **721** to have calls voice announce to your extension.

IP Multiline Station (SIP)

Description

The SL1100 system supports IP Terminals. IP Terminals have the same look and functionality of typical Multiline Terminals, but they are connected to the CPU via IP rather than by a hardwired connection to a Digital Station Port.

The following IP Multiline Terminals support IP extensions:

- IP4WW-24TIXH-C-TEL (WH) / IP4WW-24TIXH-C-TEL (BK)

IP to TDM Conversion

When an IP Terminal calls a Multiline Terminal, Single Line Terminal, Voice Mail, or a trunk, the speech must be converted from an IP to TDM (Time Division Multiplexing) technology. The VoIPDB provides this function. The VoIPDB has up to 32 DSP resources on the unit, each one can convert a speech channel from IP to TDM and vice versa. It is possible for IP Terminals to talk directly to other IP Terminals without using VoIPDB DSP resources.

IP Multiline Terminals

The IP Multiline Terminal operates the same way as a digital Multiline Terminal. The IP Multiline Terminal has all of the features and flexibility you expect from a digital Multiline Terminal. The difference is that the IP Multiline Terminal uses an RJ-45 for connection to the IP network, rather than an RJ-61 connection to a 084M or 080E.

LAN Connection

The IP Terminal has two RJ-45 connections on the back marked **PC** and **LAN**. This allows the IP Terminal and a PC to share one cable run and switch port.

If installing an IP Terminal at a location that has a PC connected to the data network, one of the following methods can be used:

- Using a different cable:
 - Leave the PC connected to the LAN.
 - Patch a switch port to the new cable run.
 - Connect a CAT 5 straight-through cable from the wall outlet to the **LAN** port on the IP Terminal.
- Sharing the existing cable:
 - Unplug the cable from the PC Network Interface Card (NIC).
 - Connect the cable to the **LAN** port on the IP Terminal.
 - Connect a new straight-through patch lead from the PC NIC to the PC port on the IP Terminal.

Powering the IP Terminal

Power can be provided to the IP Terminal by one of the following methods:

- Local Power

The IP Terminal has a connector on the back for external power. This is supplied by an AC adapter that outputs +27VDC requiring a separate power outlet per IP Terminal. Loss of power in the building will prevent the telephones from functioning.



Only use the NEC supplied power supply.

- Power Patch Panel

The powered patch panel has two RJ-45 connectors per IP Terminal. One port connects to the switch and the other port connects to the IP Terminal. The patch panel contains an integral power supply, adding power to the spare pairs of the RJ-45.

When the IP Terminal is connected to the powered patch panel, the telephone automatically receives power via the spare pairs on the CAT 5 cable. A local power adapter is not needed.

- Power over Ethernet (PoE)
IP Terminal (IP4WW-24TIXH-C) supports 802.3af standard for PoE.
PoE (Power Over Ethernet) is a LAN technology that allows standard 10Base-T/100Base-TX data cables to pass electrical current from a power source to a requesting end device.


NAPT

This function is used to establish SIP communication with the main device and RTP communication among SIP Terminals through the NAT on an IP network.

- NAT Traversal
The NAPT (Network Address Port Translation) feature gives the SL1100 the ability to “traverse” its own subnet. With NAPT used in the SL1100, the network administrator can place the CPU and the VoIPDB in the customers LAN while still making it accessible to users outside the local LAN.
- Static NAT
This method is used to convert an address (a WAN-side address for the NAT router) previously specified in the terminal configuration. For this method, a conversion table is statically set up for the NAT router, and then a packet for a specific port is transferred to a specific terminal by using the port forwarding function of the NAT router.
- Dynamic NAT
This method is used to automatically acquire the WAN-side global address for the NAT router and convert it.

NAT Traversal

Besides ordinary NAPT feature SL1100 supports NAT Traversal which does not require Port Forwarding setting at remote side router. This feature is effective when PRG 15-05-45 is set "1" (On). Example of NAT Traversal network and necessary settings for System and IP Terminal are shown in below [Figure 1-27 Example- NAT Traversal on this page](#), [Table 1-39 Example - System Setting on this page](#) and [Table 1-40 Example - IP Terminal Setting on the next page](#).

 Actual input data should be set according to the required system.

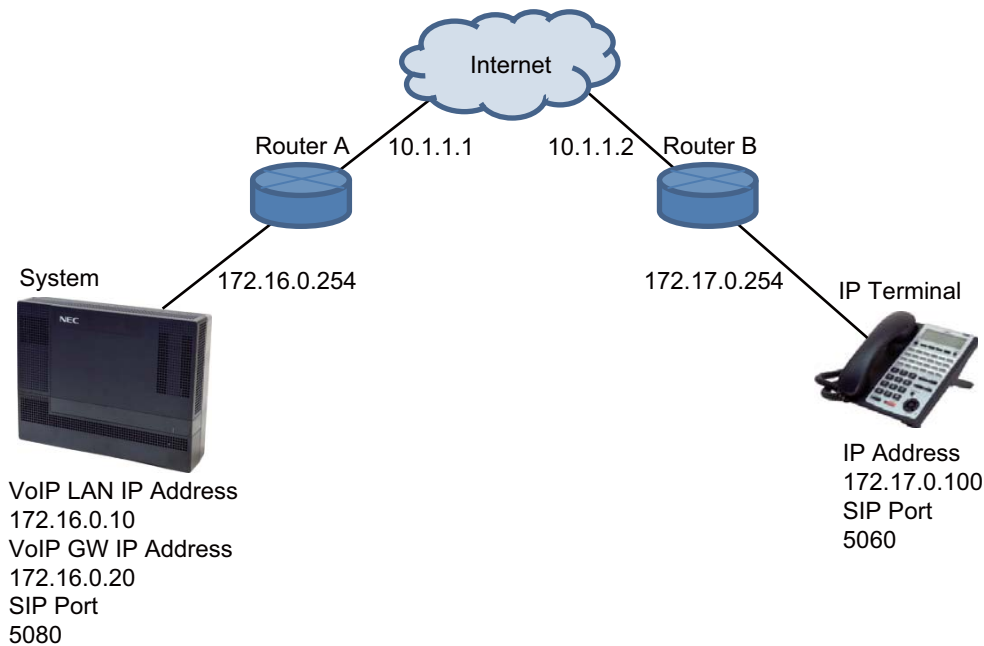


Figure 1-27 Example- NAT Traversal
Table 1-39 Example - System Setting

Index	PRG	Default	Input Data	Remark
1	10-12-03	0.0.0.0	172.16.0.254	LAN IP address of Router A


Index	PRG	Default	Input Data	Remark
2	10-12-07	0.0.0.0	10.1.1.1	WAN IP address of Router A
3	10-12-09	172.16.0.10	172.16.0.10	LAN IP address of VOIPDB
4	10-12-10	255.255.0.0	255.255.0.0	Subnet Mask of VOIPDB
5	10-46-14	0:OFF	1:ON	NAT Mode
6	15-05-45	1	1	NAT RTP send port choice
8	84-26-01	172.16.0.20	172.16.0.20	VOIP DSP IP address

Table 1-40 Example - IP Terminal Setting

Index	Name	Default	Input Data
1	IP Address	0.0.0.0	172.17.0.100
2	Default Gateway	0.0.0.0	172.17.0.254
3	Subnet Mask	0.0.0.0	255.255.0.0
4	NAT Traversal Mode	1:Disable	2:Dynamic
5	WAN Mate IP Address	0.0.0.0	10.1.1.1
6	WAN SIP Mate Port	5060	5080

Table 1-41 Port Forwarding Settings of MAIN Location Router

Port	IP Address Port is Forwarded To	Remark
5080 (UDP)	172.16.0.10	Signaling port and must be forwarded to the IP Address assigned in PRG 10-12-09
5081 (UDP)	172.16.0.10	Secondary signaling port and must be forwarded to the IP Address assigned in PRG 10-12-09
10020 ~ 10083 (UDP)	172.16.0.20	Voice ports and must be forwarded to the IP Address assigned in PRG 84-26-01

 Port forwarding does not need to be assigned at the Remote Terminal locations.

- DR700 terminal Setting of "NAT Traversal Mode" needs "Dynamic". "Static" is unsupported.
- Port Forwarding setting to system side Router A is necessary.
- When PRG 15-05-45 is set to 1 the manual table setting for port forwarding is unnecessary at remote side Router B, but it needs NAT function setting itself. If PRG 15-05-45 is set to 0 then port forwarding at the Remote side router is required.
- Depend on the router it may close the port being used if packet exchange is not performed during a certain time frame. In this case change PRG 84-23-01 and PRG 84-23-02 to a shorter interval.
- SIP ALG function of ALL routers in the network must be disabled.
- If there is excessive packet loss on the network, IP phones will play a warning tone during conversations. To disable this tone set PRG 15-05-31 to "0".
- Multicast RTP is not supported.
- Peer to Peer is possible only between the IP Terminals under the same router.
- After starting SIP negotiation for the call if any RTP packet can't be received from the terminal within 10 seconds, the call is dropped and IP Terminal indicates below notice on the LCD.

```

1-4  FRI  8:53PM
Can't send RTP packets
List   Dir   ICM

```

Peer to Peer

An IP Terminal can send and receive RTP packets to/from another IP Terminal without using the DSP resources on the VoIPDB. This operation only allows intercom calls between the IP Terminals.

If a digital multiline terminal or trunk is part of the call a DSP resource on the VoIPDB is required. If, while on a peer to peer call, a conference call is initiated, the peer to peer connection is released and a new non peer to peer connection is created using the VoIPDB. If the third party drops out of the conversation, the call reverts to a peer to peer call (silence may be heard while this conversion is made by the system).

Although the peer to peer feature is supported for IP Station-to-IP Station calls, the SL1100 KSU must still have a registered VoIPDB installed in the system.

With Barge-In, a short silence may be heard if the following occurs:

- A peer to peer call receives a Barge-In without a Barge-In tone.
- A peer to peer call receives a Barge-In with Monitor mode.
- When the established Barge-In is disconnected.
- Peer to peer is a programmable feature that may be enabled or disabled (PRG 10-26-01).

System Tones and Ring Tones

IP Terminals do not use PRG 80-01: Service Tone Setup entries. The tones are generated locally by the IP Terminal. When a Door Box chime rings an IP Terminal, the system activates the chimes using a ring command. Because of this, if the volume is adjusted while the door chime is sounding, the ringing volume of the IP Terminal is also adjusted.

Music on Hold

Music on Hold is also provided by the IP Terminal. The settings in PRG 10-04: Music on Hold Setup are ignored except to determine whether or not music should be provided. If PRG 10-04-02 is set to **0**, music on hold is not heard. If PRG 10-04-02 is set to **1** or **2**, music is provided by the IP Terminal.

Registration Mode

The has three types of registration for IP Terminals, Plug and Play, Automatic, and Manual programmed in PRG 10-46-01:

- Plug and Play mode - when the phone boots up it reports the extension assigned in the phone or chooses the next available extension in the system. No password is required.
- Automatic mode - the SIP user name and password must be entered in the actual IP Terminal. The phone comes up as the extension associated with the user name and password is entered.
- Manual mode - when the phone boots up it prompts the user to enter a user ID and password before logging in. If a user ID and password are set in the SIP User settings of the phone, as with Automatic mode, the phone does not prompt for login. This allows some phones to come up automatically and some phones to prompt for login. In manual mode, the phones that do not have a user ID and password set in the phone are prompted to log in. A user can also logoff the IP Terminal to allow another user to login with their own user ID and password.

To logoff the IP Terminal:

Press the Down Arrow Softkey, press the Prog Softkey, and then press the LOGOFF Softkey.

Multiple Logon

The same user name and password can be assigned to multiple extensions when using Automatic or Manual Registration. This makes it easier on the user by only having to remember one password. For example, if a user has an IP Multiline Terminal and uses Desktop Applications with the Enhancement bundle controlling the IP Multiline, three different ports are used in the system. Even though all three can be assigned the same user name and password.

Registration Override


When Manual mode is used, Registration Override can be used. Registration Override allows a user to login at one phone, and later login at another phone and keep the same extension number. This is useful in the case where an office user has an IP Multiline Terminal at work and at home or a Softphone they use on the road. They log in at work to use the office terminal, and when they get home or are on the road they login the home terminal or Softphone. When this happens the office terminal is logged out and they have the same extension number at home or on the road.

Override is supported in a SL1100 system that had a 3rd Party CTI connection to the CPU (i.e., Desktop Apps Shared Services) or to a terminal with a 1st Party CTI connection (i.e., PC Assistant/Attendant and Softphone or 1st Party TAPI driver). Override with CTI is supported on a per station basis using PRG 15-05-39 with certain restrictions.

System IP Terminals and Analog Trunks

Due to the nature of analog-to-digital conversion, considerable echo may be encountered when using Analog Trunks with IP Terminals.

- In every system that has analog trunks and IP Terminals PRG 90-68 (Side Tone Auto Setup) must be run per trunk to minimize any echo problems.
- Due to all Analog trunks being different, padding of the Analog Trunks in PRG 81-07 and PRG 14-01 may be necessary. Even after the pad changes are made, an echo may still be present the first few seconds of the call while echo cancellers are learning the characteristics of the circuit on this call.
- For best performance, it is recommended to use digital trunks when using IP Terminals.

 *Digital (ISDN, T-1, and SIP) trunks do not suffer from this problem.*

Conditions

- The voice quality of VoIPDB depends on variables such as available bandwidth, network latency and Quality of Service (QoS) initiatives, all of which are controlled by the network and Internet service providers. Because these variables are not under its control, NEC cannot guarantee the performance of the user's IP-based remote voice solution. Therefore, NEC recommends connecting VoIPDB equipment through a local area network using a Private IP address.
- IP Multiline Stations must register with the IP address of the VoIPDB. The IP Multiline stations registering via a URL is not supported.
- If an internal paging group has only IP Multiline Stations, multicast is used for the page. IP Multiline Terminals must have a gateway programmed to accomplish a multicast transmission. When an actual gateway device does not exist on the network, a dummy gateway address on the same subnet must be defined. If the paging group has any TDM stations or an external speaker, multicast is not used and the gateway is not required.
- When using Multiple Logon, the same Personal ID index can be assigned to multiple IP Terminals or Softphone.
- Two ports of the same terminal type (PRG 15-05-26) cannot be assigned to the same Personal ID index (PRG 15-05-27).
- PRG 10-46-01 must be set to 1 (Auto) or 2 (Manual) for Multiple Logon to work.
- When three ports are assigned the same Personal ID index in PRG 15-05-27, if PRG 15-05-26 is not set for those ports, the terminal types will be assigned based on order of login. If PRG 15-05-26 is set, the login order does not matter and they will assign the correct port.
- The Override feature functions the same as single login.

Restrictions

- When using IP Terminals, assigning the following features to a large number of terminals (30 or more) is not recommended:
 - The same Trunk Line assignment (squared key system)
 - The same Virtual Extension assignment
 - Paging key with LED ON assignment
 - The same location Park key
 - The same BLF key assignment
 - Day Night Mode Change key assignment
 - The same VM Mail Box key assignment
 - Trunk Group key

- Trunk Group All Line Busy Indication
- One call cannot ring more than 8 simultaneous IP extensions at the same time if the call originates from ring group or a virtual.
- An SIP Multiline Terminal can override another SIP Multiline Terminal or a Softphone.
- A Softphone can override another Softphone or an SIP Multiline Terminal.
- Override does not support SIP Multiline Terminal with DSS console or Softphone with DSS Console.
- The SL1100 Desktop Application does not support Network Address Translation (NAT). Because of this, any Desktop Applications must appear to be on the same network as the SL1100 VoIP Interface (VoIPDB). For remote Desktop Applications, like SP310 Softphone, this can be achieved by a VPN connection to the network the SL1100 resides on.
- When using Override with an active CTI connection, PRG 15-05-39 must be enabled for the extensions that will be overridden. The overriding terminal must be of the same type and number of line keys as the terminal to be overridden. If the types of terminals and number of keys are different between overriding and overridden phones, the Telephony Service Providers (1st Party and 3rd Party) may not function properly.

Default Settings

None

System Availability

Terminals

All IP Multiline Terminals

Required Software

None

Required Component(s)

CPU with VoIPDB installed

Related Features

None

Guide to Feature Programming

IP Multiline Station (SIP):

Program Number	Program Name	Default
10-12-02	CPU Network Setup - Subnet Mask	255.255.255.0
10-12-03	CPU Network Setup - Default Gateway	0.0.0.0
10-12-09	CPU Network Setup - IP Address	172.16.0.10
10-26-01	IP System Operation Setup - Peer to Peer Mode	1
10-46-01	Server Information Setup - Register Mode	0
15-05-15	IP Telephone Terminal Basic Data Setup - CODEC Type	1 (Type 1)
15-05-39	IP Telephone Terminal Basic Data Setup - CTI Override Mode	0

Program Number	Program Name	Default
15-05-45	NAT RTP Send Port Number Selection Effective only when PRG 10-46-14 is set to NAT mode. Select sending RTP port number to remote Router, use from negotiation result (0) or received RTP packet (1)	1
84-10-01	ToS Setup - ToS Mode	0
84-10-07	ToS Setup - Priority (D.S.C.P. - Differentiated Services Code Point)	0
84-22-01	DR700 Multiline Logon Information Setup - User ID	No setting
84-22-02	DR700 Multiline Logon Information Setup - Password	No setting
84-22-03	DR700 Multiline Logon Information Setup - User ID Omission	0
84-22-04	DR700 Multiline Logon Information Setup - Log Off	1
84-22-05	DR700 Multiline Logon Information Setup - Nick Name	No setting
84-26-01	VoIPDB Basic Setup - IP Address	172.16.0.20
84-26-02	VoIPDB Basic Setup - RTP Port Number	VoIP GW1 = 10020

IP Multiline Station (SIP) with NAPT:

Program Number	Program Name	Default
10-12-03	CPU Network Setup - Default Gateway	0.0.0.0
10-12-07	CPU Network Setup - NAPT Router IP Address (Default Gateway [WAN])	0.0.0.0
10-12-09	CPU Network Setup - IP Address	172.16.0.10
10-12-10	CPU Network Setup - Subnet Mask	255.255.0.0
10-20-01	LAN Setup for External Equipment - TCP Port	External Device 1 ~ 10 = 0 External Device 12 ~ 14 = 0
10-46-06	DR700 Server Information Setup - Register Port	5080
10-46-13	DR700 Server Information Setup - Subscribe Session Port	5081
10-46-14	DR700 Server Information Setup - NAT Mode	0
84-26-01	VoIPDB Basic Setup - IP Address	172.16.0.20
84-26-02	VoIPDB Basic Setup - RTP Port Number	VoIP GW1 = 10020
84-26-03	VoIPDB Basic Setup - RTCP Port Number (RTP Port Number + 1)	VoIP GW1 = 10021

In addition to the above programming, define the programming options as required for the system features. Refer to the SL1100 Programming Manual for programming details.

Operation

None

IP Multiline (SIP) - ML440

Description

Many SMB businesses, understanding the impact of a mobile workforce, are rapidly defining their requirements for enabling effective communications and information access for mobile users. SMB Mobility will allow the individual staff member to be instantly accessible thus becoming more productive.

The ML440 IP Wireless Handset is an ergonomically designed compact wireless handset for business users who are mobile in the office and want to make and receive wireless calls while in the office. The DECT protocol operates in the 1.9 GHz frequency band that has been cleared specifically for voice applications, thus avoiding any interference problems and delivering crystal clear and secure voice conversations.

The ML440 provides numerous features and conveniences for optimal comfort. Its illuminated graphic color LCD display enables use in poorly lit environments, while its internal loudspeaker provides hands-free operation with excellent sound quality. Powerful encryption techniques ensure secure communication, and it can also provide the subscriber with most of the features available for a wired phone, in addition to its roaming and handover capabilities.

Unlike other in-building wireless solutions for the SL1100, the ML440 is an integrated multiline handset capable of supporting the key elements of a SMB mobile solution. A complete list of supported features can be found below.

Basic Operation

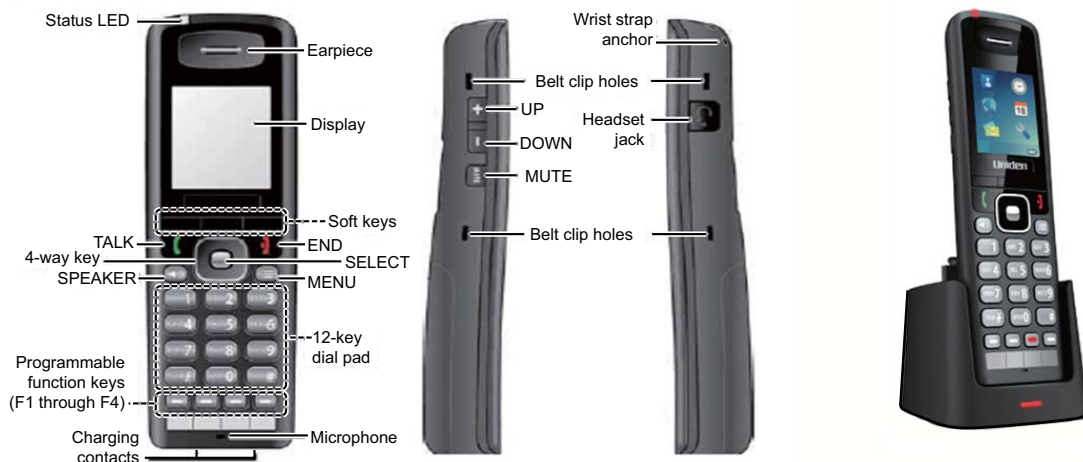


Figure 1-28 Keys and Their Functions

The ML440 has two sets of keys:

- Three soft keys that are dedicated depending on the state of the call and four programmable keys. The three dedicated soft keys are predefined depending on the state of the call. For example once a person is in conversation, these three keys are Hold / Conf. / Transfer. This makes it easy for end users to receive and move calls around.
- Four programmable keys on the base of the handset. The keys can be programmed for many of the same features that are supported on the DR7XXX desk sets.
- The line key programming is flexible, here is an example for the first three line keys:
 - Line Keys 1 and 2 = Loop Keys (Type 2)
 - Line Key 3 = Intercom Key

Powering the AP20

The AP20 can only be powered using Power over Ethernet (PoE) 802.3af.

A PoE switch is a switched hub that also provides power over the spare pairs. The switch can be used with other devices than the IP telephones and detects whether or not power is needed. Using a PoE switch makes it easier to protect the IP telephones from loss of power (connection of the PoE switch to an UPS).

Updating the AP20 and ML440 System Firmware

The firmware on base stations and handsets is updated remotely using the HTTP configuration interface to download firmware files from a TFTP server. Updating base station firmware involves an automatic reboot of the base station at the end of the firmware download. This will drop any active calls and in addition updating the handset firmware can take several hours. It is recommended updates are performed after normal business hours. Refer to the ML440 and AP20 System Installation Guide for detailed information.

Service Conditions:

- The AP20/ML440 is not supported behind NAT routers.
 - The maximum number of ML440 Handsets that can register to one AP20 Access Point is 30.
 - The maximum number of ML440 Handsets supported in one SL1100 system is 64.
 - The maximum number of AP20 Access Points supported on one SL1100 is 40.
 - In a multicell system each AP20 supports up to 8 simultaneous voice paths.
 - In a single base (AP20) system the AP20 supports up to 10 simultaneous voice paths
 - The ML440 and AP20 system uses NEC i-SIP for SL1100.
 - The ML440 and AP20 system supports the G.711 CODEC only.
 - The ML440 Handset does not support the Live Monitor feature.
 - The line keys on the ML440 correspond to Line Keys 1-4 in PRG 15-07-01 or 15-13-01 and 15-13-02 for that phones extension number.
 - The three dedicated soft keys are predefined depending on the state of the call.
 - The ML440 will follow the ring no answer timing whenever the ML440 handset either is turned off or is out of range of an AP20.
-
- The ML440 does not support Peer-to-Peer.
 - The AP20 can only be powered using Power over Ethernet (PoE) 802.3af.
 - The ML440 and AP20 system software is upgraded over-the-air direct to handsets and access points.
 - The ML440 and AP20 system supports seamless roaming between Base Units.
 - The ML440 and AP20 system are not supported for use with DeskTop Suite.
 - The ML440 and AP20 system cannot be used on multiple SIP servers at the same time.
 - The ML440 does not support voice announce calls. If the SL1100 is set to voice in PRG 20-02-12 then each phone should dial use access code 723 to set the phone to ring on internal calls. The ML440 should also be put in their own class of service with PRG 20-08-11 enabled.

Table 1-42 Handset Features

Local Feature	ML440
Calling name / number, call logging	Yes
Programmable keys	Yes up to 4
Talk time/standby	20/220
Handset LCD display	262K TFT type Color LCD w/backlight. 176 x 220 pixel display
Built-in vibrator	Yes
Speakerphone mode	Yes
Bluetooth headset	No
Headset	Yes
Backlit for keys	Yes
Volume key up/down	Yes

Local Feature	ML440
Mute key	Yes
Soft keys based on status call	Yes <ul style="list-style-type: none"> • Hold • Conference • Transfer
Centralized Directory	Yes

Table 1-43 Supported System Feature List

Feature Name	ML440	Comments
Abbreviated Dialing/Speed Dial	Yes	Only group speed dial bins are available using function line key (28).
Account Code - Forced/Verified/Unverified	Yes	
Account Code Entry	Yes	
Alarm	Yes	There is a System and ML440 alarm available.
Alarm Reports	N/A	
Alphanumeric Display	Yes	
Analog Communications Interface (ACI)	N/A	
Ancillary Device Connection	N/A	
Answer Hold /Automatic Hold	No	
Attendant Call Queuing	No	
Automatic Release	N/A	
Automatic Route Selection (ARS/F-Route)	Yes	
Background Music	No	
Barge-In	Yes	Can monitor but cannot use the microphone toggle feature. The handset mute button is the only way to mute audio from handset during monitoring.
Built-in Automated Attendant	N/A	
Call Arrival (CAR) Keys	Yes	
Call Duration Timer	No	
Call Forwarding	Yes	Can be programmed in 24-09-xx, through feature code from administrator desk set and from the phone using dial access codes.
Call Forwarding with Follow Me	Yes	
Call Forwarding, Off-Premise	Yes	Can be programmed in 24-09-xx, through feature codes from administrator desk set and from the ML440 using dial access codes.
Call Forwarding/Do Not Disturb Override	Yes	
Call Monitoring	Yes	Can monitor but cannot use the microphone toggle feature. The handset mute button is the only way to mute audio from handset during monitoring.
Call Redirect	No	
Call Waiting/Camp-On	No	
Callback	Yes	
Caller ID	Yes	

Feature Name	ML440	Comments
Caller ID Call Return	Yes	
Caller ID - Flexible Ringing	N/A	
Caller ID - Shared Logging	N/A	
Central Office Calls, Answering	Yes	
Central Office Calls, Placing	Yes	
Class of Service	Yes	
Clock/Calendar Display /Time and Date	Yes	
Code Restriction /Toll Restriction	Yes	
Code Restriction Override /Toll Restriction Override	Yes	
Code Restriction, Dial Block /Toll Restriction, Dial Block	Yes	No confirmation tone is heard on ML440.
Conference	Yes	
Conference, Remote	N/A	
Conference, Voice Call/Privacy Release	Yes	
Continued Dialing	N/A	
Data Line Security	Yes	
Delayed Ringing	Yes	
Department Calling	Yes	
Department Step Calling	Yes	
DHCP Client	N/A	
Dial Pad Confirmation Tone	No	
Dial Tone Detection	No	
Dialing Number Preview	No	This is a function of the ML440 Handset.
Direct Inward Dialing (DID)	Yes	
Direct Inward Line (DIL)	Yes	
Direct Inward System Access (DISA)	N/A	
Direct Station Selection (DSS) Console	No	A DSS Console cannot be associated with a ML440 Handset.
Directed Call Pickup	Yes	
Directory Dialing	No	This is a function of the ML440 Handset.
Distinctive Ringing, Tones and Flash Patterns	No	Ring tones can be changed on the ML440 Handset only.
Do Not Disturb (DND)	Yes	Do Not Disturb (DND) can be set from the ML440 using dial access codes or a function key.
Door Box	No	
Drop Key	Yes	
Ecology	N/A	
E911 Compatibility	Yes	
Flash	No	
Flexible System Numbering	Yes	
Flexible Timeouts	Yes	
Forced Trunk Disconnect	No	

Feature Name	ML440	Comments
Group Call Pickup	Yes	
Group Listen	No	
Hands free and Monitor	No	This is a function of the ML440 Handset.
Hands free Answerback/Forced Intercom	No	
Handset Mute /Handset Cutoff	No	This is a function of the ML440 Handset.
Headset Operation	No	This is a function of the ML440 Handset.
Hold	Yes	
Hotel/Motel	No	<ul style="list-style-type: none"> • Do Not Disturb • DSS Console Monitoring • Message Waiting • Room Status • Room Status Printout • Room-to Room Call Restriction • Single Digit Dialing • Toll Restriction (When Checked In) • Wake Up Call
Hot Key-Pad	N/A	
Hotline	Yes	
Howler Tone Service	No	
InMail	Yes	<p>Voice mail soft keys are not provided to ML440. Live Monitor is not supported.</p> <ul style="list-style-type: none"> • Automatic Access to VM by Caller ID • Cascade Message Notification • Email Notification • Find-Me Follow-Me • Language Setting • Park and Page • Upload Download Audio (N/A)
Intercom	Yes	
IP Multiline Station (SIP)	Yes	
IP Single Line Terminal (SIP)	N/A	
IP Trunk - (SIP) Session Initiation Protocol	N/A	
IP Trunk - H.323	N/A	
ISDN Compatibility	Yes	<ul style="list-style-type: none"> • ISDN 2B-Channel Transfer
Last Number Redial	No	Call Redial Function is a function of the ML440 Handset.
Line Preference	No	
Long Conversation Cutoff	Yes	
Loop Keys	N/A	
Meet Me Conference	Yes	Can initiate a Meet Me Conference but cannot receive internal pages to join an internal Meet Me Conference.
Meet Me Paging	Yes	Can initiate a Meet Me Paging but cannot receive internal pages to respond to an Internal Meet Me Page.
Meet Me Paging Transfer	Yes	Can initiate a Meet Me Paging Transfer but cannot receive internal pages to respond to an Internal Meet Me Transfer page.
Memo Dial	No	
Message Waiting	Yes	ML440 only supports voice mail MWI.
Microphone Cutoff	Yes	This is a function of the ML440 Handset.
Mobile Extension	N/A	<ul style="list-style-type: none"> • Callback to Mobile Phone

Feature Name	ML440	Comments
Multiple Trunk Types	Yes	
Music on Hold	No	Callers to a ML440 hear SL1100 MOH. Calls made from ML440 handsets do not hear MOH.
Name Storing	No	
Navigation Key	N/A	
Night Service	No	
Off-Hook Signaling	No	
One-Touch Calling	Yes	Must press Line Key then go off hook on ML440 for stored number to be dialed.
Operator	No	A ML440 should not be used as an operator phone.
Paging, External	Yes	A ML440 can only initiate an Internal, External or All Call Page. It cannot receive either Internal or All Call pages or display page information.
Paging, External (VRS)	N/A	
Paging, Internal	Yes	A ML440 can only initiate an Internal, External or All Call Page. It cannot receive either Internal or All Call pages or display page information.
Park	Yes	
PBX Compatibility /Behind PBX	Yes	
PC Programming	Yes	• Intuition Setup
Power Failure Transfer	No	
Prime Line Selection	Yes	Prime Line Selection can be assigned for a ML440, however when this is done the phone cannot access ICM dial tone. In addition the ML440 does not follow PRG 20-08-21 settings.
Private Line	Yes	
Programmable Function Keys	Yes	
Programming from a Multiline Terminal	No	
Pulse to Tone Conversion	No	
Redial Function	N/A	
Remote (System) Upgrade	N/A	
Repeat Redial	No	
Resident System Programming	N/A	
Reverse Voice Over	No	
Ring down Extension (Hotline) , Internal/External	Yes	A ML440 can be a ring down destination but cannot originate a ring down call.
Ring Groups	Yes	
Room Monitor	No	A ML440 can be monitored but cannot monitor other extensions.
Save Number Dialed	Yes	
Secondary Incoming Extension	Yes	
Secretary Call (Buzzer)	Yes	
Secretary Call Pickup	Yes	Voice announcement is not supported on ML440 Handset.
Security	N/A	
Selectable Display Messaging	Yes	
Selectable Ring Tones	No	Selectable Ring Tones is a function of the ML440 and not the phone system.

Feature Name	ML440	Comments
SL Desktop Suite	No	
Softkeys	No	ML440 Handset Softkeys are fixed and do not follow SL1100 Softkey settings
Station Hunt	Yes	
Station Message Detail Recording	Yes	
Station Name Assignment - User Programmable	Yes	ML440 Handset must be power cycled for change to show on handset.
Station Relocation	Yes	No confirmation tone is heard. ML440 Handset must be power cycled to re-register with the AP20 base unit.
T1 Trunking (with ANI/DNIS Compatibility)	Yes	
Tandem Ringing	No	
Tandem Trunking (Unsupervised Conference)	Yes	The unsupervised conference will be disconnected automatically based on PRG 24-02-07.
TAPI Compatibility	No	
Tone Override	Yes	
Transfer	Yes	
Trunk Group Routing	Yes	
Trunk Groups	Yes	
Trunk Queuing/Camp-On	No	
Unicast/Multicast Paging Mode		
Uniform Call Distribution (UCD)	Yes	
User Programming Ability	Yes	
Virtual Extension	Yes	
Voice Mail Integration (Analog)	Yes	
Voice Mail Message Indication on Line Keys	N/A	
Voice/Melody Ringing by VM	N/A	
Voice Over	Yes	ML440 can initiate voice over but cannot respond to a voice from another extension.
Voice Response System (VRS)	No	
Voice Response System (VRS) Upload Download Audio	No	
Voice Response System (VRS) - Call Forwarding - Park and Page	Yes	
Volume Controls	No	Volume control is a function of the ML440 Handset and not the phone system.
Warning Tone for Long Conversation	No	

Default Settings

None

System Availability

Terminals

ML440 Handset

Required Components

AP20 Base Unit

Standard Terminal SIP License (5111)

Related Features

IP Multiline Station (SIP)

Intercom

Loop Keys

Guide to Feature Programming

Program Number	Program Name	Default
10-12-01	CPU Network Setup - IP Address	192.168.0.10
10-12-03	CPU Network Setup - Default Gateway	0.0.0.0
10-12-09	IP Address Set or Verify IP for VOIPDB	172.16.0.10
10-13-01	DHCP Server Mode	0 = Disable 1 = Enable (default = 0)
10-13-02	Lease Time	Days 0 ~ 255 Hour 0 ~ 23 (default: Day = 0 Hour = 0)
10-13-05	Last DHCP Data	0 = Disable 1 = Enable (default = 1)
10-26-04	IP System Operation Setup - DR700 Peer to Peer Mode	0 = Off 1 = On (default = 1)
15-07-01	Programmable Function Keys Assign a function key to terminals	Refer to Programming Manual
15-13-01	Loop Keys - Outgoing Option	No. = 00 ~ 25 (default = 0)
15-13-02	Loop Keys - Incoming Option	No. = 00 ~ 25 (default = 0)
20-02-12	System Options for Multiline Telephones - Forced Intercom Ring (ICM Call Type)	1
20-06-01	Class of Service for Extensions	Extension 101 is Class 15 and other Extension are Class 1
20-08-11	Class of Service Options (Outgoing Call Service) - Protect for the Call Mode Switching from Caller	COS 01 ~ 15 = 0

Program Number	Program Name	Default
24-09-01	<p>Call Forward Type Per physical extension select the call forward type as to the users' preference. It is recommended to set the users physical extension as call forward both to the mobile extension. This will allow for the internal extension number and the external phone number, programmed in PRG 13-04-01, to ring at the same time. If the user requires their calls to forward back to the voice mail in the SL1100, in a no answer condition, set the mobile extension to call forward no answer to the voice mail pilot number.</p>	<p>0 = No Call Forwarding 1 = Call Forward Both 2 = Call Forward No Answer 3 = Call Forward All 4 = Call Forward Busy No Answer 5 = Call Forward Busy (default = 0)</p>
24-09-02	<p>CO Call Forwarding Destination for Both Ring, All Call, No Answer This is used to set the stations forwarding destination number (for Trunk Calls) in one of the following three conditions:</p> <ol style="list-style-type: none"> 1. Call Forward Both Ring 2. Call Forward ALL Calls 3. Call Forward No Answer 	<p>Maximum of 24 digits (0 ~ 9, *, #, @, P, R) @ = Wait for Answer Supervision - ISDN trunks only P = Pause - Analog Trunk Only R = Hook flash - Analog Trunk Only (default = Not Assigned)</p>
24-09-03	<p>Intercom Call Forwarding Destination for Both Ring, All Call, No Answer This is used to set the stations forwarding destination number (for Intercom Calls) in one of the following three conditions:</p> <ol style="list-style-type: none"> 1. Call Forward Both Ring 2. Call Forward ALL Calls 3. Call Forward No Answer 	<p>Maximum of 24 digits (0 ~ 9, *, #, @, P, R) @ = Wait for Answer Supervision - ISDN trunks only P = Pause - Analog Trunk Only R = Hook flash - Analog Trunk Only (default = Not Assigned)</p>
24-09-04	<p>CO Call Forwarding Busy Destination This is used to set the stations forwarding destination number (for Trunk Calls) if the called station is in a Busy state.</p>	<p>Maximum of 24 digits (0 ~ 9, *, #, @, P, R) @ = Wait for Answer Supervision - ISDN trunks only P = Pause - Analog Trunk Only R = Hook flash - Analog Trunk Only (default = Not Assigned)</p>
24-09-05	<p>Intercom Call Forwarding Busy Destination This is used to set the stations forwarding destination number (for Intercom Calls) if the called station is in a Busy state.</p>	<p>Maximum of 24 digits (0 ~ 9, *, #, @, P, R) @ = Wait for Answer Supervision - ISDN trunks only P = Pause - Analog Trunk Only R = Hook flash - Analog Trunk Only (default = Not Assigned)</p>
24-09-06	<p>Call Forward Destination for CTX for ALL Call, No Answer This is used to set the stations forwarding destination number if the call originates on a Centrex trunk (assigned in PRG 14-04). This is for the following conditions:</p> <ol style="list-style-type: none"> 1. Call Forward All Calls 2. Call Forward No Answer 	<p>Maximum of 24 digits (0 ~ 9, *, #, @, P, R) @ = Wait for Answer Supervision - ISDN trunks only P = Pause - Analog Trunk Only R = Hook flash - Analog Trunk Only (default = Not Assigned)</p>
24-09-07	<p>Call Forward Destination for CTX for ALL Call, No Answer This is used to set the stations forwarding destination number if the call originates on a Centrex trunk (assigned in PRG 14-04). This is for the following condition:</p> <ol style="list-style-type: none"> 1. Call Forward Busy 	<p>Maximum of 24 digits (0 ~ 9, *, #, @, P, R) @ = Wait for Answer Supervision - ISDN trunks only P = Pause - Analog Trunk Only R = Hook flash - Analog Trunk Only (default = Not Assigned)</p>
84-26-01	<p>VoIP Basic Setup – IP Address Assign the IP address for each DSP on the VOIPDB.</p>	172.16.0.20
84-26-02	VoIPDB Basic Setup - RTP Port Number	VoIP GW1 = 10020
84-26-03	VoIPDB Basic Setup - RTCP Port Number (RTP Port Number + 1)	VoIP GW1 = 10021

Operation

Refer to the ML440 User Guide for detailed operation information.

IP Single Line Terminal (SIP)

Description

SIP (Session Initiation Protocol) is used for Voice over Internet Protocol. It is defined by the IETF (Internet Engineering Task Force) RFC3261. Other RFC designations, such as RFC3842, refer to a later implementation of SIP and may be supported by the SL1100. Commonly called SIP Station, this feature is used for IP Stations using SIP.

SIP analyzes requests from clients and retrieves responses from servers, then sets call parameters at either end of the communication, handles call transfer, and terminates. Typically, such features, including but not limited to Voice over IP services, are available from an SIP service provider.

The VoIPDB application can support up to 32 TDM Talk paths. This total may be shared among SIP Stations or SIP Trunks. Registered SIP Stations and/or SIP Trunks require a one-to-one relation with the VoIPDB DSP Resource. This is a required component of SIP implementation in the SL1100.

The SL1100 CPU contains a regular TCP/RTP/IP stack that can handle real-time media, support industry standard SIP (RFC 3261) communication on the WAN side, and interface with the VoIPDB.

SIP IP Stations use the VoIPDB. The VoIPDB controls and interprets RTP messaging from the SIP IP Terminal to the SL1100 CPU.

The VoIPDB supports only those codecs that are considered to provide toll-quality equivalent speech path. The following voice compression methods are supported for the IP Station SIP feature:

- G.711 μ -Law - Highest Bandwidth
- G.722 - Wideband
- G.729 - Mid-Range Bandwidth

For the minimum bandwidth requirements for each voice call refer to [Table 1-44 Minimum Bandwidth Requirements on this page](#). This includes all the overhead of VoIP communication, including signaling).

Table 1-44 Minimum Bandwidth Requirements

Codec	Transmit Data Rate	Receive Data Rate	Time Between Packets	Packetization Delay	Default Jitter Buffer Delay	Theoretical Maximum MOS
G.711 μ -Law	90 Kbps	90 Kbps	20ms ^{*1}	1.5 ms	2 datagrams (40ms)	4.4
G.722	64 Kbps	64 Kbps	20ms ^{*1}	1.0 ms	2 datagrams (40ms)	4.5
G.729	34 Kbps	34 Kbps	20ms ^{*1}	15.0 ms	2 datagrams (40ms)	4.07

*1. When an IP Soft Phone is connected, set Time Between Packets to 100ms.

- The VoIPDB is an end-point on the IP network from the network administration perspective.
- The CPU uses SIP Protocol to provide telephony services between remote stations through the IP Network. This is an IETF/ITU standards-based protocol.
- Speech-connection audio quality depends greatly on the available bandwidth between the stations in the data network. Because Internet is an uncontrolled data network compared to an Intranet, using this application in Intranet WAN environment with known (or controlled and assured) Quality of Service (QoS) is highly recommended.
- The VoIPDB uses two addresses, one address is for signaling and the other address for voice traffic.
- An on-board RJ-45 connector provides a WAN/LAN connection. Voice and signaling data to/from the IP Stations are converted into IP Frames and transmitted through the Data Communication IP Network.

- The VoIPDB supports a maximum of 32 VoIPDB connections.
- Duplex mode (Auto or Full) and speed (10 or 100 mbps) are configured via SL1100 unit programming.

In voice communication, particularly Internet telephony, the **Mean Opinion Score (MOS)** provides a numerical measure of the quality of human speech at the circuit destination. The scheme uses subjective tests (opinionated scores) that are mathematically averaged to obtain a quantitative indicator of the system performance. The maximum MOS is 5.0.

- SL1100 supports a 100 rel option and Session Timer option.
- SL1100 supports Early Media.
- SL1100 SIP restricts an outgoing call under the following conditions:
 - SIP configuration failed
 - SIP registration failed
 - Lack of VoIPDB resource
 - Lack of a VoIPDB bandwidth
- Both port numbers can be configured by system data.
- ToS Support.

Conditions

- Documentation for Polycom devices are available at <http://www.polycom.com/voicedocumentation>.
- Quick User Guides for supported Polycom devices are available at <http://www.necntac.com> under **Technical Documentation/Telephony/Polycom Soundstation** (valid Username and Password required).
- SIP Stations which support RFC 3842 (Message Waiting) receive Message Waiting Lamp indications.
- SIP Station - VoIPDB does not support NAT traversal.
- SIP Station - VoIPDB does not support a Blind Transfer feature.
- Supports video codecs H.264, H.263, and H.261.
- Video is supported when P2P for standard SIP is turned on. (PRG 10-26-03 SIP Peer-to-Peer Mode ON)
- Auto start video when call is answered is not supported.
- SIP Station and SIP Trunk require a license key for activation. Once activated, the SIP Client license may be shared between SIP Station and SIP Trunks.
- SIP protocol (RFC3261) is used.
- SIP Station uses the VoIPDB as a media gateway.
- Default UDP listen port for a SIP station is 5070. Both port numbers can be configured by system data.
- SL1100 Station registration policy supports an authentication feature. Enabling this policy prevents the registered telephone from unexpected override.
- SL1100 supports HOLD and TRF feature on the basis of IETF draft.
 - draft-ietf-sipping-service-examples-09.txt
 - Section 2.5 (Transfer - Attended) of draft-ietf-sipping-service-examples-15.txt
 - draft-ietf-sip-session-timer-10.txt
- When all VoIPDB DSP resources are busy, the SIP Terminal cannot preempt active calls to make a 911 call.
- The SL1100 CPU is the registration server for the SIP stations. The configurable IP Address is located in PRG 10-12-09 (SL1100 Network Setup - IP Address).
- T.38 (Fax) is supported for 3rd Party SIP "IP Single Line Terminal (SIP)" station ports.
- PRG 15-03-03 must be set to 1 (Special) at the receiving terminal in order for T.38 to function.
- When using 3rd party SIP stations, the SIP server name can not contain a parenthesis.

Table 1-45 Feature Support Table for Standard SIP Device

Feature Name	Standard SIP	Comments	Note
Abbreviated Dialing/Speed Dial	No		

Feature Name	Standard SIP	Comments	Note
Account Code - Forced/Verified/Unverified	Yes	Depending on SIP device the account code may have to be part of the dial string.	
Account Code - Forced/Verified/Unverified	No		
Account Code Entry	Yes	Depending on SIP device the account code may have to be part of the dial string.	
Account Code Entry	No		
Alarm	No		
Alarm Reports	No		
Alphanumeric Display	Yes	Some SIP devices have Alphanumeric Displays and are backlit. However, the display is not updated with CPU messages.	
Analog Communications Interface (ACI)	No		
Ancillary Device Connection	No		
Answer Hold/Automatic Hold	No		
Attendant Call Queuing	No		
Automatic Release	Yes		
Automatic Route Selection (ARS/F-Route)	Yes		
Background Music	No		
Barge-In	No		
Call Arrival (CAR) Keys	No		
Call Duration Timer	No	Call Duration timer is a function of the client device and is not the system timer.	
Call Forwarding	Yes	Can be programmed in 24-09-xx, through feature code from administrator desk set and from the SIP device using dial access codes. In some cases Call Forwarding can be set on SIP device itself but this not system side forwarding.	
Call Forwarding with Follow Me	No		
Call Forwarding, Off-Premise	Yes	Can be programmed in 24-09-xx, through feature code from administrator desk set and in some cases from the SIP device using dial access codes.	
Call Forwarding, Off-Premise	No		
Call Forwarding/Do Not Disturb Override	No		
Call Monitoring	No		
Call Redirect	No		
Call Waiting/Camp-On	No		
Callback	Yes		
Caller ID Caller Return	Yes	Caller ID Call Return is a SIP device feature not a system feature.	
Caller ID	Yes	Caller ID is shown only on ISDN or Analog CO trunks that are directed at the SIP device. Caller ID will not display for calls transferred to the SIP device.	
Central Office Calls, Answering	Yes		
Central Office Calls, Placing	Yes		

Feature Name	Standard SIP	Comments	Note
Class of Service	Yes		
Clock/Calendar Display/Time and Date	No		
Code Restriction/Toll Restriction	Yes		
Code Restriction Override/Toll Restriction Override	No		
Code Restriction, Dial Block/Toll Restriction, Dial Block	Yes		
Conference	No		
Conference, Voice Call/Privacy Release	No		
Data Line Security	Yes	Barge-In is not supported.	
Delayed Ringing	No		
Department Calling	No		
Department Step Calling	No		
Dial Pad Confirmation Tone	No		
Dial Tone Detection	No		
Dialing Number Preview	Yes		
Direct Inward Dialing (DID)	Yes		
Direct Inward Line (DIL)	Yes		
Direct Inward System Access (DISA)	No		
Direct Station Selection (DSS) Console	No		
Directed Call Pickup	Yes		
Directory Dialing	No		
Distinctive Ringing, Tones and Flash Patterns	No		
Do Not Disturb (DND)	Yes	Do Not Disturb (DND) can be set from the SIP device using dial access codes. In some cases Do Not Disturb can be set via the SIP device but is not system side DND.	
Door Box	Yes	Door Box will not ring a SIP device. A SIP device can call a door box but cannot activate the relay.	
Drop Key	No		
E911 Compatibility	No		
Flash	No		
Flexible System Numbering	Yes		
Flexible Timeouts	Yes		
Forced Trunk Disconnect	No		
Group Call Pickup	Yes		
Group Listen	No		
Handset Mute/Handset Cutoff	Yes	Handset mute is a function of the SIP device.	
Handsfree and Monitor	Yes	Hands-free is a feature of the SIP device.	
Handsfree Answerback/Forced Intercom Ringing	No		
Handset Operation	Yes		

Feature Name	Standard SIP	Comments	Note
Hold	Yes		
Hotel/Motel	No		
Hotline	Yes	A SIP device can be a hotline destination, but cannot originate a hotline call.	
Howler Tone Service	No		
Intercom	Yes		
InMail	Yes		
IP Multiline Station (SIP)	No		
IP Trunk - (SIP) Session Initiation Protocol	Yes		
IP Trunk - H.323	No		
ISDN Compatibility	Yes		
Last Number Redial	No		
Line Preference	No		
Long Conversation Cutoff	Yes		
Meet Me Conference	No		
Meet Me Paging	Yes		
Meet Me Paging Transfer	Yes	A SIP device can receive a Meet Me Paging Transfer but it cannot originate a Meet Me Paging transfer call.	
Memo Dial	No		
Message Waiting	No		
Microphone Cutoff	Yes	Microphone Cutoff is a function of the SIP device.	
Multiple Trunk Types	Yes		
Music on Hold	Yes		
Name Storing	No		
Night Service	No		
Off-Hook Signaling	No		
One-Touch Calling	No		
Operator	Yes		
Paging, External	Yes	A SIP device can only initiate an Internal, External or All Call Page. It cannot receive either Internal or All Call pages or display page information.	
Paging, Internal	Yes	A SIP device can only initiate an Internal, External or All Call Page. It cannot receive either Internal or All Call pages or display page information.	
Park	No		
PBX Compatibility/Behind PBX	Yes		
PC Programming	Yes		
Power Failure Transfer	No		
Prime Line Selection	Yes	Prime Line Selection can be assigned for Standard SIP devices, however when this is done the telephones cannot access ICM dial tone.	
Private Line	Yes		

Feature Name	Standard SIP	Comments	Note
Programmable Function Keys	No		
Programming from a Multiline Terminal	No		
Pulse to Tone Conversion	No		
Redial Function	No	Call Redial Function is a function of the client device and not the system.	
Repeat Redial	No		
Reverse Voice Over	No		
Ring Groups	Yes		
Ringdown Extension (Hotline), Internal/External	Yes	A SIP device can be a ring down destination but cannot originate a ring down call.	
Room Monitor	No		
Save Number Dialed	No		
Secondary Incoming Extension	No		
Secretary Call (Buzzer)	No		
Secretary Call Pickup	No		
Selectable Display Messaging	No		
Selectable Ring Tones	Yes	Selectable Ring Tones is a function of the client device.	
Serial Call	No		
Single Line Terminals	No		
Softkeys	No		
Station Hunt	No		
Station Message Detail Recording	Yes		
Station Name Assignment - User Programmable	No		
Station Relocation	No		
T1 Trunking (with ANI/DNIS Compatibility)	Yes		
Tandem Ringing	No		
Tandem Trunking (Unsupervised Conference)	No		
Tone Override	No		
Traffic Reports	No		
Transfer	Yes	Transferred calls cannot be pulled back once transfer is initiated.	
Trunk Group Routing	Yes		
Trunk Groups	Yes		
Trunk Queuing/Camp-On			
Uniform Call Distribution (UCD)	No		
User Programming Ability			
Virtual Extensions	No	Limited user customization available.	
Voice Mail Integration (Analog)	Yes		
Voice Over	Yes	By nature, this is a SIP device.	
Voice Over	No		

Feature Name	Standard SIP	Comments	Note
Voice Response System (VRS) - Call Forwarding – Park and Page	Yes		
Volume Controls	Yes	Volume control is a function of the client device.	
Wireless Dect (SIP)	No		

Default Settings

None

System Availability

Terminals

SIP Terminals Compliant with RFC 3261, RFC 3262, RFC 3264 (Session Description Protocol), RFC 1889 (Real Time Protocol).

Required Component(s)

CPU

VoIPDB

Related Features

None

Guide to Feature Programming

VoIP Settings:

Program Number	Program Name	Default
10-12-03	CPU Network Setup - Default Gateway	0.0.0.0
10-12-09	CPU Network Setup - IP Address	172.16.0.10
10-12-10	CPU Network Setup - Subnet Mask	255.255.0.0
10-19-01	VoIP DSP Resource Selection	Resource 1 = 1 Resource 2 ~ 16 = 0
10-26-01	IP System Operation Setup - Peer to Peer Mode	1
10-26-03	IP System Operation Setup - SIP Peer to Peer Mode	1
15-03-03	Single Line Telephone Basic Data Setup - Terminal Type	0

VoIP ToS Setup:

The SL1100 supports Quality of Service (QoS) Marking for the Session Initiation Protocol (SIP).

Program Number	Program Name	Default
84-10-01	ToS Setup - ToS Mode	0

IP Extension Numbering:

Program Number	Program Name	Default
11-02-01	Extension Numbering	Station Port No. 1 ~ 128 = Extension Number : 301 ~ 428

SIP Extension Codec Information:

Program Number	Program Name	Default
84-19-01	SIP Extension CODEC Information Basic Setup - Number of G.711 Audio Frames	2 (20 ms)
84-19-02	SIP Extension CODEC Information Basic Setup - G.711 Voice Activity Detection Mode	0
84-19-03	SIP Extension CODEC Information Basic Setup - G.711 Type	1
84-19-04	SIP Extension CODEC Information Basic Setup - G.711 Jitter Buffer (min)	20 (ms)
84-19-05	SIP Extension CODEC Information Basic Setup - G.711 Jitter Buffer (average)	40 (ms)
84-19-06	SIP Extension CODEC Information Basic Setup - G.711 Jitter Buffer (max)	80 (ms)
84-19-07	SIP Extension CODEC Information Basic Setup - Number of G.729 Audio Frames	2 (20 ms)
84-19-08	SIP Extension CODEC Information Basic Setup - G.729 Voice Activity Detection Mode	0
84-19-09	SIP Extension CODEC Information Basic Setup - G.729 Jitter Buffer (min)	20 (ms)
84-19-10	SIP Extension CODEC Information Basic Setup - G729 Jitter Buffer (average)	40 (ms)
84-19-11	SIP Extension CODEC Information Basic Setup - G729 Jitter Buffer (max)	80 (ms)
84-19-17	SIP Extension CODEC Information Basic Setup - Jitter Buffer Mode	3
84-19-18	SIP Extension CODEC Information Basic Setup - VAD Threshold	20 (dB)
84-19-28	SIP Extension CODEC Information Basic Setup - Audio Capability Priority	0
84-19-31	SIP Extension CODEC Information Basic Setup - DTMF Payload Number	96
84-19-32	SIP Extension IP CODEC Information Basic Setup - DTMF Relay Mode	0
84-19-33	SIP Extension IP CODEC Information Basic Setup - Number of G.722 Audio Frames	3 (30 ms)
84-19-35	SIP Extension IP CODEC Information Basic Setup - G.722 Jitter Buffer (min)	30 (ms)
84-19-36	SIP Extension IP CODEC Information Basic Setup - G.722 Jitter Buffer (Average)	60 (ms)
84-19-37	SIP Extension IP CODEC Information Basic Setup - G.722 Jitter Buffer (Max)	120 (ms)
84-19-38	SIP Extension IP CODEC Information Basic Setup - Number of G.726 Audio Frames	3 (30 ms)
84-19-39	SIP Extension IP CODEC Information Basic Setup - G.726 Voice Activity Detection Mode	0

Program Number	Program Name	Default
84-19-40	SIP Extension IP CODEC Information Basic Setup - G.726 Jitter Buffer (min)	30 (ms)
84-19-41	SIP Extension IP CODEC Information Basic Setup - G.726 Jitter Buffer (Average)	60 (ms)
84-19-42	SIP Extension IP CODEC Information Basic Setup - G.726 Jitter Buffer (Max)	120 (ms)
84-19-49	RTP Filter	1
84-19-50	Fax Relay mode	0
84-19-51	T.38 Protocol mode	1
84-19-52	Fax Max Rate	5
84-19-56	Low Speed Data Redundancy	0
84-19-57	High Speed Data Redundancy	0
84-19-58	TCF Handling	1
84-19-61	T.38 RTP Format Payload Number	100

SIP Extension Basic Information Setup:

Program Number	Program Name	Default
84-20-01	SIP Extension Basic Information Setup - Registrar/Proxy Port	5070
84-20-02	SIP Extension Basic Information Setup - Session Timer Value	180 (seconds)
84-20-03	SIP Extension Basic Information Setup - Minimum Session Timer Value	180 (seconds)
84-20-04	SIP Extension Basic Information Setup - Called Party Info	0
84-20-05	SIP Extension Basic Information Setup - Expire Value of Invite	180 (seconds)
84-26-01	IPL Basic Setup - IP Address	172.16.0.20
84-26-02	IPL Basic Setup - RTP Port Number	VoIP GW1 = 10020
84-26-03	IPL Basic Setup - RTCP Port Number (RTP Port Number + 1)	VoIP GW1 = 10021

IP Terminal Configuration:

Program Number	Program Name	Default
15-01-01	Basic Extension Data Setup - Extension Name	STA 301 ~ 400 = No setting
15-05-02	IP Telephone Terminal Basic Data Setup - IP Phone Fixed Port Assignment	00-00-00-00-00-00
15-05-07	IP Telephone Terminal Basic Data Setup - Using IP Address	0.0.0.0
15-05-15	IP Telephone Terminal Basic Data Setup - CODEC Type	1 (Type 1)
15-05-16	Authentication Password	None
15-05-18	IP Telephone Terminal Basic Data Setup - IP Duplication Allowed Group	0
15-05-40	Calling name display info via trunk for standard SIP	0

Program Number	Program Name	Default
15-05-43	Video Mode	0

SIP Terminal Example

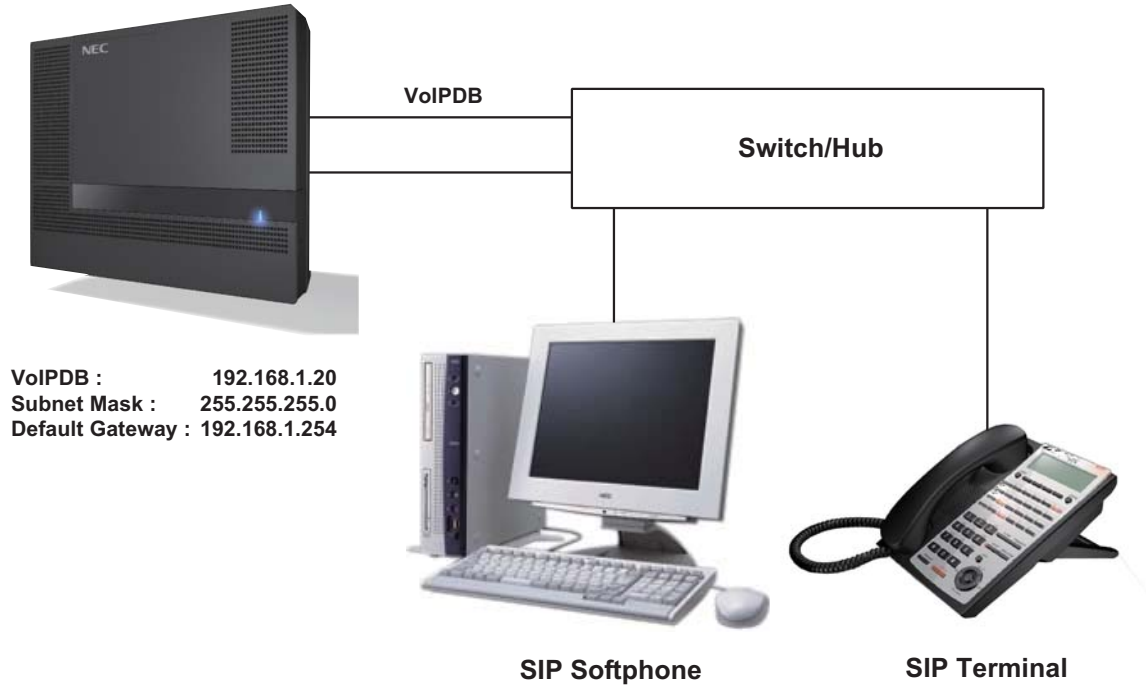



Figure 1-29 Example - SIP Terminal

The following menu items require programming in your SIP IP Terminal (consult SIP Terminal vendor specific documentation):

Program/Item No.	Description/Selection	Default Assigned Data	Comments
1	IP Address	0.0.0.0	Enter a Static IP Address for the SIP Terminal.
2	Subnet Mask	0.0.0.0	Enter the Subnet Mask Address.
3	Default Gateway	0.0.0.0	Enter the Default Gateway address.
4	VoIPDB Address	0.0.0.0	Enter the VoIPDB IP Address.  This information can be located in PRG 10-12-09 SL1100 Network Setup IP Address.
5	Extension Number	0	Assign the SIP Terminal extension. This information must match PRG 11-02-01 Extension Numbering.

Operation

None

IP Trunk - (SIP) Session Initiation Protocol

Description

The SL1100 IP Trunk SIP package sends the real time voice over the corporate LAN or WAN. The voice from the telephone is digitized and then put into frames to be sent over a network using Internet protocol.

Using VoIPDB equipment at a gateway (a network point that acts as an entrance to another network), the packetized voice transmissions from users in the company are received and routed to other parts of the company Intranet (local area or wide area network) or they can be sent over the Internet using CO lines to another gateway.

Depending on the requirements and resource allocation in the LAN/WAN/Internet, the VoIPDB - SIP can be configured to use any of the following voice compressions:

- G.711 μ -Law - Highest Bandwidth
- G.729 (a) - Most often used
- The LAN/WAN or Internet connection is provided by a 10 Base-T/100 Base-TX Ethernet.

For a list of vendors that have successfully completed interoperability certification go to <http://www.necntac.com> and refer to Technical Documentation.

Conditions

- A maximum of 32 IP Trunks are supported in the SL1100.
- SIP trunks are assigned in increments of four.
- Calling Party Name is not provided for outgoing calls on SIP trunks.

Default Settings

None

System Availability

Terminals

All Multiline Terminals

Required Component(s)

None

Related Features

None

Guide to Feature Programming

Program Number	Program Name	Default
10-12-03	CPU Network Setup - Default Gateway	0.0.0.0
10-12-05	CPU Network Setup - NIC Interface	0
10-12-06	Network Address Port Translation - (NAPT) Router Setup	0

Program Number	Program Name	Default
10-12-07	Network Address Port Translation - NAPT Router IP Address (Default Gateway [WAN])	0.0.0.0
10-12-08	Network Address Port Translation - ICMP Redirect	0
10-12-09	CPU Network Setup - IP Address	172.16.0.10
10-12-10	CPU Network Setup - Subnet Mask	255.255.0.0
10-12-11	CPU Network Setup - NIC Setup	0
10-19-01	VoIP DSP Resource Selection	Resource 1 = 1 Resource 2 ~ 16 = 0
10-23-01	SIP System Interconnection Setup - System Interconnection	0
10-23-02	SIP System Interconnection Setup - IP Address	0.0.0.0
10-23-04	SIP System Interconnection Setup - Dial Number	Not Set
10-28-01	SIP System Information Setup - Domain Name	None
10-28-02	SIP System Information Setup - Host Name	None
10-28-03	SIP System Information Setup - Transport Protocol	0
10-28-04	SIP System Information Setup - UserID	None
10-28-05	SIP System Information Setup - Domain Assignment	0
10-28-06	SIP System Information Setup - IP Trunk Port Binding	0
10-29-01	SIP Server Information Setup - Default Proxy (Outbound)	0
10-29-02	SIP Server Information Setup - Default Proxy (Inbound)	0
10-29-03	SIP Server Information Setup - Default Proxy IP Address	0.0.0.0
10-29-04	SIP Server Information Setup - Default Proxy Port Number	5060
10-29-05	SIP Server Information Setup - Registrar Mode	0
10-29-06	SIP Server Information Setup - Registrar IP Address	0.0.0.0
10-29-07	SIP Server Information Setup - Registrar Port Number	5060
10-29-08	SIP Server Information Setup - DNS Server Mode	0
10-29-09	SIP Server Information Setup - DNS Server IP Address	0.0.0.0
10-29-10	SIP Server Information Setup - DNS Port Number	53
10-29-11	SIP Server Information Setup - Registrar Domain Name	None
10-29-12	SIP Server Information Setup - Domain Name	None
10-29-13	SIP Server Information Setup - Proxy Host Name	None
10-29-14	SIP Server Information Setup - SIP Carrier Choice	0
10-29-15	SIP Server Information Setup - Registration Expiry (Expire) Time	3600
10-30-02	SIP Authentication Information - User Name	None
10-30-03	SIP Authentication Information - Password	None
10-30-04	SIP Authentication Information - Authentication Trial	1
10-36-01	SIP Trunk Registration Information Setup - Registration	0
10-36-02	SIP Trunk Registration Information Setup - User ID	None
10-36-03	SIP Trunk Registration Information Setup - Authentication User ID	None

Program Number	Program Name	Default
10-36-04	SIP Trunk Registration Information Setup - Authentication Password	None
10-37-01	UPnP Setup - UPnP Mode	0
10-37-02	UPnP Setup - Retry Time	60
10-40-01	IP Trunk Availability - IP Trunk Availability	0
10-40-02	IP Trunk Availability - Number of Ports	0
11-01-01	System Numbering - Service Code	Refer to Programming Manual.
14-01-24	Basic Trunk Data Setup - Trunk-to-Trunk Outgoing Caller ID through Mode	0
14-02-01	Analog Trunk Data Setup - Signaling Type (DP/DTMF)	2
14-05-01	Trunk Group - Trunk Group Number	Trunk Port 1~84 = Priority 1~84
15-03-03	Single Line Telephone Basic Data Setup - Terminal Type	0
21-17-01	IP Trunk (SIP) Calling Party Number Setup for Trunk	No setting
21-19-01	IP Trunk (SIP) Calling Party Number Setup for Extension	No setting
22-02-01	Incoming Call Trunk Setup	0
44-02-01	Dial Analysis Table for ARS/F-Route Access - Dial	not assigned
44-02-02	Dial Analysis Table for ARS/F-Route Access - Service Type	0
44-02-03	Dial Analysis Table for ARS/F-Route Access - Additional Data	0
44-05-01	ARS/F-Route Table - Trunk Group Number	0
44-05-09	ARS/F-Route Table - Maximum Digit	0
84-10-01	ToS Setup - ToS Mode	0
84-10-02	ToS Setup - Priority, IP Precedence	0
84-10-03	ToS Setup - Low Delay	0
84-10-04	ToS Setup - Wideband (Throughout)	0
84-10-05	ToS Setup - High Reliability	0
84-10-07	ToS Setup - Priority (D.S.C.P. - Differentiated Services Code Point)	0
84-13-01	SIP Trunk CODEC Information Basic Setup - Number of G.711 Audio Frame	2
84-13-02	SIP Trunk CODEC Information Basic Setup - G.711 Silence Detection (VAD) Mode	0
84-13-03	SIP Trunk CODEC Information Basic Setup - G.711 Type	1
84-13-04	SIP Trunk CODEC Information Basic Setup - G.711 Jitter Buffer - Minimum	20
84-13-05	SIP Trunk CODEC Information Basic Setup - G.711 Jitter Buffer - Standard	40
84-13-06	SIP Trunk CODEC Information Basic Setup - G.711 Jitter Buffer - Maximum	80
84-13-07	SIP Trunk CODEC Information Basic Setup - G.729 Audio Frame	2
84-13-08	SIP Trunk CODEC Information Basic Setup - G.729 Silence Compression (VAD) Mode	0
84-13-09	SIP Trunk CODEC Information Basic Setup - G.729 Jitter Buffer - Minimum	20

Program Number	Program Name	Default
84-13-10	SIP Trunk CODEC Information Basic Setup - G.729 Jitter Buffer - Standard	40
84-13-11	SIP Trunk CODEC Information Basic Setup - G.729 Jitter Buffer - Maximum	80
84-13-17	SIP Trunk CODEC Information Basic Setup - Jitter Buffer Mode	3
84-13-18	SIP Trunk CODEC Information Basic Setup - Silence Compression (VAD) Threshold	20
84-13-28	SIP Trunk CODEC Information Basic Setup - Priority Codec Setting	0
84-13-31	SIP Trunk CODEC Information Basic Setup - DTMF Payload Number	110
84-13-32	SIP Trunk CODEC Information Basic Setup - DTMF Relay Mode	0
84-13-33	SIP Trunk CODEC Information Basic Setup - G.722 Audio Frame	3
84-13-35	SIP Trunk CODEC Information Basic Setup - G.722 Jitter Buffer - Minimum	30
84-13-36	SIP Trunk CODEC Information Basic Setup - G.722 Jitter Buffer - Standard	60
84-13-37	SIP Trunk CODEC Information Basic Setup - G.722 Jitter Buffer - Maximum	120
84-13-38	SIP Trunk CODEC Information Basic Setup - G.726 Audio Frame	3
84-13-39	SIP Trunk CODEC Information Basic Setup - G.726 Silence Compression Mode	0
84-13-40	SIP Trunk CODEC Information Basic Setup - G.726 Jitter Buffer - Minimum	30
84-13-41	SIP Trunk CODEC Information Basic Setup - G.726 Jitter Buffer - Standard	60
84-13-42	SIP Trunk CODEC Information Basic Setup - G.726 Jitter Buffer - Maximum	120
84-13-49	SIP Trunk CODEC Information Basic Setup - RTP Filter	0
84-13-50	SIP Trunk CODEC Information Basic Setup - Fax Relay mode	0
84-13-51	SIP Trunk CODEC Information Basic Setup - T.38 Protocol mode	1
84-13-52	SIP Trunk CODEC Information Basic Setup - Fax Max Rate	5
84-13-56	SIP Trunk CODEC Information Basic Setup - Low Speed Data Redundancy	0
84-13-57	SIP Trunk CODEC Information Basic Setup - High Speed Data Redundancy	0
84-13-58	SIP Trunk CODEC Information Basic Setup - TCF Handling	1
84-13-61	SIP Trunk CODEC Information Basic Setup - T.38 RTP Format Payload Number	100
84-14-06	SIP Trunk Basic Information Setup - SIP Trunk Port Number	5060
84-14-07	SIP Trunk Basic Information Setup - Session Timer Value	0
84-14-08	SIP Trunk Basic Information Setup - Minimum Session Timer Value	1800

Program Number	Program Name	Default
84-14-09	SIP Trunk Basic Information Setup - Called Party Information	0
84-14-10	SIP Trunk Basic Information Setup - URL Type	0
84-26-01	VoIPDB Basic Setup - IP Address	172.16.0.20
84-26-02	VoIPDB Basic Setup - RTP Port Number	VoIP GW1 = 10020
84-26-03	VoIPDB Basic Setup - RTCP Port Number (RTP Port Number + 1)	VoIP GW1 = 10021
90-10-01	System Alarm Setup - Alarm Type	0

Operation

None

ISDN Compatibility

Description

ISDN-PRI

ISDN-PRI (Integrated Service Digital Network - Primary Rate Interface) is a Public Switched Telephone Network (PSTN) service that provides 23 B channels and a single D channel (23B+1D) for trunking. Caller ID indication displays the calling party telephone number on the LCD of the Multiline Terminal for CO incoming calls. This interface provides voice communication path only.

ISDN - PRI Features

- **DID Line Service**
When configured for DID Line Service, the trunks emulate Loop Start or Ground Start trunks for outgoing calls and DID trunks for incoming calls.
- **Calling Line Identification Presentation (CLIP)**
PRG 10-03-05: ETU Configuration - CLIP Information Announcement, will allow the Calling Party Number IE in the Setup Message for a call when placed out an ISDN Trunk.
- **Calling Party Number (CPN) Presentation from Station**
Calling Party Number (CPN) Presentation from Station allows each unique station or virtual extension 10-digit number (representing the DID number of the originating station) to be sent out over the ISDN Network, if it is programmed. If there is no Extension Calling Number assigned, the system will send the calling number for the ISDN trunk. If both the extension and trunk information is programmed, the extension information is sent as it takes priority.
- **Calling Party Name:**
If programmed, Calling Party Name allows the station name to be sent out over the ISDN network. A system wide name can be programmed to be sent over the network or the name can be defined on a per station basis. If both are programmed, the system wide name takes priority over the station name.
- **SMDR Includes Dialed Number**
The SMDR report can optionally print the trunk name (entered in system programming) or the number the incoming caller dialed (i.e., the dialed ISDN digits). This gives you the option of analyzing the SMDR report based on the number your callers dial. (This option also applies to a DID trunk as well.)
- **Display Shows Why Caller ID is Not Available**
With Caller ID enabled, the system provides information for ISDN calls that do not contain the Caller ID information. If the Caller ID information is restricted, the telephone display shows PRIVATE. If the system is not able to provide Caller ID information because the Telco information is not available, then the display shows OUT OF AREA.

Conditions

- **Primary Rate Interface (PRI):**
The system is compatible with ISDN Primary Rate Interface (PRI) services. PRI services currently supported include:
 - Basic PRI Call Control (BCC)
 - Display of incoming caller's name and number when allowed by Telco
 - Routing in the system based on the number the caller dialed
 - ISDN maintenance functions (such as In Service/Out of Service Messaging)
 - Speech and 3.1 KHz audioPRI capability requires the installation of 1PRIU-C1. Each PRI circuit provides 24 PRI channels (23B + D) 4 with 64K Clear Channel response. The T1/PRI Interface uses a single slot. When installed, the T1/PRI Interface uses the first block of 24 consecutive trunks.
- When using fractional PRI, the unit comes up as zero ports until PRG 10-03-06 is set to the 4/8/12/16/20/24(auto), and then reset.
- If fractional PRI has the number of ports changed, the Trunk Port number might change if they become split or fit into an empty gap of trunk ports.
- If using a CSU/DSU, PRG 10-03-13 must be set to 0. If not using a CSU/DSU, PRG 10-03-13 must be set to 1~7 or anything other than 0.

- Restrictions for Calling Party Name:
The SL1100 supports receiving the name from the Network in supported formats only and cannot send the Calling Name. Refer to [Table 1-46 Restrictions for Calling Party Names on this page](#).

Table 1-46 Restrictions for Calling Party Names

Protocols	Name Delivery Formats
NI-2	Facility Information Elements
4ESS (AT&T Custom)	Not Supported
AT&T5ESS Lucent Custom	Facility Information Element
DMS-100 (Custom) *	Display Information Element *
DMS-100 (National; ISDN) **	Facility Information Element **

* Nortel Specification NIX-A211-1

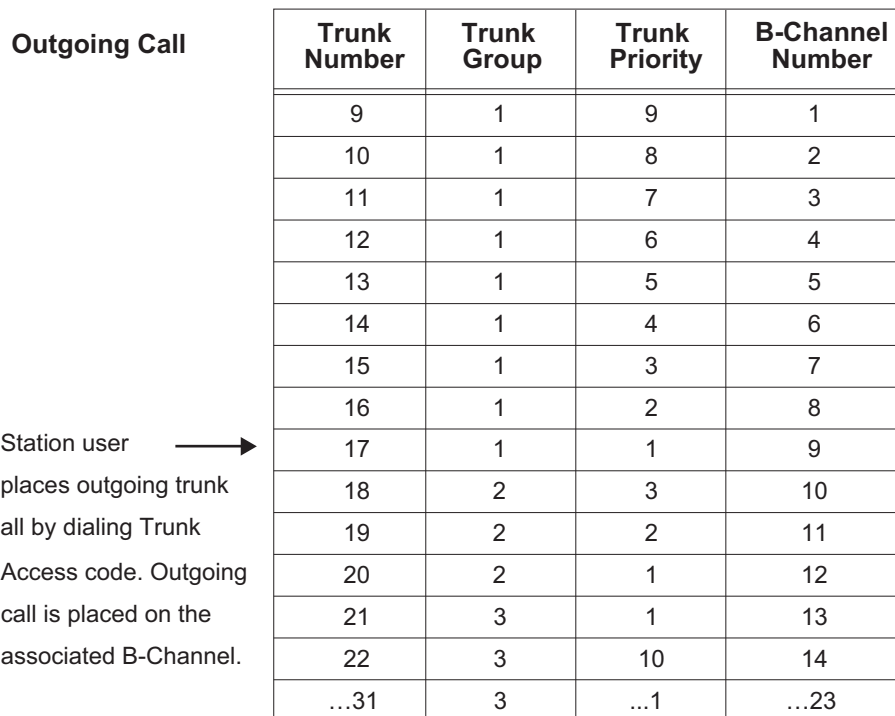
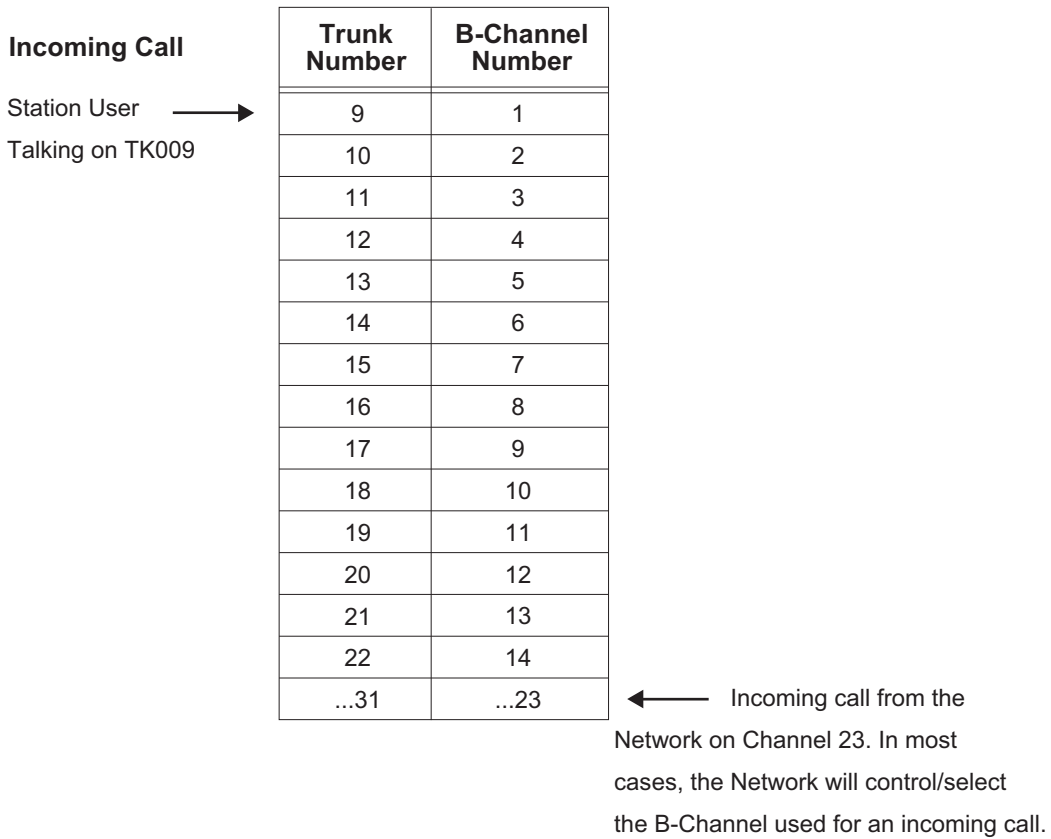
** Nortel Specification NIS-A233-1


- CO Line Service is not supported.
ISDN - PRI cannot be configured for CO Emulation

- B-Channel to Trunk Association

When an Incoming ISDN-PRI call is received, the system assigns the lowest trunk number of the ISDN circuit to the incoming call associated with the B-Channel. When an Outgoing call is placed using the ISDN-PRI, the system assigns the Trunk and B-Channel association according to the chart below. This is based on the Trunk-to-Trunk Group and Trunk Group Priority assignment in (PRG 14-05-01).

Refer to the charts below for examples(23B):



 In addition to T1/PRI interface ETUs, PRI also requires a CSU/DSU Unit and interconnecting cables to interface with the Telco.

- Calling Party Number (CPN) presentation from station is available for virtual extensions.
- The trunk setting (PRG 20-19-09) for sending the caller name on outgoing ISDN calls takes priority over the same setting for the station (PRG 15-01-01).
- When programmed, Calling Party Name will be sent on calls that originate from a station (MLT, SLT, or IP Multiline) or an incoming trunk (Analog or ISDN).
- Calling Party Name supports up to 12 ASCII characters.

- When a call originates from a virtual extension, the Calling Party Name for the virtual extension is sent. It does not follow the setting in PRG 15-18-02.
- Calling Party Name is dependant upon the carrier. The network carrier must allow the SL1100 to edit the Calling Party Name information.
- SL1100 does not support ISDN sub-addressing.

Default Settings

None

System Availability

Terminals

Not Applicable

Required Component(s)

To provide ISDN-PRI trunk connection:

- 1PRIU-C1

Related Features

Central Office Calls, Answering

Central Office Calls, Placing

Direct Inward Dialing (DID)

Direct Inward Line (DIL)

Forced Trunk Disconnect

Station Message Detail Recording

Transfer

Guide to Feature Programming

The programs listed below indicate the most commonly used programs required for this feature. The programs are listed in the order that the installer should follow. Refer to the PCPro wizards for further detailed programming.

- When a * is listed next to the Program Number it indicates a program that **MUST** be set (from a default state) for this feature to be enabled.

DID Line Service



Program Number	Program Name/Description	Assigned Data
10-03-20	ISDN Protocol Selection Assign the protocol that is to be used for the ISDN service. The setting in the SL1100 MUST match the setting that the Telco has configured.	0 = Standard 3 = DMS (A211) 4 = 5ESS 5 = DMS (A233) 6 = 4ESS 7 = NI2 <i>(default = 7)</i>

Program Number	Program Name/Description	Assigned Data
22-02-01 *	Incoming Call trunk Setup Assign all PRI trunks as an incoming type of DID (setting data 3). This program is per trunk and per day/night mode, which there are 8 day/night modes. It is recommended that all 8 day/night modes be set as DID.	0 = Normal 1 = VRS 2 = DISA 3 = DID 4 = DIL 5 = E&M Tie Line 6 = Delay VRS 7 = ANI/DNIS 8 = DID (DDI) Mode Switching (default = 0)
14-05-01	Trunk Group Setup Assign all PRI trunks, including the D-Channel, to a valid trunk group. Do not assign any used PRI trunks in trunk group 0.	0 ~ 25 (default = 1)
22-09-01	Expected number of Digits Enter the number of digits, per the trunk group assigned in PRG 14-05, that the Telco will be sending to the SL1100 as DID's. The SL1100 will analyze the digits received from the Telco starting from the last digits working towards the first digits. Example: If the SL1100 was set to receive 4 digits and the Telco sent 10 digits (214-555-1000) the SL1100 would route off of the last 4 digits received (1000).	1 ~ 8 (default = 4)
22-13-01	DID Trunk Group to Translation Table Assignment Per day/night mode a translation area must be assigned to the trunk group. This will allow for DID's to route to different places in day/night modes.	0 = No Routing 1 ~ 20 = Table Area (assigned in PRG 22-10) (default = 1)
22-10-01	DID Translation Table Setup Assign the DID translation tables (in PRG 22-11) that are going to be used to route the DID digits.	0 = No Routing 1 ~ 800 = Tables 1 ~ 800 (assigned in PRG 22-11) (Refer to the programming manual for the default values of all tables.)
22-11-01 *	Received Number Enter the digits received from the Telco that are going to be translated. The amount of digits entered should be equal to the setting assigned in PRG 22-09-01.	Maximum of 8 digits (0 ~ 9, *, #) (default = Not Assigned)
22-11-02 *	Target Number Enter the destination number to which the DID is to be sent.	Maximum of 8 digits (0 ~ 9, *, #, @) (default = Not Assigned)
20-09-02 *	Caller ID Display Per class of service this allows or denies the stations from receiving the caller ID name/number that the Telco is sending in.	0 = OFF (Caller ID NOT displayed.) 1 = ON (Caller ID IS displayed.) (default = 0)

Fractional PRI

Program Number	Program Name/Description	Assigned Data
10-39-01 *	Fractional Setup This program is used to enable/disable the SL1100's ability to use a fractional PRI or T1.	0 = Disable (when disabled the system will assign the PRI as a full PRI and use 24 trunks.) 1 = Enable (when enabled the system will not assign any trunks to the PRI, the trunks must be manually configured.) (default = 0)
10-03-21 *	Number of Ports This program assigns the number of ports to the PRI card when PRG 10-39-01 is set to a 1 (fractional enabled). After this program is changed the PRI card must be reset before the system will assign trunks to the PRI.	0 = Automatic 1 = 4 Ports 2 = 8 Ports 3 = 12 Ports 4 = 16 Ports 5 = 20 Ports (default = 0)

Calling Party Number Presentation (CPN)

Program Number	Program Name/Description	Assigned Data
20-08-13 *	ISDN CLIP This program enables/disables the ability to send calling party number information per class of service.	0 = Off (when set to Off the system will not send any outbound calling party information.) 1 = On (when set to ON the system will send calling party information for the station or trunk.) (default = 0)
21-12-01 *	ISDN CPN setup for Trunks This program is used to assign a calling party number per trunk. If CPN information is programmed on both the trunk and station when a call is made the CPN from the station will be sent to the Telco.	Maximum of 16 digits (0 ~ 9, *, #)  Most Telco's will only accept 10 digits. (default = Not Assigned)
21-13-01 *	ISDN CPN setup for Stations This program is used to assign a calling party number per station. If CPN information is programmed on both the trunk and station when a call is made the CPN from the station will be sent to the Telco.	Maximum of 16 digits (0 ~ 9, *, #)  Most Telco's will only accept 10 digits. (default = Not Assigned)
10-03-05	ISDN Clip Information This program allows/denies the sending of calling party number information per PRI.	0 = NO (CPN is NOT sent.) 1 = YES (CPN is sent.) (default = 1)
15-01-04	ISDN Caller ID This program allows/denies the sending of calling party number information per station.	0 = Disabled (CPN is NOT sent.) 1 = Enabled (CPN is sent.) (default = 1)
15-07-01	Programmable Function Keys This program is used on a per station basis to assign different function keys to the Multiline Terminals. Function key (63) is used to temporarily block the station from sending CPN information. When the key is pressed it will light up red and while the key is lit any calls from that station will not send CPN information to the Telco.	63 = Outgoing Call Without Caller ID (Refer to the programming manual for the default values and for all other available options in this command.)

Calling Party Name Presentation

Program Number	Program Name/Description	Assigned Data
20-08-13 *	ISDN CLIP This program enables/disables the ability to send calling party name/number information per class of service.	0 = Off (when set to Off the system will not send any outbound calling party information.) 1 = On (when set to ON the system will send calling party information for the station or trunk.) (default = 0)
14-01-36 *	Calling Party Name Notification - Per trunk This program enables/disabled the ability to send calling party name information on a per trunk basis.	0 = Off (when set to Off the system will not send any outbound calling party information.) 1 = On (when set to ON the system will send calling party information.) (default = 0)
15-01-10 *	Calling Party Name Notification - Per station This program enables/disables the ability to send calling party name information on a per station basis.	0 = Off (when set to Off the system will not send any outbound calling party information.) 1 = On (when set to ON the system will send calling party information.) (default = 0)
15-01-01 *	Extension Name This program allows on a per station basis for a name to be programmed. This is the name that will be sent out to the Telco unless PRG 20-19-09 (system calling party name) is set. If a name is programmed in PRG 20-19-09 it will take precedence over any setting in PRG 15-01-01.	Maximum of 12 digits (0 ~ 9, *, #) (default = Not Assigned)

Program Number	Program Name/Description	Assigned Data
20-19-09	System Calling Party Name When a name is programmed in this program this will be the name sent out for all callers that have PRG 15-01-10 enabled.	Maximum of 12 digits (0 ~ 9, *, #) (default = Not Assigned)
10-03-05	ISDN Clip Information This program allows/denies the sending of calling party name/number information per PRI.	0 = NO (CPN is NOT sent.) 1 = YES (CPN is sent.) (default = 1)
15-01-04	ISDN Caller ID This program allows/denies the sending of calling party name / number information per station.	0 = Disabled (CPN is NOT sent.) 1 = Enabled (CPN is sent.) (default = 1)
15-07-01	Programmable Function Keys This program is used on a per station basis to assign different function keys to the Multiline Terminals. Function key (63) is used to temporarily block the station from sending CPN information. When the key is pressed it will light up red and while the key is lit any calls from that station will not send CPN information to the Telco.	63 = Outgoing Call Without Caller ID (Refer to the programming manual for the default values and for all other available options in this command.)

DDI Mode Switching

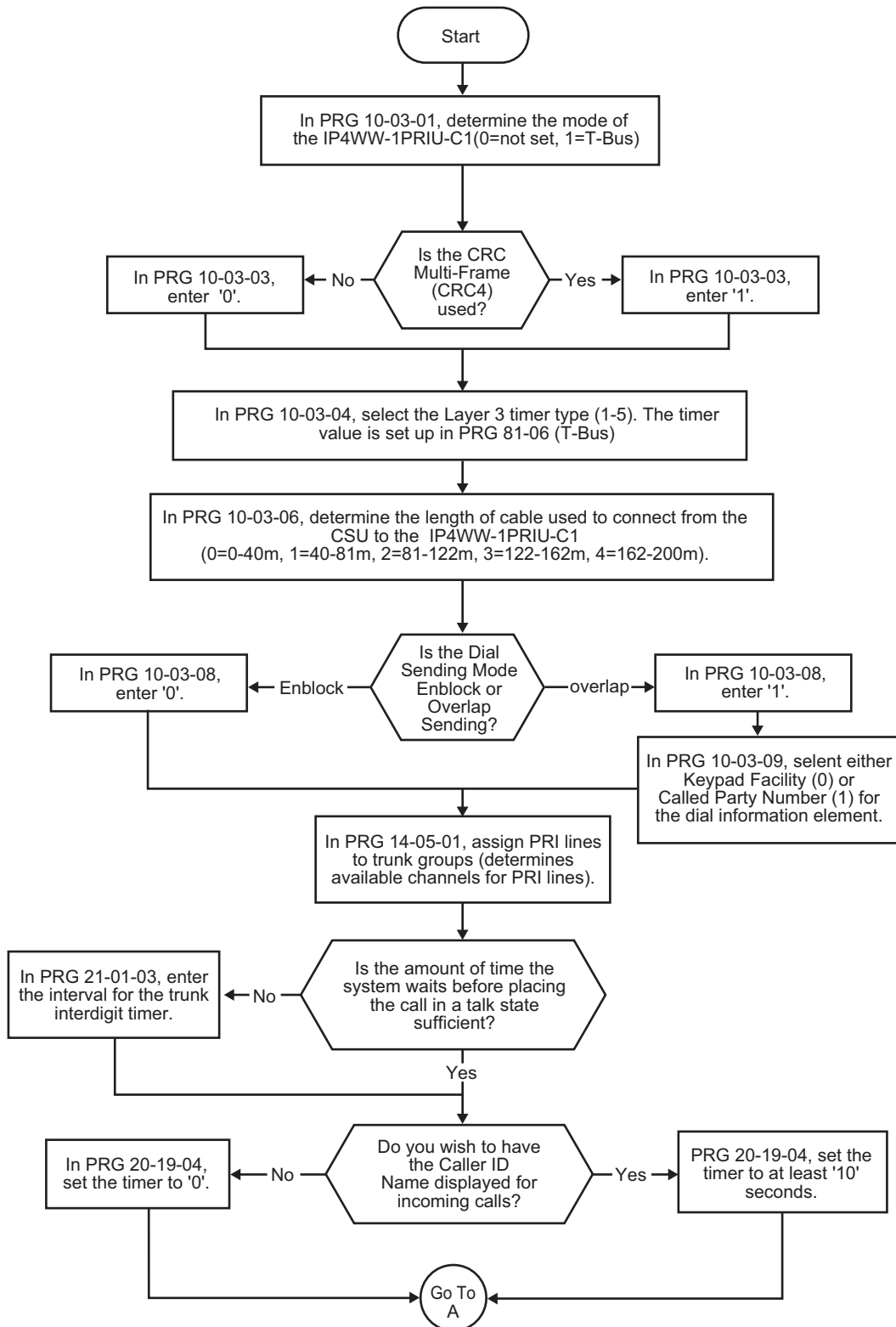
Program Number	Program Name/Description	Assigned Data
10-03-20	ISDN Protocol Selection Assign the protocol that is to be used for the ISDN service. The setting in the SL1100 MUST match the setting that the Telco has configured.	0 = Standard 3 = DMS (A211) 4 = 5ESS 5 = DMS (A233) 6 = 4ESS 7 = N12 (default = 7)
22-02-01 *	Incoming Call trunk Setup Assign all PRI trunks as an incoming type of DDI Mode Switching (setting data 8). This program is per trunk and per day/night mode, which there are 8 day/night modes. It is recommended that all 8 day/night modes be set as DDI.	0 = Normal 1 = VRS 2 = DISA 3 = DID 4 = DIL 5 = E&M Tie Line 6 = Delay VRS 7 = ANI/DNIS 8 = DID (DDI) Mode Switching (default = 0)
14-05-01	Trunk Group Setup Assign all PRI trunks, including the D-Channel, to a valid trunk group. Do not assign any used PRI trunks in trunk group 0.	0 ~ 25 (default = 1)
22-09-01	Expected number of Digits Enter the number of digits, per the trunk group assigned in PRG 14-05, that the Telco will be sending to the SL1100 as DID's. The SL1100 will analyze the digits received from the Telco starting from the last digits working towards the first digits. Example: If the SL1100 was set to receive 4 digits and the Telco sent 10 digits (214-555-1000) the SL1100 would route off of the last 4 digits received (1000).	1 ~ 8 (default = 4)
22-17-01 *	DDI Translation Table Enter the digits received from the Telco that are going to be translated. The amount of digits entered should be equal to the setting assigned in PRG 22-09-01.	Maximum of 8 digits (0 ~ 9, *, #) 100 tables (entries) max (default = Not Assigned)
22-17-04 *	Dial In Conversion table Number Used to assign a DID translation table to one of the 100 entries in PRG 22-17-01 per day night mode. This can be done automatically following the system day/night modes or manually via a function key.	1 ~ 800 (These are the table entries in PRG 22-11.) (default = Not Assigned)
22-11-01	Received Number DO NOT assign anything here for the tables specified in PRG 22-17-04. This must be left blank or the DDI routing will not work.	Maximum of 8 digits (0 ~ 9, *, #) (default = Not Assigned)

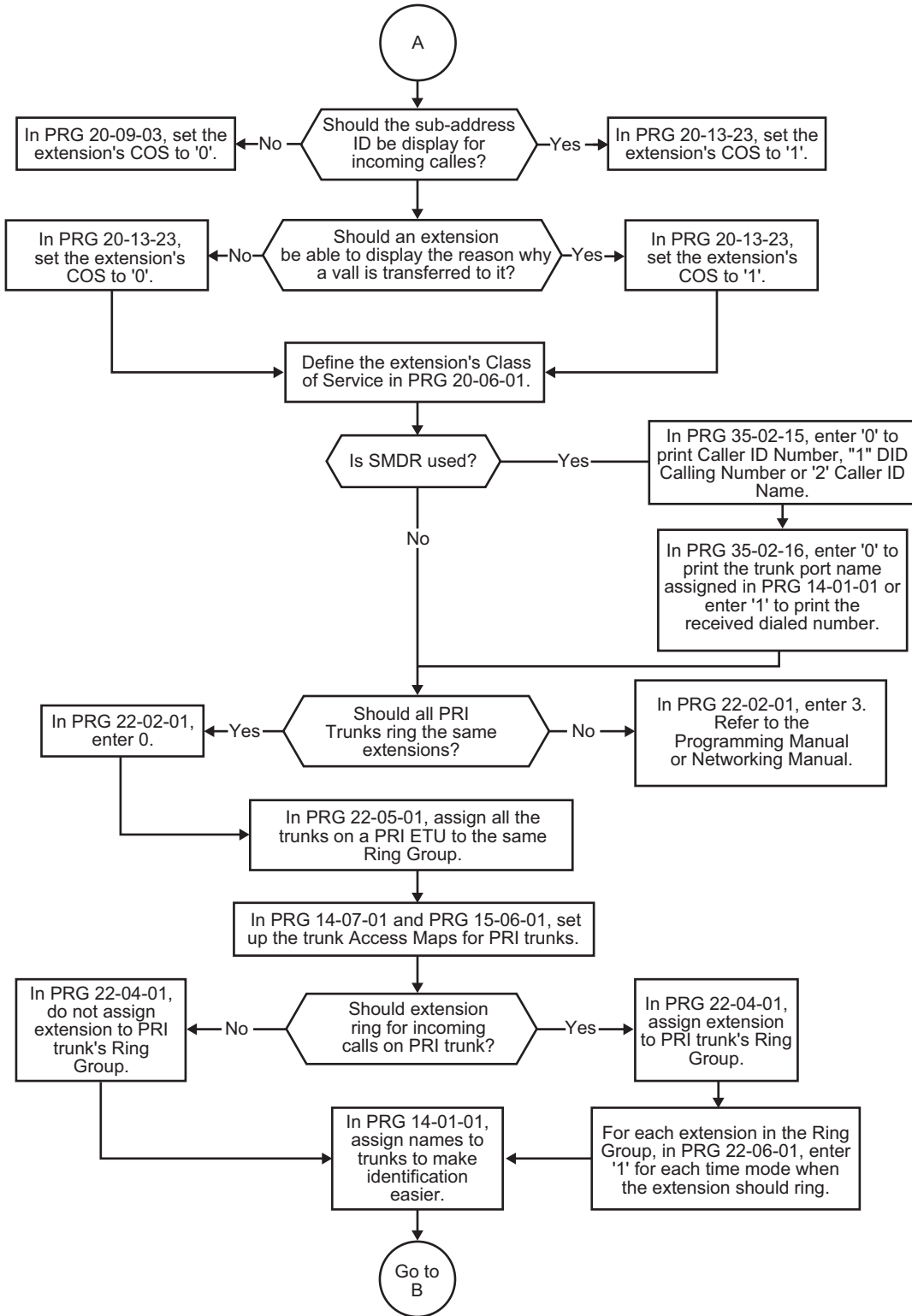
Program Number	Program Name/Description	Assigned Data
22-11-02 *	Target Number Enter the destination number to which the DID is to be sent.	Maximum of 8 digits (0 ~ 9, *, #, @) <i>(default = Not Assigned)</i>
20-09-02 *	Caller ID Display Per class of service this allows or denies the stations from receiving the caller ID name/number that the Telco is sending in.	0 = OFF (Caller ID NOT displayed.) 1 = ON (Caller ID is displayed.) <i>(default = 0)</i>
20-07-26 *	Dial In Mode Switch Per class of service this allows or denies the stations ability to control the DDI switching.	0 = OFF (Station cannot control DDI switching.) 1 = ON (Station can control DDI switching.) <i>(default = 0)</i>
15-07-01 *	Programmable Function Keys This program is used on a per station basis to assign different function keys to the Multiline Terminals. Function key (88) is used to control the night mode switching change per DID. One key will control one specific DID. Multiple keys are needed to control multiple DID's.	88 = Dial In Mode Switching <i>(Refer to the programming manual for the default values and for all other available options in this command.)</i>

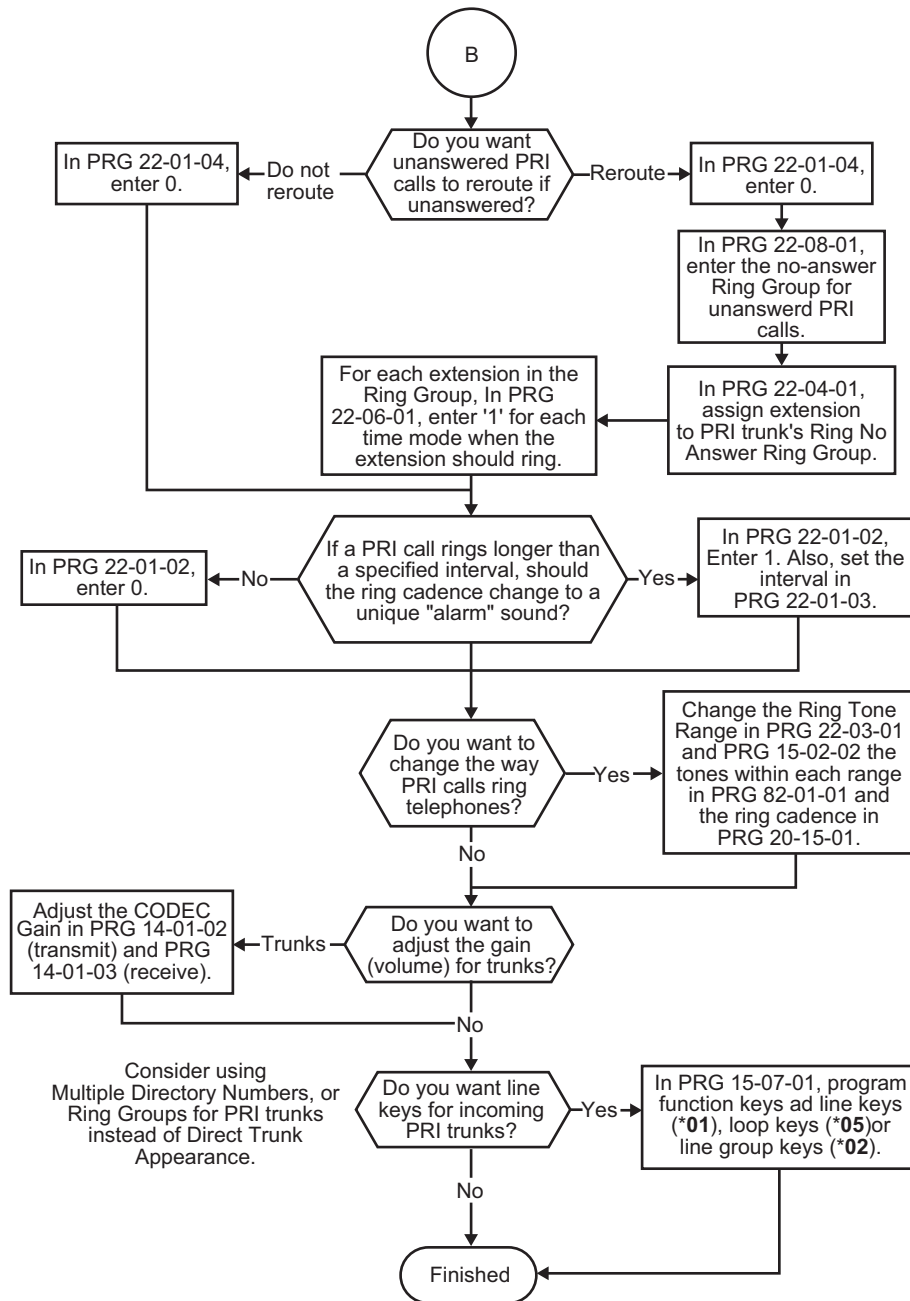
Operation

None

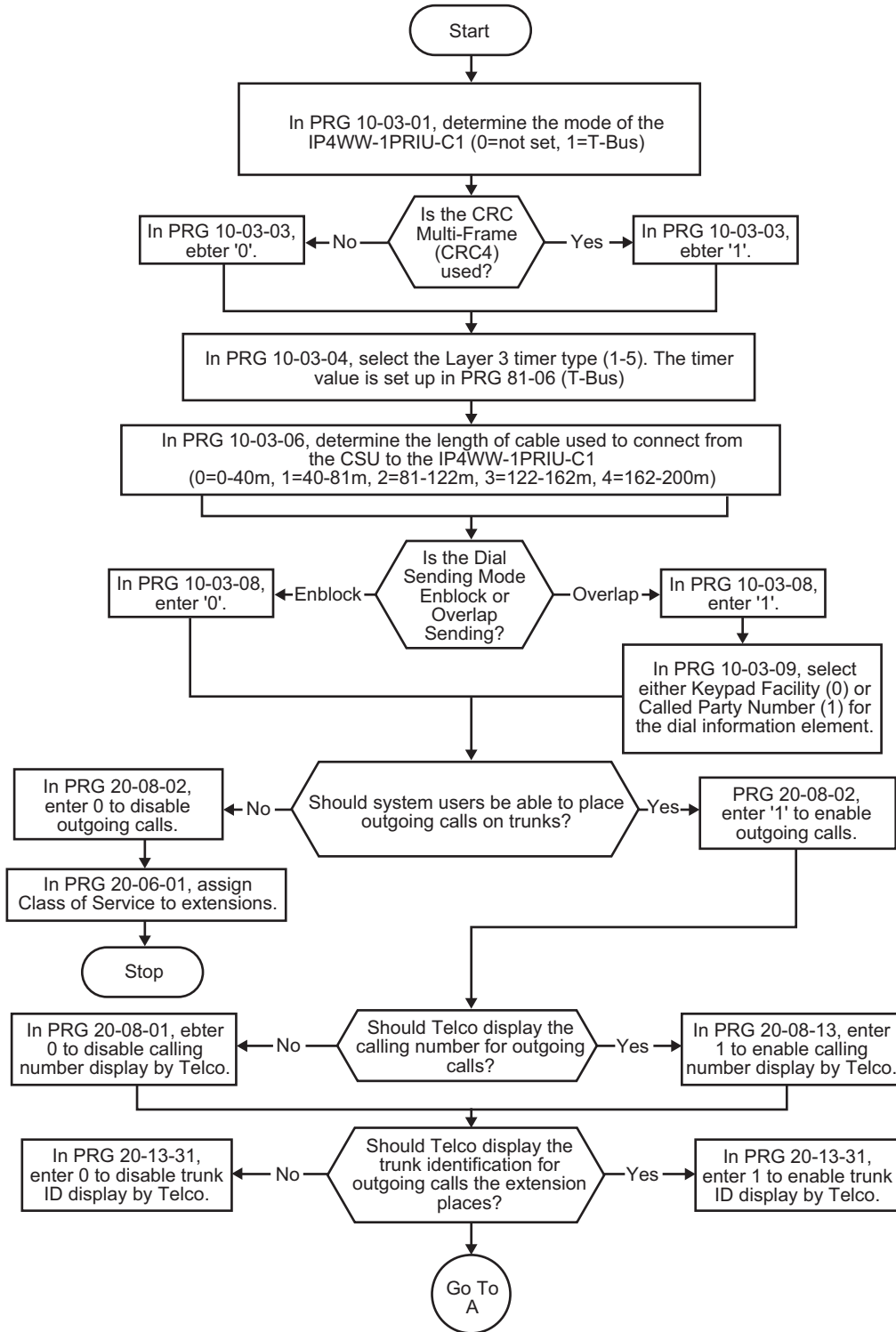
Programming Flowchart for ISDN-PRI - Answering Calls

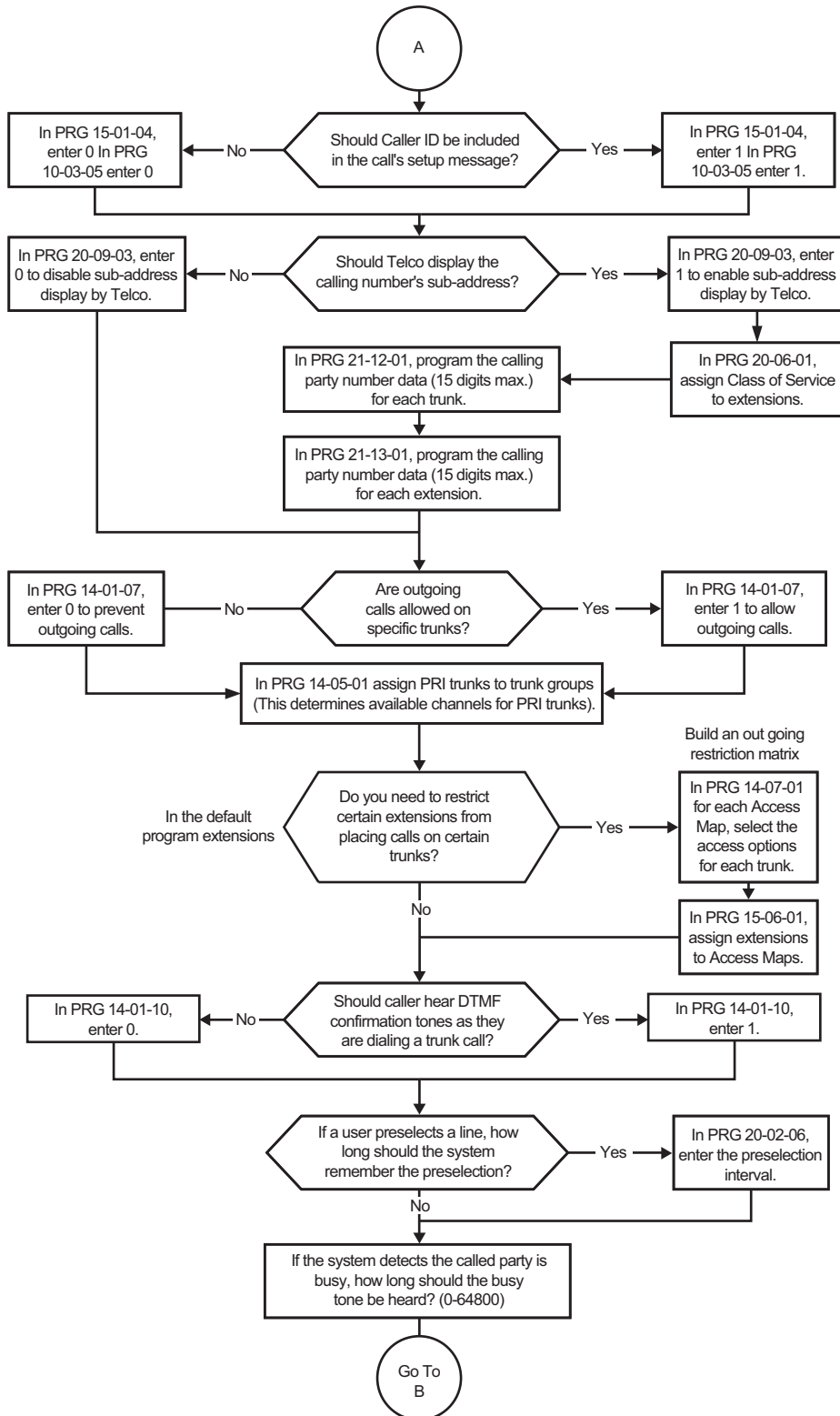


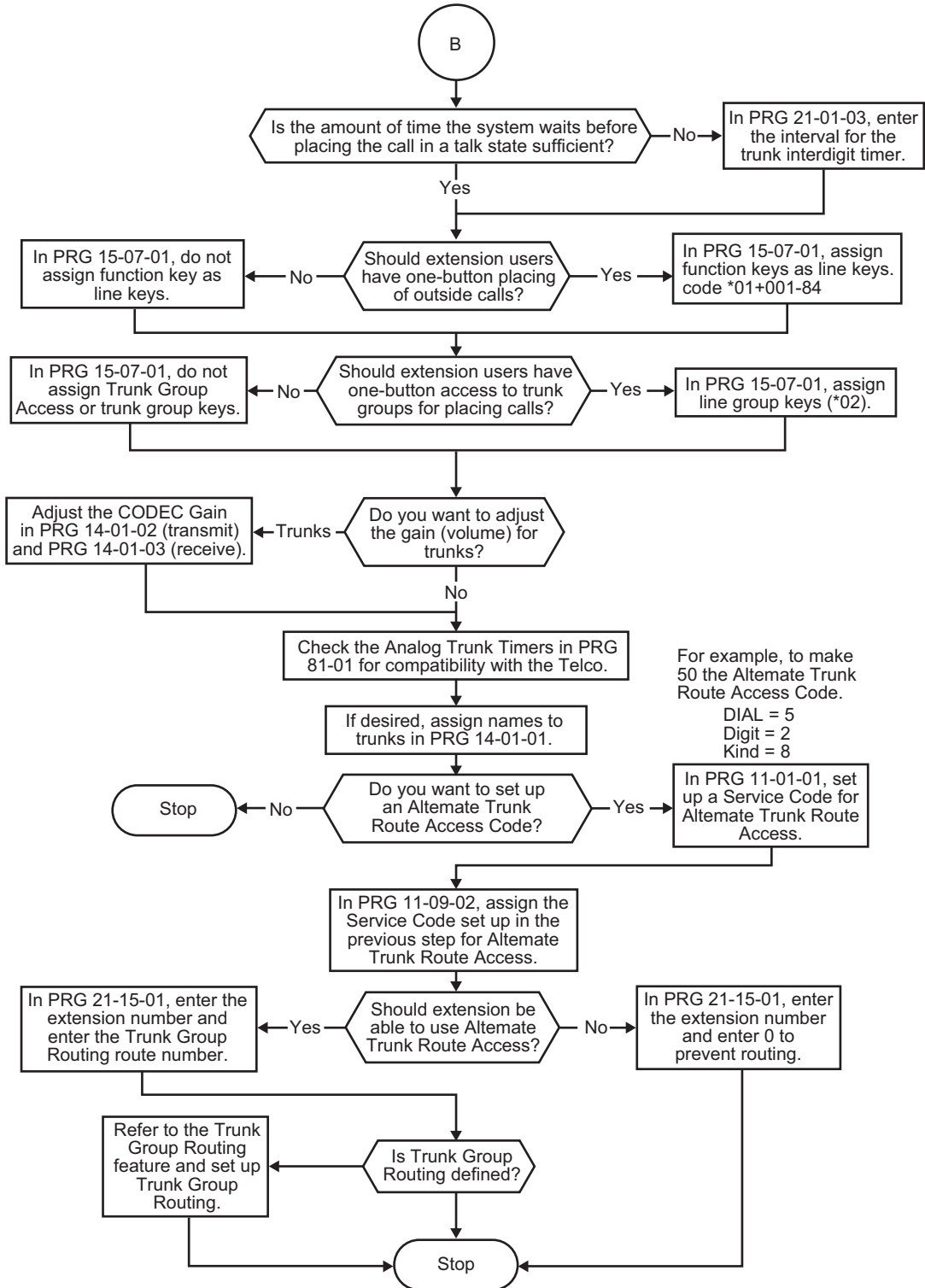




Programming Flowchart of ISDN-PRI - Placing Calls







ISDN Compatibility - ISDN 2 B-Channel Transfer

Description

This ISDN PRI 2 B-Channel Transfer feature allows the system to receive a call on one B-Channel and transfer it back out on a second B-Channel (Trunk-to-Trunk transfer on the Telco side). When the transferred call connects, both of the B-Channels are then released and available for either making or receiving another call. This feature provides more efficient use of B Channels on an ISDN PRI by allowing a customer to transfer calls without tying up their B Channels for the duration of the call.

Conditions

- The bearer capability of two calls must be “Speech, 3.1-kHz Audio, Unrestricted Digital Information” or compatible.
- This feature is not supported with Automatic Transfer.
- This feature is not supported with Unsupervised Conference.
- This feature is only supported with a Manual Transfer.
- This feature is only supported when both trunks are ISDN/PRI and the bearer capability of the two trunks meet the same service requirements.
- Trunk-to-Trunk programming must be enabled for this feature to work.
- Both ISDN/PRI trunks must reside in the same system for this feature to work.
- This feature is available if the Telco Service Provider supports this feature.
- This feature is available in the following case:
 - At least one call to be transferred is:
 - answered (outgoing from the System)
 - answered (incoming to the System)
 - And the other call is:
 - answered (outgoing from the System)
 - answered (incoming to the System)

Default Settings

None

System Availability

Terminals

All Terminals

Required Component(s)

To provide ISDN-PRI trunk connection:

- PRI

Related Features

Central Office Calls, Answering

Central Office Calls, Placing

Direct Inward Dialing (DID)

Direct Inward Line (DIL)

E911 Compatibility**Forced Trunk Disconnect****Programmable Function Keys****Station Message Detail Recording****Transfer**

Guide to Feature Programming

Program Number	Program Name	Default
10-03-16	ETU Setup – PRI Service Two B-Channel Transfer	0
14-01-13	Basic Trunk Data Setup – Trunk-to-Trunk Transfer	1
15-07-01	Programmable Function Keys (Transfer = 06)	Refer to Programming Manual. (Code 752 by default)
20-02-08	System Options for Multiline Telephones – LCD Display Holding Time	5
20-11-11	Class of Service Options (Hold/Transfer Service) – Automatic On-Hook Transfer	COS 1 ~ 15 = 0
20-11-14	Class of Service Options (Hold/Transfer Service) – Trunk-to-Trunk Transfer Restriction	COS 1 ~ 15 = 0
20-11-21	Class of Service Options (Hold/Transfer Service) – Restriction for Tandem Trunking on Hang Up	COS 1 ~ 15 = 0
20-25-15	ISDN Options – Call Reference Selection for PRI 2 B-Channel Transfer	0
24-02-09	System Options for Transfer – Two B-Channel Transfer Retry Timer	10

Operation**To Perform an ISDN 2 B-Channel Transfer:**

1. Receive or make an ISDN trunk call.
2. Go off-hook using the handset, or press Speaker key (the Call Appearance key or direct trunk appearance lights). Talk with the outside party.
3. Press Transfer key.
4. Dial **9** to access second ISDN trunk.
5. Dial the **outside number** and wait for the outside party to answer.
6. Hang up.
7. LCD returns to idle after the LCD Display Hold timeout (PRG 20-02-08).

Last Number Redial

Description

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

Last Number Redial saves in system memory the last 36 digits a user dials. The number can be any combination of digits 0~9, # and *. The system remembers the digits regardless of whether the call was answered, unanswered or busy. The system normally uses the same trunk group as for the initial call. However, the extension user can preselect a specific trunk if desired.

In a case of standard mode (PRG 15-02-60 is set 0), when pressing the Redial key, the display indicates REDIAL [#] / SYS. The user can then press # to redial the number displayed, or enter a System Speed Dialing bin number to be dialed. Pressing the Redial key repeatedly will scroll through the last 10 numbers dialed.

Cursor Key Operation

In a case of standard mode (PRG 15-02-60 is set 0), by pressing the Left Cursor key the user can access the Redial and Incoming Call History menus. The flow chart below shows the menu access sequence. If the terminal is not allowed to have the Dial Preview feature, these menus cannot be accessed.

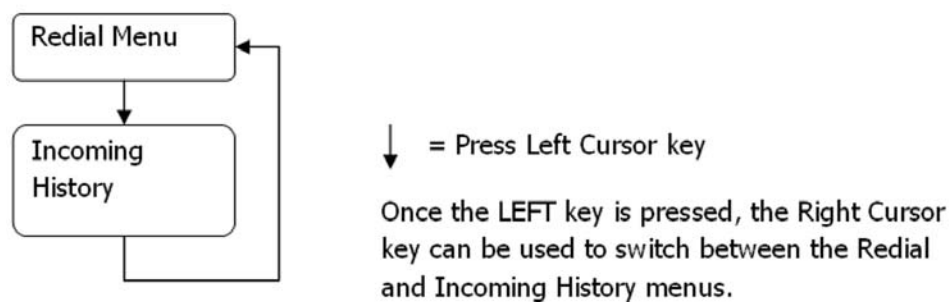


Figure 1-30 Left Cursor Key Operation Flow Chart

Conditions

- Redial List requires the use of a display telephone. Single Line Terminals can not use this feature.
- When using Automatic Route Selection, ARS selects the trunk for the call unless the user preselects.
- When using Advanced mode 1 or 2 (PRG 15-02-60 set to 1 or 2) Last Number Redial only work when the phone is idle.

Default Settings

Enabled

System Availability

Terminals

All Stations

Related Features

None

Related Features

Automatic Route Selection (ARS/F-Route)

Repeat Redial

Save Number Dialed


Guide to Feature Programming

Program Number	Program Name	Default
11-12-12	Service Code Setup (for Service Access) - Last Number Dial	#5
11-12-17	Service Code Setup (for Service Access) - Clear Last Number Dialing Data	776
15-02-13	Multiline Telephone Basic Data Setup - Redial List Mode	1
20-08-05	Class of Service Options (Outgoing Call Service) - Dial Number Preview (Preset Dial)	COS 01~15 = 1

Operation

To redial your last call (When set PRG 15-02-60:0):

- Without lifting the handset, press the **Redial** key.


 *The last dialed number is displayed.*

- To redial the last number, dial #.
- OR -


Search for the desired number from the Redial List by pressing the **Redial** or VOLUME ▲ or ▼ key.
- OR -

Press the Left Cursor key once and the VOLUME ▲ or ▼ key to find number.

- Lift the handset or press Speaker key to place the call.

 *The system automatically selects a trunk from the same group as your original call and dials the last number dialed.*
- OR -


- At the Multiline Terminal, press Speaker key or lift the handset (optional).

 *The system automatically selects a trunk from the same group as your original call.*

- Press the **Redial** key.
- OR -

At the Single Line Terminal, lift the handset.

- Dial #5.

 *The system automatically selects a trunk from the same group as your original call and dials the last number dialed.*

To check the number saved for Last Number Redial (When set PRG 15-02-60:0):

1. Press the **Redial** or **Left Cursor** key once.



The stored number displays for six seconds. The stored number dials out if you:

- Lift the handset,
- Press an idle line key,
- or -
- Press Speaker key

2. Press Exit key.

To erase the stored number:

1. At the Multiline Terminal, press Speaker key or lift handset.

- OR -

At the Single Line Terminal, lift the handset.

2. To Clear all the stored number, dial **776**.

To redial the last number, you can do the following: (When set PRG 15-02-60:1 or 2):

1. Press the **Right Cursor** key once and the **Up** or **Down Cursor** key to find number.

2. After the number been selected you can make a call by following ways:

- Press Speaker key.
- Lift the Handset.
- Press the **Right Cursor** key once.
- Press the **Enter Cursor** key.



The system automatically selects a trunk from the same group as your original call and dials the last number dialed.

- OR -

1. At the Multiline Terminal, press Speaker key or lift the handset (optional).



The system automatically selects a trunk from the same group as your original call.

2. Dial **#5**.



The system automatically selects a trunk from the same group as your original call and dials the last number dialed.

To check the number saved for Last Number Redial (When set PRG 15-02-60:1 or 2)

1. Press the **Right Cursor** key once.



The stored number dials out if you:

- Lift the handset,
- or -
- Press Speaker key.

2. Press Exit key.

To erase the stored number:

1. At the Multiline Terminal, press Speaker key or lift handset.

- OR -

At the Single Line Terminal, lift the handset.

2. To clear all stored number, dial **776**.

Licensing

Description

Licenses are used to activate certain features and applications for the SL1100. The SL1100 system provides the following licenses:

System Licenses:

System Capacity

- IP Trunk - Additional SIP Trunk Port License (Initially 4 Ports bundled)
- IP Extension (STD-SIP) - Standard SIP Terminal License
- Mobile Extension - Additional Mobile Extension Port License (Initially 4 Ports bundled)

System Feature License

- Hotel/Motel - This licenses the system to run the Hotel/Motel feature.
- Encryption (VoIP) - Encryption License for Multiline IP Terminal
- 32 Channel VOIP - Additional 16 Channel VOIP DSP License

Voice Mail (Embedded)

- InMail Channel - Additional InMail Channel License
- InMail Advance - InMail Advanced Features License
 - E-Mail Notification
 - Cascading message notification
 - Find-Me/Follow-Me
 - Password option
 - Hotel/Motel

Applications:

Desktop Application

- Softphone - This licenses the number of Desktop Applications that can be used for Softphone.
- Desktop Client - This licenses the number of Desktop Applications that can be run.

60 Day Free License

The 60 Day Free License comes with the CPU. It allows for all the features to be active for 60 days. The count down starts on the first power on and ends at midnight of the 60th day.

- By default, the 60 Day Free License is set to disabled. The 60 day count down starts when the system is initially powered on and continues if the 60 Day Free License is disabled or enabled.
- The CPU works for 1440 hours from the first time powered on.
- The clock counts down only when the power supply in the chassis is ON - battery is not in effect.
- If the CPU is removed, or the system is powered OFF, the countdown stops.
- Every time the clock is changed, the CPU free license (60 days) loses one hour.
- While the free license is active the user can increase the port size of the system to maximum by using PRG 90-55.

Recovery License

The recovery license turns on all licenses for up to 30 days.

To request a recovery license, go to <http://eip.necunified.com/default.aspx> and then go to the license portal and select the customer and the location of the CPU. This can be done only once per CPU.

Conditions

- The recovery license can be used only once for each SL1100 CPU.
- When the recovery license is generated, it gives the date that the license ends (30 days includes the day generated).
- If the date is changed in PRG 10-01-XX, while the license is in effect, to a date before the generated date it subtracts one day from the recovery license.
- If the date is changed in PRG 10-01-XX, while the license is in effect, to a date after the generated date, it runs until the End Date specified when the License was generated.
- If the date is changed in PRG 10-01-XX, while the license is in effect, to a date after the End Date specified when the License was generated, the system resets when it is applied (Transfer key pressed), not when exiting program mode.
- When the system time turns to midnight of the End Date, the system resets and comes back with no licenses.
- The recovery license can be activated only from PCPro or WebPro, not a Multiline Terminal.
- If any CPU license is activated when the recovery licensing is being used, the CPU license resets with only the activated license(s).

Default Settings

60 Day Free License is enabled.

System Availability

Terminals

None

Required Component(s)

Refer to the particular feature for required component(s).


Related Features

None

Guide to Feature Programming

Program Number	Program Name	Default
10-48-01	License Activation - Software Key Code	None
10-48-02	License Activation - Activation Code	None
10-48-03	License Activation - Feature Code	None
10-49-01	License File Activation - Save License File on CF Card	None
10-50-01	License Information - License Name	None
10-50-02	License Information - License Quantity	0 ~ 32767
10-50-03	License Information - Campaign License Quantity	0 ~ 32767
10-50-04	License Information - Campaign License Remaining Days	0 ~ 9999
10-52-01	Free/Demo License Information - Remaining days of Free/Demo License	0 ~ 9999
90-55-01	Free License Select - Start Free License	0

Table 1-47 License Information

License Code	License Name	Reset Required	Min	Max	Note
0007	SL-SYS-HOTEL LIC			On/Off	
0030	SL-IP-ENCRYOTION LIC			On/Off	
0042	SL-IP-CHANNEL-16 LIC			On/Off	
1002	SL-VM-CHANNEL-2 LIC		1	16	
1015	SL-VM- ADVANCE LIC			On/Off	
5001	SL-IP-SIPTRK-1 LIC		1	32	
5111	SL-IP-SIPEXT-1 LIC		1	64	
5201	SL-SYS-MOBILE-1 LIC		1	32	
5102+5501+5505	 SL-DT-DESKTOP SUITE-1 LIC <i>This license bundles Softphone Client (5501), IP Port Softphone only (5102), and Desktop Client (5505).</i>		1	64	

Operation


There are four different ways to activate the licenses in the system:

Manual Enter Software Key Code

1. In PRG 10-48-01 enter the Software Key Code.
2. In PRG 10-48-02 enter the activation code.
3. In PRG 10-48-03 enter the feature code(s) in the Software Key Code.
4. In PRG 10-48-03 hit the Submit Softkey.

Manually Load the License File via the CF Card


1. Manually register the software key.
2. Save the License file to the CF Card.
3. Install the CF Card onto the CPU.
4. In PRG 10-49-01 assign to 1 and then hit transfer.

 *Multiple License files can be loaded at the same time.*

Upload the License File via WebPro/PCPro

1. Manually register the software key.
2. Save the license file.
3. Connect to the system.
4. Go to the Feature Activation screen.
5. Click on Load File.
6. Select the location of the license file to upload.

Auto Register the License for the System

1. Connect to the system.
2. Go to the Feature Activation screen.
3. Enter email Address and Password.
4. Add Software Key code(s).
 *If left blank, it registers all attached licenses for the Hardware Key code.*
5. Click on Auto Register.



Line Preference

Description

Line Preference determines how a Multiline Terminal user places and answers calls. There are two types of Line Preference: Incoming Line Preference and Outgoing Line Preference.

Incoming Line Preference

Incoming Line Preference establishes how a Multiline Terminal user answers calls. When a call rings the Multiline Terminal, lifting the handset answers either the ringing call (for Ringing Line Preference) or seizes an idle line (for Idle Line Preference). The idle line can provide either Intercom or trunk dial tone (see Outgoing Line Preference below). Ringing Line Preference helps users whose primary function is to answer calls (such as a receptionist). Idle Line Preference is an aid to users whose primary function is to place calls (such as a telemarketer).

Outgoing Line Preference

Outgoing Line Preference sets how a Multiline Terminal user places calls. If a Multiline Terminal has Outgoing Intercom Line Preference, the user hears Intercom dial tone when they lift the handset. If a Multiline Terminal has Outgoing Trunk Line Preference, the user hears trunk dial tone when they lift the handset. Outgoing Line Preference also determines what happens at extensions with Idle Line Preference. The user hears either trunk (dial 0) or Intercom dial tone.

Auto-Answer of Non-Ringing Lines

With Auto-Answer of Non-Ringing Lines, an extension user can automatically answer trunk calls that ring other extensions (not their own). This would help a user that has to answer calls for co-workers that are away from their desks. When the user lifts the handset, they automatically answer the ringing calls based on Trunk Group Routing programming. The extension user's own ringing calls, however, always have priority over calls ringing other co-worker's extensions.

Conditions

- If a Multiline Terminal extension has more than one call ringing its line keys, Ringing Line Preference answers the calls on a first-in first-answered basis.
- DILs do not affect Incoming Line Preference operation.
- Trunks ring extensions according to Ring Group programming.
- If an extension gets trunk dial tone when the user lifts the handset, the system uses the dial 0 routing to select the trunk. This bypasses ARS.

Default Settings

Enabled

System Availability

Terminals

Multiline Terminals

Required Component(s)

None

Related Features

Direct Inward Line (DIL)

Ring Groups

Trunk Groups

Guide to Feature Programming

Program Number	Program Name	Default
14-05-01	Trunk Group - Trunk Group Number	Trunk Port 1~84 = Priority 1~84
14-06-01	Trunk Group Routing - Priority Order Number	Route 1, Order Number 1 = 1 (Trunk Group 1) Order Numbers 2, 3, 4 = 0 (Not Specified) All Other Routes (2~25) and Order Numbers (1~4) = 0 (Not Specified)
14-07-01	Trunk Access Map Setup	Access Map 1~84 = Trunk Ports 1~84 assigned with option 7 access (incoming and outgoing access and access when trunk is on Hold).
15-01-02	Basic Extension Data Setup - Outgoing Trunk Line Preference	0
15-02-10	Multiline Telephone Basic Data Setup - Ringing Line Preference for Trunk Calls	1
15-06-01	Trunk Access Map for Extensions	1
20-10-07	Class of Service Options (Answer Service) - Automatic Off-Hook Answer	COS 01~15 = 0
22-01-01	System Options for Incoming Calls - Incoming Call Priority	1
22-04-01	Incoming Extension Ring Group Assignment	Extension 101~108 (first eight ports) ring for incoming Ring Group 1 calls. No other extensions ring for incoming Ring Group 1 calls.
22-05-01	Incoming Trunk Ring Group Assignment	1
23-03-01	Universal Answer/Auto Answer	0

Operation

Ringing Trunk or intercom (ICM) call:

Lift the handset or press Speaker key.



The setting assigned for PRG 15-02-10 and PRG 22-01-01 determines which call is answered first.

Long Conversation Cutoff

Description

For incoming and outgoing central office calls, each trunk can be programmed to disconnect after a defined time. The timer begins when the trunk is seized and disconnects the call after the time expires.

When used with the Warning Tone for Long Conversation feature, the system can provide a warning tone on outgoing trunks calls before the call is disconnected.

Conditions

- Long Conversation Cutoff can disconnect incoming and outgoing CO calls after a set time.
- Long conversation cutoff is controlled separately for DISA.
- Using the Warning Tone for Long Conversation feature allows users on outgoing calls to hear a warning tone prior to the call disconnecting.

Default Settings

Disabled

System Availability

Terminals

All Terminals

Required Component(s)

None

Related Features

Central Office Calls, Answering

Central Office Calls, Placing

Direct Inward System Access (DISA)

Multiple Trunk Types

Warning Tone for Long Conversation

Guide to Feature Programming

Program Number	Program Name	Default
14-01-14	Basic Trunk Data Setup - Long Conversation Cutoff	0
14-01-15	Basic Trunk Data Setup - Long Conversation Alarm Before Cut Off	0
20-06-01	Class of Service for Extensions	Extension 101 is Class 15 and other Extension are Class 1
20-13-02	Class of Service Options (Supplementary Service) - Long Conversation Cutoff (Incoming)	COS 01~15 = 0

Program Number	Program Name	Default
20-13-03	Class of Service Options (Supplementary Service) - Long Conversation Cutoff (Outgoing)	COS 01~15 = 0
20-21-03	System Options for Long Conversation - Long Conversation Cutoff for Incoming Call	0 (seconds)
20-21-04	System Options for Long Conversation - Long Conversation Cutoff for Outgoing Call	0 (seconds)

Operation

This feature is automatic once it is programmed.

L

Loop Keys

Description

Loop keys are uniquely programmed function keys that simplify placing and answering trunk calls. There are three types of loop keys: Incoming Only, Outgoing Only and Both Ways.

Incoming Only Loop Keys

Incoming Only loop keys are for answering trunk calls. An extension can have an incoming loop key for a specific trunk group (fixed) or a “catch all” loop key for any trunk group (switched). Fixed loop keys allow an extension user to tell the type of call by the ringing key. Switched loop keys are ideal for an extension with a large number of feature keys. In addition, switched loop keys are a destination for any trunk not on a line key or fixed loop key. Incoming Only loop keys also receive Transferred trunk calls.

Outgoing Only Loop Keys

Outgoing Only loop keys are for placing trunk calls. An extension can have outgoing loop keys for a specific trunk group or for ARS access. When a user presses the loop key, they get dial tone from the first available trunk in the group (or from ARS if programmed). Outgoing Only loop keys help ensure that an extension will always have a key available for placing calls.

Both Ways Loop Keys

Both Ways loop keys combine the functions of both Incoming Only and Outgoing Only loop keys. Both Ways loop keys work well for extension users that handle a moderate amount of calls and don't separate keys for incoming and outgoing calls. Both Ways loop keys also receive Transferred trunk calls.

An extension can have many loop keys - of any type. You can program an operator, for example, with four loop keys for incoming calls and four for outgoing calls.

Once a loop key call is set up, the user can handle it like any other trunk call. For example, the user can place the call on Hold, Transfer it to a co-worker or send it to a Park Orbit.

An incoming call will ring the first available loop key, beginning with the lowest numbered key. If keys 1-3 are loop keys, for example, the first incoming call rings key 1. If key 1 is busy, the next call rings key 2. If keys 1 and 2 are busy, the next call rings key 3. If all three keys are busy, additional incoming calls queue for the first available key. The terminal display will show “WAITING - LOOP KEY” if the user presses a loop key when there are additional calls waiting.

Conditions

When a station is talking to a caller on a loop key, and a second DID or DIL call rings the users phone, the outside caller will be connected when the user presses Hold key. If the second call to the phone was via a ring group, the outside caller would not be automatically connected when the user presses Hold key, the user would then have to press the loop key to be connected.

Default Settings

Disabled

System Availability

Terminals


Multiline Terminals

Required Component(s)


None

Related Features


Automatic Route Selection (ARS) / Central Office Calls, Answering / Central Office Calls, Placing

 Program incoming and outgoing access and routing options.

Off Hook Signaling

 If enabled, a user hears Call Waiting beeps if additional calls are waiting behind a loop key.

Programmable Function Keys

 If you have a line and loop key for the same trunk, the line key has precedence. An incoming call rings the line key, not the loop key. When you press the loop key for an outgoing call, the line key lights.

Ring Groups

 Trunks ring terminals according to their Ring Group assignments (PRG 22-04 and PRG 22-05).

Direct Inward Dialing (DID) / Direct Inward Line (DIL) / Direct Inward System Access (DISA)

 Transferred DID, DIL and DISA calls do not require ring group programming.


Guide to Feature Programming

Program Number	Program Name	Default	Note
14-05-01	Trunk Group - Trunk Group Number	Trunk Port 1~84 = Priority 1~84	
14-07-01	Trunk Access Map Setup	Access Map 1~84 = Trunk Ports 1~84 assigned with option 7 access (incoming and outgoing access and access when trunk is on Hold).	
15-06-01	Trunk Access Map for Extensions	1	
15-07-01	Programmable Function Keys	Refer to Programming Manual.	
15-13-01	Loop Key Data - Outgoing	0	
15-13-02	Loop Key Data - Outgoing	0	
20-07-10	Class of Service Options (Administrator Level) - Programmable Function Key Programming (Appearance Level) - Hybrid Operation Key (loop keys) (*05)	COS 01~15 = 1	
22-04-01	Incoming Extension Ring Group Assignment	Extension 101~108 (first eight ports) ring for incoming Ring Group 1 calls. No other extensions ring for incoming Ring Group 1 calls.	
22-05-01	Incoming Trunk Ring Group Assignment	1	

Operation

To place a call on a loop key:

1. Press outgoing or both ways loop key.


 *You hear dial tone and the key lights green.*


2. Dial number.

To answer a call on a loop key:

Listen for ringing a look for a flashing loop key.


1. Press the loop key.

 *The key lights green and you connect to the call.*

 *If there are additional calls waiting to be answered, your display shows: [WAITING - LOOP KEY]*

To program a loop key:

1. Press the Speaker key.
2. Dial **852**.
3. Press the key you want to program as a loop key.
4. Dial ***05**.
5. Dial the loop key type:
 - 0 = Incoming only
 - 1 = Outgoing only
 - 2 = Both ways (incoming and outgoing)
6. Dial the loop key routing option for incoming, outgoing, or incoming and outgoing calls:
 - 000 = Trunk Group Routing or ARS (if installed)
 - 001~025 = Trunk Groups

 *If you selected option 2 in step 5 above, enter the incoming Trunk Group followed by the outgoing Trunk Group.*

7. Press Speaker key to hang up.

Maintenance

Description

The SL1100 system has several utilities to assist in troubleshooting and diagnosing problems both during and after installation.

Side Tone Auto Setup

Per each analog trunk (or all analog trunks) the most suitable Codec Filter setting for PRG 81-07 can be automatically adjusted using PRG 90-68-01 and 02.

During the trunk measurement process, the following LCD indications are provided.

- During measurement: Measurement (x/5)
x= number of measurements
- Measure complete: Complete
- Error condition: Error
- Trunk busy: Busy

After successful measurement, the option to copy the same settings to all analog trunks is shown.

 When this PRG completes, a system reset prompt appears, press "1" and hold to reset the system.

Remote maintenance using PCPro

PCPro can remotely access the SL1100 for maintenance and diagnostics. Within PCPro, the debug terminal can be accessed to monitor the systems activity and logging. PCPro also has built-in reports that can display alarm data. If need be, an option in PCPro allows the technician to reset or initialize the system remotely. If the technician determines the problem is isolated to a specific slot, PCPro can reset only the slot in question.

Quick System Check-up

You can check the System Information, VoIPDB Information and IP Address by doing a simple operation. Here are the information you can get from the operation mode: (For future information refer to [Navigation Key on page 1-468](#))

Table 1-48 Quick System Check-up

Setting Name	Description	Operation Mode		
		15-02-60:0 (Standard)	15-02-60:1 (Navigation)	15-02-60:2 (Soft Key)
System Information	Shows the following: <ul style="list-style-type: none"> • Version Information • MAC Address • Hardware Key 	Enter Key + 3	Enter Key + 820 + Enter Key	Menu + 93 + Enter Key
VoIPDB Information	Shows the following: <ul style="list-style-type: none"> • Type of VoIP Hardware • Number of VoIP Channels (Top Right) • MAC Address • Active/Reserved 	Enter Key + 4	Enter Key + 830 + Enter Key	Menu + 94 + Enter Key
IP Address Information	Shows the following: <ul style="list-style-type: none"> • System (CPU) IP Address • VoIPDB IP Address 	Enter Key + 6	Enter Key + 840 + Enter Key	Menu + 96 + Enter Key

Conditions

Side Tone Auto Setup

- The system needs to be idle for the Side Tone Auto Setup to be used.
- When measured trunk is busy, disconnected, outgoing call restricted, or selected trunk is not analog trunk, ERROR will be displayed on the LCD of the programming terminal.

Default Settings

Enabled

System Availability

Terminals

None

Required Component(s)

None

Related Features

None

Programming

Program Number	Program Name	Default
81-07	CODEC Filter Type	0
90-68-01	Adjustment Start	No setting
90-68-02	1 digit data	0

Operation

None



M

Meet Me Conference

Description

With Meet Me Conference, an extension user can set up a Conference with their current call and up to 16 other internal or external parties. Each party joins the Conference by dialing a Meet Me Conference code. Meet Me Conference lets extension users have a telephone meeting - without leaving the office.

The CPU provides two blocks of 16 conference circuits, allowing each block to have any number of internal or external parties conferenced up to the block limit of 16.

Conditions

None

Default Settings

Enabled

System Availability

Terminals

Multiline Terminals

Required Component(s)

None

Related Features

Conference

Meet Me Paging

Programmable Function Keys

Guide to Feature Programming

Program Number	Program Name	Default	Note
15-07-01	Programmable Function Keys	Refer to Programming Manual.	
20-06-01	Class of Service for Extensions	Extension 101 is Class 15 and other Extension are Class 1	
20-10-06	Class of Service Options (Answer Service) - Meet-Me Conference and Paging	COS 01~15 = 1	
31-01-04	System Options for Internal/External Paging - Privacy Release Time	90 (seconds)	



For additional programming for Paging, refer to the [Paging External on page 1-487](#) and [Paging Internal on page 1-492](#) features.

Operation

Meet Me External Conference

To make a Meet Me External Conference:

Multiline Terminal


1. While on a call, press **Conf** softkey or **Conf** key (PRG 15-07 or SC 751: 7).
2. Dial Paging code [External **703**, or Combined (***1**)] and the Paging Zone.
3. Announce the zone.
4. When a co-worker answers your page, press **Conf** softkey or **Conf** key twice.
5. Repeat steps 1~4 for each co-worker you want to add.

Single Line Terminal

1. While on a call, hookflash and dial **#1**.
2. Dial Paging code [Internal **701**, External **703**, or Combined (***1**)] and the Paging Zone.
3. Announce the zone.
4. When a co-worker answers your page, press hookflash twice.
5. Repeat steps 1~4 for each co-worker you want to add.

To join a Meet Me External Conference:

1. At the Multiline Terminal, press Speaker key.
- OR -
At a Single Line Terminal, lift the handset.
2. Dial **765**.
3. Dial the announced External Paging Zone code (1~3).

 *You connect to the other parties.*

Meet Me Internal Conference

To make a Meet Me Internal Conference:

Multiline Terminal

1. While on a call, press **Conf** softkey or **Conf** key.
2. Dial Paging code [Internal **701**, or Combined (***1**)] and the Paging Zone.
3. Announce the zone.
4. When a co-worker answers your page, press **Conf** softkey or **Conf** key twice.
5. Repeat steps 1~4 for each co-worker you want to add.

Single Line Terminal

1. While on a call, hookflash and dial **#1**.
2. Dial Paging code [Internal **701**, or Combined (***1**)] and the Paging Zone.
3. Announce the zone.
4. When a co-worker answers your page, press hookflash twice.
5. Repeat steps 1~4 for each co-worker you want to add.

To join a Meet Me Internal Conference:

1. At the Multiline Terminal, press Speaker key (or lift the handset).
- OR -
At the Single Line Terminal, lift the handset.

2. Dial **763** (if your extension is in the zone called).
- **OR** -
Dial **764** and the zone number (if your extension is not in the zone called).
- **OR** -
Press the **Meet Me Conference/Paging Pickup** key (PRG 15-07-01 or SC 751) if your extension is in the zone called.

M

Meet Me Paging

Description

Meet Me Paging allows an extension user to Page a co-worker and privately meet with them on a Page zone. The Paging zone is busy to other users while the meeting takes place. While the co-workers meet on the zone, no one else can hear the conversation, join in or make an announcement using that zone. Meet Me Paging is a good way to talk to a co-worker when their location is unknown. If the co-worker can hear the Page, they can join in the conversation.

Conditions

- With Meet Me Paging Transfer, a user can page a co-worker and have the call automatically transfer when the co-worker answers the page.
- An extension access to internal and external page zones affects the Meet Me Paging feature.
- Internal and External Paging keys simplify Meet Me Paging operation.

Default Settings

Enabled

System Availability

Terminals

Multiline Terminals

Required Component(s)

External zone paging requires a Paging System be installed in the system.

Related Features

Meet Me Conference

Meet Me Paging Transfer

Paging, External

Paging, Internal

Programmable Function Keys

Guide to Feature Programming

Program Number	Program Name	Default
11-12-21	Service Code Setup (for Service Access) - Meet-Me Answer to Specified Internal Paging Group	764
11-12-22	Service Code Setup (for Service Access) - Meet-Me Answer to External Paging	765
11-12-23	Service Code Setup (for Service Access) - Meet-Me Answer in Same Paging Group	763
15-07-01	Programmable Function Keys	Refer to Programming Manual.

Program Number	Program Name	Default
20-06-01	Class of Service for Extensions	Extension 101 is Class 15 and other Extension are Class 1
20-10-06	Class of Service Options (Answer Service) - Meet-Me Conference and Paging	COS 01~15 = 1
31-02-01	Internal Paging Group Assignment - Internal Paging Group Number	0 for IP Station Port 1~16 : 1(Group 1) Port 17~ : 0
31-02-02	Internal Paging Group Assignment - Internal All Call Paging Receiving	0

 For additional programming information on Paging, refer to [Paging, External on page 1-487](#) and [Paging, Internal on page 1-492](#) features.

Operation

Meet Me External Page

To make a Meet Me External Page:

1. At Multiline Terminal, press Speaker key or pick up the handset.
- OR -
At the Single Line Terminal, lift the handset.
2. Dial Paging code [External **703**, or Combined (***1**)] and the Paging Zone.
3. Announce the zone.
- OR -
1. At the Multiline Terminal, press the **External Paging Zone** key (PRG 15-07-01 or SC **751**: 19 + zone).
2. Announce the zone.

To join a Meet Me External Page:

1. At the Multiline Terminal, press Speaker key or pick up the handset.
- OR -
At the Single Line Terminal, lift the handset.
2. Dial **765**.
3. Dial the announced External Paging Zone (1~3).

 You connect to the other party.

Meet Me Internal Page

To make a Meet Me Internal Page:

1. At the Multiline Terminal, press Speaker key or pick up the handset.
- OR -
At the Single Line Terminal, lift the handset.
2. Dial Paging code [Internal **701**, or Combined (***1**)] and the Paging Zone.
3. Announce the zone.

To join a Meet Me Internal Page:

1. At the Multiline Terminal, press Speaker key or pick up the handset.
- OR -
At the Single Line Terminal, lift the handset.

2. Dial **763** (if your extension is in the zone called).
- **OR** -
Dial **764** and the zone number (if your extension is not in the zone called).
- **OR** -
Press the **Meet Me Conference/Paging Pickup** key (PRG 15-07-01 or SC **751**: 23) if your extension is in the zone called.

M

Meet Me Paging Transfer

Description

If a user wants to Transfer a call to a co-worker but they do not know where the co-worker is, they can use Meet Me Paging Transfer. With Meet Me Paging Transfer, the user can Page the co-worker and have the call automatically Transfer when the co-worker answers the Page. Since Meet Me Paging Transfer works with both Internal and External Paging, a call can be quickly extended to a co-worker anywhere in the facility.

Conditions

- An extension user can set up a conference with their current call and up to 31 other inside parties.
- An extension user can Page a co-worker and meet with them on a page zone.
- With External Paging, an extension user can broadcast an announcement over paging equipment connected to external paging zones.
- Internal Paging lets extension users broadcast announcements to other Multiline Terminals.
- Function keys simplify Meet Me Paging Transfer operation.

Default Settings

Enabled

System Availability

Terminals

All Multiline Terminals

Required Component(s)

External zone paging requires a Paging System installed in the system.

Related Features

Meet Me Conference

Meet Me Paging

Paging, External


Paging, Internal

Programmable Function Keys

Guide to Feature Programming

Program Number	Program Name	Default
11-12-21	Service Code Setup (for Service Access) - Meet-Me Answer to Specified Internal Paging Group	764
11-12-22	Service Code Setup (for Service Access) - Meet-Me Answer to External Paging	765
11-12-23	Service Code Setup (for Service Access) - Meet-Me Answer in Same Paging Group	763

Program Number	Program Name	Default
15-07-01	Programmable Function Keys	Refer to Programming Manual.
20-06-01	Class of Service for Extensions	Extension 101 is Class 15 and other Extension are Class 1
20-10-06	Class of Service Options (Answer Service) - Meet-Me Conference and Paging	COS 01~15 = 1
31-02-01	Internal Paging Group Assignment - Internal Paging Group Number	Port 1~16 : 1(Group 1) Port 17~ : 0
31-02-02	Internal Paging Group Assignment - Internal All Call Paging Receiving	0
31-03-01	Internal Paging Group Settings - Internal Paging Group Name	Refer to Programming Manual.


 For additional programming information on Paging, refer to the [Paging, External on page 1-487](#) and [Paging, Internal on page 1-492](#) features.

Operation

Meet Me External Paging Transfer

To make a Meet Me External Paging Transfer:

1. At the Multiline Terminal, while on a call, press Hold key.
- OR -
At the Single Line Terminal, while on a call, hookflash.
2. Dial Paging code [External **703** or Combined (***1**)] and the Paging Zone.
3. Announce the call.
4. From a Multiline Terminal, when the paged party answers, press Transfer key or the **Transfer** soft-key.
- OR -
From a Single Line Terminal, when the paged party answers, hang up.


 *The party is transferred.*

To join a Meet Me External Paging Transfer:

1. At the Multiline Terminal, press Speaker key or pick up handset.
- OR -
At Single Line Terminal, lift the handset.
2. Dial **765**.
3. Dial the announced External Paging Zone (1~3).

 *The Paging party is connected.*

4. Stay on the line.


 *The party is transferred.*

Meet Me Internal Paging Transfer

To make a Meet Me Internal Paging Transfer:


1. At Multiline Terminal, while on a call, press Hold key.
- OR -
At the Single Line Terminal, while on a call, hookflash.

2. Dial Paging code [Internal **701**, External **703**, or Combined (***1**)] and the Paging Zone.
3. Announce the call.
4. From a Multiline Terminal, when the paged party answers, press Transfer key.
- OR -
From a Single Line Terminal, when the paged party answers, hang up.

 *The party is transferred.*

To join a Meet Me Internal Paging Transfer:

1. At the Multiline Terminal, press Speaker key or pick up handset.
- OR -
At the Single Line Terminal, lift the handset.
2. Dial **763** (if your extension is in the zone called).
- OR -
Dial **764** and the zone number (if your extension is not in the zone called).
- OR -
Press the **Meet Me Conference/Paging Pickup** key (PRG 15-07 or SC **751**: 23) if your extension is in the zone called.
3. Stay on the line.

 *The party is transferred.*

**M**

Memo Dial

Description

While on an outside call, Memo Dial lets a Multiline Terminal user store an important number for easy redialing later on. The telephone can be like a notepad. For example, a user could dial Directory Assistance and ask for a client's telephone number. When Directory Assistance plays back the requested number, the caller can use Memo Dial to jot the number down in the telephone memory. They can quickly call the Memo Dial number after hanging up.

When a user enters a Memo Dial number, the dialed digits do not output over the trunk. Dialing Memo Dial digits does not interfere with a call in progress.

Conditions

- When Memo Dial calls out, it outdials the entire stored number. Memo Dial does not automatically strip out trunk or PBX access codes if entered as part of the stored number.
- Only one number can be stored at a time.
- If a number is already stored in Memo Dial and you are on an internal or external call and the Dial Memo Key is pressed, the number is erased.
- A user's outgoing dialing options affect how a Memo Dial call is placed.
- Memo Dial is not available at Single Line Terminals.

Default Settings

Disabled

System Availability

Terminals

All Multiline Terminals

Required Component(s)

None

Related Features

Central Office Calls, Placing

Last Number Redial

Save Number Dialed

Guide to Feature Programming

Program Number	Program Name	Default
15-07-01	Programmable Function Keys	Refer to Programming Manual.


Operation

To store a number while you are on a call:

1. While on a call, press the **Memo Dial** key (PRG 15-07 or SC **751**: 31).
2. Dial number you want to store.
3. Press the **Memo Dial** key again and continue with conversation.


To call a stored Memo Dial number:

1. Do not lift the handset.
2. Press the **Memo Dial** key (PRG 15-07 or SC **751**: 31).
3. Press Speaker key.

 *The stored number dials out only if you store a trunk access code before the number.*


- OR -

Press the line key.

 *The stored number dials out.*

To check to see the stored Memo Dial number:

1. Do not lift the handset.
2. Press the **Memo Dial** key (PRG 15-07 or SC **751**: 31).

 *The stored number displays.*

To cancel (erase) a stored Memo Dial number:

1. Press Speaker key.
2. Press the **Memo Dial** key (PRG 15-07 or SC **751**: 31).

**M**

Message Waiting

Description

An extension user can leave a Message Waiting indication at a busy or unanswered extension requesting a return call. The indication is a flashing MW lamp at the called extension and a steadily lit MW lamp on the calling extension. Answering the Message Waiting automatically calls the extension which left the indication. Message Waiting ensures that a user does not have to recall an unanswered extension. It also ensures that a user does not miss calls when their extension is busy or unattended. Additionally, Message Waiting lets extension users:

- View and selectively answer messages left at their extension (display Multiline Terminal only)
- Cancel all messages left at their extension
- Cancel messages they left at other extensions

An extension user can leave Messages Waiting at any number of extensions. Also, any number of extensions can leave a Message Waiting at the same extension. A periodic VRS announcement may remind users that they have Messages Waiting.

LED Color Indication

The software allows you to select whether the Message Waiting LED located at the top of the Multiline Terminal flashes green (0) or red (1) when a Message Waiting LED is flashing. By default, this option is set to flash red.

Conditions

- Reminder messages require a DSP daughter board for VRS messages.
- When a user responds to a Message Waiting, the system does not cancel the Message Waiting LED if the called party uses Handsfree Answerback. The system cancels the indication only if the called party lifts the handset or presses Speaker key.
- With the Hotel/Motel set up, an employee with a Multiline Terminal can send a Message Waiting to a room telephone if allowed in system programming.
- The Message Waiting key simplifies this feature operation.
- Telephone-to-telephone Message Waiting works when the voice mail is installed.
- The Message Waiting LED may be used to indicate voice mail messages if no extension number is assigned to the voice mail key in system programming.
- If the following programs are changed while the phone is online, a reset of the feature is required before the setting takes effect.
 - PRG 15-02-35 Message Waiting Lamp Cycle for Calling Extension
 - PRG 15-02-36 Message Waiting Lamp Cycle for Called Extension
 - PRG 15-02-37 Voice Mail Message Wait Lamp Color
 - PRG 15-02-38 Voice Mail Message Wait Lamp Cycle



For example, if a message waiting was set before any of these programs were changed, the lamp remains the same until the message waiting is set again.

- If both Voice Mail Message and Message Waiting LED is set, the color set for Message Wait overrides the color used for the Voice Mail Message LED.

Default Settings

Enabled

System Availability

Terminals

All Terminals

Required Component(s)

None

Related Features

Handsfree Answerback/Forced Intercom Ringing

Hotel/Motel

Programmable Function Keys

InMail

Voice Response System (VRS)

Guide to Feature Programming

Program Number	Program Name	Default	Note
11-10-16	Service Code Setup (for System Administrator) - Leaving Message Waiting (Requires CPU to be licensed for Hotel/Motel)	626	
11-11-09	Service Code Setup (for Setup/Entry Operation) - Answer Message Waiting	0	
11-11-10	Service Code Setup (for Setup/Entry Operation) - Cancel All Messages Waiting	773	
11-11-11	Service Code Setup (for Setup/Entry Operation) - Cancel Message Waiting	771	
11-16-07	Single Digit Service Code Setup - Message Waiting	0	
15-02-28	Multiline Telephone Basic Data Setup - Message Waiting Lamp Color	1	
15-02-35	Multiline Telephone Basic Data Setup - Message Waiting Lamp Cycle for Calling Extension	3	
15-02-36	Multiline Telephone Basic Data Setup - Message Waiting Lamp Cycle for Called Extension	2	
15-02-37	Multiline Telephone Basic Data Setup - Voice Mail Message Wait Lamp Color	1	
15-02-38	Multiline Telephone Basic Data Setup - Voice Mail Message Wait Lamp Cycle	2	
15-07-01	Programmable Function Keys	Refer to Programming Manual.	
20-06-01	Class of Service for Extensions	Extension 101 is Class 15 and other Extension are Class 1	
20-13-07	Class of Service Options (Supplementary Service) - Message Waiting	COS 01~15 = 1	
80-01-01 (48)	Service Tone Setup - Repeat Count	0 (endless)	
80-01-02 (48)	Service Tone Setup - Basic Tone Number	0	

Operation

To leave a Message Waiting:


1. Call busy or unanswered extension.
2. Press the **Message Waiting** key (PRG 15-07 or SC 751: 38).
3. Hang up.


 *With Multiline Terminal telephones, the Message Waiting LED lights.*

To answer a Message Waiting:


 *When you have a message, your Message Waiting LED flashes fast for Multiline Terminals.*

1. At the Multiline Terminal, press Speaker key and dial ***0**.
- OR -
Press the **Message Waiting** key (PRG 15-07 or SC 751: 38).
- OR -
At the Single Line Terminal, lift the handset and dial ***0**.

 *If the called extension does not answer, dial 0 or press your Message Waiting key to automatically leave them a message.*

 *Normally, your Message Waiting LED goes out. If it continues to flash, you have new messages in your Voice Mail mailbox or a new General Message. See "To check your messages" below.*

To answer a Message Waiting (When VM Message Exist):

 *If there is a VM message and a Message Waiting set on the same extension and the user dials *0, it will call the VM pilot because VM has a higher priority. To call back the message waiting caller before calling VM you must do the following:*

1. Press the **Message Waiting** key (PRG 15-07-01 or SC 751 : 38).
- OR -
1. Press Help key + dial ***0**.
2. Show the current MW status.
3. Change the status by the **Up** or **Down Cursor** key.
4. Press Speaker key.

To cancel all your Messages Waiting:

 *This includes messages you have left for other extensions and messages other extension have left for you.*

1. At the Multiline Terminal, press Speaker key.
- OR -
At the Single Line Terminal, lift the handset.
2. Dial **773**.
3. Hang up.

To cancel the Messages Waiting you have left at a specific extension:

1. At the Multiline Terminal, press Speaker key.
- OR -
At the Single Line Terminal, lift the handset.

2. Dial **771**.
3. Dial the number of the extension you do not want to have your messages.
4. Hang up.



To check your messages:

1. Press Help key.
2. Dial ***0**.



You can have any combination of the message types in the following table on your telephone.

If you see. . .	You have. . .
VOICE MESSAGE n MESSAGE	New messages in your Voice Mail mailbox.
CHECK MESSAGE VRS GENERAL MESSAGE	A General message in Voice Mail that has not been heard.
CHECK MESSAGE (name)	Message Waiting requests left at your telephone by your co-workers.

3. Press VOL  or  to scroll through your display.
4. When you find the message you want to answer, press Speaker key. You either:
 - Go to your Voice Mail mailbox.
 - Listen to the new General Message.
 - Automatically call the extension that left you a Message Waiting.

Microphone Cutoff

Description

When in 'On Hook' state Mute key enables a Multiline Terminal user to turn off their telephone hands-free microphone, or when in 'Off hook' state Mute key enables the handset microphone to be turned off. When activated, Microphone Mute prevents the caller from hearing conversations in the user's work area. The user may turn off the microphone while their telephone is idle, busy on a call or ringing.

Conditions

- When using the Handsfree (On Hook) Mute key turns off handsfree microphone.
- When using the Handset (Off Hook) Mute key turns off Handset microphone.
- When using the Headset Mute key turns off Headset microphone.

Default Settings

Enabled (using Mute key)

System Availability

Terminals

Any Multiline Terminal

Required Component(s)

None

Related Features

Handsfree Answerback/Forced Intercom Ringing

Handset Mute/Handset Cutoff

Programmable Function Keys

Guide to Feature Programming

Program Number	Program Name	Default
15-02-50	Mute Lamp Status Change	0
15-07-01	Programmable Function Keys	Refer to Programming Manual.
20-02-11	System Options for Multiline Telephones - Handsfree Microphone Control	1

Operation

To mute your telephone handset or Handsfree microphone while on a call:

1. Press Mute key.

To turn your telephone microphone back on:

1. Press Mute key.




Use Mute key only if you pressed it initially to turn off your Handsfree microphone.

Mobile Extension

Description

A Mobile Extension is an external telephone (preferably a mobile phone) linked to the SL1100 via a Proxy Port to operate as an internal SLT extension. The extension sends DTMF signals to the system allowing access to the system features. A registered Mobile Extension uses 1 analog port (ports are reserved in groups of 4), however, no PCB support (analog or digital) is required. The Mobile Extension port must be an unequipped extension port on the SL1100 system - no physical keyset is required on the SL1100 system.

 *A mobile extension cannot be used as a voice mail port.*

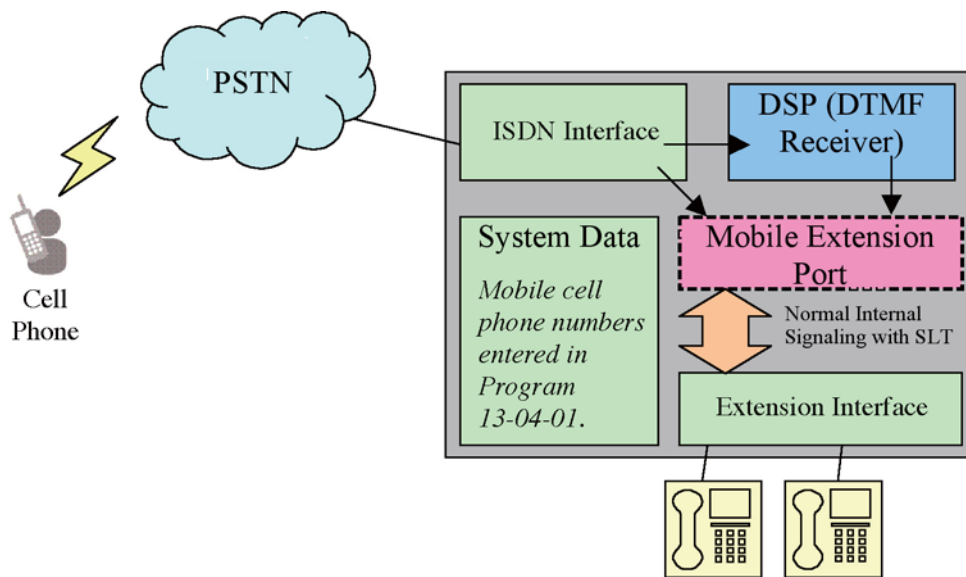




Figure 1-31 Mobile Extension Layout

This feature can currently be used with ISDN PRI trunks or SIP trunks.

 *It is recommended to use this feature with an ISDN PCB (PRI or BRI), however, analog trunks can be used as well.*

 *To provide a proper disconnect, Disconnect Supervision is required for the trunks used for this feature.*

The Mobile extension internal extension number (Proxy Port) is linked to a speed dial bin to provide integration.

 *If all external trunks are busy when a call is made to the mobile extension, ringback tone is presented giving the impression the phone is ringing.*

A DID is directed to the Mobile Extension internal extension number (Proxy Port), and to provide internal dial tone to the Mobile Extension, the incoming CLI of the Mobile Extension must match the number in the Speed Dial bin. Once internal dial tone is presented, the operation is similar to an SLT user lifting the handset.

In the absence of DIDs, the VRS can be used to transfer the Mobile Extension call to the Mobile Extension number. This provides internal dial tone when the CLI is presented and matches the number in the associated Speed Dial bin.

Alternatively, if calling line identification routing is enabled, the relevant Speed Dial bin could be transferred to the Mobile Extension proxy port which would then provide internal dial tone.

Maximum 32 Mobile extensions can be assigned in a system. Initially, 4 user licenses are included, to increase the number of users SL-SYS-MOBILE-1 LIC is required.

Features

The features available from a Mobile Extension are listed below. As the Mobile Extension is based on an SLT port, the service codes used are as per an SLT port. Any feature not listed should be assumed to be not supported:

- Hold
- Transfer
- Incoming Ring Group member
- Department Group member
- DID
- Toll Restriction
- Class of Service
- DSS Keys

Though DSS keys are available for the Mobile Extension, they cannot provide an exact indication of busy status if, for example, the Mobile Extension is active on a call not linked to the SL1100.

The following service codes are supported:

Table 1-49 Supported Service Codes

Type Incoming Feature	Program	Code	Set By Mobile Extension	Set to Mobile Extension
Night Mode Switching	11-10-01	718	Yes	
Night Mode Switching for Other Group	11-10-12	618	Yes	
Call Forward - All	11-11-01	741	Yes	Yes
Call Forward - Busy	11-11-02	742	Yes	Yes
Call Forward - No Answer	11-11-03	743	Yes	Yes
Call Forward - Busy/No Answer	11-11-04	744	Yes	Yes
Call Forward - Both Ring	11-11-05	745	Yes	Yes
Call Forward - Follow-Me	11-11-07	746	Yes	Yes
Do Not Disturb	11-11-08	747	Yes	
Answer Message Waiting	11-11-09	*0	Yes	
Cancel All Messages Waiting	11-11-10	773	Yes	
Automatic Transfer Setup for Each Extension Group	11-11-25	602	Yes	
Automatic Transfer Cancellation for Each Extension Group	11-11-26	603	Yes	
Delayed Transfer for Every Extension Group	11-11-28	605	Yes	
Delayed Transfer Cancellation for Each Extension Group	11-11-29	606	Yes	
DND Setup for Each Extension Group	11-11-30	607	Yes	
DND Cancellation for Each Extension Group	11-11-31	608	Yes	
Pilot Group Withdrawing	11-11-35	650	Yes	
Station Speed Dial Number Entry	11-11-39	755	Yes	
Bypass Call	11-12-01	707	Yes	Yes
Conference	11-12-02	#1	Yes	
Override (Off-Hook Signalling)	11-12-03	709	Yes	
Set Camp-On	11-12-04	750	Yes	Yes

Type Incoming Feature	Program	Code	Set By Mobile Extension	Set to Mobile Extension
Cancel Camp-On	11-12-05	770	Yes	Yes
Switching of Voice Call and Signal Call	11-12-06	712	Yes	
Step Call	11-12-07	708	Yes	Yes
Barge-In	11-12-08	710	Yes	Yes
Change to STG (Department Group) All Ring	11-12-09	Not Assigned	Yes	
Station Speed Dialling	11-12-10	#2	Yes	
Group Speed Dialling	11-12-11	#4	Yes	
Trunk Group Access	11-12-14	704	Yes	
Specified Trunk Access	11-12-15	#9	Yes	
Internal Group Paging (Mobile Extension cannot be a member of a paging group)	11-12-19	701	Yes	
External Paging	11-12-20	703	Yes	
Meet-Me Answer to Specified Internal Paging Group	11-12-21	764	Yes	
Meet-Me Answer to External Paging	11-12-22	765	Yes	
Meet-Me Answer in Same Paging Group (although Mobile Extension cannot be paged)	11-12-23	763	Yes	Yes
Combined Paging	11-12-24	*1	Yes	
Direct Call Pickup - Own Group	11-12-25	756	Yes	Yes
Call Pickup for Specified Group	11-12-26	768	Yes	Yes
Call Pickup	11-12-27	*#	Yes	Yes
Call Pickup for Another Group	11-12-28	769	Yes	Yes
Direct Extension Call Pickup	11-12-29	**	Yes	
Park Hold	11-12-31	#6	Yes	
Answer for Park Hold	11-12-32	*6	Yes	
Group Hold	11-12-33	732	Yes	
Answer for Group Hold	11-12-34	762	Yes	
Personal (Extension) Park	11-12-35	757	Yes	
Door Box Access (Door Box can also ring the Mobile Extension. *# operates relay)	11-12-36	702	Yes	
Common Canceling Service Code	11-12-37	*9	Yes	
General Purpose Indication	11-12-38	783	Yes	
Station Speed Dialling	11-12-40	#7	Yes	
Voice Over	11-12-41	690	Yes	
Flash on Trunk lines	11-12-42	#3	Yes	
Enabled On Hook when Holding (SLT)	11-12-45	749	Yes	
Answer On Hook when Holding (SLT)	11-12-46	759	Yes	
Call Waiting Answer/Split Answer	11-12-47	794	Yes	
Account Code	11-12-48	##	Yes	
VM Access (InMail and VMS)	11-12-51	*8	Yes	
Live Recording at SLT	11-12-53	654	Yes	
VRS Routing for ANI/DNIS	11-12-54	782	Yes	

Type Incoming Feature	Program	Code	Set By Mobile Extension	Set to Mobile Extension
Tandem Trunking	11-12-57	#8	Yes	
Transfer into Conference	11-12-58	624	Yes	
Set DND for Other Extension	11-14-03	629	Yes	Yes
Cancel DND for Other Extension	11-14-04	630	Yes	Yes
Set Wake Up Call for Own Extension	11-14-05	631	Yes	
Cancel Wake Up Call for Own Extension	11-14-06	632	Yes	
Set Wake Up Call for Other Extension	11-14-07	633	Yes	Yes
Cancel Wake Up Call for Other Extension	11-14-08	634	Yes	Yes
Set Room to Room Call Restriction	11-14-09	635	Yes	Yes
Cancel Room to Room Call Restriction (Hotel)	11-14-10	636	Yes	Yes
Change Toll Restriction Class for Other Extension	11-14-11	637	Yes	Yes
Check-in	11-14-12	638	Yes	Yes
Check-out	11-14-13	639	Yes	Yes
Room Status Change for Own Extension	11-14-14	640	Yes	
Room Status Change for Other Extension	11-14-15	641	Yes	Yes
Room Status Output	11-14-16	642	Yes	
Hotel Room Monitor	11-14-17	675	Yes	Yes

Although some features may be available to the Mobile Extension, it may be advisable to disable them in Class of Service. There are also features that should be disabled in any case.

The features **to be disabled/not used** for Mobile Extension include:

- TAPI
- H.323 Trunks
- Analog Trunks
- Port Swap
- Hotline
- General Message
- Message Waiting
- Headset Mode for SLT
- Flexible Transfer/Virtual Loop Back
- Tandem Ringing
- Virtual extension key as Call Coverage Key for mobile extension
- Automatic Conversation Record for trunks

Caller ID Presented to the Mobile Extension for Type of Call

- Direct Internal Call - CPN of the Calling Phone is presented to the Mobile Extension.
- Direct Trunk Call with CID - Caller ID of incoming call is presented to the Mobile Extension**.
- Direct Trunk Call without CID - CPN of Mobile Extension is presented to the Mobile Extension.
- Transferred Trunk Call with CID -
 - Transferred before inter-digit timeout - Caller ID of incoming call is presented to the Mobile Extension**.
 - Transferred after inter-digit timeout - CPN of the Transferring Phone is presented to the Mobile Extension.
- Transferred Trunk Call without CID -
 - Transferred before inter-digit timeout - CPN of Mobile Extension is presented to the Mobile Extension.
 - Transferred after inter-digit timeout - CPN of the Transferring Phone's CPN is presented to the Mobile Extension.

* Only when the outbound trunks are ISDN or SIP trunks.

** ISDN will need to accept the inbound Caller ID as the Calling Party Number (CPN) presentation for the outbound call.

Table 1-50 Caller ID Sent to Mobile Telephone

Inbound Trunk	Outbound Trunk	Y/N
Analog CID	CFA Analog	N
Analog CID	CFA ISDN PRI/SIP	Y
ISDN PRI	CFA ISDN PRI/SIP	Y
ISDN PRI	CFA Analog	N
Analog CID	CFNA Analog	N
Analog CID	CFNA ISDN PRI/SIP	Y
ISDN PRI	CFNA ISDN PRI/SIP	Y
ISDN PRI	CFNA Analog	N

Conditions

- If the extension has Call Forward-Both Ring set to another extension, it will only continue to forward if the Both ring location is forwarded (B/NA or NA) to VM and no where else.
- Analog, ISDN and SIP trunks are supported for the outbound call to the Mobile Extension.
- It is recommended that this feature uses ISDN platform (as these trunks provide answer supervision).
- The analog line must provide CLI information to allow the Mobile Extension to dial into the system to access features.
- For the **extension** DTMF, the minimum Detect Level for the DTMF Tone (PRG 80-03-03) must be set to allow a minimum detection level of -25dBm. This entry is dependent on the Detect Level selected in PRG 80-03-01.
- The Mobile Extension uses the * to perform a flash, so any service codes which begin with * must be changed (PRG 11-10, PRG 11-11, PRG 11-12, PRG 11-13).
- To provide a proper disconnect, Disconnect Supervision is required for the trunks used for this feature.
- When an entry is made in PRG 15-22-01 for a Mobile Extension, ports are reserved for Mobile Extension usage in groups of 4.
- To keep consecutive port numbering for units, you may wish to consider starting Mobile Extensions at the upper extension port range.
- Calls on Mobile Extension can be easily picked up from a telephone in the system. This is done via a Barge-In key (34+Mobile Ext # or 34+*) * will Barge-In to the Extension that Call Forward Both Ring is set to. If no Forward Both Ring is set, the key will act as a basic Barge-In key.
- If the main terminal has call forward both ring set to the Mobile Extension and the Ecology-Power Cutting feature removes power to the terminal any calls sent to the terminal will not go to the Mobile Extension.

Default Settings

No Mobile Extensions are configured.

System Availability

Terminals

Any Multiline Terminal

Required Component(s)

None

Related Features

Abbreviated Dialing/Speed Dial

Caller ID

Direct Inward Dialing (DID)

Direct Inward Line (DIL)

Station Message Detail Recording

Guide to Feature Programming


The programs listed below indicate the most commonly used programs required for this feature. The programs are listed in the order that the installer should follow. Refer to the PCPro wizards for further detailed programming.

- When a * is listed next to the Program Number it indicates a program that **MUST** be set (from a default state) for this feature to be enabled.

Program Number	Program Name/Description	Assigned Data
11-02-01 *	Extension Numbering Assign a valid extension number to a port that is not currently used by existing hardware. The extension numbers assigned must be within your valid numbering plan in PRG 11-01-01.	Maximum of 8 digits (0 ~ 9, *, #) (default = Not Assigned)
15-22-01 *	Mobile Extension Target Setup Per Mobile Extension, assigned in PRG 11-02, set which speed dial bin (PRG 13-04) is to be used when the Mobile extension is called. To have access to the Mobile Extensions you must use the PC Programming tool. In PCPro go to Programming/Unregistered Phones/Mobile Extension list and add the extension numbers programmed in PRG 11-02-01.	0 = No Setting 1 ~ 999 = Speed Dial Bin 1 ~ 999 (PRG 13-04) (default = 0)
15-22-02	Connect Confirmation Per Mobile Extension, assigned in PRG 11-02, select whether a confirmation is required (user dials*) to allow the call to cut through when answered.	0 = Always (User must dial * when answered for the call to cut through on ALL line types.) 1 = On Analog Line (User must dial * when answered for the call to cut through on Analog lines only.) 2 = Never (When the call is answered the call is immediately cuts through.) (default = 0)
15-22-03	Trunk Access Code Select if the normal or individual trunk access code is used when making the call to the mobile number.	0 = Normal Trunk Access (PRG 11-09-01) 1 = Individual Trunk Access (PRG 11-09-02) (default = 0)
13-04-01 *	Speed Dialing Data Per speed dial bin, assigned in PRG 15-22-01, set the telephone number to be dialed when the mobile extension is called. Do not include the trunk access code in the dialed number field; PRG 15-22-03 will insert the proper code.	Maximum of 36 digits (0 ~ 9, *, #, @, P, R) @ = Wait for Answer Supervision - ISDN trunks only P = Pause - Analog Trunk Only R = Hook flash - Analog Trunk Only (default = Not Assigned)



Program Number	Program Name/Description	Assigned Data
24-09-01 *	Call Forward Type Per physical extension select the call forward type as to the users' preference. It is recommended to set the users physical extension as call forward both to the mobile extension. This will allow for the internal extension number and the external phone number, programmed in PRG 13-04-01, to ring at the same time. If the user requires their calls to forward back to the voice mail in the SL1100, in a no answer condition, set the mobile extension to call forward no answer to the voice mail pilot number.	0 = No Call Forwarding 1 = Call Forward Both 2 = Call Forward No Answer 3 = Call Forward All 4 = Call Forward Busy No Answer 5 = Call Forward Busy (default = 0)
24-09-02 *	CO Call Forwarding Destination for Both Ring, All Call, No Answer This is used to set the stations forwarding destination number (for Trunk Calls) in one of the following three conditions: <ol style="list-style-type: none">1. Call Forward Both Ring2. Call Forward ALL Calls3. Call Forward No Answer	Maximum of 24 digits (0 ~ 9, *, #, @, P, R) @ = Wait for Answer Supervision - ISDN trunks only P = Pause - Analog Trunk Only R = Hook flash - Analog Trunk Only (default = Not Assigned)
24-09-03 *	Intercom Call Forwarding Destination for Both Ring, All Call, No Answer This is used to set the stations forwarding destination number (for Intercom Calls) in one of the following three conditions: <ol style="list-style-type: none">1. Call Forward Both Ring2. Call Forward ALL Calls3. Call Forward No Answer	Maximum of 24 digits (0 ~ 9, *, #, @, P, R) @ = Wait for Answer Supervision - ISDN trunks only P = Pause - Analog Trunk Only R = Hook flash - Analog Trunk Only (default = Not Assigned)
24-09-04 *	CO Call Forwarding Busy Destination This is used to set the stations forwarding destination number (for Trunk Calls) if the called station is in a Busy state.	Maximum of 24 digits (0 ~ 9, *, #, @, P, R) @ = Wait for Answer Supervision - ISDN trunks only P = Pause - Analog Trunk Only R = Hook flash - Analog Trunk Only (default = Not Assigned)
24-09-05 *	Intercom Call Forwarding Busy Destination This is used to set the stations forwarding destination number (for Intercom Calls) if the called station is in a Busy state.	Maximum of 24 digits (0 ~ 9, *, #, @, P, R) @ = Wait for Answer Supervision - ISDN trunks only P = Pause - Analog Trunk Only R = Hook flash - Analog Trunk Only (default = Not Assigned)
24-09-06	Call Forward Destination for CTX for ALL Call, No Answer This is used to set the stations forwarding destination number if the call originates on a Centrex trunk (assigned in PRG 14-04). This is for the following conditions: <ol style="list-style-type: none">1. Call Forward All Calls2. Call Forward No Answer	Maximum of 24 digits (0 ~ 9, *, #, @, P, R) @ = Wait for Answer Supervision - ISDN trunks only P = Pause - Analog Trunk Only R = Hook flash - Analog Trunk Only (default = Not Assigned)
24-09-07	Call Forward Destination for CTX for ALL Call, No Answer This is used to set the stations forwarding destination number if the call originates on a Centrex trunk (assigned in PRG 14-04). This is for the following condition: <ol style="list-style-type: none">1. Call Forward Busy	Maximum of 24 digits (0 ~ 9, *, #, @, P, R) @ = Wait for Answer Supervision - ISDN trunks only P = Pause - Analog Trunk Only R = Hook flash - Analog Trunk Only (default = Not Assigned)
20-03-04	Dial Sending Start Time for SLT or ARS When a Mobile Extension is called the system waits for this amount of time before dialing the number.	0 ~ 64800 = 0 ~ 64800 seconds (default = 3 seconds)
80-03-01	DTMF Detect Level Used to select the systems DTMF tone detection levels. With ISDN lines it may be required to set this value to a setting data of (1) -5 dBm ~ -30 dBm if the user cannot press the * key to answer the call.	0 = 0 ~ -25 dBm 1 = -5 ~ -30 dBm 2 = -10 ~ -35 dBm 3 = -15 ~ -40 dBm 4 = -20 ~ -45 dBm 5 = -25 ~ -50 dBm 6 = -30 ~ -55 dBm (default = 0)

Program Number	Program Name/Description	Assigned Data
14-01-24	<p>Trunk to Trunk Outgoing Caller ID through Mode This command is for PRI and SIP trunks only and should never be enabled on any other trunk type. When this command is enabled the system will pass the originating callers caller ID on to the Telco if the call is forwarded out of the system.</p> <p> <i>Some Telco offices do not support this and will replace the number you send them with the main billing number.</i></p>	<p>0 = Disable (Caller ID not forwarded out.) 1 = Enable (Caller ID is forwarded out.) (default = 0)</p>

Operation

With any feature, if the Mobile Extension user presses *****, an existing call is placed in hold. Pressing ***** a second time or the timeout of the inter-digit timer returns the call to conversation mode.

Using Analog Lines with the Mobile Extension

Analog lines can be used for integration with the Mobile Extension using either DILs or VRS Auto Attendant to access the Mobile Extension Proxy Port. However, it must be noted that the ***0** Hang Up code must be used prior to terminating any call (e.g., transfer, hang up etc.) as analog trunks do not provide Disconnect Supervision.

Placing an Intercom Call to a Mobile Extension:

1. Lift the handset or press **SPK**.
2. Dial the extension number assigned to the Mobile Extension.
 If the Mobile Extension is turned off, incoming calls hear a message indicating the user is not available. The setting in the DTMF Confirmation programming (PRG 15-22-02) determines how the call is handled.
PRG 15-22-02 set to 0 or 1 (DTMF Confirmation Required):
 The caller is retrieved by the SL1100 and follows the no-answer programming (ring another extensions, forward to SL1100 voice mail, etc.)
PRG 15-22-02 set to 2 (No DTMF Confirmation Required):
 The caller is forwarded to the external extension voice mail, if available.

Outside Party Dialing the Mobile Extension:

1. Dial the DID or DIL telephone number for the Mobile Extension.
2. System programming (DID=22-11-01 or DIL=22-07-01) must be defined.
 If the Mobile Extension is turned off, incoming callers hear a message indicating the user is not available. The setting in the DTMF Confirmation programming (PRG 15-22-02) determines how the call is handled.
PRG 15-22-02 set to 0 or 1 (DTMF Confirmation Required):
 The caller is retrieved by the SL1100 and follows the no-answer programming (ring another extension, forward to SL1100 voice mail, etc.)
PRG 15-22-02 set to 2 (No DTMF Confirmation Required):
 The caller is forwarded to the external extension voice mail, if available.

Placing a Call from the Mobile Extension:

1. Dial the DID or DIL telephone number for the Mobile Extension.
 If the Caller ID of the Mobile Extension matches the Speed Dial bin entry (PRG 13-04 and PRG 15-22), internal dial tone is heard by the Mobile Extension user.
2. Dial the desired Intercom number or dial the trunk access code to place an outgoing call.

Answering a Call on the Mobile Extension:

1. Answer the ringing call.
2. If PRG 15-22-02 is set to 0 or 1, the Mobile Extension user hears Music on Hold/ring tone. Press ***** (within 10 seconds) to answer the call.
 This step is required when using analog trunks for the Mobile Extension feature.

Sending a Flash from the Mobile Extension:

1. While on a conversation, a hook flash is returned by dialing *# from the Mobile Extension.

Internal Dial Tone After Hang Up:

1. When a call is finished, disconnect the call and receive internal dial tone by dialing *0.

Placing/Retrieving a Call on Hold from the Mobile Extension:

1. While on a call, dial * #.
2. To retrieve the held call, with system dial tone, dial * #.

Swapping Between Two Held Calls from the Mobile Extension:

1. While on a call, dial * #.
The first call is placed on Hold.
2. Place second call, then place on Hold by dialing * #.
The second call is placed on Hold and the first call is picked up.
3. The Mobile Extension can connect the two held calls with Automatic On-Hook Transfer if PRG 20-11-11 is enabled by dialing * 0.

Transferring a call from the Mobile Extension:

1. With an active call, dial * #.
2. Dial the extension number to which the call is to be transferred.
3. Dial * 0.
4. Hang up.

Call Forwarding

When setting Call Forwarding from the Mobile Extension, the service code(s) must be redefined in PRG 11-10-18, PRG 11-11-06 and PRG 11-11-40 and also must be defined in PRG 11-11-01 ~ PRG 11-11-05 and PRG 11-11-07.

To activate or cancel Call Forwarding to/from the Mobile Extension:

1. **When activating Call Forwarding From the Mobile Extension:**
Dial the DID or DIL telephone number for the Mobile Extension.
If the Caller ID of the Mobile Extension matches the Speed Dial bin entry (PRG 13-04 and PRG 15-22), internal dial tone is heard by the Mobile Extension user.
- OR -
When activating Call Forwarding to the Mobile Extension:
Press the **CALL** key or lift the handset.
2. Dial the service code defined in PRG 11-11-01 ~ PRG 11-11-05 and PRG 11-11-07.
3. Dial Call Forwarding condition:
1 = Set
0 = Cancel
4. Dial destination extension or Off-Premise number.
5. Dial *0 (from Mobile Extension only):
Change to Step.

To activate Call Forward Follow Me:

1. **When activating Call Forwarding From the Mobile Extension:**
Dial the DID or DIL telephone number for the Mobile Extension.
If the Caller ID of the Mobile Extension matches the Speed Dial bin entry (PRG 13-04 and PRG 15-22), internal dial tone is heard by the Mobile Extension user.
- OR -
When activating Call Forwarding to the Mobile Extension:
Press the **SPK** key or lift the handset.
2. Dial **846**.
3. Dial Call Forwarding Condition:
1 = Set
0 = Cancel

4. Dial the destination extension.
5. Dial ***0** (from Mobil Extension only).
6. Hang up.

To cancel Call Forward Follow Me:

1. **When activating Call Forwarding From the Mobile Extension:**
Dial the DID or DIL telephone number for the Mobile Extension.
If the Caller ID of the Mobile Extension matches the Speed Dial bin entry (PRG 13-04 and PRG 15-22), internal dial tone is heard by the Mobile Extension user.
- OR -
When activating Call Forwarding to the Mobile Extension:
Press the **SPK** key or lift the handset.
2. Dial **846**.
3. Dial **0**.
4. Dial destination Station to Cancel Forward Follow Me extension or dial **0** to cancel all.
5. Dial ***0** (from Mobile Extension only).
6. Hang up.

M

Mobile Extension - Callback to Mobile Phone

Description

Callback to Mobile Phone allows the user to make an incoming call to a system then hang up before the system answers (like a one ring call), then the system calls back to the calling Mobile Phone using a pre-programmed number. The advantage is to reduce Mobile Phone charges for calls on a mobile extension system.

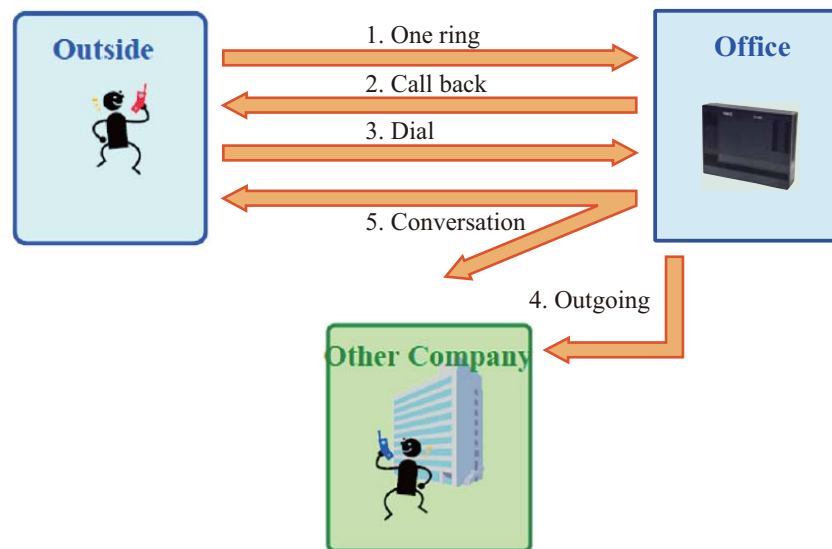


Figure 1-32 Example - Callback to Mobile Phone

After receiving a call back on a Mobile Phone, the user can call another extension or make an outgoing call via the system using the mobile extension function.

Conditions

- Mobile Extension must be programmed for this feature to work.
- In the Callback to Mobile Phone feature set PRG 15-22-04 to 1. If the Mobile Phone user continues to ring over the time set in PRG 22-01-12, the system answers the call as a normal Mobile Extension call.
- Callback to Mobile Phone will not proceed and no retry is made if all trunks are busy when trying to callback.
- Callback trunk routing follows PRG 15-22-03 setting. When set 0 (Normal trunk access code), ARS also can be used.
- If Mobile Extension does not answer the Callback within time set in PRG 20-01-16, Callback will stop. If answered the within the Callback time, the user hears an extension dial tone. A splash tone is not heard.
- If the system receives a "Disconnect" from the far end after a Callback is made, Callback will stop.
- When Calling party number is used, Callback follows the PRG 21-19-01 outgoing call setting of the Mobile Extension which made the outgoing call.
- The Callback to Mobile Phone feature is not supported when using an analog trunk.
- If Flexible ringing is set, the Callback to Mobile Phone feature works in any type of PRG 22-02-01 trunk setting. If Flexible ringing is not set, the Callback to Mobile Phone feature does not work if the incoming call type is "DID/DISA".
- After answering Callback, if the system does not receive a DTMF signal from the Mobile Extension using PRG 20-18-01 (Default; 30 seconds), the system disconnects the call.
- The trunk user for SMDR for Callback is tied to the extension number of Mobile Extension.
- If the user calls a Mobile Extension port during while using the Callback to Mobile Phone feature, the caller hears a busy tone.

Default Setting

No Mobile Extensions are configured.

System Availability

Terminals

All Multiline Terminals

Required Component(s)

None

Related Features

Abbreviated Dialing/Speed Dial

Caller ID

Call Forwarding

Direct Inward Dialing (DID)

Direct Inward Line (DIL)

Station Message Detail Recording

Guide to Feature Programming

Program Number	Program Name	Default
13-04-01	Speed Dialing Number and Name – Speed Dialing Data	No Setting
13-04-03	Speed Dialing Number and Name – Transfer Mode	0
13-04-04	Speed Dialing Number and Name – Transfer Destination Number	No Setting
14-01-30	Basic Trunk Data Setup – Flexible Ringing by Caller ID	1
15-22-01	Mobile Extension Setup – Mobile Extension Target Setup	0
15-22-03	Mobile Extension Setup – Trunk Access Code	0
15-22-04	Mobile Extension Setup – Call Back	0
20-01-16	System Options – Mobile Extension Callback Duration Time	15 Seconds
20-31-24	Timer Class Timer Assignment – Answer Time from Mobile Extension	3 Seconds
20-31-25	Timer Class Timer Assignment – Mobile Extension Callback Duration Time	15 Seconds
22-01-12	System Options for Incoming Calls – Mobile Extension Answer Time	3 Seconds

Operation

Receive Callback

Receive call from Mobile Extension and Callback:

Mobile Phone number: 09012345678
Incoming trunk set up: PRG 22-02: Trk1, DIL
Mobile Extension set up: Ext150
PRG 15-22-01: Speed Dial bin No, 50
PRG 15-22-03: Trunk access code, 0: Use normal trunk access code
PRG 15-22-04: Callback, (1) Enable

Speed Dial bin set up: No.50
PRG 13-04-01: 09012345678
PRG 13-04-03: Transfer mode, (1) Extension
PRG 13-04-04: Destination, 150

Callback timer set up
PRG 22-01-12: Answer time from Mobile Extension, 3 seconds
PRG 20-01-16: Mobile Extension Callback Duration time, 15 seconds
PRG 20-18-01: Extension Dial Tone Time, 30 seconds

1. Call the system Trk1 from the cell phone setting as a mobile extension (Ex 150).
2. The Mobile Phone user hangs up within 3 seconds, before system answers.
3. System makes the Callback to the cell phone.
4. Answer the Mobile Phone within 15 seconds.
5. Mobile Phone hears a dial tone and dials * before 30 seconds.

Receive call from Mobile Extension, but system answered:

1. Call the system Trk1 from the cell phone setting as a mobile extension (Ex 150).
2. Mobile Phone user continues ring for longer than 3 seconds, then system answers.
3. Mobile Phone user hears a dial tone.

Mobile Phone does not answer to Callback:

1. Call the system Trk1 from the Mobile Phone setting as a mobile extension (Ex 150).
2. The Mobile Phone user hangs up within 3 seconds, before system answers.
3. System makes the Callback to the Mobile Phone.
4. The Mobile Phone does not answer the call within 15 seconds.
5. System disconnects the call.

After Callback answered, but does not send any DTMF:

1. Call the system Trk1 from the Mobile Phone setting as a mobile extension (Ex 150).
2. The Mobile Phone user hangs up within 3 seconds, before system answers.
3. System makes the Callback to the Mobile Phone.
4. The Mobile Phone answers within 15 seconds.
5. The Mobile Phone hears a dial tone but does not send any DTMF within 30 seconds.
6. System disconnects the call.



Multiple Trunk Types

Description

The SL1100 supports many different Trunks in the system (DID, Loop Start, ISDN PRI). The system supports up to 76/88 trunks using expanded KSUs.

DID

Refer to the [Direct Inward Dialing \(DID\) on page 1-183](#) feature for related information.

Loop Start Trunks

Loop Start Trunks can be connected to the SL1100 system. Loop Start is assigned per trunk at the associated unit.

ISDN PRI

Refer to the [ISDN Compatibility on page 1-399](#) feature for related information.

T1-E1 Trunks

The T1/PRI/E1 Interface gives the system T1/E1 trunking ability. This unit uses a single universal slot and provides up to 24/30 trunk circuits. In addition to providing digital-quality trunking, the T1/PRI Interface allows you to have maximum trunking ability with fewer units. This in turn makes more universal slots available for other functions.

Conditions

- When adding or removing padding for trunks, use PRG 14-01 for all trunks.

Default Settings

None

System Availability

Terminals

All Terminals

Required Component(s)

Any Trunk Unit

Related Features

Automatic Route Selection

Caller ID

Direct Inward Dialing (DID)

ISDN Compatibility

Guide to Feature Programming

Program Number	Program Name	Default
14-01-01	Basic Trunk Data Setup - Trunk Name	Trunk port Number: 001 ~ 084 Trunk Name: 001 ~ 084
25-07-01	System Timers for VRS/DISA - VRS/DISA Dial Tone Time	10
34-01-02	Receive Dial Type	1

Loop Start Trunks

Program Number	Program Name	Default
14-04-01	Behind PBX Setup	0
14-05-01	Trunk Group - Trunk Group Number	Trunk Port 1~84 = Priority 1~84
22-02-01	Incoming Call Trunk Setup	0

Operation

None

M

Music on Hold

Description

Music on Hold (MOH) sends music to calls on Hold and parked calls. The music lets the caller know that the call is waiting, not forgotten. Without Music on Hold, the system provides silence to these types of calls. The Music on Hold source can be internal (tone) or from an external customer-provided music source (i.e., tape deck, receiver, etc.). The customer-provided source can connect to a connector on the 084M-B1.

Option Available for Using System Tone

The Music on Hold feature has been enhanced to allow callers to hear a system tone instead of playing the internal or external music.



In accordance with copyright law, a license may be required if radio, television broadcasts or music other than material not in the public domain are transmitted through the Music on Hold feature of telecommunications systems. NEC hereby disclaim any liability arising out of the failure to obtain such a license.

Music on Hold Source

There are 4 options available: (PRG 10-04-01 & PRG 10-04-02)

- Internal Music Tune - The tune is set by PRG 10-04-02.
- External Source - ACI input via audio connector (J421) (SL1100, PRG 10-60-01).
- Silence - Callers on hold hear silence.
- Hold Message - Embedded VRS (Program 10-04-01)

Music on Hold per DDI Number

The music on hold source can be selected for individual DDI numbers by PRG 22-11-09. There are 3 options available:

- 0 - Use the music source set by PRG 10-04-01.
- 1 - Back Ground Music input.

The music source will be used for incoming DDI calls only.

Music on Hold for Internal calls

The music source is set by PRG 10-04-01.

Music on Hold for non-DDI Trunk calls

The music on hold source is set per trunk port by PRG 14-08.

There are 2 options available:

- 0 - Use the music source set by PRG 10-04-01.
- 1 - Back Ground Music input.

The music source will be used for outgoing trunk calls or incoming non-DDI calls only.

Hold Message

The Hold Message is set by Program 10-04-01.

To record Embedded VRS Hold Message, go off-hook and dial **616 + 7 + 001**.

To listen to Embedded VRS Hold Message dial **616 + 5 + 001**.

Conditions

Only 1 VRS prompt message (2 minutes in length) can be recorded in a flash memory on CPU unit. This VRS prompt message can be used for HOLD message.

Default Settings

Disabled

System Availability

Terminals

None

Required Component(s)

None

Related Features

Analog Communications Interface (ACI)

Guide to Feature Programming

The programs listed below indicate the most commonly used programs required for this feature. The programs are listed in the order that the installer should follow. Refer to the PCPro wizards for further detailed programming.

- When a * is listed next to the Program Number it indicates a program that **MUST** be set (from a default state) for this feature to be enabled.

Program Number	Program Name/Description	Assigned Data
10-04-01 *	Music on Hold Source Selection Assign the systems Music on Hold Source.	0 = Internal MOH (Tone set by PRG 10-40-02) 1 = External MOH (Tone set by PRG 10-60-01: Audio Port No.2) 2 = Service Tone (Tone set by PRG 80-01, tone 64) 3 = VMDB (Tone set by PRG 10-40-02) (default = 2)
10-40-02	Music on Hold Tone Selection Select the different internal tones that can be played. If PRG 10-40-01 is a (0) then the following settings apply: 1 = Farewell Song 2 = Die Forelle 3 = Plaisir d'amour If PRG 10-40-01 is a (3) then the following settings apply: 1 ~ 100 = VRS Message Number 1 ~ 100	1 ~ 100 See the description setting for more details. (default = 1)
10-40-03	Audio Gain Setup Use this program to adjust the volume of the internal Music on Hold source.	1 ~ 63 = -15.5 ~ +15.5 dBm (default = 32 which is 0 dBm)
14-08-01	Music on Hold Source for Trunks Select whether the system will use the built in Music on Hold/External Music on Hold or a Customer provided source connected to the BGM port.	0 = Internal/External MOH Port 1 = BGM Port (default = 0)

Program Number	Program Name/Description	Assigned Data
10-60-01	Audio Port Setup - Slot Number (0,1,4,7) Audio Port Number 1 = BGM Audio Port Number 2 = External MOH Select which audio port on the 084M packages are used for BGM/External MOH.	0 = No Used 1 = 1st KSU 4 = 2nd KSU 7 = 3rd KSU (default = 1)
22-11-09	Music on Hold Source Per DID translation table each DID, when placed on hold, will hear either the system Music on Hold source or the systems Background Music source.	0 = Music on Hold 1 = Background Music (default = 0)
80-01-01	Service Tone Setup - Repeat Count Specify the amount of times tone 64 (Music on Hold) will repeat itself.	0 = Endless (Tone is constantly played.) 1 ~ 255 = 1 ~ 255 times (default = 0)
80-01-02	Service Tone Setup - Basic Tone Number For tone 64 (Music on Hold) specify the basic tone that the user will hear. For a complete list of tones refer to the programming manual.	0 = No Tone 1 ~ 32 = Tones 1 ~ 32 (Refer to the programming manual for the default values of all tones.)
80-01-03	Service Tone Setup - Duration Count Specify the length of time that the tone assigned in PRG 80-01-02 will play for.	0 = 0 ms 1 ~ 255 = 100 ~ 25500 ms (Refer to the programming manual for the default values of all tones.)
80-01-04	Service Tone Setup - Gain Level	0 ~ 63 = -15.5 ~ +15.5 dBm (Refer to the programming manual for the default values of all tones.)

M

Operation

None

Name Storing

Description

Extensions and trunks can have names instead of just circuit numbers. These names show on a Multi-line Terminal display when the user places or answers calls. Extension and trunk names make it easier to identify callers. The user does not have to refer to a directory when processing calls. A name can have up to 12 digits, consisting of alphanumeric characters, punctuation marks and spaces.

Additional Characters Available

When using the Name Storing feature, the system now provides additional characters which can be used. These characters are available with any option which allows Name Storing-Speed Dial - System/Group/Station, One-Touch Keys, Extension Name, Trunk Naming.

Conditions

- Display telephones use extension names for Directory Dialing.
- Single line extensions cannot program names.
- If a name is not assigned to the Extension/Virtual Extension, it does not show in the Extension Directory.
- Extension Directory only shows telephones/virtual extensions that have a name assigned in PRG 15-01-01.

Default Settings

Enabled

System Availability

Terminals

All Multiline Terminals with Display

Required Component(s)

None

Related Features

Abbreviated Dialing/Speed Dial

Directory Dialing

Single Line Terminals

Guide to Feature Programming

Program Number	Program Name	Default
11-11-22	Service Code Setup (for Setup/Entry Operation) - Extension Name Programming	700
14-01-01	Basic Trunk Data Setup - Trunk Name	Trunk port Number: 001 ~ 084 Trunk Name: 001 ~ 084
15-01-01	Basic Extension Data Setup - Extension Name	STA 301 ~ 400 = No setting

Program Number	Program Name	Default
20-09-02	Class of Service Options (Incoming Call Service) - Caller ID Display	COS 01~15 = 1
20-13-21	Class of Service Options (Supplementary Service) - Extension Name	COS 01~15 = 1
20-13-47	Class of Service Options (Supplementary Service) - Station Number Display	COS 01~15 = 1
20-13-48	Class of Service Options (Supplementary Service) - Station Name Display	COS 01~15 = 1
20-13-51	Class of Service Options (Supplementary Service) - Number and Name appear in the Directory	COS 01~15 = 1

N

Operation

Refer to [Table 1-51 Keys for Entering Names](#) on this page for an explanation for using the keypad to enter names.

Table 1-51 Keys for Entering Names

Use this keypad digit . . .	When you want to . . .
1	Enter characters: 1 @ [¥] ^ _ ` { } → ← Á À Ã Ä Å Æ Ç È É Ê Ë Ì Í Î Ï
2	Enter characters: A-C, a-c, 2.
3	Enter characters: D-F, d-f, 3.
4	Enter characters: G-I, g-i, 4.
5	Enter characters: J-L, j-l, 5.
6	Enter characters: M-O, m-o, 6.
7	Enter characters: P-S, p-s, 7.
8	Enter characters: T-V, t-v, 8.
9	Enter characters: W-Z, w-z, 9.
0	Enter characters: 0 ! " # \$ % & ' () ò ó ú á ä å æ ö ü α ε θ B
*	Enter characters: * + , - . / : ; < = > ? π Σ σ Ω ∞ φ £
#	# = Accepts an entry (only required if two letters on the same key are needed - ex: TOM). Pressing # again = Space. (In system programming mode, use the right arrow Softkey instead to accept and/or add a space.)
Clear/Back or DND	Clear the character entry one character at a time.
Flash	Clear all the entries from the point of the flashing cursor and to the right.

Navigation Key

Description

System provides following improved operation mode or features for Multiline Terminal user. Each mode is selectable by PRG 15-02-60 and can be entered by depressing Cursor key or Center key when the terminal is idle.

Navigation mode:

End user can easily search call history, edit speed dial or change terminal LCD settings.

Directory dialing (DSX):

Directory dialing searches outside caller from the name list rather than dialing the telephone number.


Soft key mode (DSX):

DSX base Soft key menu is supported.

Conditions

In PRG 15-02-60 the following 3 types of operations can be selected for each Multiline Terminal.

PRG 15-02-60	↑ (Up)	↓ (Down)	← (Left)	→ (Right)	Center	Note
0: Standard mode	LCD Contrast	LCD Contrast	Outgoing/ Incoming call History	Directory Dialing (SV8100)	None	
1: Advanced mode 1	None	Directory Dialing (DSX)	Incoming call History	Outgoing call History	Navigation mode	
2: Advanced mode 2	None	Directory Dialing (DSX)	Incoming call History	Outgoing call History	Soft key mode (DSX)	

 During entering one of above features if PRG 15-02-60 is changed to other mode, it is necessary to make the terminal back to idle state before using new feature.

Navigation mode

- Navigation mode provides an easy handling method of Call logs, such as search Missed call log and save to preferred speed dial bin with number and name if received.

Call History

- Missed Call: New incoming non answered call log
- Received Call: Answered call and checked missed call
- Dialed Number: Outgoing call log

Against each Call History logs, following 5 type of operations are available.

- Calling: Place Outgoing call
- Save Private Phonebook: Save to Private Speed dial bin (maximum of 20)
- Save Common Phonebook: Save to Common Speed dial bin (default 900)
- Save Group Phonebook: Save to Group Speed dial bin (default none)
- Delete: Delete from call log


Contacts

- Search Contact: Name searches from all Speed dial bin and extension name
- New Contact: Saves new contact to Common/Group/Private Speed dial bin
- Edit Contact: Edits existing contact of Common/Group/Private Speed dial bin

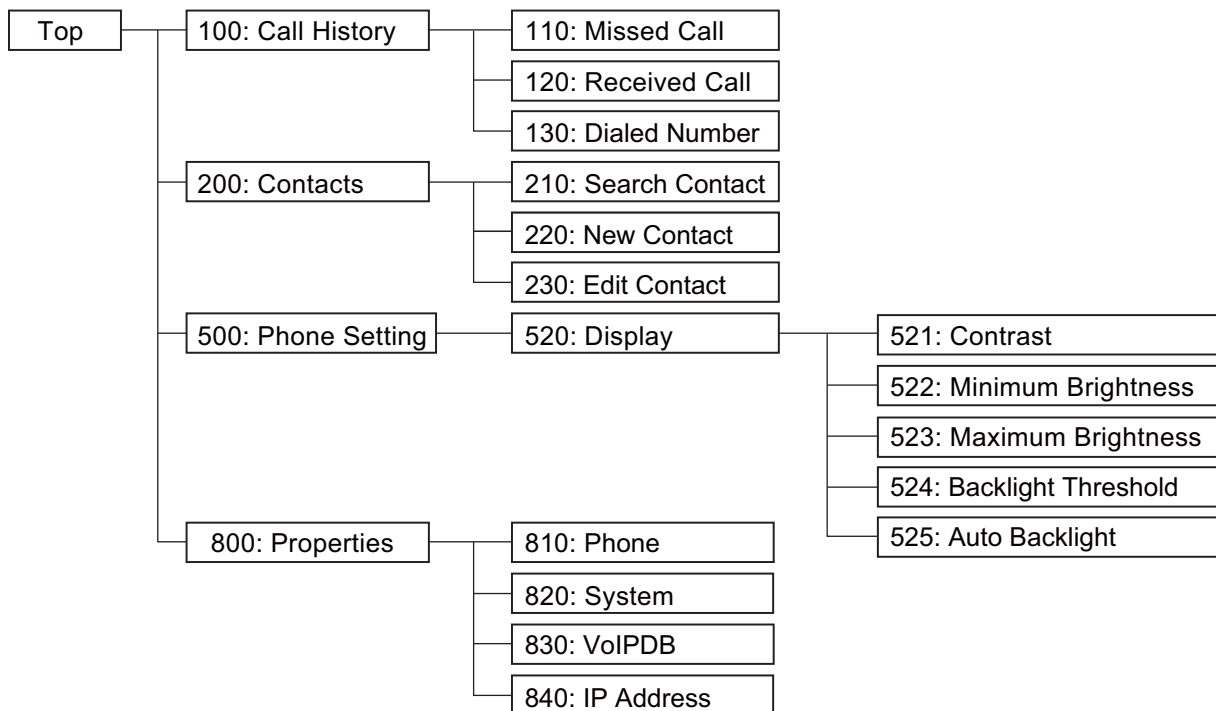
Phone Setting - Display


- Contrast
- Minimum Brightness
- Maximum Brightness

- Backlight Threshold
- Auto Backlight

 If multiple persons save the data at the same time, same vacant bin number is used, so last saved data will be valid.

- Pressing the Center Cursor key during terminal is idle, user can enter Navigation mode. If the terminal has incoming call or ICM Hold it can not enter the mode.
- When set in Advanced mode 1 or 2, even terminal idle BGM volume will not change by up/down cursor key. To change BGM volume it needs to press Speaker key first and change the BGM volume as Speaker volume level.
- CO incoming call during in Navigation mode does not affect LCD status or Cursor key operation. It continues Navigation mode.
- In Navigation mode 20 Private Speed Dial bins can be used (set at PRG 13-01-02:1) beside 1000 Common Speed Dial bins, so a maximum of 1020 Speed Dial bins can be used.
- The diagram below shows supported feature and short cut number in Navigation mode.



 522: Minimum Brightness, 523: Maximum Brightness, 524: Backlight Threshold and 525: Auto Backlight are only supported at SL1100.

 100: Call History, 200: Contacts and 500: Phone Setting->520: Display, 800: Properties are supported.

Short Cut Code Table

Top Level		Level 2		Level 3	
100	Call History	110	Missed Call	111	Missed call data
				~	
				11*	
		120	Received Call	121	Received call data
				~	
				12*	
		130	Dialed Number	131	Dialed call data
				~	
				13*	
200	Contacts	210	Search Contact	211	Name started from A





Top Level		Level 2		Level 3			
				212	Name started from B		
				~			
				21*	Name started from J		
		220	New Contact	221	Save Private Phone Book		
				222	Save Common Phone Book		
				223	Save Group Phone Book		
		230	Edit Contact	231	Name started from A		
				232	Name started from B		
				~			
				23*	Name started from J		
		500	Phone Setting	510	Volume	511	Ring
						512	Off hook ring
513	Page						
520	Display			521	Contrast		
				522	Minimum Brightness		
				523	Maximum Brightness		
				524	Backlight Threshold		
				525	Auto Backlight		
530	Call Forward			531	Current Forward Setting		
				532	Edit		
				533	Forward History		
540	Key assignments			541	Key 01		
				~			
				54*	Key 10		
550	Name and Language						
560	Text Message						
570	Off hook Signaling			571	Co Line		
				572	Hot Line		
				573	Intercom		
580	Clock Alarm			581			
590	More....			591	Background Music		
				592	Key touch Tone		
				593	Headset Mode		
				594	Hands free Relay		
				595	Automatic Call Timer		
				596	Illuminated Dial Pad		
				597	Auto Call Screening		
598	Incoming Paging						
599	Ring Line Prefer						
800	Properties	810	Phone				
		820	System				

Top Level		Level 2		Level 3	
		830	VoIPDB		
		840	IP Address		

Directory dialing (DSX)

- Directory dialing (DSX) searches the Common/Group/Station Speed dial and Extension name list, as same as DSX. SL1100 Directory dialing searches Common and Group Speed dial only.
- 1st name and 2nd name are searched separately, if both are detected the 1st name data is displayed.
- Pause between 1st and 2nd name is determined by “ ” (space), “.” (period) or “-” (hyphen).
- When press “Short cut number 211 - 219”, 21*, according to the number “A” to “J” will be indicated on LCD automatically as first search character.
- Below shows Directory dialing (DSX) mode indication.



- 1st line, left corner: Shortcut code
- 1st line, right corner: Position and total size of searched result
- 2nd line: Cursor
- 3rd line: Name

Soft key mode (DSX)


- Standard mode or Advanced mode can be selected by setting PRG 15-02-60. When PRG 15-02-60 is set to Standard mode.
- Soft key mode (DSX) is set at PRG 15-02-60: Mode2 and can be entered by depressing Center key when the terminal is idle.
- At Soft key (DSX) mode, after pressing “menu” soft key then by dialing number of specific feature directly, menu screen can move to required feature. See the table shown below for dial number of each feature.

Table 1-52 Movement on screen from Menu

Dial pad	Changing Menu screen
Dial 1 0	Volume Preference
Dial 1 1	Volume: Ring
Dial 1 2	Volume: Off Hook Ring
Dial 2 0	Display Preferences
Dial 2 1	Display: Contrast
Dial 2 2	Display: Minimum Brightness
Dial 2 3	Display: Maximum Brightness
Dial 3 0	Feature Preferences
Dial 3 1	Feature: Voice Announce
Dial 3 2	Feature: Handsfree Reply
Dial 3 3	Feature: Automatic Call Timer
Dial 3 4	Feature: Hot Dialpad
Dial 3 5	Feature: Illuminated Dialpad
Dial 3 6	Feature: Auto Call screening
Dial 3 7	Feature: Incoming Page
Dial 3 8	Feature: Ringing Line Pref



Dial pad	Changing Menu screen
Dial 3 9	Feature: Auto Backlight
Dial 4 0	Ring Preferences
Dial 4 1	Ring Tone Config: Intercom
Dial 4 2	Ring Tone Config: Line Keys
Dial 5 0	Key Assignments
Dial 5 1	Feature Keys
Dial 5 2	Primeline Keys
Dial 6 0	Call Forwarding
Dial 6 1	Call Forward Type: Immediate
Dial 6 2	Call Forward Type: Ring No Ans
Dial 6 3	Call Forward Type: Busy No Ans
Dial 6 4	Call Forward Type: AME
Dial 6 5	Call Forward Type: Display Message
Dial 6 6	Call Forward Type: Follow Me
Dial 6 7	Call Forward Type: Both Ring
Dial 7 0	Speed Dial
Dial 7 1	Personal Speed Dial
	Speed Dial: Number
	Speed Dial: Name
Dial 7 2	Company Speed Dial
	Speed Dial: Number
	Speed Dial: Name
Dial 8 0	Name and Language
Dial 8 1	Extension Name
Dial 8 2	Display Language
Dial 9 0	Option Preferences
Dial 9 1	Option Preferences: Headset Mode
Dial 9 2	Option Preferences: Headset V. Announce
Dial 9 3	Option Preferences: System Information
Dial 9 4	Option Preferences: VoIPDB Information
Dial 9 5	Option Preferences: Backlight Threshold
Dial 9 6	IP Address Information
Dial 0 0	Admin
Dial 0 1	Time
Dial 0 2	Date
Dial 0 3	Extension Name
Dial 0 4	Clear All Call Fwd
Dial 0 5	System Night Key Mode

 When set to Advanced mode2, SL1100 soft key works basically like current DSX, however some soft keys are not supported, because the feature itself is not supported or supported by another feature, such as Directory Dialing.

Default Settings

None

System Availability**Terminals**

All Multiline Terminals

Required Component(s)

084M-B1, 080E-B1

Related Features**Abbreviated Dialing/Speed Dial****Directory Dialing****Softkeys**

Guide to Feature Programming

Program Number	Program Name	Default
15-02-60	Soft Key/Navigation key Mode	2
13-01-01	Speed Dialing Auto Outgoing Call mode	0
13-01-02	Private Speed Dial	1
13-01-03	Number of Common Speed Dial bin	900
13-02	Group Speed Dial bin	0
13-03	Speed Dial Group Assignment for Extensions	1
13-04-01	Speed Dialing data	no setting
13-04-02	Name	no setting
13-06-01	Private Speed Dial Number and Name	no setting
15-01-01	Extension Name	no setting
15-02-13	Redial List Mode	1
20-07-04	Common / group abbreviated dial registration	1
20-08-03	Common Speed dial	1
20-08-04	Group Speed dial	1

Operation

None

N

Night Service

Description

Night Service lets system users activate one of the Night Service modes. Night Service redirects calls to their night mode destination, as determined by Assigned and Universal Night Answer programming. A user typically activates Night Service after normal working hours, when most employees are unavailable to answer calls.

- There are eight Service Modes. At default, the mode names are assigned as follows:
 - Mode 1 = No setting
 - Mode 2 = Night
 - Mode 3 = Midnight
 - Mode 4 = Rest
 - Mode 5 = Day2
 - Mode 6 = Night2
 - Mode 7 = Midnight2
 - Mode 8 = Rest2

There are 4 Service Patterns/Groups available.

Assigned Night Answer (ANA)

With Assigned Night Answer (ANA), Night Service has calls ring extensions directly. Assigned Night Answer provides an answering point for Night Service calls. For certain applications, this may be more appropriate than Universal Night Answer. For example, you could program trunks to ring the security station telephone during off hours.

For more information on assigning trunks to ring extensions, refer to [Direct Inward Line \(DIL\) on page 1-192](#).

Universal Night Answer (UNA)

Universal Night Answer makes incoming calls ring over the External Paging speakers. With UNA, an employee can go to a telephone and press the flashing line key or use "Universal Answer" to pick up the call. Only ring groups calls can be used with Universal Night Answer. For more on setting up Universal Answer, refer to [Central Office Calls, Answering on page 1-112](#).

You may also be able to use Transfer to UNA. An extension user can transfer their call to UNA (i.e., External Paging at night). Once transferred, the call rings the External Paging speakers like any other UNA call and can be picked up at any extension. You can also set up Transfer to UNA through the Voice Response System (VRS). This lets outside callers, answered by the VRS, dial a code to have their call ring External Paging.

Automatic Night Service

The system allows or denies Automatic Night Service. If allowed, the calls route according to the service patterns programmed. The Night Service programming is stored in the RAM memory. This means that if the system is not using the Automatic Night Service, for a power failure in night mode, when the power is restored, the system continues to be in night mode.

Programmable Function Key Can Toggle Night Modes

The software allows a Night Service Programmable Function Key (PRG 15-07-01 or SC 751 : 09 + 0) to toggle night modes. You can determine in programming (PRG 12-08-01) how many modes through which the user toggles. Note that the additional data for the Programmable Function Key must be set to 0 for the toggle function to work. The toggle key will only act as a toggle key if command PRG 20-01-17 is set to toggle. By default PRG 20-01-17 is set to Skip and the key will act as a Night Mode skip for own group key.

Night-mode skip for own Group

The software allows own group operation mode to skip next mode manually. Order of skip follows setting of PRG 12-02, Automatic Night Service Patterns, if current mode is Day and next mode is scheduled to Rest, Skip key operation changes current mode to Rest manually. There are two method provided for Skip operation.

1. Use Service Code **787** (default)
2. Use Night Service Programmable Function Key (PRG 15-07-01: 09+0) under the condition of PRG 20-01-17, Day/Night change key mode set 1 (skip).

Conditions

- Almost all features are affected by Night Mode except for the following:
 - Dial Tone Detection
 - External Alarm Sensors
 - Flexible System Numbering
 - Pulse to Tone conversion
 - SMDR
 - Volume Control
- Call Arrival (CAR) keys and Virtual Extension keys do not support Day/Night Mode (09) Programmable Function keys.
- Universal Night Answer will only work when call is sent to a ring group.
- There are separate Access Map and Ring Group programming entries for each Night Service mode (modes 1~8). Also, Universal Answer allows an extension user to pick up a Universal Night Answer (UNA) call.
- Mode Keys can be assigned as required for DSS Consoles.
- With Universal Night Answer, outside calls can ring External Paging Zones.
- Programmable Function Keys simplify activating Night Service.
- When programming Night Service function keys, multiple keys must be used for switching between each Night Service Mode.

Default Settings

System is always in the Mode 1

System Availability

Terminals

Not Applicable

Required Component(s)

None

Related Features

Central Office Calls, Answering

Central Office Calls, Placing

Direct Station Selection (DSS) Console

Paging, External

Programmable Function Keys

Ring Groups

Ecology

Guide to Feature Programming

The programs listed below indicate the most commonly used programs required for this feature. The programs are listed in the order that the installer should follow. Refer to the PCPro wizards for further detailed programming.

- When a * is listed next to the Program Number it indicates a program that **MUST** be set (from a default state) for this feature to be enabled.

Manual Night Mode

Program Number	Program Name/Description	Assigned Data
12-01-01	Manual Night Mode Switching This program allows or denies the ability for an extension to manually switch the day/night modes.	0 = Off (Manual Night Mode changes are not allowed.) 1 = On (Manual Night Mode changes are allowed.) (default = 1)
12-05-01	Night Mode Group Assignment for Extensions Assign extension numbers into one of the four Night Mode Service Groups.	1 = Night Mode Group 1 2 = Night Mode Group 2 3 = Night Mode Group 3 4 = Night Mode Group 4 (default = 1)
12-06-01	Night Mode Group Assignment for Trunks Assign the trunks into one of the four Night Mode Service Groups.	1 = Night Mode Group 1 2 = Night Mode Group 2 3 = Night Mode Group 3 4 = Night Mode Group 4 (default = 1)
12-07-01	Text Data for Night Mode Assign the data that will be displayed on the phones display when the system enters one of the eight different night modes. Only phones that have manual night mode switching enabled in class of service (PRG 20-07-01) will display the text.	Maximum of 12 alpha numeric characters <i>Default Data Listed Below</i> Mode 1 = No Setting (display does not indicate anything.) Mode 2 = <Night> Mode 3 = <Mid-Night> Mode 4 = <Rest> Mode 5 = <Day2> Mode 6 = <Night2> Mode 7 = <Midnight2> Mode 8 = <Rest2>
12-08-01	Night Mode Service Range When a Night Mode Key (PRG 15-07 key 09) is assigned as a toggle key (PRG 20-01-17), this data determines how many night modes a user toggles through when the Night Mode key is pressed. Each press of the Night Mode key toggles to the next mode.	2 = Modes 1 ~ 2 3 = Modes 1 ~ 3 4 = Modes 1 ~ 4 5 = Modes 1 ~ 5 6 = Modes 1 ~ 6 7 = Modes 1 ~ 7 8 = All Modes (default = 2)
20-01-17	Day/Night Change Key Mode This program sets the operation mode for the Night Mode Key (PRG 15-07 key 09).	0 = Toggle (Will follow PRG 12-08-01.) 1 = Skip (When pressed the system will step to the next night mode time period in PRG 12-02.) (default = 1)
15-07-01	Programmable Function Keys This program is used on a per station basis to assign different function keys to the Multiline Terminals. Function key (09) is the Night Mode Service key. This key, when programmed on a phone, requires an additional data of 0 ~ 8. If set to a (0) the key will follow the mode programmed in PRG 20-01-17. If set to a (1 ~ 8) the key will change the system to night modes 1 ~ 8 when the key is pressed. Pressing the key again WILL NOT change the Night Mode, another key will have to be pressed, a service code will have to be entered, or the automatic night mode change will have to happen for the mode to change again.	09 = Night Mode Service key (Refer to the programming manual for the default values and for all other available options in this command.)

N

Program Number	Program Name/Description	Assigned Data
11-10-01	Night Mode Switching Assign the access code that will be used for manual Night Mode Switching. The access code must be within the valid numbering plan assigned in PRG 11-01-01.	Maximum of 8 digits (0 ~ 9, *, #) (default = 718)
11-10-50	Night Mode Skip Key Assign the access code that is to be used for manual Night Mode Skip. The access code must be within the valid numbering plan assigned in PRG 11-01-01.	Maximum of 8 digits (0 ~ 9, *, #) (default = 787)
20-07-01	Night Mode Service Enabled Per class of service (PRG 20-06-01) allow or deny the ability for an extension to manually switch between the day/night modes.	0 = OFF (User cannot control manual night mode.) 1 = ON (User can control manual night mode.) (default class 15 = 1) (default class 1 ~ 14 = 0)

Automatic Night Mode

Program Number	Program Name/Description	Assigned Data
12-01-02 *	Automatic Night Mode Switching This program allows or denies the ability for the system to automatically switch the day/night modes based on the time of the day, the day of the week, or a holiday schedule.	0 = Off (Automatic Night Mode disabled) 1 = On (Automatic Night Mode enabled) (default = 0)
12-05-01	Night Mode Group Assignment for Extensions Assign extension numbers into one of the four Night Mode Service Groups.	1 = Night Mode Group 1 2 = Night Mode Group 2 3 = Night Mode Group 3 4 = Night Mode Group 4 (default = 1)
12-06-01	Night Mode Group Assignment for Trunks Assign the trunks into one of the four Night Mode Service Groups.	1 = Night Mode Group 1 2 = Night Mode Group 2 3 = Night Mode Group 3 4 = Night Mode Group 4 (default = 1)
12-03-01 *	Weekly Night Service Switching Assign each day of the week, per night mode service group, to a time pattern (1 ~ 10) that is to be defined in PRG 12-02. This program allows different days to use different time periods for day/night switching.	0 = No Time Pattern 1 ~ 10 = Time patterns 1 ~ 10 (defined in PRG 12-02.) (Refer to the programming manual for the default values.)
12-02-01 *	Start Time Per Night Service Group, Per Time Pattern, assign a starting time pattern. The first time pattern must start at 00:00 (midnight).	0000 ~ 2359 (Refer to the programming manual for the default values.)
12-02-02 *	End Time Per Night Service Group, Per Time Pattern, assign an ending time pattern. Each used time pattern must have a starting and ending time assigned.	0000 ~ 2359 (Refer to the programming manual for the default values.)
12-02-03 *	Operation Mode	1 ~ 8 = Night Modes 1 ~ 8 (Refer to the programming manual for the default values.)
12-04-01	Holiday Night Service Switching Assign a day of the year to a time pattern table (PRG 12-02).	0 = No Time Pattern (not used) 1 ~ 10 = Time patterns 1 ~ 10 (defined in PRG 12-02.) (default = 0)

Program Number	Program Name/Description	Assigned Data
12-07-01	Text Data for Night Mode Assign the data that will be displayed on the phones display when the system enters one of the eight different night modes. Only phones that have manual night mode switching enabled in class of service (PRG 20-07-01) will display the text.	Maximum of 12 alphanumeric characters <i>De fault Data Listed Below</i> Mode 1 = No Setting (display does not indicate anything.) Mode 2 = <Night> Mode 3 = <Mid-Night> Mode 4 = <Rest> Mode 5 = <Day2> Mode 6 = <Night2> Mode 7 = <Midnight2> Mode 8 = <Rest2>
12-08-01	Night Mode Service Range When a Night Mode Key (PRG 15-07 key 09) is assigned as a toggle key (PRG 20-01-17), this data determines how many night modes a user toggles through when the Night Mode key is pressed. Each press of the Night Mode key toggles to the next mode.	2 = Modes 1 ~ 2 3 = Modes 1 ~ 3 4 = Modes 1 ~ 4 5 = Modes 1 ~ 5 6 = Modes 1 ~ 6 7 = Modes 1 ~ 7 8 = All Modes (default = 2)
20-01-17	Day/Night Change Key Mode This program sets the operation mode for the Night Mode Key (PRG 15-07 key 09).	0 = Toggle (Will follow PRG 12-08-01.) 1 = Skip (When pressed the system will step to the next night mode time period in PRG 12-02.) (default = 1)
15-07-01	Programmable Function Keys This program is used on a per station basis to assign different function keys to the Multiline Terminals. Function key (09) is the Night Mode Service key. This key, when programmed on a phone, requires an additional data of 0 ~ 8. If set to a (0) the key will follow the mode programmed in PRG 20-01-17. If set to a (1 ~ 8) the key will change the system to night modes 1 ~ 8 when the key is pressed. Pressing the key again WILL NOT change the Night Mode, another key will have to be pressed, a service code will have to be entered, or the automatic night mode change will have to happen for the mode to change again.	09 = Night Mode Service key (Refer to the programming manual for the default values and for all other available options in this command.)
11-10-01	Night Mode Switching Assign the access code that will be used for manual Night Mode Switching. The access code must be within the valid numbering plan assigned in PRG 11-01-01.	Maximum of 8 digits (0 ~ 9, *, #) (default = 718)
11-10-50	Night Mode Skip Key Assign the access code that is to be used for manual Night Mode Skip. The access code must be within the valid numbering plan assigned in PRG 11-01-01.	Maximum of 8 digits (0 ~ 9, *, #) (default = 787)
20-07-01	Night Mode Service Enabled Per class of service (PRG 20-06-01) allow or deny the ability for an extension to manually switch between the day/night modes.	0 = OFF (User cannot control manual night mode.) 1 = ON (User can control manual night mode.) (default class 15 = 1) (default class 1 ~ 14 = 0)

Operation

To activate Night Service by dialing codes:

- At a Multiline Terminal, press Speaker key.
- OR -
At the Single Line Terminal, lift the handset.
- Dial **718**. To change a different group's mode, dial **718** + the group number (01~04).
- Dial the Night Service Code:
1 = Day 1 Mode
2 = Night 1 Mode

- 3 = Midnight 1 Mode
- 4 = Rest 1 Mode
- 5 = Day 2 Mode
- 6 = Night 2 Mode
- 7 = Midnight 2 Mode
- 8 = Rest 2 Mode


4. Press Speaker key or hang up.

To activate Night Service by using programmable keys:

1. Press the **Night Service** key (PRG 15-07-01 or SC 751: 09 + Mode code number below).
 - 1 = Day 1 Mode
 - 2 = Night 1 Mode
 - 3 = Midnight 1 Mode
 - 4 = Rest 1 Mode
 - 5 = Day 2 Mode
 - 6 = Night 2 Mode
 - 7 = Midnight 2 Mode
 - 8 = Rest 2 Mode

To transfer a call to the Universal Answer External Page zones:

1. Place the CO call on hold and dial the Transfer to Trunk Ring Group code (assigned in PRG 11-15-09).

 *You hear a confirmation tone.*

2. Hang up.

 *The call rings over the External Paging, enabling anyone to answer the call.*

To skip own group current mode:

Program;

PRG 11-10-50: 787

PRG 15-07-01: LK07; 09 + 0

PRG 20-01-17: 1 (skip)

PRG 12-01-01: 1 (On)

PRG 12-02:

01 = 00: 00 - 09: 00 Mode 3 [M-Night]

02 = 09: 00 - 12: 00 Mode 1 [Day]

03 = 12: 00 - 13: 00 Mode 4 [Rest]

04 = 13: 00 - 17: 00 Mode 1 [Day]

05 = 17: 00 - 18: 00 Mode 4 [Rest]

06 = 18: 00 - 22: 00 Mode 2 [Night]

07 = 22: 00 - 00: 00 Mode 3 [M-Night]

PRG 12-05-01 TEL100: Group 1

PRG 12-07-01 Mode Group 1:

Mode 1 = none

Mode 2 = [Night]

Mode 3 = [M-Night]

Mode 4 = [Rest]

PRG 20-07-01: 1 (On)

1. Current time is 17:30 and mode is Mode 4 [Rest].
2. At Multiline Terminal, press Speaker key or Off Hook.
3. Dial **787**, mode skip to Mode 2 [Night].
4. Press Speaker key or On Hook.

- OR -

1. Current time is 17:30 and mode is Mode 4 [Rest].
2. Press LK07, mode skip to Mode 2 [Night].

Off-Hook Signaling

Description

Off-Hook ringing alerts a Multiline Terminal user that an incoming outside call is ringing to that station during another call. Off-Hook Signaling helps important callers get through, without waiting in line for the called extension to become free. The system provides the following Off-Hook Signaling options:

- **Called Extension Block**
The called extension Class of Service may block incoming Off-Hook Signaling attempts. This is beneficial to users that do not want interruptions while on a call.
- **Automatic Signaling**
Calling a busy extension automatically initiates Off-Hook Signaling. This option is useful to receptionists, operators and others that must quickly process calls. This is set in the called extension Class of Service.
- **Manual Signaling**
After reaching a busy extension, manual signaling gives the caller the choice of using Off-Hook Signaling or activating other features. Extensions without automatic signaling have manual signaling. The users can dial a service code or press a **Programmable Function** key to send Off-Hook Signaling to the called telephone.
- **Selectable Off-Hook Signaling Mode**
The Off-Hook Signal can be muted ringing, no off-hook ringing or a beep in the handset-based on the caller's programming.
- **Off-Hook Ringing**
Use this option to enable or disable an extension Off-Hook Signaling for incoming calls. If enabled, Off-Hook Signaling occurs normally. If disabled, calls queue behind the extension busy line appearance and the user gets no Off-Hook Signaling indication. The second line appearance stays idle. The caller hears ringback tone while their call waits. This is set in the called extension Class of Service.
- **DID Call Waiting**
An extension can optionally have DID calls camp-on with Off-Hook/Call Wait signaling, without Off-Hook/Call Wait signaling or no signaling. This is set in the called extension Class of Service.
- **Block Manual Off-Hook Signals**
This Class of Service option enables/disables a busy extension ability to block off-hook signals manually sent from a co-worker. If disabled (not blocked), callers can dial * at busy or busy/ring to signal the extension. If enabled (blocked), nothing happens when the caller dials * to off-hook signal.
- **Block Camp-On**
If an extension has Block Camp-On enabled, callers to the extension cannot dial 2 to Camp-On after hearing busy or busy/ring. If the extension has Block Camp-On disabled, callers are not prevented from dialing 2 to Camp-On after hearing busy or busy/ring. This is set in the called extension Class of Service.

Conditions

- An extension user cannot Camp-On to a busy extension or leave a callback if Off-Hook Signaling has already gone through. Off-Hook Signaling allows an extension to block a caller's ability to dial # to camp-on.
- You cannot send off-hook signals to an extension busy on a Handsfree (Speakerphone) call. The called extension large LED flashes fast, with no ringing.
- The setting of PRG 20-13-06 affects the BLF display for Hotline and Reverse Voice Over. Refer to [Hotline on page 1-308](#) and [Reverse Voice Over on page 1-548](#) features for additional information.
- You cannot send off-hook signals to an extension that is already receiving a voice announcement.
- An extension user can store the Off-Hook Signaling Service Code (709) under a One-Touch Key to provide quick Off-Hook Signaling access.
- An extension set as Operator in PRG 20-17-01 does not follow settings in PRG 20-13-05, PRG 20-13-06 or PRG 20-09-07 and always receives Off-Hook Signaling.
- PRG 20-09-07 and PRG 20-13-06 must be set to 1 in Class of Service for a normal extension to receive automatic Off-Hook Signaling.

Default Settings

Enabled

System Availability**Terminals**

All Multiline and Single Line Terminals

Required Component(s)

None

Related Features

Callback

Call Waiting/Camp-On

Direct Inward Dialing (DID)

Handsfree and Monitor

Hotline

Intercom

One-Touch Calling

Programmable Function Keys

Reverse Voice Over

Single Line Terminals


Guide to Feature Programming

Program Number	Program Name	Default
11-12-03	Service Code Setup (for Service Access) - Override (Off-Hook Signaling)	709
11-16-04	Single Digit Service Code Setup - Intercom Off-Hook Signaling	*
15-02-12	Multiline Telephone Basic Data Setup - Off-Hook Ringing	5
15-07-01	Programmable Function Keys	Refer to Programming Manual.
20-06-01	Class of Service for Extensions	Extension 101 is Class 15 and other Extension are Class 1
20-09-07	Class of Service Options (Incoming Call Service) - Call Queuing	COS 01 ~ 15 = 1
20-13-05	Class of Service Options (Supplementary Service) - Intercom Off-Hook Signaling	COS 01 ~ 15 = 1
20-13-06	Class of Service Options (Supplementary Service) - Automatic Off-Hook Signaling (Automatic Override)	COS 01 ~ 15 = 1

Program Number	Program Name	Default
20-13-34	Class of Service Options (Supplementary Service) - Block Manual Off-Hook Signaling	COS 01 ~ 15 = 0
20-18-06	Service Tone Timers - Interval of Call Waiting Tone	10 (seconds)
80-01-01 (39)	Service Tone Setup - Repeat Count	Refer to Programming Manual.
80-01-02 (39)	Service Tone Setup - Basic Tone Number	Refer to Programming Manual.

Operation


To send Off-Hook signals to an extension busy on a call:


 *Your extension may send off-hook signals automatically.*

1. Dial service code.

- OR -


Press the **Off-Hook Signaling** key (PRG 15-07 or SC751: 33).

 *You hear ringback.*

 *To have your call voice-announce, dial 1.*

Receiving Off-Hook Signaling on a Single Line Terminal while engaged on an internal or external call:

1. When Off-Hook Signaling is heard in the receiver, press Flash key to answer the call. The first call is placed on hold.
2. Press Flash key again to toggle between the two calls.

 *If the Single Line Terminal hangs up with the active call, the other call on hold rings back to the single line.*

One-Touch Calling

Description

One-Touch Calling gives a Multiline Terminal user one-button access to extensions, trunks, speed dial bins and selected system features. This saves users time when accessing co-workers, clients and features they use most often. Instead of dialing a series of codes, the user need only press the One-Touch key. An extension user can have One-Touch keys programmed for:

- Direct Station Selection - one-button access to extensions
- Station Speed Dial - one-button access to stored numbers (maximum of 36 digits in length)
- Speed Dial - System/Group/Station - one-button access to stored speed dialing numbers
- Trunk Calling - one-button access to trunks or trunk groups
- Service Codes - one-button access to specific Service Codes

An extension user can chain dial with One-Touch keys. For example, a user can store the number for a company Automated Attendant in key 1 and employee extension numbers in keys 2 ~ 5. The user presses key 1 to call the company, then one of keys 2 ~ 5 to ring the employee to which they want to speak.

An extension user or system administrator can optionally store a Flash command under a One-Touch key. This is helpful for One-Touch keys used as Station Speed Dial bins. The stored Flash may be helpful to access features of the connected Telco, PBX or Centrex.

Conditions

- One-Touch keys provide a Busy Lamp Field (BLF).
- When a Multiline Terminal user is on a call, they can transfer to another station by pressing a DSS key for that station. It is not necessary to press Transfer key to transfer to another station using a DSS key.



When a Multiline Terminal user is on a call, they must press Transfer key to transfer a call off site with a DSS key.



When a Multiline Terminal user is on a call, they must press Transfer key to transfer a call to a destination that is not a station (Voice Mail/Department group pilot, etc.).

- Pauses can be entered in the dial string of a DSS/One Touch key. The pause is entered as P in the dial string and causes the system to wait three seconds before sending the rest of the digits that follow the P (pause). Multiple pauses can be entered.
- The @ can be entered in the dial string of a DSS/One Touch key. The @ only applies to ISDN and Intercom calls. When using the @, the system waits for the destination to answer (answer supervision), and then sends the rest of the digits.
- Entering a P (pause) in a DSS/One Touch dial string can be used for CO calls, Intercom calls, or after the @ for ISDN calls.
- ARS with Max Digits is not supported when entering the @ or a P (pause) in the dial string of a DSS/One Touch key.

Default Settings

None

System Availability

Terminals

All Multiline Terminals and DSS Consoles

Required Component(s)

None

Related Features**Programmable Function Keys**

Transfer

Guide to Feature Programming


Program Number	Program Name	Default
15-07-01	Programmable Function Keys	Refer to Programming Manual.
11-11-17	Service Code Setup (for Setup/Entry Operation) - Programmable Function Key Programming (2-Digit Service Codes)	751
20-13-18	Class of Service Options (Supplementary Service) - Programmable Function Key Programming (General Level)	COS 01 ~ 15 = 1
30-03-01	DSS Console Key Assignment	The DSS keys 001 ~ 060 of all DSS consoles = DSS/One-Touch key 101 ~ 160 The DSS keys 061 ~ 114 of all DSS consoles = No Setting

Operation**Programmable Function Keys****To define a Programmable Function Key as a One-Touch Key:**


1. Dial the service code for Function Key Programming (PRG 11-11-17, **751** by default).
2. Press the key to be defined.
3. Dial **01** (DSS/One-Touch Key Operation).
4. For Direct Station Selection (Extension):
 - a. Dial extension number you want assigned to that key.
 - b. Press Hold key.
 - c. Press Speaker key.


For Personal Speed Dial:

- a. Dial the general trunk access code (**9**).
- **OR** -
Dial the Specific Trunk Service Code (**#9**) plus the trunk number (e.g., 005).
- **OR** -
Dial the Trunk Group Service Code (**704**) plus the trunk group number (e.g., 1).

 *If there are no trunks assigned in trunk group 10 or higher than this is correct. If there is a trunk assigned in trunk group 10 or higher then the operation is below:
Dial the Trunk Group Service Code (704) plus the two digit trunk group number (e.g., 01).*

- b. Dial the number you want to store.

 *The total of the digits stored in steps 3 and 4 cannot exceed 24.*

 Valid entries are 0~9, # and ✖. To enter a pause, press Transfer key. To store a Flash, press Flash key. To enter a @ press Mute key.

- c. Press Hold key.
- d. Press Speaker key.

For Speed Dial - System/Group:


- a. Dial **#2** to store a Speed Dial - System dialing number.
- OR -
Dial **#4** to store a Speed Dial - Group dialing number.
- b. Dial Speed Dial number storage code (e.g., 001).
- c. Press Hold key.
- d. Press Speaker key.

For Central Office Calls, Placing (Trunk Calling):

- a. Dial the general trunk access code (**9**).
- OR -
Dial the specific Trunk Service Code (**#9**) plus the trunk number (e.g., 005).
- OR -
Dial the Trunk Group Service Code (**704**) plus the trunk group number (e.g., 1).
- b. Dial the telephone number to be stored.
- c. Press Hold key.
- d. Press Speaker key.

For Service Codes:

- a. Dial the Service Code you want stored.

 For example, if you want a One-Touch Key to automatically clear your Last Number Redial, enter 776.


- b. Press Hold key.
- c. Press Speaker key.

Checking the One-Touch Keys

To check the function of a One-Touch key:

1. Press Help key.
2. Press the **One-Touch** key.

 The stored function displays.

 Repeat this step to check additional keys.

3. Press Exit key.

Operator

Description

When an extension user dials 0, calls are routed to a main system operator. The operator can answer and route outside calls or locate employees using the Page feature.

A maximum of eight operators is available.

Conditions

- Attendant extensions can have up to 32 incoming calls queued before additional callers hear busy tone.
- The operator extension cannot be a virtual extension.
- Extensions and trunks can be assigned to an operator group. A call to an operator that is busy rolls to the next operator in the operator group.

Default Settings

No operators are assigned.

System Availability

Terminals

All Stations

Required Component(s)

None

Related Features

Attendant Call Queuing

Guide to Feature Programming

Program Number	Program Name	Default
20-01-01	System Options - Operator Access Mode	0
20-17-01	Operator Extension - Operator's Extension Number	101
20-17-02	Operator Console	0
20-35-01	Extension's Operator Setting	0
20-36-01	Trunk's Operator Setting	0
20-37-01	Operator Extension Group Setup	not assigned
20-38-01	Operator Group Setting	0

Operation

Refer to the individual features for operation.

Paging, External

Description

With External Paging, a user can broadcast announcements over paging equipment connected to External Paging zones. When a user pages on of these external zones, the system broadcasts the announcement over the speakers. Like Internal Paging, External Paging allows a user to locate another employee or make an announcement without calling each extension individually.

The SL1100 system allows up to three External Paging zones.

When configuring a 3 KSU system, a maximum of 3 External Paging can be used by using Audio Out jack at 084M-B1 unit.

Combined Paging

Use Combined Paging when you want to simultaneously Page into an internal and corresponding external zone. For example, you can Page your company warehouse and outside loading dock at the same time. Combined Paging is available for zones 1 ~ 3 and All Call. Refer to [Paging, Internal on page 1-492](#) for more on setting up Combined Paging. In addition, you can program a Function Key as a Combined Paging key. Using the External Page Function Key, when an All Call External Page Function Key is programmed, it includes both the external zones and the assigned internal zone(s). If the internal page zone is busy or there are no extensions in a page group, the announcement is made on the external zones only.

Relay Control

Relays can be used for External MOH, BGM resource, External Speaker, or Door Box control in accordance with PRG 10-61-01 and PRG 10-61-02 settings.

In PRG 10-61-01 assign the Relay to the device to be paired with. (0: No setting, 1: External MOH, 2: BGM, 3: External Speaker, 4: Door Box)

In case of External Speaker or Door Box, select Speaker or Box number to be used in PRG 10-61-02.

Conditions

- A Class of Service option is available in system programming to prevent display telephones from showing incoming paging information. This allows the system to save processor time and speeds up system operation.
- DID and DIL trunks do not ring external page speakers. Only trunks defined as normal in PRG 22-02-01 ring external page speakers.
- Paging keys can be assign on Programmable Function Keys and Direct Station Selection (DSS) Consoles to simplify External Paging operation.
- If an Analog trunk circuit has a Trunk connected, you cannot use that circuit for External Paging.
- To have outside calls ring External Paging Zones at night, refer to the Night Service feature and PRG 31-05.
- Talkback paging requires two-way speakers and require PRG 31-06-03 to be set to 0.

Default Settings

No External Paging defined.

System Availability

Terminals

All Stations

Required Component(s)

1- or 2-way amplifier and speakers (locally provided)

Related Features

Analog Communications Interface (ACI)

Central Office Calls, Placing

Direct Inward Dialing (DID)

Direct Inward Line (DIL)

Direct Station Selection (DSS) Console

Door Box

Night Service

Paging, Internal

Programmable Function Keys

Transfer

Guide to Feature Programming

Program Number	Program Name	Default
15-07-01	Programmable Function Keys	Refer to Programming Manual.
20-06-01	Class of Service for Extensions	Extension 101 is Class 15 and other Extension are Class 1
20-13-29	Class of Service Options (Supplementary Service) - Paging Display	COS 01 ~ 15 = 1
31-01-02	System Options for Internal/External Paging - Page Announcement Duration	1200 (seconds)
31-03-01	Internal Paging Group Settings - Internal Paging Group Name	Refer to Programming Manual.
31-04-01	External Paging Zone Group	External Paging Speaker/Zones: 1 ~ 3 Speaker 1 [Basic] = 1 (Group 1) Speaker 2 [Expansion 1] = 2 (Group 2) Speaker 3 [Expansion 2] = 3 (Group 3)
31-05-01	Universal Night Answer/Ring Over Page	0
31-06-01	External Speaker Control - Broadcast Splash Tone before Paging (Paging Start Tone)	2
31-06-02	External Speaker Control - Broadcast Splash Tone after Paging (Paging End Time)	2
31-06-04	External Speaker Control - CODEC Transmit Gain Setup	32
31-06-05	External Speaker Control - CODEC Receive Gain Setup	32
31-07-01	Combined Paging Assignments	1
31-08-01	BGM on External Paging - BGM	0

Operation

To Page into an external zone:

1. Press the **External Paging** key (PRG 15-07 or SC **751**: 19 for External Paging zones or 20 for External All Call Paging).

2. Make announcement.

- OR -

1. At the Multiline Terminal, press Speaker key or pick up the handset.

- OR -


At Single Line Terminal, lift the handset.

2. Dial **703** and the External Paging Zone code (1 ~ 3 or 0 for All Call).

- OR -

Dial ***1** and the Combined Paging Group code (1~3 or 0 for Internal/External All Call).

 *Display indicates the Combined Paging as an External Page.*


 *If the Internal Page Zone is busy or if there are no extensions in a page group, the page may be announced as an External Page only.*


3. Make an announcement.

4. Dial **703** and the External Paging Zone code (1 ~ 3 or 0 for All Call).

- OR -

Dial ***1** and the Combined Paging Group code (1 ~ 3 or 0 for Internal/External All Call).

 *Display indicates the Combined Paging as an External Page.*

 *If the Internal Page Zone is busy or if there are no extensions in a page group, the page may be announced as an External Page only.*

5. Make an announcement.

Paging, External (VRS)

Description

Paging, External (VRS) enables the use of prerecorded VRS messages for External Paging. The advantage of this feature is saving time for the users who regularly use External Paging with the same announcements.

Conditions

- If VRS External Paging is answered using the meet me paging service code and both parties are connected, VRS stops the announcement.
- Paging, External (VRS) does not support Internal Paging. Also, combined paging is not supported.
- The paging telephone must remain off-hook during paging. If the paging telephone hangs up during paging, VRS External paging stops.
- If an invalid VRS number is dialed or, there is no recorded VRS greeting, the caller hears an error tone.
- Paging, External (VRS) will not play the starting and ending tone if enabled. If the starting and ending tones are needed, they must be recorded in the VRS message itself.
- After the recorded VRS message is finished, the paging telephone hears a busy tone.
- When using the speaker mode on a paging telephone, the telephone becomes idle after the recorded VRS message finishes.
- The Paging, External (VRS) feature is supported with Embedded VRS.

Default Settings

Disabled

System Availability

Terminals

All Terminals

Required Component(s)

PZ-VM21

InMail Compact Flash

CPU license for VRS

1- or 2-way amplifier and speakers (locally provided)

Related Features

Paging, External

Voice Response System (VRS)

Guide to Feature Programming

Program Number	Program Name	Default
11-10-20	Service Code Setup (for System Administrator) – VRS - Record/Erase Message	616
11-12-20	Service Code Setup (for Service Access) – External Paging	703
20-07-13	Class of Service Options (Administrator Level) – VRS Record (VRS Msg Operation)	COS 1 ~ 14 = 0 COS 15 = 1

Operation

External VRS Messaging

To page into an external zone with VRS message:

1. Pick up the handset or press Speaker key at Multiline Terminal.
 2. Dial **703** and ***** then the External Paging Zone code (1-8, 0 for all call).
 3. Dial VRS message Number (001-100).
 4. Make announcement.
 5. Press Speaker key at Multiline Terminal or on-hook.
- OR -**
1. Press the **DSS/One Touch** key programmed for External Paging.

To Program One Touch Key:

The following example shows how to program a **One Touch** key for External Paging zone 2 to play VRS greeting number 099.

1. Press Speaker key.
2. Dial **8, 5, 1**.
3. Press the **Function** key to be programmed.
4. Dial 0, 1 (Function Code for the **DSS/One Touch** key).
5. Dial **8, 0, 3, *, 2, 0, 9, 9**.
6. Press Hold key.
7. Press Speaker key.



When using the Paging, External (VRS) feature, FC 20 (External All Call Paging code) cannot be used as a programmable function key.

Paging, Internal

Description

Internal Paging lets extension users broadcast announcements to other Multiline Terminal users. When a user makes a Zone Paging announcement, the announcement broadcasts to all idle extensions in the zone dialed. With All Call Paging, the announcement broadcasts to all idle extensions programmed to receive All Call Paging. An extension can be a member of only one Internal Paging Zone. Like External Paging, Internal Paging allows a user to locate another employee or make an announcement without calling each extension individually.

Combined Paging

Use Combined Paging when you want to simultaneously Page into an internal and corresponding external zone. For example, you can Page your company warehouse and outside loading dock at the same time. Combined Paging is available for Paging zones 1~8 and All Call. Optionally, you can change the Combined Paging assignments. For example, you can associate External Paging Zone 1 with Internal Paging Zone 4. You can program a **Function** key as a **Combined Paging** key. When an **All Call External Page Function** key is programmed, it includes both the external zones and the assigned internal zone(s). If the internal page zone is busy or there are no extensions in a page group, the announcement is made on the external zones only.

Conditions

- Internal Paging does not require an unused analog trunk port and external paging system.
- You can assign up to 50 TDM extensions to an Internal or All Call Paging Group.
- You can assign up to 16 IP extensions to an Internal or All Call Paging Group.
- A system must have at least one extension port idle to make an Internal Page. If no extension port is idle, the extension performing the Page hears a busy signal.
- There are 32 available Internal Paging Groups (Zones).
- A Class of Service option is available in system programming to prevent display telephones from showing incoming internal paging information. This allows the system to save processor time and speed up system operation.
- An extension user can broadcast an announcement over an External Paging Zone.
- Function keys simplify Internal Paging operation.
- You must assign an extension to be in a two-digit zone in PRG 31-02-01 before you can assign a function key using the **751** service code as a two-digit Internal Group Paging Zone key.
- If Auto Hold in PRG 15-02-07 is set to Cut (1), when a user presses the page key while on a trunk call, the trunk call is put on hold.
- A Single Line Terminal can initiate an Internal Zone page, but cannot receive an Internal Zone Page.
- If an internal paging group has only IP Multiline Stations, multicast is used for the page. IP Multiline Terminals must have a gateway programmed to accomplish a multicast transmission. When an actual gateway device does not exist on the network, a dummy gateway address on the same subnet must be defined.
- When a paging group contains all IP Terminals, the page is sent via a multicast message from the initiating IP Terminal. If a paging group has IP and TDM phones, when an IP Terminal initiates the page, a message is sent to the CPU and the CPU sends the multicast message for the IP Terminals.

Default Settings

Enabled

System Availability

Terminals

All Multiline Terminals

Single Line Terminals

Required Component(s)

None

Related Features

Meet Me Paging

Meet Me Paging Transfer

Paging, External

Programmable Function Keys

Guide to Feature Programming

Program Number	Program Name	Default
11-12-19	Service Code Setup (for Service Access) - Internal Group Paging	701
11-12-24	Service Code Setup (for Service Access) - Combined Paging	*1
15-07-01	Programmable Function Keys	Refer to Programming Manual.
20-06-01	Class of Service for Extensions	Extension 101 is Class 15 and other Extension are Class 1
20-13-29	Class of Service Options (Supplementary Service) - Paging Display	COS 01 ~ 15 = 1
31-01-01	System Options for Internal/External Paging - All Call Paging Zone Name	Group all
31-01-02	System Options for Internal/External Paging - Page Announcement Duration	1200 (seconds)
31-02-01	Internal Paging Group Assignment - Internal Paging Group Number	Port 1 ~ 16 = 1 Port 17 ~ = 0
31-02-02	Internal Paging Group Assignment - Internal All Call Paging Receiving	0
31-03-01	Internal Paging Group Settings - Internal Paging Group Name	Up to 12 Characters 01 = Group 1 02 = Group 2 : 32 = Group 32
31-07-01	Combined Paging Assignments	1

Operation

To make an Internal Page announcement:


Multiline Terminal

1. Press the **Zone Internal Paging** key (PRG 15-07 or SC **751** : 21 + 01 ~ 32 for zones (00 for All Call)).

- OR -


Press Speaker key or lift the handset.


2. Dial **701** and the Paging Zone number (0 ~ 9 or 00 ~ 32).

 *Dialing 0 or 00 calls All Call Internal Paging.*

- OR -

Dial ***1** and the Combined Paging Group code 1~8 or 0 (for Internal/External All Call).

 *Display indicates the Combined Paging as an External Page.*


 *If the Internal Page Zone is busy or if there are no extensions in a page group, the page is announced as an External Page only.*

3. Make an announcement.
4. Press Speaker key to hang up.

Single Line Terminal

1. Lift the handset.
2. Dial **701** and the Paging Zone number (0 ~ 9 or 00 ~ 32).

 *Dialing 0 or 00 calls All Call Internal Paging.*

 *Dial *1 and the Combined Paging Group code 1 ~ 8 or 0 (for Internal/External All Call).*

3. Make an announcement.
4. Hang up.

Description

Park places a call in a waiting state (called a Park Orbit) so that an extension user may pick it up. There are two types of Park: System and Personal. Use System Park when you want to have the call wait in a system orbit. Personal Park allows a user to Park a call at their extension so a co-worker can pick it up. After parking a call in orbit, a user can Page the person receiving the call and hang up. The paged party dials a code or presses a programmed Park key to pick up the call. With Park, it is not necessary to locate a person to handle their calls. A call parked for too long recalls the extension that initially parked it, however the call remains in the park orbit until it is answered. There are 64 Park Orbits (1~64) available for use.

Extended Park

An extension Class of Service determines whether it uses the normal Park Orbit Recall time or the Extended Park Orbit Recall time. The timers are set in system programming. When an extension with Extended Park Recall Class of Service option parks a call, it recalls after the Extended Park Orbit Recall time. When an extension with the Normal Park Orbit Recall Class of Service option parks a call, it recalls after the normal Park Orbit Recall time, however the call remains in the park orbit until it is answered.

Programmable Function Key and Service Code Available for Personal Park

The Personal Park feature is enhanced by using a Programmable Function Key or service code (3-digit or 1-digit) to place a call in Personal Park. This option is available for Multiline Terminals and single line sets and can be used for analog or ISDN trunks.

Conditions

- An extension user can park a call in any Park Orbit. However, an extension user can pick up only a call Parked by a member of their own Park group (see PRG 24-03).
- An extension can have only one Personal Park key.
- When the terminal that has a call in Personal Park is unplugged, the Personal Park is released and the held caller is placed on Non-Exclusive Hold.
- The following table indicates what condition the service codes and Programmable Function key can be used.

Status	Using 3-Digit Service Code	Using 1-Digit Service Code	Using Personal Park Key
Speaking	Not Available	Not Available	Available
ICM Dial Tone or Busy Tone	Available	Not Available	Available
Calling Another Extension	Not Available	Available (with outside call on hold and when called extension does not answer)	Available
Receiving a Personal Park Recall	Not Available	Not Available	Available

- A user can display the Caller ID of a call in Park if Caller ID is enabled (1) in PRG 20-09-02.
- Park keys can be assigned on DSS consoles.
- Calls on virtual extension keys cannot be put in Personal Park if PRG 15-18-01 is set to Land on the key (1).
- Function keys simplify Park operation.
- One Touch keys programmed for Park Hold Service Code cannot be used to park calls without using Hold or Transfer.
- Call Park - Step Call is supported in the local system only.
- A parked call cannot be retrieved from Hold Dial Tone (Second dial tone).

- When a call is parked from a virtual extension, the virtual extension is released.
- When parking a call from a virtual extension, PRG 15-02-21 and PRG 15-18-01 must be set to 1.
- Park Group assignment is by the terminal extension, not the virtual extension.
- When a call parked from a virtual extension recalls, it will ring the terminal the virtual extension is programmed on, not the virtual extension key.

Default Settings

Enabled

System Availability

Terminals

All Terminals

Required Component(s)

None

Related Features

Call Arrival (CAR) Keys

Caller ID

Direct Station Selection (DSS) Console

Hold

Programmable Function Keys

Guide to Feature Programming

Program Number	Program Name	Default
11-12-31	Service Code Setup (for Service Access) - Park Hold	#6
11-12-32	Service Code Setup (for Service Access) - Answer for Park Hold	*6
11-12-35	Service Code Setup (for Service Access) - Station Park Hold	757
11-16-11	Single Digit Service Code Setup - Station Park Hold	not assigned
15-02-08	Multiline Telephone Basic Data Setup - Automatic Handsfree	1
15-07-01	Programmable Function Keys	Refer to Programming Manual.
15-18-01	Virtual Extension Key Enhanced Options - Virtual Extension Key Operation Mode	0
15-18-02	Virtual Extension Key Enhanced Options - Display Mode when pacing a call on Virtual Extension Key	1
20-06-01	Class of Service for Extensions	Extension 101 is Class 15 and other Extension are Class 1
20-11-19	Class of Service Options (Hold/Transfer Service) - Hold/Extended Park	COS 01 ~ 15 = 0

Program Number	Program Name	Default
20-11-24	Class of Service Options (Hold/Transfer Service) - Trunk Park Hold Mode	COS 01 ~ 15 = 1
20-11-25	Class of Service Options (Hold/Transfer Service) - Transfer Park Call	COS 01 ~ 15 = 1
20-11-26	Class of Service Options (Hold/Transfer Service) - Station Park Hold Mode	COS 01 ~ 15 = 0
20-11-27	Class of Service Options (Hold/Transfer Service) - Call Park Automatically Search	COS 01 ~ 15 = 1
24-01-02	System Options for Hold - Hold Recall Callback Time	30 (seconds)
24-01-06	System Options for Hold - Park Hold Time - Normal	90 (seconds)
24-01-07	System Options for Hold - Park Hold Time - Extended (Recall)	300 (seconds)
24-03-01	Park Group - Park Group Number	1


Operation

To Park a call in a system orbit:


 You can Park Intercom or trunk calls.

1. Press the Park key (PRG 15-07 or SC 752: *04 + orbit).

 The **Park** key LED lights.

 If you hear busy tone, the orbit is busy. Try another orbit.

2. Use Paging to announce call.
3. Press Speaker key to hang up.

 If not picked up, the call recalls to you.


- OR -


1. At the Multiline Terminal, press Hold key.

- OR -


At a Single Line Terminal, hookflash.


2. Dial #6 and the Park orbit (01~64).

 If you hear busy tone, the orbit is busy. Try another orbit.

 If you hear a busy tone, the orbit is busy. Dial #6 ✕ if enabled in PRG 20-11-27 (Call Park AutoSearching) to search for an idle park location in ascending order.

3. Use Paging to announce the call.
4. Press Speaker key to hang up.

 If not picked up, the call recalls to you.


 The parked call recalls after the Park Hold Time (PRG 24-01-06). The call rings the extension to which it recalled for the Hold Recall Callback Time (PRG 24-01-02). The call then goes on Hold for the Park Hold Time, then recalls again for the Hold Recall Callback Time. The call continues to cycle between Hold and recall until the extension user answers the call or the outside party hangs up.


To pick up a parked call:


1. Lift the handset.
2. Press the **Park** key (PRG 15-07 or SC 752: *04 + orbit).
- OR -
1. At the Multiline Terminal, press Speaker key.
- OR -
At Single Line Terminal, lift the handset.
2. Dial *6 and the Park orbit (01 ~ 64).

To Park a call at your extension:


1. Do not hang up.
2. Press the **Personal Park** key (PRG 15-07 or SC 752: *07).
- OR -
Press Hold key and dial 757.
- OR -
Press Hold key and the **Personal Park** key (PRG 15-07 or SC 752: *07).

 *At a Single Line Terminal, hookflash instead of pressing Hold key.*

 *A confirmation tone is heard and the call is parked at your extension. If the extension has a Personal Park key, the key flashes.*

 *The Personal Park single-digit service code (PRG 11-16-11) cannot be used in this operation.*

3. Page your co-worker to pick up the call.
4. Press Speaker key to hang up (or hang up at the Single Line Terminal).


 *If not picked up, the call recalls to you.*


To Park an outside call at your extension after trying to call a co-worker:

1. While on a call, press Hold key.
2. Dial a co-worker's extension number.

 *The co-worker does not answer.*

3. Press the **Personal Park** key (PRG 15-07 or SC 752: *07).
- OR -
Dial the Personal Park single digit code (PRG 11-16-11).


 *The Intercom call to the co-worker is dropped. A confirmation tone is heard and the outside call is parked at your extension.*

 *If the co-worker answers the call, the outside call rings back after the intercom call is completed. The call can then be placed in Personal park if desired.*

To pick up a call parked at your extension:

1. Press the **Personal Park** key (PRG 15-07 or SC 752: *07).
- OR -
Press Speaker key and dial 757.


 *At a Single Line Terminal, skip pressing Speaker key.*

 *The Personal Park single-digit service code (PRG 11-16-11) cannot be used in this operation.*


 *If it recalls the extension, pressing the Personal Park key or flashing Speaker key answers the call.*

To answer a call parked at a co-worker's extension:

1. Press Speaker key, dial ** plus the co-worker's extension number.

 *At a Single Line Terminal, skip pressing Speaker key.*

To display Caller ID for a call in Park:


 *With PGM 15-02-08 set to 0 (preselect) for this feature.*

1. With PGM 15-02-08 set to 0 (preselect) and a call in Park, press the **Park** key. (PGM 15-07 or SC 752: *04).


Call Park-Step Call:**To Park a call in the first available system orbit:**

 *You can Park Intercom or trunk calls.*


1. Press Hold or Transfer key.
2. Dial #6.

 *If you hear a busy tone, the orbit is busy. Proceed to step 3.*

3. Dial *.

 *PRG 20-11-27 must be enabled in the Multiline Terminals Class of Service.*

4. Press Speaker key to hang up.

 *If not picked up, the call will recall to you.*

- OR -

1. Press Hold or Transfer key.
2. Press the **DSS/BLF** key programmed as #6* (The Park location will be displayed in the LCD).
3. Press Speaker key to hang up.

PBX Compatibility/Behind PBX

Description

You can connect your telephone system trunks to Centrex/PBX lines, rather than to Telco trunk circuits. This makes the trunk inputs to the system Single Line type compatible Centrex/PBX extensions, rather than Telco circuits. PBX Compatibility lets the system be a node (i.e., satellite) in a larger private telephone network. To place outside calls when the system is behind a PBX, telephone system users must first dial the PBX trunk access code (usually 9).

The system provides the following PBX Compatibility options:

- **PBX Trunk Access Code Screening**
The system can monitor the numbers users dial and screen for PBX trunk access codes. The system can screen up to four groups of trunk access codes. The codes can have one or two digits, consisting of the digits 0 ~ 9, # and *. (You use Line Key 1 as a wild card entry.)
- **PBX Trunk Toll Restriction**
The system can provide the Toll Restriction for the PBX trunk, or restriction can be handled solely by the connected PBX. If the telephone system provides the restriction, it restricts the digits dialed after the PBX access code.
- **PBX Call Restriction**
When the telephone system does the Toll Restriction, it can further restrict users from dialing PBX extensions. In this case, the only valid numbers are those dialed after the PBX trunk access code. The only PBX facility telephone system users can access are the PBX outside trunks.
- **Automatic Pause**
The system automatically pauses when it sees a PBX trunk access code during manual dialing, Speed Dialing, Last Number Redial, Repeat Redial and Save Number Dialed. This gives the connected PBX time to set up its trunk circuits.

Conditions

- When using Account Codes, do not use * in a PBX access code. Otherwise, after the *, the trunk stops sending digits to the central office.
- The system automatically pauses after it finds a PBX access code in a Speed Dialing bin.
- If Speed Dialing routes a call to a PBX trunk, it does not automatically insert a PBX access code. It outdials the digits just as they are stored.
- Users answer incoming calls on PBX trunks just like other trunks. All relevant access and Ring Group programming applies.
- Except for dialing the PBX access code, users place calls on PBX trunks just like other trunks. All relevant access programming applies. Refer to the [Central Office Calls, Placing on page 1-112](#) feature for more details.
- You can have DILs route from the connected PBX. Users can access these trunks for outgoing PBX calls. All PBX Compatibility restrictions and programming apply.
- Flash may allow access to certain PBX features - like Transfer. Make sure you program Flash for compatibility with the connected PBX.
- The system does not provide automatic Pulse to Tone Conversion after outdialing the PBX trunk access code.
- You can program incoming DISA trunks to be outgoing PBX trunks. All PBX Compatibility restrictions and programming apply.
- PBX trunks can follow normal system Toll Restriction.
- Users can get outbound access to PBX trunks through Trunk Groups and/or Trunk Group Routing. All PBX Compatibility restrictions and programming apply.
- If the system routes a call to a PBX trunk, it does not automatically insert the PBX access code. It outdials the call just as the user dialed it.

Default Settings

Disabled

System Availability

Terminals

All Terminals

Required Component(s)

None

Related Features

Abbreviated Dialing/Speed Dial

Account Code Entry

Central Office Calls, Answering

Central Office Calls, Placing

Code Restriction/Toll Restriction

Direct Inward Line (DIL)

Direct Inward System Access (DISA)

Flash

Pulse to Tone Conversion

Ring Groups

Abbreviated Dialing/Speed Dial

Trunk Group Routing

Trunk Groups

Guide to Feature Programming

Program Number	Program Name	Default
14-01-01	Basic Trunk Data Setup - Trunk Name	Trunk port Number: 001 ~ 084 Trunk Name: 001 ~ 084
14-01-02	Basic Trunk Data Setup - Transmit Level	32 (0dB)
14-01-08	Basic Trunk Data Setup - Toll Restriction	1
14-02-01	Analog Trunk Data Setup - Signaling Type (DP/DTMF)	2
14-02-02	Analog Trunk Data Setup - Ring Detect Type	1
14-04-01	Behind PBX Setup	0
21-04-01	Toll Restriction Class for Extensions	2
21-05-12	Toll Restriction Class - PBX Call Restriction	0
21-06-08	Toll Restriction Table Data Setup - PBX Access Code	Table 1 ~ 4 = No Setting

Operation

To place a call over a PBX trunk:

1. At Multiline Terminal, press Speaker key and dial **704**.
- OR -
At Single Line Terminal, lift the handset and dial **704**.
2. Dial PBX trunk group number (**01 ~ 25**).
3. Dial PBX access code and number.
- OR -
 1. At the Multiline Terminal only, press the **PBX trunk group** key (PRG 15-07 or SC **752**: *02 + group).
 2. Dial PBX access code and number.
- OR -
 1. At the Multiline Terminal, press Speaker key and dial **0**.
- OR -
At the Single Line Terminal, lift the handset and dial **9**.
 2. Dial the PBX access code and number.
- OR -
 1. At the Multiline Terminal, press Speaker key.
- OR -
At the Single Line Terminal, lift the handset.
 2. Dial **#9**.
 3. Dial the PBX trunk number (e.g., 05 for line 5).
 4. Dial the PBX access code and number.
- OR -
 1. Press the **PBX trunk key** (PRG 15-07-01 or SC **752**: *01 + trunk #).
 2. Dial the PBX access code and number

 *In all cases above, Toll Restriction may prevent your call.*

PC Programming

Description

The SL1100 has three different methods for programming. The first is via the Telephone, the second is by PCPro and third by WebPro.

PCPro is a Microsoft Windows based application. It allows the technician/system administrator to download a database from the system, make changes, and then upload.

The WebPro application is a browser base. It allows the technician/end user to make a change to the system/terminal. No special installation program is required.

An overview of the three programming applications is shown below.

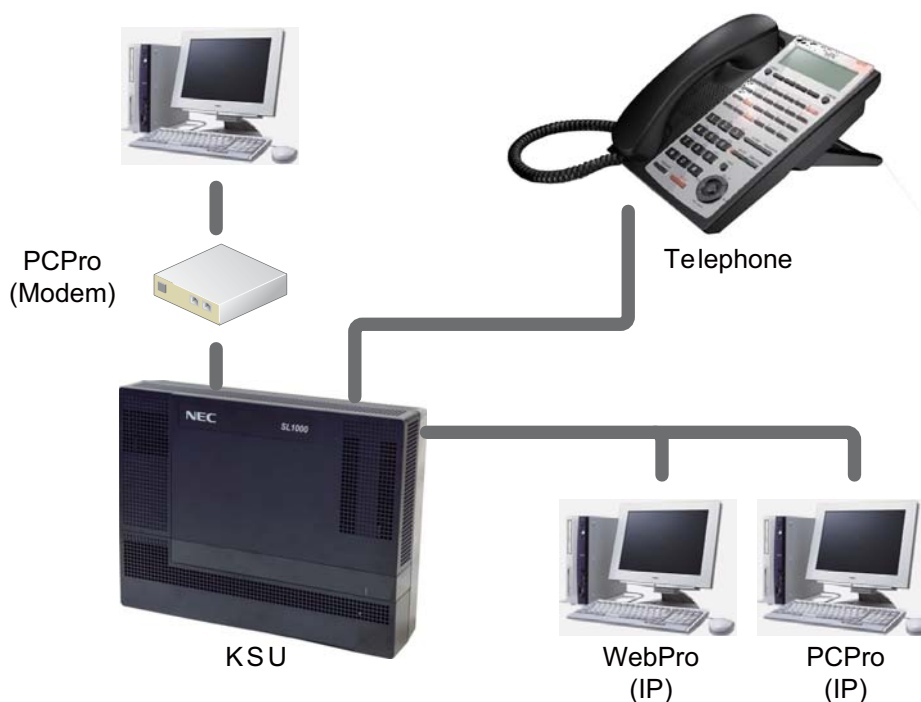



Figure 1-33 PC Programming Overview

Connecting

As can be seen in [Figure 1-33 PC Programming Overview on this page](#), three connection types are available to PCPro/WebPro.

PCPro, user can connect directly or remotely using a modem/LAN. A connection with the system is made via the Connection Dialog in the application. (Refer to [Figure 1-34 PCPro Connection Dialog on the next page](#).)

- *Modem* (remote) connections are established via the internal MEMDB modem. To access the modem, dial a trunk that is directed to the modem access service code (DIL or DID) or dial an extension that is redirected to the modem access service code. When connecting with a Modem, a Dial Up Connection (PPP) must be set up in Windows Network Connections.

 *When uploading via a Dial Up connection, uploading card configuration (Hardware Upload) is not supported.*

- *IP* (LAN) connections are established by connecting the LAN cable to CPU Unit.

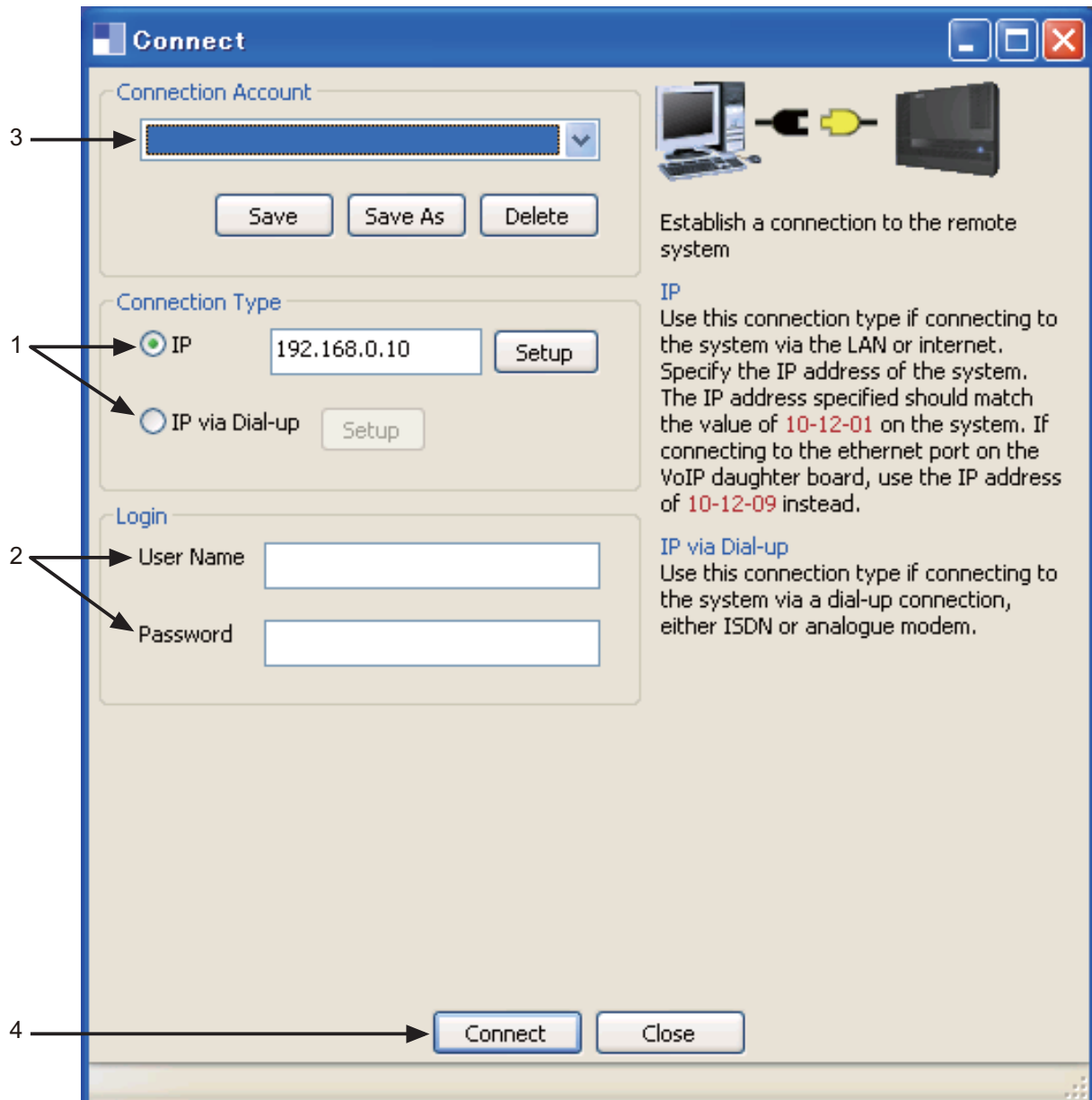
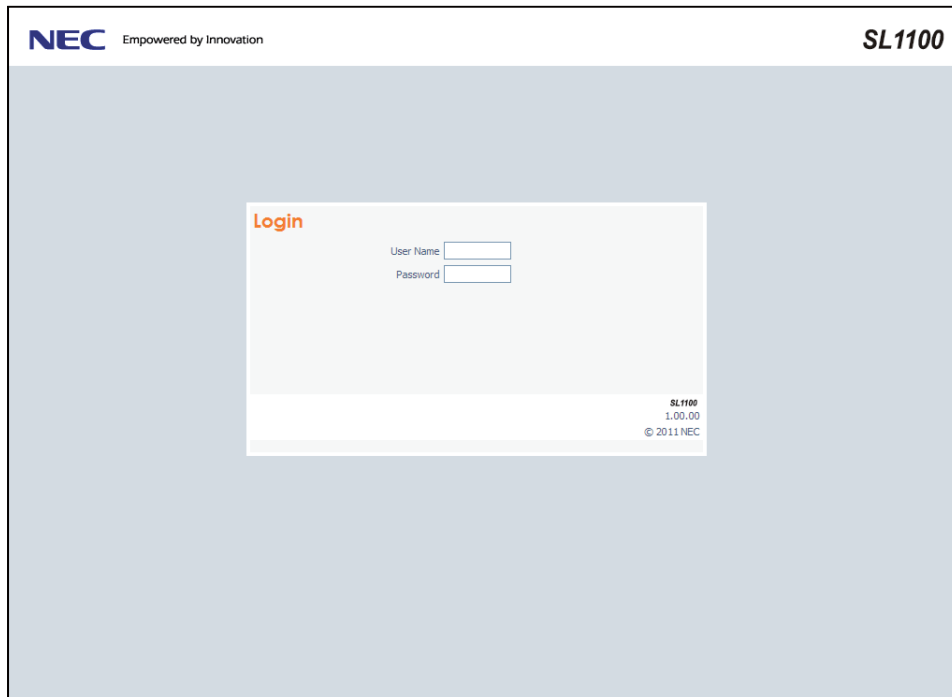


Figure 1-34 PCPro Connection Dialog

1. Select Connection Type.
You can connect by entering IP Address in IP or you can enter the NetBIOS Name which you set at PRG 10-62-02 (Default is: SL1100)
2. To login, specify User Name and Password.
3. (Optional) Load a defined Connection Account (can skip steps 1~3 by using this option.)
4. To make the connection to the system, click Connect.

If using WebPro, a user can connect only via IP. To connect, launch a web browser (i.e., IE or Mozilla®) and enter the IP address of the system (default 192.168.0.10).

SL1100 also supports a NetBIOS so that user can access by <http://SL1100>.



WebPro Login Screen

WebPro System Programming

WebPro can be used to edit system programming from a Web browser. System Data, License Information, and Modification History are among the items that can be viewed in WebPro (refer to [Figure 1-35 WebPro Home Page on this page](#)).

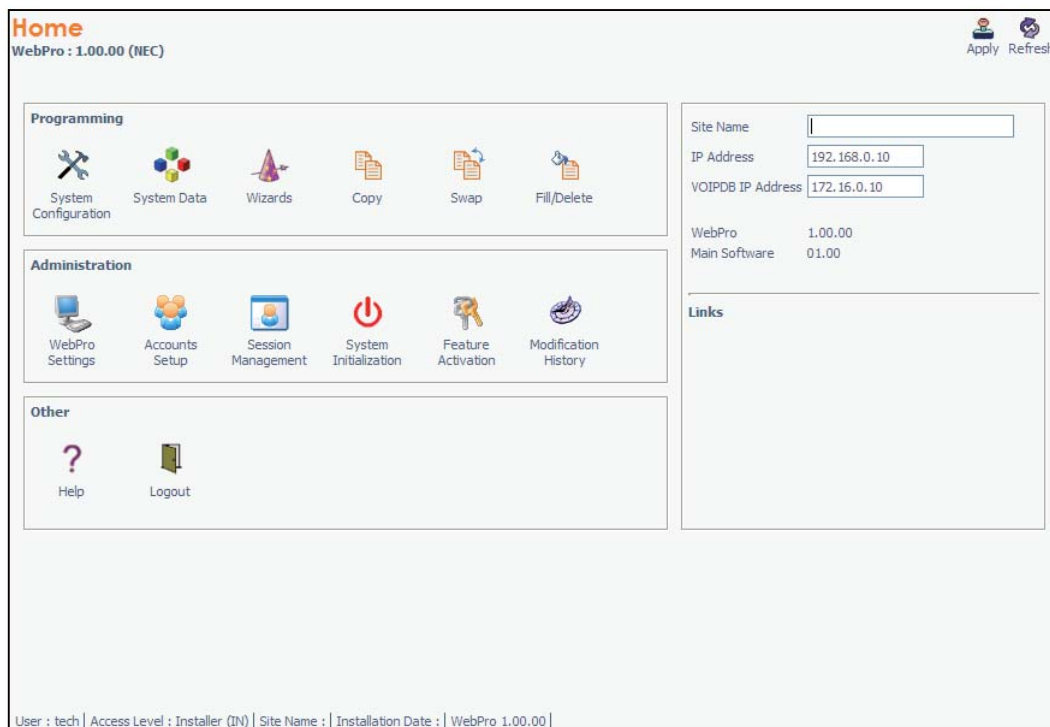


Figure 1-35 WebPro Home Page

WebPro End User Programming

WebPro has an End User Login for which extensions can program functions for their own extension. They can program Function keys, Virtual Extension ringing assignment, Station Speed Dial, InMail features, Station Name, Call Forwarding, Display Language, Ring Tone and End User Password.



To login to the WebPro End User Programming, input the system IP (default: 192.168.0.10) or NetBIOS Address (default: <http://SL1100>) like you would logging into WebPro. Use the extension number as User Name and Password is assigned in PRG 90-28-01 (default: 1111).



Telephone Setting

Apply Refresh Logout

● Feature Setup
○ Function Key Assignment
○ Virtual Extension Ring Assignment
○ InMail Station Mailbox Options
○ InMail Audio Up/Down load

[Extension 201]

Name	<input type="text"/>	
Call Forward Type	<input type="text" value="No Call Forward"/>	
CO Call Forward Destination for Both Ring, All Calls and No Answer	<input type="text"/>	
Intercom Call Forward Destination for Both Ring, All Calls and No Answer	<input type="text"/>	
CO Call Forward Busy Destination	<input type="text"/>	
Intercom Call Forward Busy Destination	<input type="text"/>	
Display Language Selection	<input type="text" value="English"/>	
Incoming Ring Tone	Trunk Incoming Ring Tone	<input type="text" value="Incoming external ring tone"/>
	Internal Incoming Ring Tone	<input type="text" value="Tone pattern2"/>
Toll Restriction Override Password	<input type="text"/>	
Night Mode Switching (Another Group)	<input type="text" value="Mode 1"/>	
End User Password	<input type="text" value="1111"/>	

User : 201 | Access Level : Telephone (TEL) | Site Name : | Installation Date : | WebPro 1.00.00 |

Figure 1-36 WebProEnd User Screen

Conditions

- When connecting via a dial up connection, a Dial Up Connection (PPP) must be configured in Windows Network Connections.
- When uploading via a Dial Up connection, uploading card configuration (Hardware Upload) is not supported.
- The hardware/software requirements to run PCPro :

Item	Requirement
CPU	Pentium® III 598 MHz (minimum) Pentium 4 2.5 GHz (recommended)
Memory	128 MB of RAM, 256 MB (recommended)
Operating System (OS)	Windows XP or Microsoft Vista Windows 7 (32- and 64-bit)
Other	Microsoft Internet Explorer 6.0 or higher
Communication Port	LAN or Modem
Disk Space	35 MB for PCPro (minimum)
TCP Port	TCP port 8000 must be open between the terminal and the host PC for uploading/ downloading via LAN. PCPro/WebPro TCP port is set for 8000 at default, but can be changed via WebPro using PRG 90-38-02. PRG 90-38-02 is not accessible from Telephone Programming or PCPro. TCP port 5963 is required to be open if the Debug Terminal is going to be used.
Screen Resolution	800 x 600 (minimum) 1024 x 760 (recommended)

- The hardware/software requirements to run WebPro :

Item	Requirement
Browser	MS Internet Explorer 6.0 (or higher) Mozilla® Firefox® 1.0.3 (or higher)
Network	IP connection to the KTS
Screen Resolution	800 x 600 (minimum) 1024 x 760 (recommended)

- You can have a maximum of four users logged into WebPro same time.
- You can have up to two phones in programming mode same time.
- You can have total of four users in programming mode at same time. This can be a any mix of Telephone programming user and Webpro user as long as it wont exceed four users.
- Only One user can be logged into PC PRO. While user is logged into PC PRO Webpro, Telephone programming couldn't be used.
- When programming via WebPro/PCPro, it requires you to logout before the system fully applies the changes.
- In the System Data configuration window, you can open/close the system data by clicking the system data you want to open/close.
- Some programs may needs the system to reset/reboot order for the system to effect the change that been made. These Programs are: 10-12-01, 10-12-02, 10-12-03, 10-12-04, 10-13-01, 10-13-02, 10-13-03, 10-14, 10-15, 10-16-01, 10-16-02, 10-16-03, 10-16-04, 20-01-03, 47-01-01, 80-01, 80-02-01, 80-02-02, 80-02-03, 80-02-04, 80-03, 80-04, 84-03-01, 84-03-02, 84-03-06, 84-03-07, 84-03-08, 84-05-01, 84-09 and 84-10.
- When using a Card Configuration to update your system. Please disconnect after upload is done. Then please re-start the system order for system to function properly. Until System re-start phone will not work.

Default Settings

None

System Availability

Terminals

None

Required Component(s)

PCPro aplication to use PCPro.

Web Browser to use WebPro.



For requirement check "Condition".

Related Features

None

Guide to Feature Programming

Program Number	Program Name	Default
10-12-01	CPU Network Setup - IP Address	192.168.0.10

Program Number	Program Name	Default
10-12-02	CPU Network Setup - Subnet Mask	255.255.255.0
10-12-03	CPU Network Setup - Default Gateway	0.0.0.0
11-15-14	Service Code Setup, Administrative (for Special Access) - Modem Access	740
22-02-01	Incoming Call Trunk Setup	0
22-07-01	DIL Assignment	not assigned
90-02-01	Programming Password Setup - User Name	Refer to Programming Manual.
90-02-02	Programming Password Setup - Password	Refer to Programming Manual.
90-02-03	Programming Password Setup - User Level	Refer to Programming Manual.
90-26-01	Program Access Level Setup - Maintenance Level	Refer to Programming Manual.
90-28-01	User Programming Password Setup - Password	1111
10-62-01	NetBIOS Mode	1
10-62-02	NetBIOS Name	SL1100

Operation

None

PCPro and WebPro Comparison

The table below gives a quick feature comparison of PCPro and WebPro.

Feature		Feature Application		Comments
		PCPro	WebPro	
Installation Program		Y	-	
File Handling	File New / Open / Save / Save As	Y	-	
	File Properties	Y	-	PCPro supports save/view/modify System Site Information, password protect files, add notes, connection settings.
	Version Conversion	Y	-	PCPro can convert databases between different System versions.
Programming Modes	Offline	Y	-	Ability to program offline and upload to the System at a later date.
	Live Update	Y	Y	Changes made in WebPro apply immediately. No upload is required. PCPro has Interactive Mode to make live changes.
Remote Connection	Upload	Y	-	PCPro can download the database from the System to allow backups.
	Download	Y	-	
	Connection Accounts	Y	-	PCPro supports Modem and IP connections. WebPro supports only IP.
Accounts		Y	Y	WebPro: Refer to PRG 90-02 in the Programming Manual.

Feature		Feature Application		Comments		
		PCPro	WebPro			
Programming	Screen Help Text :	System Data Help Text	Y	Y	Help in WebPro is more simplified than in PCPro.	
		Control Hint Text	Y	Y		
		Smart Links	Y	-		
		Smart Labels	Y	Y		
		Smart Controls	Y	-		
		Validation	Y	Y		
		Multi-Assignments :	Extension Numbers	Y	-	PCPro provides special screens that allow multiple values to be set easily. This applies mainly to table data. These screens shorten the programming time.
			Line Keys (CAP)	Y	-	
			Line Keys (General)	Y	-	
			Account Codes	Y	-	
		Defaults :	View	Y	-	
		Copy :	System Data Level	Y	Y	Copy items in an individual program.
			Group Level	Y	Y	Copy data for ports (telephone/trunk).
		Modification Tracking (See also Modification History.)		Y	-	PCPro keeps track of changes made to a database. This includes : 1. Changes made to a database that are not yet saved. 2. Changes made to database that are not yet uploaded.
Wizards			Y	Y		
Configuration Screens	Card Configuration		Y	-	PCPro provides special screens that shorten the programming time to setup core System features.	
	Class of Service		Y	-		
	Night Mode Switching		Y	-		
	Trunk Access Maps		Y	-		
	Trunk Groups		Y	-		
	Department Groups		Y	-		
	Direct Inward Dialing		Y	-		
	Ring Groups		Y	-		
	Timers (Trunk / Telephone)		Y	-		
QuickSearch			Y	Y	WebPro has a simplified search facility. It applies only to programs. PCPro provides extensive searching on Programs and Wizards.	
Reports	System Data		Y	-	PCPro can generate various reports based on values in the database.	
	Verify		Y	-		
	Maintenance		Y	-		
	CAP Keys		Y	-		
	Numbering Plan		Y	-		
	Class of Service		Y	-		
	Modification History		Y	-		



Feature		Feature Application		Comments
		PCPro	WebPro	
Import / Export	Speed Dials	Y	-	PCPro allows import/export of speed dials (csv file).
Program Help	Help Pages	Y	Y	WebPro has more simplified help than PCPro.
Security	Application Login	Y	Y	User name/password protection to login to PCPro/WebPro.
	KTS Connection Login	Y	-	PCPro connections to a System are user name/password protected.
	File Open	Y	-	You can password protect a PCPro saved database.
Debug / Capture	CPU Unit Debug Capture	Y	-	PCPro provides a tool for capturing debug information from the CPU Unit.
Modification History		Y	-	PCPro keeps a running list of all the modifications made to a system databases. It also tracks uploads/ downloads.
System Initialize		Y	Y	This is the ability to initialize the System.
System Time Setting		Y	Y	This sets the time on the System.
Software Updates	Firmware Upload	Y	-	The System software and firmware can be upgraded via PCPro.
Licensing / Feature Activation	KTS Feature Activation	Y	Y	Licensed System features can be activated via PCPro/WebPro. You can also see what is licensed.

P

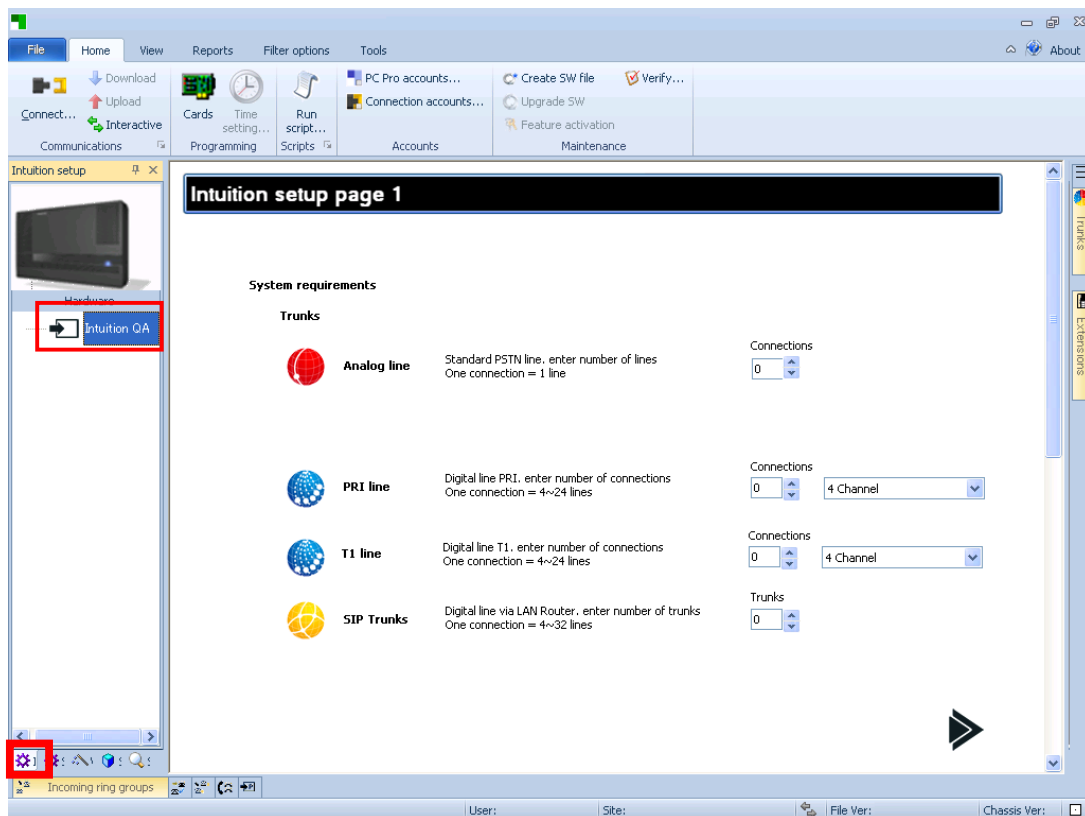
PC Programming - Intuition Setup

Description

PCPro Intuition Setup provides easy setup of various system configurations by supporting Q&A (Question & Answer) setting GUI or image files resembled to real Hardware. By using this Intuition Setup GUI user who is not familiar with the system will be able to intuitively understand the system settings.

Start Intuition Setup

Intuition setup can be entered by clicking "Intuition QA" icon at Navigation Bar (Intuition Setup Tab).



Screen View of Intuition Setup

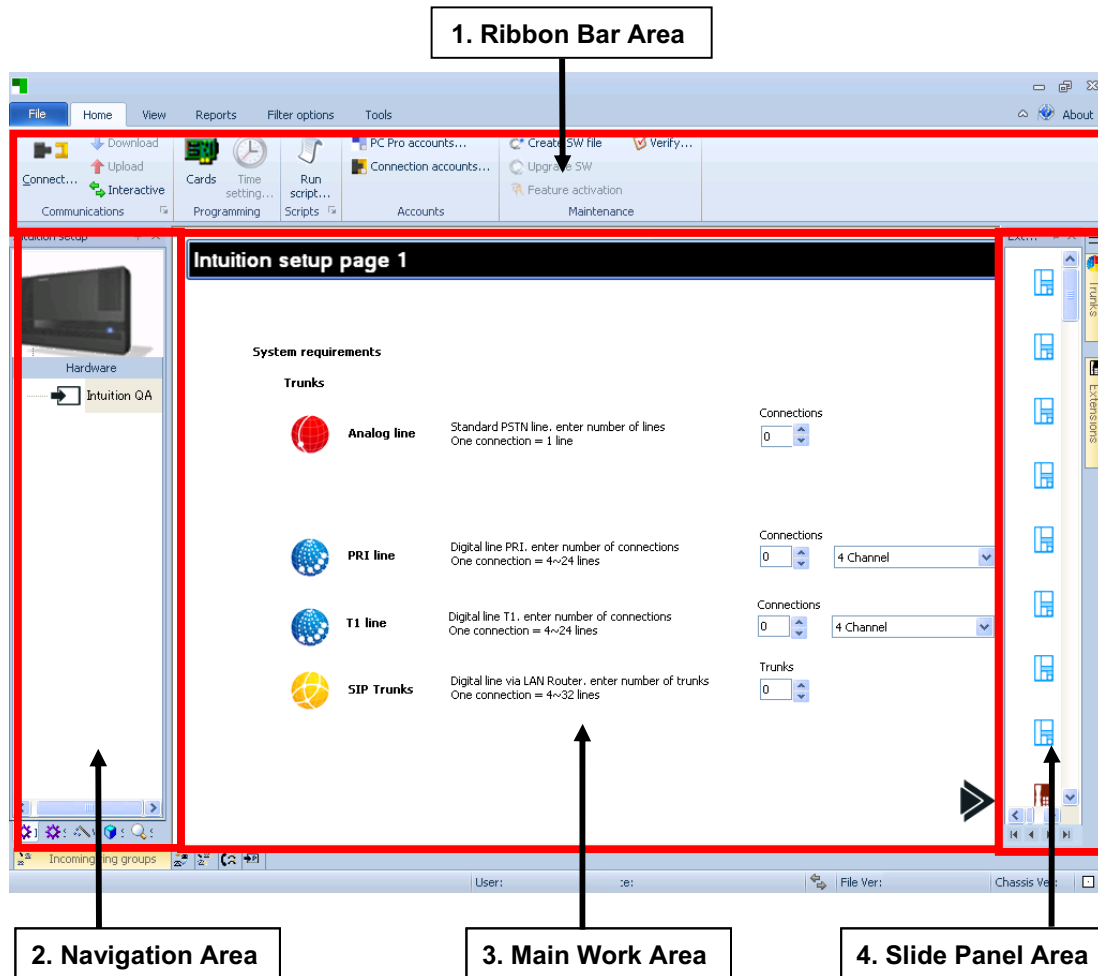


Figure 1-37 View of Intuition Setup

1. Ribbon Bar Area

This area indicates Tool Bar, Menu and ON/OFF control of Slide Panel Area indication.

2. Navigation Area

This area indicates Icons linked to various configurations screen at Main Work Area.

3. Main Work Area

This is used for Data assignment. Various configurations can be set using Drag & Drop of packages or terminals from Slide Panel Area.

4. Slide Panel Area

This area indicates overview of current trunk or terminal assignment and parts list of packages and terminals.

Navigation Bar

Navigation Bar is shown at left side of screen. At default Navigation Bar shows "Intuition QA". From navigation Bar user can enter Intuition Setup.

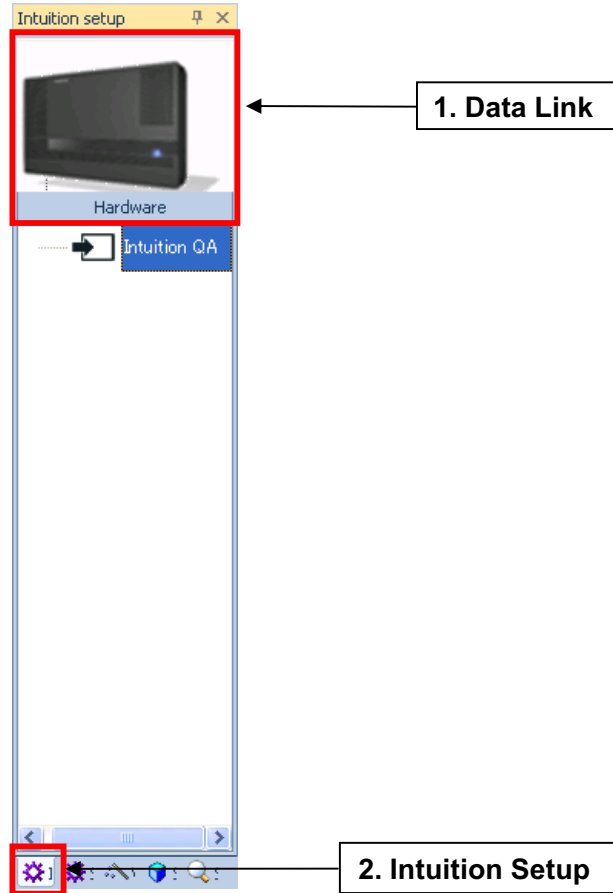


Figure 1-38 Navigation Bar

1. Data Link

Data Link shows "Intuition QA" at default (Initial data base) to enter Intuition Setup. Once after any system data was changed this area shows H/W setting and jump to H/W setting screen directly. For detail H/W settings, refer to [Table 1-59 Intuition Setup HW Setting on page 1-519](#).

2. Intuition Setup Tab

Intuition Setup Tab shows link to Intuition Setup and "Data Link".

Slide Panel

Slide Panel provides Drag & Drop feature for packages and terminals. Supported packages and terminals are shown in below table.

To remove packages or terminals, select "None" from Slide Panel and Drag & Drop to required slot or port like a PCPro Card Configuration.

Table 1-53 Package List for Drag & Drop

Package type	Description	Note
084M	Dedicated to slot 1, 4 and 7.	
084M+4COI	Dedicated to slot 1, 4 and 7. 4COIDB can be set on 084M, 080E and 008E.	
080E	080E can be set to slot 2, 3, 5, 6, 8, or 9.	
080E+4COI	080E can be set to slot 2, 3, 5, 6, 8, or 9. 4COIDB can be set on 084M, 080E and 008E.	
008E	008E can be set to slot 2, 3, 5, 6, 8, or 9.	



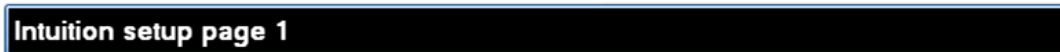
Package type	Description	Note
008E+4COI	008E can be set to slot 2, 3, 5, 6, 8, or 9. 4COIDB can be set on 084M, 080E and 008E.	
PRI	PRI can be set to slot 2, 3, 5, 6, 8, or 9. Limited one unit (PRI or PRI (T1)) per KSU and two units (PRI or PRI (T1)) per system.	
PRI (T1)	PRI can be set to slot 2, 3, 5, 6, 8, or 9. Limited one unit (PRI or PRI (T1)) per KSU and two units (PRI or PRI (T1)) per system.	
MEMDB+VOIPDB	MEMDB+VOIPDB is dedicated to slot 0.	
InMail	InMail is dedicated to InMail slot.	

Table 1-54 Terminal List for Drag & Drop

Terminal type	Description
MLT	MLT can be set to Multiline Terminal port of 080E and 084M.
SLT	SLT can be set to Single Line Terminal port of 008E and 084M.
Doorphone	DoorPhone can be set to Single Line Terminal port No.3 and 4 of 084M. Maximum 6 Doorphones can be set in a system.
DSS	DSS can be set to any Multiline Terminal port of 080E and 084M. Maximum 12 DSS consoles can be set in a system.

Intuition Setup Page 1 - Trunk Setting

"Intuition QA" linked to following "Intuition setup page 1". At this screen Trunk type resources can be configured. Settings are stored once "Next" is clicked.



System requirements

Trunks



Analog line

Standard PSTN line. enter number of lines
One connection = 1 line

Connections



PRI line

Digital line PRI. enter number of connections
One connection = 4~24 lines

Connections



T1 line

Digital line T1. enter number of connections
One connection = 4~24 lines

Connections



SIP Trunks

Digital line via LAN Router. enter number of trunks
One connection = 4~32 lines

Trunks




Figure 1-39 Intuition Setup Page 1 - Trunk Setting

Table 1-55 Trunk Types on the next page shows the type of Trunks supported at the "Intuition setup page 1".

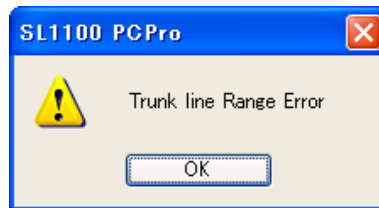
Table 1-55 Trunk Types

Type	Input Range	Required System Data	Note
Analog line	0-36	PRG 10-03 COI • 4COIDB package installation • 4COIDB package is installed per 4 ports base. • If 9 ports are required 3 COIs need to be installed.	
PRI line	Connection: 0-2 Channel: 4-24 (0-48 Ports)	PRG 10-03 PRI • 1PRI package installation In case Channel is set to 4-20 PRG 10-39 Fractional ->Enable.	
T1 line	Connection: 0-2 Channel: 4-24 (0-48 Ports)	PRG 10-03 T1 • T1 type Package installation. PRG 10-51: PRI (PRI/T1) Mode Selection is set to T1. In case Channel is 4 - 20 PRG 10-39 Fractional -> Enable.	
SIP line	0-32	PRG 10-03 VOIP • VOIPDB package installation PRG 10-40: IP Trunk Availability • -01: Set to 1; Enable • -02: Set to "Setting Line Count" VOIPDB package is installed per 4 ports base. If 13 ports are required, it needs to set 16.	



 When you click "Next" and If you receive the following message you exceeded the Trunk Lines that is available for the system.

Below is the example where number exceed the Trunk lines as whole.



Intuition Setup Page 2 - Extension Setting

"Intuition setup page 2" linked from "Intuition setup page 1". At this screen Extension type resources can be configured. Settings are stored once "Next" is clicked. "Back" will take you back to previous page but all the data set in page 2 will be lost.

Intuition setup page 2

System requirements

Terminal:





	Digital handsets	NEC system phone[12 or 24 Keys]	<input type="text" value="8"/>
	SLT handsets	Single Line Telephone[SLT]	<input type="text" value="4"/>
	DSS Console	60 button console for use with NEC system phone	<input type="text" value="0"/>
	NEC Doorphones	NEC door entry interface	<input type="text" value="0"/>




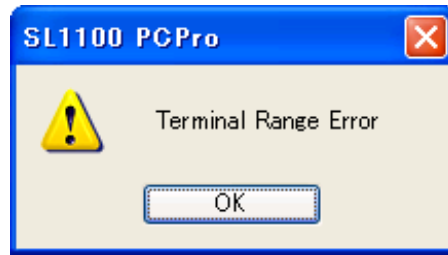
Figure 1-40 Intuition Setup Page 2 - Extension Setting

Table 1-56 Extension (Terminal) Type on this page shows type of terminals supported at the Setup Page 2.

Table 1-56 Extension (Terminal) Type

Type	Input Range	Required System Data
Digital handsets	0-72	PRG 10-03-01 (ESI): Terminal Type • Changed to: MLT PRG 10-03-02 (ESI): Logical Port • Changed to: Logical Port Number MLT is installed per 8 ports base. So if 9 MLT ports are required 2 MLT related packages need to be installed, port 10-16 is setup as unused MLT handsets. (PRG 10-03 (ESI)-01 Terminal Type "No Setting")
SLT handsets	0-60	PRG 10-03-01 (SLI): Logical Port • Changed to: Logical Port Number PRG 10-03-05 (SLI): Select Port Type • Changed to: SLT SLT is installed per 4 or 8 ports base.
DSS Console	0-12	PRG 10-03-01 (ESI): Terminal Type • Changed to: DSS PRG 10-03-02 (ESI): Logical Port • Changed to: Logical Port Number
NEC Doorphones	6	PRG 10-03-01 (SLI): Logical Port • Changed to: Logical Port Number PRG 10-03-05 (SLI): Select Port Type • Changed to: DoorPhone

 When you click "Next" and If you receive the similar message you received in page 1. Like in case of Page 1 please re-enter the number so that it won't exceed the MAX.
Below is example where Terminals exceeds the MAX number.



Intuition Setup Page 3 - External Device

"Intuition setup page 3" linked from "Intuition setup page 2". At this screen External Device resources, such as InMail or Music On Hold (MOH) can be configured. Settings are stored once "Next" is clicked. "Back" will take you back to previous page but **all the data set at page 3 will be lost**.

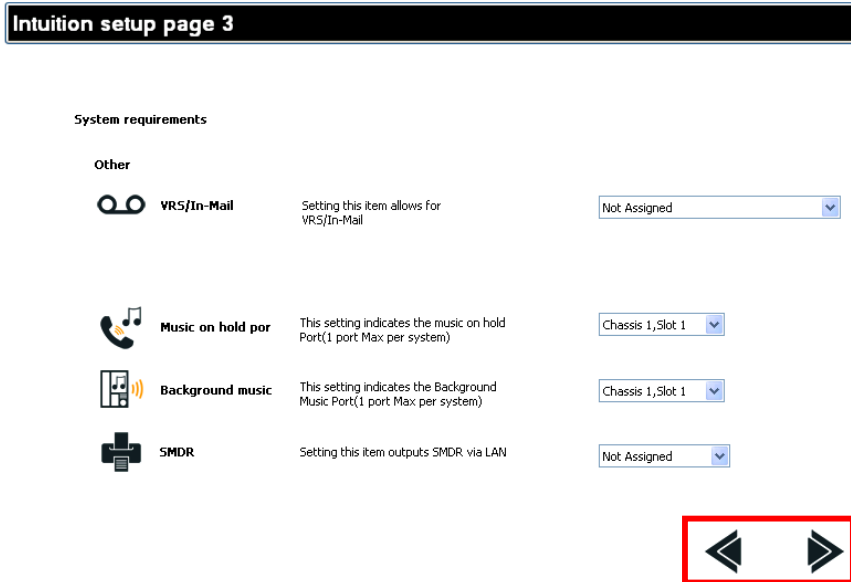



Figure 1-41 Intuition QA Page 3 - External Device

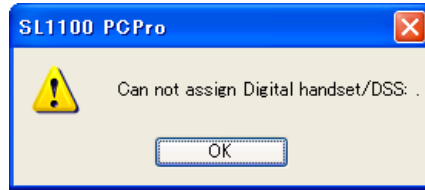
Table 1-57 External Device Type on this page shows the type of External Device supported at the Setup Page 3.

Table 1-57 External Device Type

Type	Input Range	Required System Data	Note
VRS/InMail	0: Not Assigned 1: Assigned	PRG 47-01-17: InMail Port • When set 1, Port 69-76 are assigned as InMail automatically. PRG 15-03-03: Terminal type • Changed to: 1; Special PRG 16-02-01: Department Group • Changed to: 32 PRG 45-01-01: Voice Mail Department Group • Changed to: 32	
Music on hold por	0: Not Assigned 1: Chassis 1 Slot 1 2: Chassis 2 Slot 1 3: Chassis 3 Slot 1	PRG 10-60-01: Audio Port No.2 (External MOH) • Select the KSU to use as external MOH input.	
Background music		PRG 10-60-01: Audio Port No.1 (BGM) • Select the KSU to use as external BGM input.	
SMDR	0: Not Assigned 1: Assigned	PRG 10-20-01: External Device 05 (SMDR Output) • Changed 0 to 4001	



 When you click "Next" and If you receive the similar message you received in page 1. Like in case of Page 1 please re-enter the number so that it won't exceed the MAX.
Below is example where Hardware is not able to be attached to the system. Please change the number of Extension or Trunks to accommodate the Hardware unit.



Intuition Setup Page 4 - KSU View

"Intuition setup page 4" linked from "Intuition setup page 3". At this screen all previous Intuition Setup 1 to 3 settings (Trunks, Extension, and External Device) are shown. It shows an image of each KSU configurations and can see visually how the Hardware and Terminals are setup.

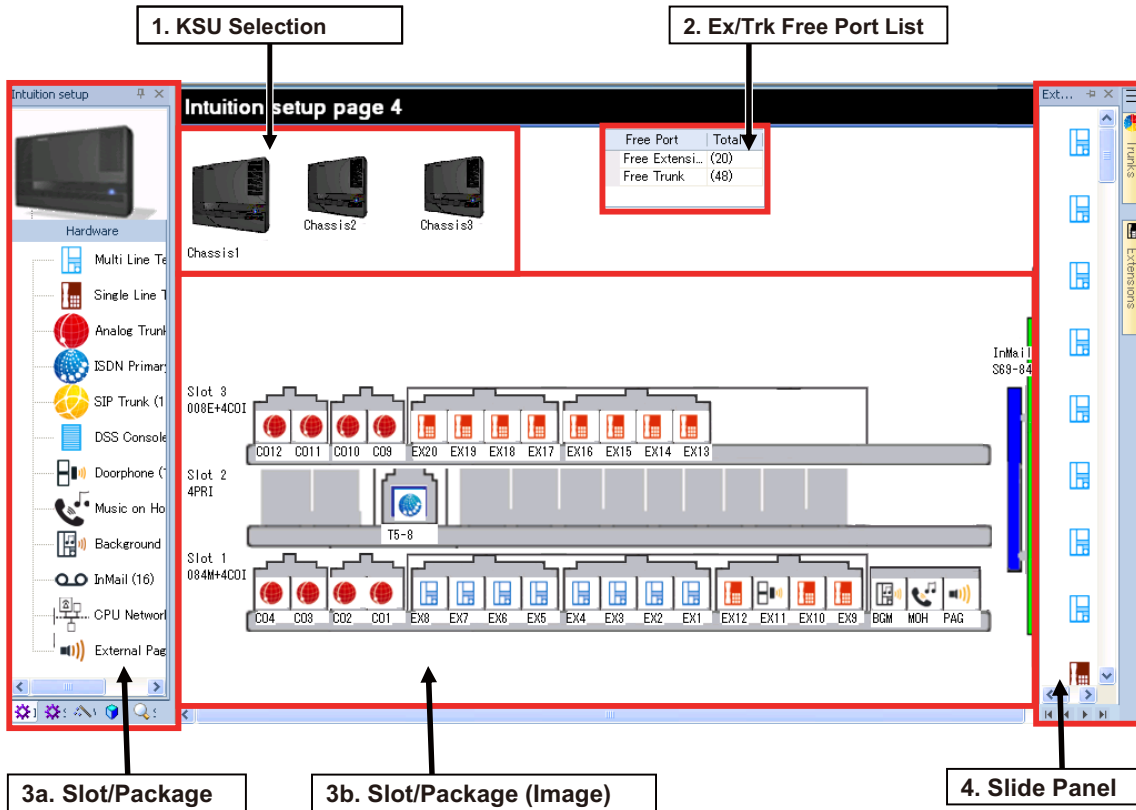


Figure 1-42 Intuition Setup Page 4 - KSU View

1. KSU Selection

At Main Work Area only one KSU configuration can be indicated on the screen. In order to see other KSU configuration, please select the KSU Image to see other KSU configuration.

2. Ex/Trk Free Port List

This list indicates free port number of extension and trunk. This number is increased or decreased when configuration is changed at KSU View automatically.

3a, 3b. Slot/Package

This area indicates package information, slot number, and package name. At Image view various configurations can be set using Drag & Drop of packages or terminals from Slide Panel Area.

4. Slide Panel

In a KSU View Package or Terminal Drag & Drop can work only from Package or Terminal Panel. This screen also shows system configuration after download the database from the system and can review each settings or make additional changes.

KSU View provides following functionalities listed in [Table 1-58 KSU View Function List on this page](#).

Table 1-58 KSU View Function List

Feature Name	Description
Package Drag & Drop	When select Package panel at Slide Panel, line up of Packages are listed. Packages can be configured by drag & drop the required package from this panel to required slot in a KSU View.
Terminal Drag & Drop	When select Terminal panel at Slide Panel, line up of Terminals are listed. Terminals can be configured by drag & drop the required Terminal from this panel to required port in a KSU View.
Data Setting	By clicking H/W figure in a KSU View, the screen changes to Data Setting menu at Main View. Then individual data setting related to specific H/W can be set. See detail in Table 1-59 Intuition Setup HW Setting on this page .
Data Marking	This function marks the Trunk, Terminal or Device figure to pink which was changed at Data Setting. * This change history marking works only when changed the data at Intuition Setup.
Bitmap Highlight	When mouse move over the H/W figure in KSU View the H/W figure is Highlighted.
Ex/Trk Free Port List	Indicate Free extension or trunk number as remaining Port. This number is increased or decreased when configuration is changed at KSU View automatically.
Unused Ext/Trunk	In MLT, if PRG 10-03(ESI)-01 Terminal Type is set to "No Setting" in KSU View all the extension port are showed in Gray Color. In Analog line, if PRG 90-06 Trunk Control is set to "0: Set Busy Out" in KSU View all trunk lines are showed in Gray Color.

Data Setting

By clicking H/W figure in a KSU View, the screen jumps to Data Setting for each H/W and related Programs to be assigned. This Data Setting can be also entered from Navigation Bar, Data Link screen. Before any data has been changed, H/W Data link icons are not indicated.

Table 1-59 Intuition Setup HW Setting

Link	Description	System Data	Note
MLT	Indicate Icon, Name and number of MLT	PRG 11-02-01: Extension Numbering PRG 15-01-01: Extension Name PRG 15-02-01: Display Language Selection PRG 15-02-02: Trunk Ring Tone PRG 15-02-03: Extension Ring Tone PRG 15-01-02: Outgoing Trunk Line Preference PRG 15-02-09: Auto Answer to Incoming Call from Extension PRG 15-02-68: Voice/Signal selection for ICM call (Supported at PCpro only) PRG 10-03-12 (ESI): Number of Line Key selection (Supported at PCpro only)	
SLT	Indicate Icon, Name and number of SLT	PRG 11-02-01: Extension Numbering PRG 15-01-01: Extension Name PRG 15-03-01: SLT Signaling Type PRG 15-01-02: Outgoing Trunk Line Preference PRG 15-03-09: Caller ID Function - For extension	
Doorphone	Indicate Icon, Name and number of Doorphone	PRG 32-04-01: Doorphone Name	
DSS	Indicate Icon, Name and number of DSS	PRG 30-02-01: Extension Number	
Analog Line	Indicate Icon, Name and number of Line	PRG 14-01-01: Trunk Name PRG 14-02-01: Signaling Type PRG 14-02-09: Busy Tone Detection PRG 14-02-10: Caller ID PRG 22-04/22-05: IRG settings	

Link	Description	System Data	Note
BRI	Indicate Icon, Name and number of Line	PRG 10-03-01 (BRI): ISDN Line Mode PRG 10-03-02 (BRI): Logical Port Number PRG 14-01-01: Trunk Name PRG 10-03-03 (BRI): Connection Type PRG 22-04/22-05: IRG settings	
PRI	Indicate Icon, Name and number of Line	PRG 10-03-01 (PRI): ISDN Line Mode PRG 10-03-02 (PRI): Logical Port Number PRG 14-01-01: Trunk Name PRG 10-03-03 (PRI): CRC Multi-frame (CRC4) PRG 22-04/22-05: IRG settings	
VOIP	Indicate Icon, Name and number of Trunk	PRG 14-01-01: Trunk Name PRG 22-04/22-05: IRG settings PRG 10-12-09: IP Address PRG 10-12-10: Subnet Mask PRG 10-29-14: SIP Carrier Choice PRG 10-40-01: IP Trunk Availability PRG 10-40-02: Number of Ports PRG 10-28-01: Domain Name PRG 10-28-02: Host Name PRG 10-28-03: Trans Port Protocol PRG 10-28-04: User ID PRG 10-28-05: Domain Assignment PRG 10-29-01: Default Proxy (Outbound) PRG 10-29-02: Default Proxy (Inbound) PRG 10-29-03: Default Proxy IP Address PRG 10-29-04: Default Proxy Port Number PRG 10-29-05: Register Mode PRG 10-29-06: Register IP Address PRG 10-29-07: Register Port Number	
LAN (CPU)	Indicate Icon and Name	PRG 10-12-01: IP Address PRG 10-12-02: Subnet Mask PRG 10-12-03: Default Gateway	
MOH	Indicate Icon and Name	PRG 10-04-01: MOH Source Selection PRG 10-04-02: MOH Tone Selection	
BGM	Indicate Icon and Name	PRG 10-61-01: Relay Type PRG 10-61-02: Destination Selection PRG 15-07-01: Function Key settings	
Paging	Indicate Icon and Name	PRG 31-04-01: External Paging Zone Group selection PRG 31-10-01: External Speaker Name PRG 15-07-01: Function Key settings	
InMail	Indicate Icon, Name and number of InMail	PRG 47-01-17: InMail Port PRG 11-07-01: Department Group Pilot Number • At PRG 11-07 InMail group pilot number can be set.	
T1	Indicate Icon, Name and number of Line	PRG 14-01-01: Trunk Name PRG 22-04/22-05: IRG settings PRG 10-03-03 (T1): Zero Code Suppression	

At Intuition Setup following two programming method is newly supported.

- IRG (Incoming Ring Group) settings.
- Function Key settings for BGM and External paging.

Detail features are described in below section.

IRG Settings

In Intuition Setup IRG Setting handles Ring Group number. When new Ring Group configuration (new member group) is created, new Ring Group number is generated automatically.

For example, from the KSU View, click the Analog trunk figure to be set IRG setting.

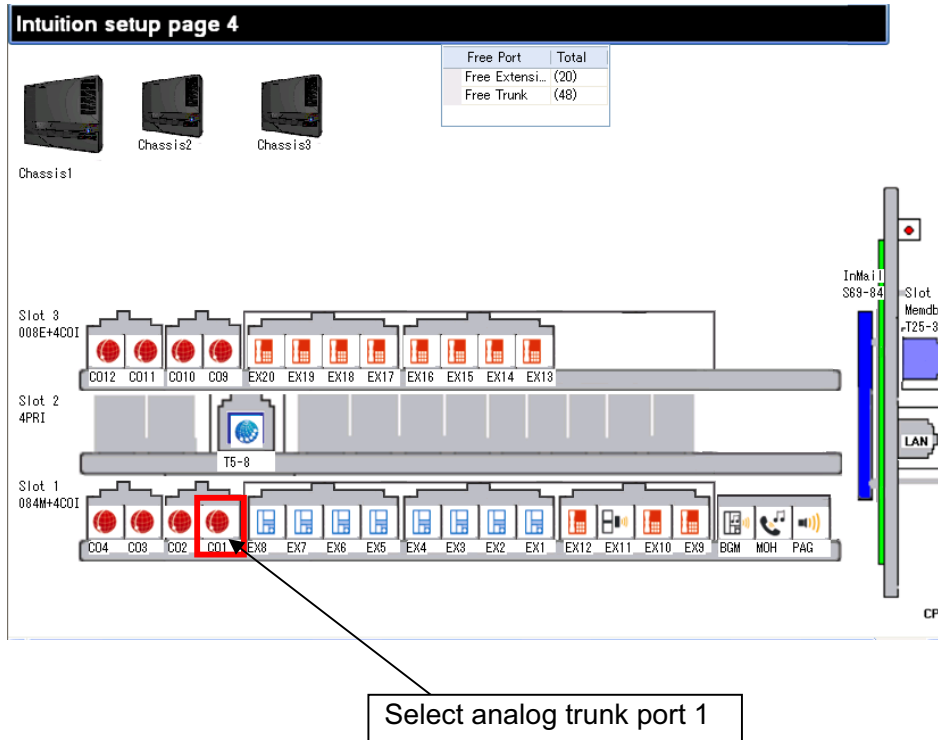


Figure 1-43 KSU View

Then screen changed to analog trunk settings and click "IRG" icon, see below [Figure 1-44 Analog Trunk Settings on this page](#).

This Data Setting can be also entered from Navigation Bar, Analog Trunks icon.

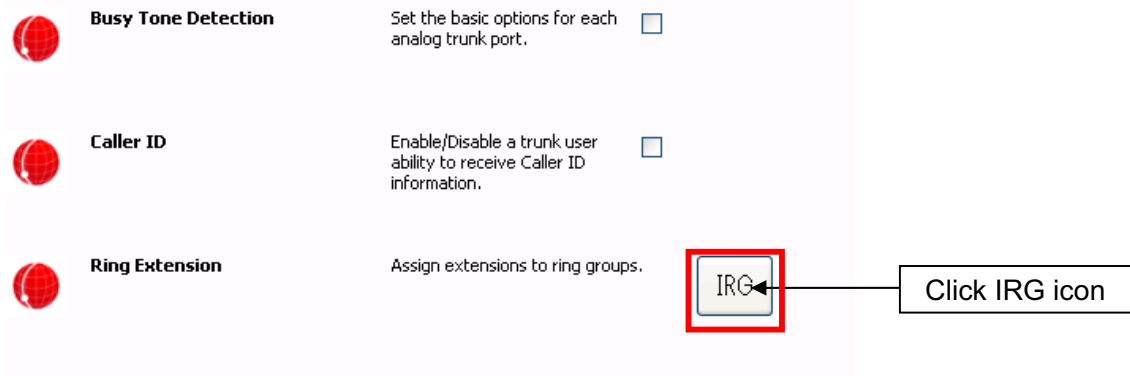


Figure 1-44 Analog Trunk Settings

Then "Incoming Ring Extension" dialog is indicated.

When "Incoming Ring Extension" dialog is opened, the check box indicates current IRG member as On.

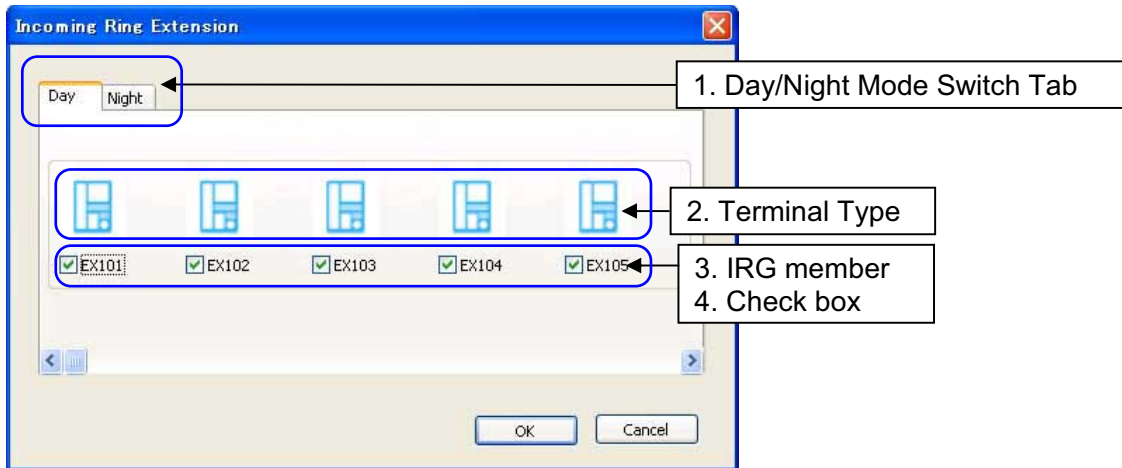


Figure 1-45 Incoming Ring Extension Settings

1. Day/Night Mode Switch Tab

Select Day/Night mode number for PRG 22-05.

"Day" is set to Mode1; "Night" is set to Mode2 at IPG Settings.

2. Terminal Type

Terminal type and photo are indicated. Refer to [Table 1-63 Extension \(Terminal\) Type on page 1-590](#) for supported terminals.


3. IRG member

Extension number stored in PRG 11-02 or PRG 11-04 is indicated. When VMI is assigned at PRG 22-05, "InMail" is indicated.

4. Check box





When check box is set to On that terminal is assigned to the IRG at PRG 22-04.



When set to Off that terminal is removed from the IRG at PRG 22-04.

-  1. When "Incoming Ring Extension" dialog is opened, the check box indicates current IRG member as On.
- 2. InMail check box can not be Off when VMI (IRG = 102) is assigned at PRG 22-05.

[Table 1-60 Terminal Type on this page](#) indicates kind of supported terminals and its photos at IPR Settings.

Table 1-60 Terminal Type

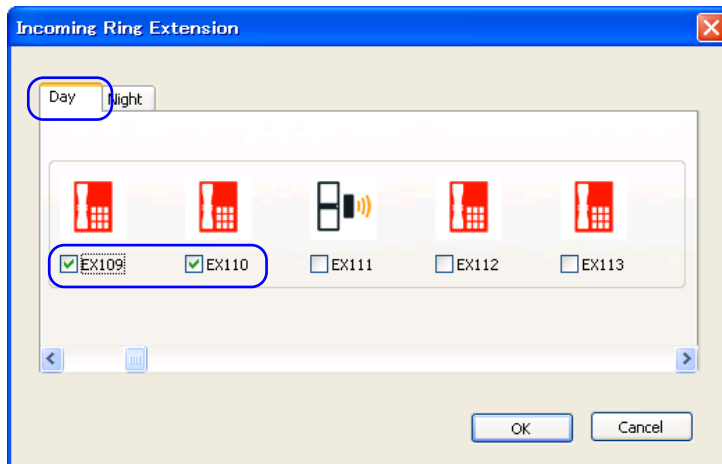
Type	Photos
MLT	
SLT	
VE	
Doorphone	

Type	Photos
DSS	
InMail	
No setting	Not Used

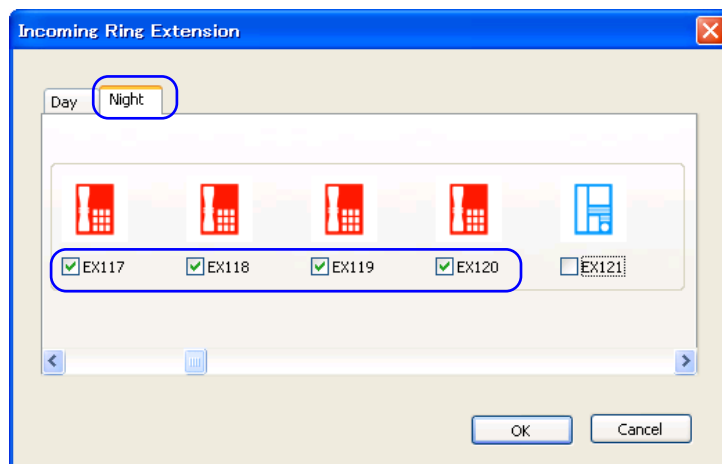


For example, change IRG settings from KSU View.
 Case: When IRG 1 member is Extension 101 to 108.

1. Add Extension 109 to 110 to mode1 ("Day") and Extension 117 to 120 to mode2 ("Night").
 Change Tab to "Day" and check On to extension 109 to 110.



2. Add extension 117 to 120 to Mode 2 ("Night").
 Change Tab to "Night" and check On to extension 117 to 120.



3. Click "OK".

- 1. Maximum number of one IRG member is 32 extensions. To add new member delete (Off) some member at check box first.
- 2. Maximum number of IRG is 25. If more than 25 member pattern is required, some IRG group needs to be deleted at normal program mode.
- 3. After changing IRG member, if same contents group is already exist new IRG is not generated.
- 4. When all members are deleted from IRG, PRG 22-05-01 is set 0 (= No setting).

Function Key settings

In Intuition Setup BGM and Paging settings can be entered from KSU View or Navigation Bar. From the KSU View, click the PAG or BGM icon to be setup Function key.

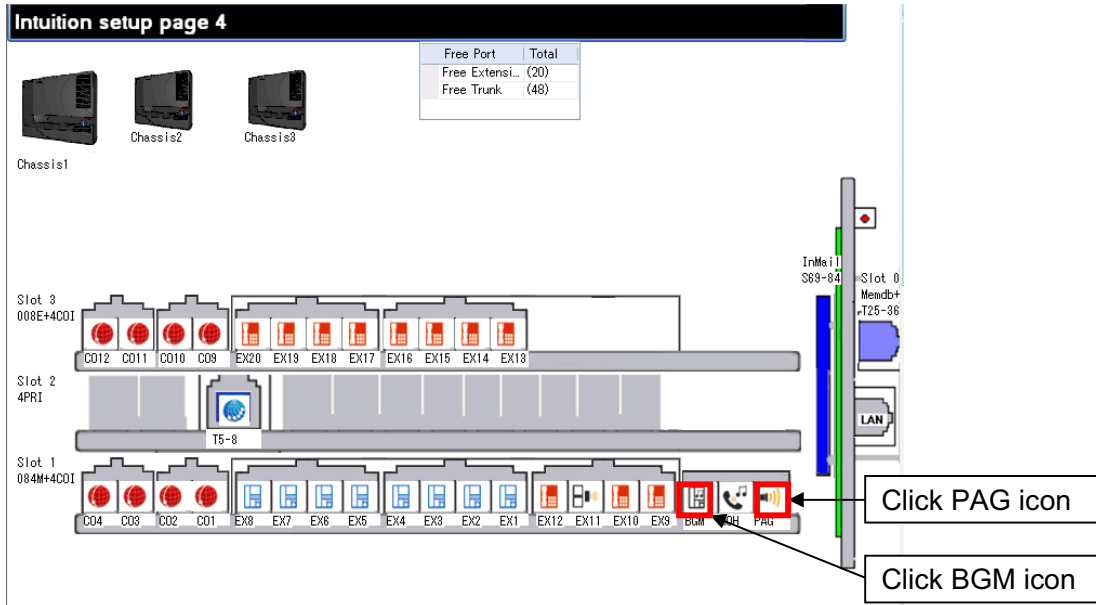


Figure 1-46 KSU View

Then screen changed to "External Paging" or "Background Music" and click "KEY" icon see below [Figure 1-47 External Paging Settings on this page](#) and [Figure 1-48 Back Ground Music Settings on the next page](#). This Data Setting can be also entered from Navigation Bar, "External Paging" or "Background Music" icon.

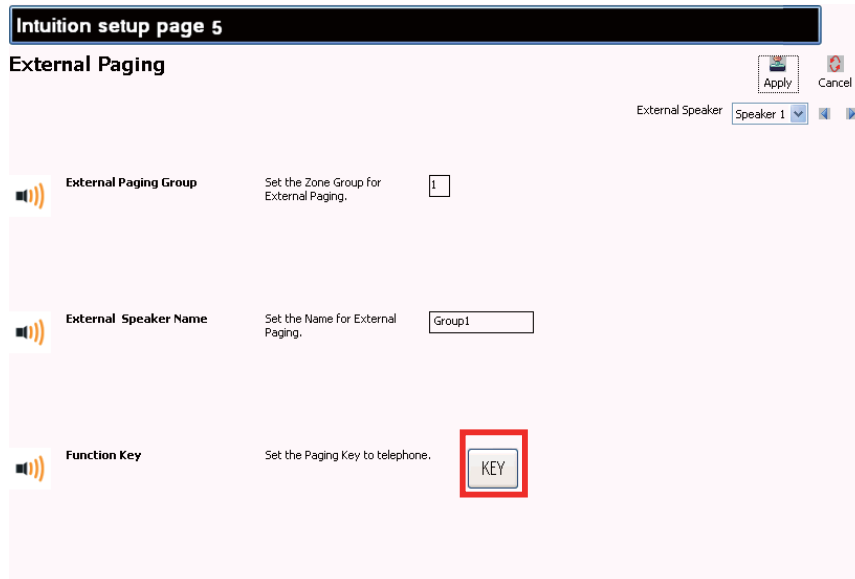


Figure 1-47 External Paging Settings

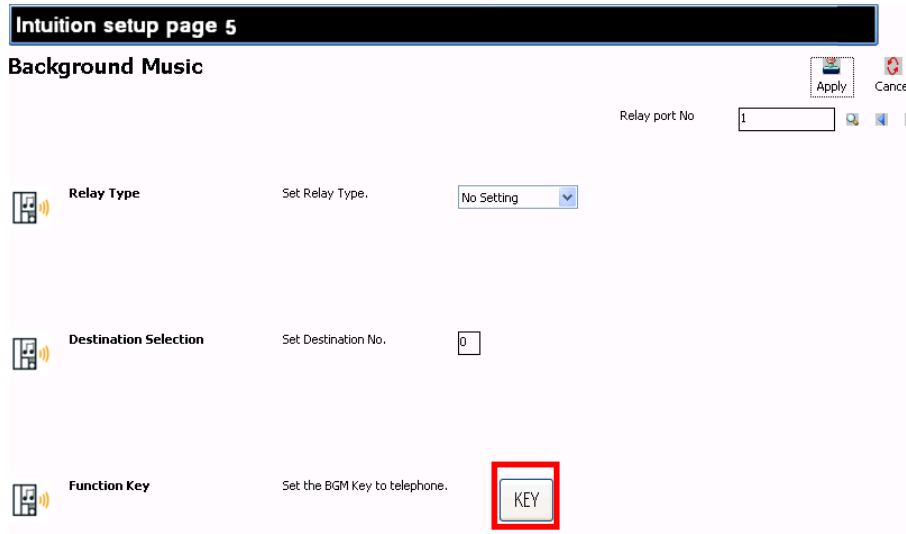
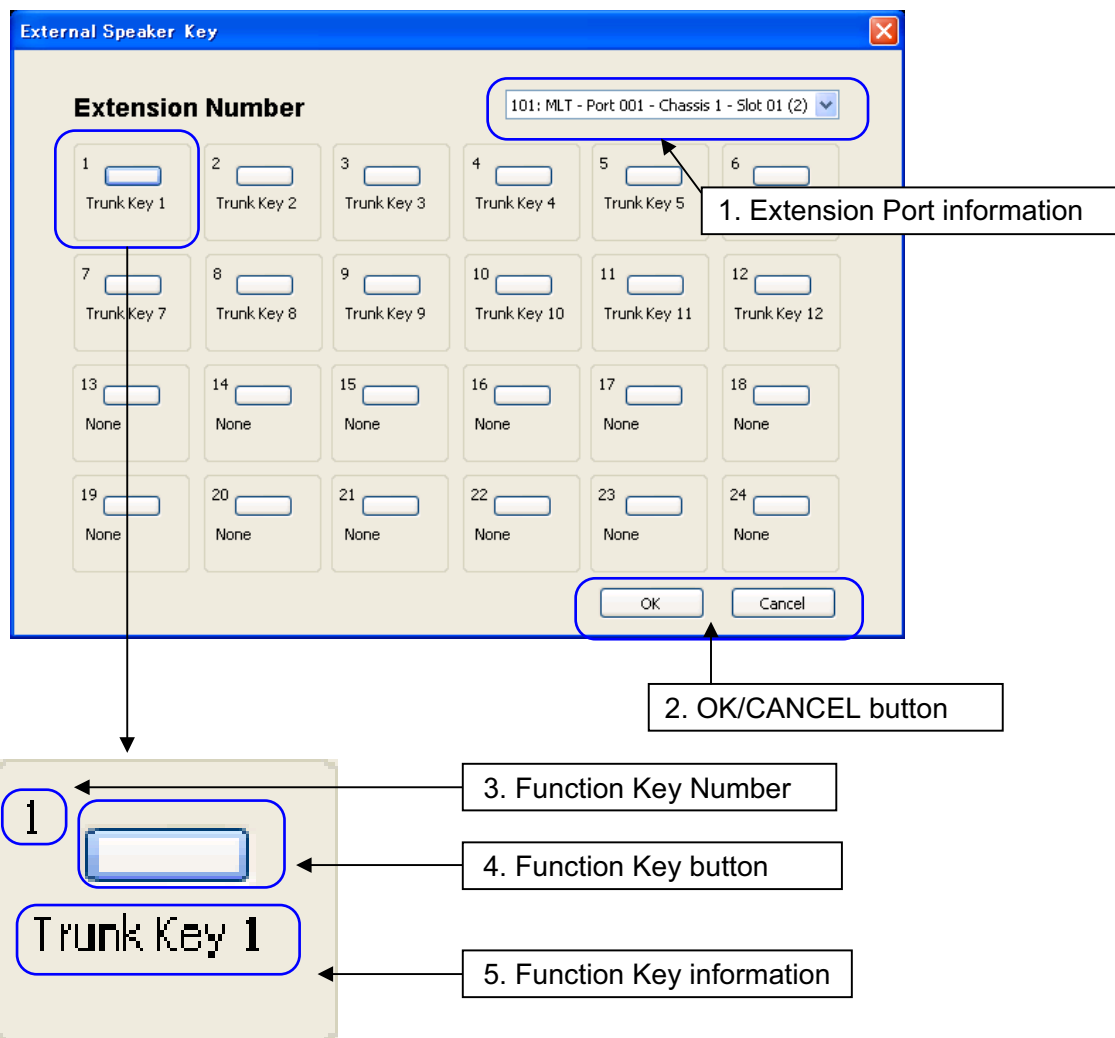


Figure 1-48 Background Music Settings

Then "Extension Number" dialog is indicated.

When "Extension Number" dialog is opened, each Function key indicates current assigned function.



1. Extension Port information

MLT port number is indicated in list box.

2. OK/CANCEL button



"OK" button sets the registered configuration, "CANCEL" button cancels the settings.

3. Function Key Number

Indicates the Key number.

4. Function Key button

By clicking this button "External Paging" Key or "Background Music" Key is assigned.

When entered from External Paging Settings, "External Paging" Key is indicated, same for "Background Music" Key.

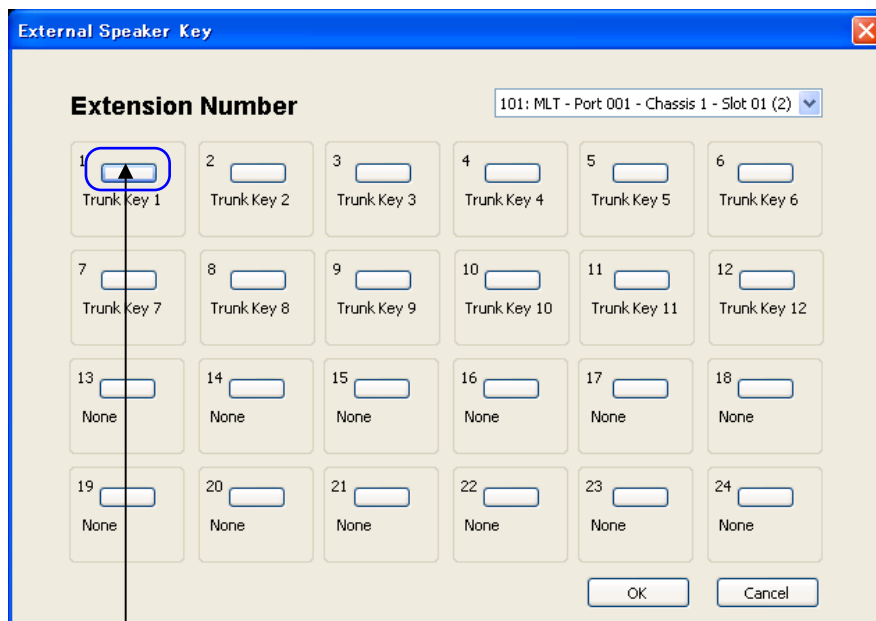
5. Function Key information

Current assigned function is indicated.

For example, set the Function Key from KSU View.

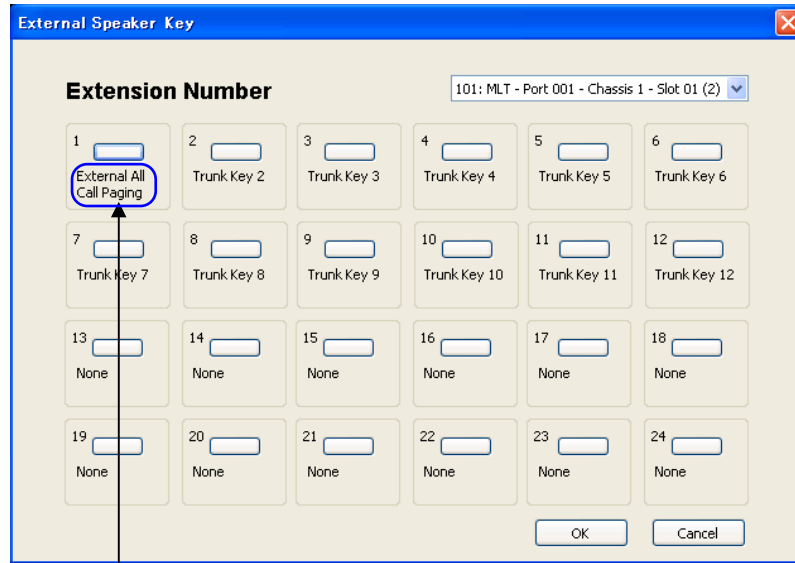
Case: Assign "External Paging" Key to Function Key No.1 of MLT 101 (Port 1)

1. Select MLT 101 and click the Function Key 1.



Click Function Key 1

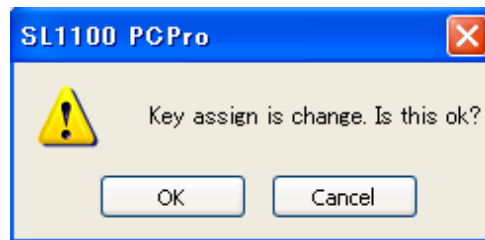
- Function Key 1 indication changed to "External All Call Paging".



Function Code No.20 (External All Call Paging) is indicated.

- Click "OK".

-  1. At MLT already assigned External page or BGM Key, then try to assign same function to other key, below caution message is indicated.



- If you click "OK", previous assigned key becomes no setting and new key is assigned.
- External page and BGM Key can not be assigned to multiple keys.

Conditions

Function Key Settings:

- "External All Call Paging (FC No.20)" can be set using Intuition Function Key setting. Group or internal paging can not be set.

HW Setting Operation:

- Once after PCPro DB (Data Base) is modified from Default DB, Navigation Bar shows HW Setting Link instead of Intuition QA link. Intuition QA (Page1-3) is only available when the PCPro DB is default state.
- When open the saved data base file (*.pcp), Navigation Bar shows HW setting Link instead of Intuition QA link.
- When PCPro is connected to the system, Navigation Bar shows HW setting link.

InMail Setup:

- In InMail setup screen all ports for InMail are assigned in a same group.
- InMail Port or Group Number can be changed after refreshing the screen.

Voice/Signal Setup (PRG 15-02-68):



- This setting is only can be done using PCPro. If the Function has 12 lines rest of Function Key will be gray and can not be changed.

MLT Function Key Setup (PRG 10-03-12 (ESI)):

- This setting is only can be done using PCPro. If the Function has 12 lines rest of Function Key will be gray and can not be changed.

Default Settings

None

System Availability**Terminals**

None

Required Component(s)

PC Programming

Related Features

PC programming

Guide to Feature Programming

Refer to [PC Programming on page 1-503](#).

Operation

None

P

Power Failure Transfer

Description

Power Failure Transfer ensures that a customer has access to the Central Office network during a power outage. The CO/PBX tip and ring are automatically transferred to a correspond Single Line Terminal.

Conditions

- The Single Line Terminals that are installed must provide a dialing signal accepted by the outside exchange (Dial Pulse or Dual Tone Multifrequency).
- Single Line Terminals and outside lines connected during power failure are fixed one-to-one.
- System features cannot be activated from Single Line Terminal when Power Failure Transfer is in operation.
- When power is restored to the system the call in progress on Power Failure Transfer is maintained.
- Refer to the SL1100 System Hardware Manual for the PFT Connections.
- Power Failure phone need to be connected to Power Failure (PF) port on COIDB unit. A total of 9 Power Failure phones can be connected.

Default Settings

None

System Availability

Terminals

Single Line Terminal

Required Component(s)

COIDB-B1

Related Features

None

Guide to Feature Programming

None

Operation

None

P

Prime Line Selection

Description

Prime Line Selection allows a Multiline Terminal user to place or answer a call over a specific trunk by just lifting the handset. The user does not have to first press keys or dial codes. This simplifies handling calls on a frequently used trunk.

Prime Line Selection has the following two modes of operation:

- **Outgoing Prime Line Preference**
Lifting the handset seizes the Prime Line. Outgoing Prime Line Preference would help a telemarketer who always needs a free line to call prospective clients. The telemarketer just lifts the handset and the Prime Line is always available. (Outgoing Prime Line Preference may be affected by Incoming Prime Line Preference - refer to the Programming section of this feature.)
- **Incoming Prime Line Preference**
When the Prime Line rings the extension, lifting the handset answers the call. Incoming Prime Line Preference could benefit the Service Department dispatcher who must quickly answer customer's service calls and then dispatch repair technicians. When a customer calls in, the dispatcher lifts the handset to get their call. (Incoming Prime Line Preference can optionally seize an idle line appearance - refer to the Programming section of this feature.)

Conditions

- Prime Line Selection can be assigned for Single Line Terminals, however, the telephones cannot access ICM dial tone.
- Prime Line Selection directly interacts with line preference.

Default Settings

Disabled

System Availability

Terminals

Any Station

Required Component(s)

None

Related Features

Central Office Calls, Placing

Direct Inward Dialing (DID)

Direct Inward Line (DIL)

Direct Inward System Access (DISA)

Line Preference


Guide to Feature Programming

Program Number	Program Name	Default
14-05-01	Trunk Group - Trunk Group Number	Trunk Port 1 ~ 84 = Priority 1 ~ 84
14-06-01	Trunk Group Routing - Priority Order Number	Route 1, Order Number 1 = 1 (Trunk Group 1) Order Numbers 2, 3, 4 = 0 (Not Specified) All Other Routes (2 ~ 25) and Order Numbers (1 ~ 4) = 0 (Not Specified)
14-07-01	Trunk Access Map Setup - Trunk Port Number	Access Map 1 ~ 84 = Trunk Ports 1 ~ 84 assigned with option 7 access (incoming and outgoing access and access when trunk is on Hold).
15-01-02	Basic Extension Data Setup - Outgoing Trunk Line Preference	0
15-02-10	Multiline Telephone Basic Data Setup - Ringing Line Preference for Trunk Calls	1
15-06-01	Trunk Access Map for Extensions	1
15-07-01	Programmable Function Keys	Refer to Programming Manual.
20-08-21	Class of Service Options (Outgoing Call Service) -Automatic Trunk Seizing by Pressing Speaker Key	COS 01 ~ 15 = 0
21-02-01	Trunk Group Routing for Extensions	1
22-01-01	System Options for Incoming Calls - Incoming Call Priority	1
22-04-01	Incoming Extension Ring Group Assignment	Extension 101 ~ 108 (first eight ports) ring for incoming Ring Group 1 calls. No other extensions ring for incoming Ring Group 1 calls.
22-05-01	Incoming Trunk Ring Group Assignment	1

Operation

To place a call on your Prime Line:

1. Lift the handset.

 You hear dial tone on your Prime Line.


- OR -

2. Press Speaker key if 20-08-21 is enabled.

 You hear dial tone on your Prime Line.

To answer a call on your Prime Line:

1. Lift the handset.

 Depending on your Line Preference programming, you either answer the Prime Line or get dial tone on the idle line appearance.

Private Line

Description

A Private Line is a trunk reserved for a Multiline Terminal for placing and answering calls. A user with a Private Line always knows when important calls are for them. Additionally, the user has their own trunk for placing calls that is not available to others in the system.

Conditions

- Incoming Only - The Multiline Terminal has a Private Line only for incoming calls. The user cannot place calls on the Private Line.
- Outgoing Only - The Multiline Terminal has a Private Line only for outgoing calls. The Private Line does not ring for incoming calls.
- Both Ways - The Multiline Terminal has a Private Line for both incoming and outgoing calls.
- Private Lines do not follow Call Forwarding if not Direct Inward Line (DIL).
- Other programmed options for outgoing calls also affect a Prime Line.
- Calls to extensions with DND active do not follow Call Forwarding programming. Direct Inward Line (DIL) calls ring an idle Department Group member, then follow PRG 22-08 then PRG 22-05.
- An extension user can have Line Preference options applied to their Private Line.
- A Private Line can also be a Prime Line.
- You should always program a line key for each Private Line.
- Private Lines are available on Single Line Terminals.
- Private Lines follow normal Toll Restriction.
- An extension user can transfer their Private Line. If other users have hold access, the destination can answer the transferred Private Line and place it on Hold.
- NEC does not recommend assigning ringdown to a private line.

Default Settings

Disabled

System Availability

Terminals

All Stations

Required Component(s)

None

Related Features

Call Forwarding

Central Office Calls, Placing

Do Not Disturb (DND)

Line Preference

Prime Line Selection

Programmable Function Keys

Single Line Terminals**Toll Restriction****Transfer****InMail**

Guide to Feature Programming

Program Number	Program Name	Default
14-01-09	Basic Trunk Data Setup - Private Line	0
14-07-01	Trunk Access Map Setup - Trunk Port Number	Access Map 1 ~ 84 = Trunk Ports 1 ~ 84 assigned with option 7 access (incoming and outgoing access and access when trunk is on Hold).
15-06-01	Trunk Access Map for Extensions	1
15-07-01	Programmable Function Keys	Refer to Programming Manual.
21-02-01	Trunk Group Routing for Extensions	1
22-02-01	Incoming Call Trunk Setup	0
22-04-01	Incoming Extension Ring Group Assignment	Extension 101 ~ 108 (first eight ports) ring for incoming Ring Group 1 calls. No other extensions ring for incoming Ring Group 1 calls.
22-05-01	Incoming Trunk Ring Group Assignment	1
22-07-01	DIL Assignment	not assigned

P

Operation**To place a call on your Private Line:**

1. Press the **Private Line** key and then press Speaker key or lift the handset.
2. Dial the number.

To answer a call on your Private Line:

1. Press the **Private Line** key and then press Speaker key or lift handset.

To place a call from your Multiline Terminal on you Private Line:


1. Press the **Private Line** key, then press Speaker key or lift the handset.
2. Dial the number.

To answer a call from your Multiline Terminal on your Private Line:

1. Press the **Private Line** key or press Speaker key or lift handset.

To place a call on your Private line from a Single Line Terminal:

1. Pick up handset.

 *Private Line dial tone is heard.*

2. Dial the number.

To answer a call on you Private Line from a Single Line Terminal:

1. Lift the handset.

Programmable Function Keys


Description

Each Multiline Terminal has Programmable Function Keys. Programmable Function Keys simplify placing calls, answering calls and using certain features. You can customize the function of a Multiline Terminal programmable keys from each Multiline Terminal. Depending on your telephone style, you can have up to 24 Programmable Function keys.

Conditions

- When a key is programmed using service code **752**, that key cannot be programmed with a function using the **751** code until the key is undefined (000). For example with a Park Key programmed by dialing **752 + *04** must be undefined by dialing 000 before it can be programmed as a Voice Over key by dialing **751 + 48**.
- Using PRG 92-01 to copy a Multiline Terminal Programmable Function Keys, copies all the keys whether or not they exist on the telephone to which the programming is being copied. This may cause confusion when trying to define a key which is already defined but which does not exist on the telephone (displays as DUPLICATE DATA). It is recommended to either clear these non-existent keys or to copy only from an extension which has the same or fewer number of keys than the extension to which the programming is being copied.
- Speed Dialing and One-Touch Calling also offer quick access to calls and features.
- Programming a 60-button console requires separate programming.
- Below shows example of function key and LCD display indication (PRG 15-07-01 Function Key Assignment).

FunctionNumber	Function	Display
00	None	[All Blank]
01	DSS/One-Touch	DSS/ONE TOUCH
02	Microphone Key (ON/OFF)	MIC KEY
03	DND Key	DND KEY
04	BGM (ON/OFF)	BGM
05	Headset	HEADSET
07	Conference Key	CONFERENCE
10	Call Forward - Immediate	CALL FORWARD
11	Call Forward - Busy	TRANSFER-BUSY
12	Call Forward - No Answer	TRANSFER-NO ANS
13	Call Forward - Busy/No Answer	TRANSFER-BUSY/NO ANS
14	Call Forward - Both Ring	CALL FWD-DUAL RING
15	Follow Me	FOLLOW ME

 If a key is programmed as a DSS/One-Touch key for a station that is set for Call Forward All Calls or Do Not Disturb, the DSS/One-Touch key flashes.

 Refer to the SL1100 Programming Manual for a complete list of Function Numbers.

- One-Touch keys programmed for Park Hold Service Code cannot be used to park calls without using Hold or Transfer.
- Pauses can be entered in the dial string of a DSS/One Touch key. The pause is entered as P in the dial string and causes the system to wait three seconds before sending the rest of the digits that fol-

low the P (pause). Multiple pauses can be entered.

- The @ can be entered in the dial string of a DSS/One Touch key. The @ only applies to ISDN and Intercom calls. When using the @, the system waits for the destination to answer (answer supervision), and then sends the rest of the digits.
- Entering a P (pause) in a DSS/One Touch dial string can be used for CO calls, Intercom calls, or after the @ for ISDN calls.
- DSS/One Touch keys can be used for one-touch transfer.
- DSS keys can distinguish whether the telephone is set for DND/Call Forward All Calls or if the telephone is off-hook.
- When a Ring Group call rings a station, a BLF Indication for this station shows idle or busy based on Class of Service option (20-13-49).
- All features programmed under one touch keys are still subject to class of service restrictions.
- If you change the extension assigned to a port in PRG 11-02, the line key programming does not follow. However, if you move the extension using the Station Relocation Feature, the line key programming does follow.
- In order for a station to retrieve a held ICM call, the station must have an ICM key assigned in 15-07 (*00).

Default Settings

The first 12 keys on a telephone are Line keys (e.g., key 01 = line 001). The remaining keys are unassigned.

System Availability

Terminals

All Multiline Terminals

Required Component(s)

None

Related Features

Abbreviated Dialing/Speed Dial

Direct Station Selection (DSS) Console

One-Touch Calling

Guide to Feature Programming


Program Number	Program Name	Default
15-07-01	Programmable Function Keys	Refer to Programming Manual.
20-06-01	Class of Service for Extensions	Extension 101 is Class 15 and other Extension are Class 1
20-07-10	Class of Service Options (Administrator Level) - Programmable Function Key Programming (Appearance Level)	COS 01 ~ 15 = 1
20-13-18	Class of Service for Options (Supplementary Service) - Programmable Function Key Programming (General Level)	COS 01 ~ 15 = 1
20-13-49	Class of Service for Options (Supplementary Service) - BLF Indication on CO Incoming State	COS 01 ~ 15 = 0

Operation

To change a 2-digit programmable key:

1. Press Speaker key.
2. Dial **751** for 2-digit codes.
3. Press the key you want to program.
4. Enter the 2-digit key function, any additional information needed for the key and press Hold key.


 For available functions codes refer to PRG 15-07 in the SL1100 Programming Manual.


 To undefine a key, enter 00.

To change a 3-digit programmable key:

1. Press Speaker key.
2. Dial **752** for 3-digit codes.
3. Press the key you want to program.
4. Enter the 3-digit key function and any additional information needed for the key.


 For available functions codes, refer to PRG 15-07 in the SL1100 Programming Manual.

 To undefine a key, enter 000.

 When a key is programmed using service code 752, that key cannot be programmed with a function using the 751 code until the key is undefined (000). For example with a Park Key programmed by dialing 752 + *04 must be undefined by dialing 000 before it can be programmed as a Voice Over key by dialing 751 + 48.

To check the function of a programmable key:

1. Press Help key.
2. Press the programmable key.

 The programmed function displays.

Programming from a Multiline Terminal

Description

System Programming can be performed from any display Multiline Terminal. Most programming changes become effective immediately. Other programming changes become effective after the data is backed up from temporary memory to permanent memory.

Conditions

- Up to two telephones can be in programming mode anytime.
- A maximum of four users can be logged into WebPro anytime.
- Four WebPro users and two phone programming users can be logged in at the same time for a total of six users in programming mode simultaneously. However, the two phone programming users do not show up in session management in WebPro.
- PCPro can be logged in with only one user. This is allowed only if no other users are logged into programming mode (PCPro, WebPro, or Phone). Also, if a user is connected to the switch via PCPro, no other user can log in through PCPro, WebPro, or Phone Programming.
- Programming from a Multiline Terminal can require a password to enter programming.

Default Settings

Enabled

System Availability

Terminals

Multiline Terminals with display

Required Component(s)

084M-B1

080E-B1

Required Software

None

Related Features

PC Programming

Guide to Feature Programming

Program Number	Program Name	Default
90-02-01	Programming Password Setup - User Name	Refer to Programming Manual.
90-02-02	Programming Password Setup - Password	Refer to Programming Manual.

Program Number	Program Name	Default
90-02-03	Programming Password Setup - User Level	0 = Prohibited User 1 = MF (Manufacturer Level) 2 = IN (Installer Level) 3 = SA (System Administrator Level 1) 4 = SB (System Administrator Level 2) 5 = UA (User Programming Level 1) Please refer to Programming Manual.

Operation

Refer to the SL1100 Programming Manual for additional information.

P

Pulse to Tone Conversion

Description

An extension can use Pulse to Tone Conversion on trunk calls. Pulse to Tone Conversion lets a user change their extension dialing mode while placing a call. For systems in a Dial Pulse area, this permits users to access dial-up OCCs (Other Common Carriers - such as MCI) from their DP area. The user can, for example:

- Place a call to an OCC over a DP trunk.
- Depending on programming:
 - Manually implement Pulse to Tone Conversion
 - OR -
 - Wait 10 seconds.
- Dial the OCC security code and desired number. The system dials the digits after the conversion as DTMF.

Conditions

Pulse to Tone Conversion is valid only for Dial Pulse trunks (PRG 14-02-01, options 0 or 1).

Default Settings

Enabled

System Availability

Terminals

All Multiline Terminals

Required Component(s)

COIDB-B1

Related Features

Central Office Calls, Placing

Multiple Trunk Types

Guide to Feature Programming

Program Number	Program Name	Default
14-02-01	Analog Trunk Data setup - Signaling Type (DP/DTMF)	2
14-02-07	Analog Trunk Data Setup - DP to DTMF Conversion Options	2

Operation

To convert your telephone dialing to tone after placing your call on a pulse line:

1. Place a call over pulse line.
2. Dial # to switch the DP trunk to DTMF dialing.

P

Redial Function

Description

Users can press the Redial key to cycle through the last 10 outside numbers dialed. Dialing # redials the number displayed. Users can also press the Redial key and dial a System Speed Dial bin number to access System Speed Dial.

Names stored as common speed dial or extension name can be displayed for redialed numbers.

Conditions

- Redial List requires a display telephone.
- When set PRG 15-02-60 :0, Redial feature work by pressing the Left Cursor key, then dial #/ SYS menu is displayed on LCD. When set PRG 15-02-60 :1 or 2, pressing the Left Cursor key enter Incoming call log for Redial function. Refer Navigation key feature section.
- Stored name for Redial Function is cleared when the system is reset.

Default Settings

Enabled

System Availability

Terminals

All Multiline Terminals

Required Component(s)

None

Related Features

Abbreviated Dialing/Speed Dial

Last Number Redial

Guide to Feature Programming

None

Operation

When set PRG 15-02-60 : 0 case.

To redial the last number dialed:

For SL1100 Telephones Only:

1. Press the **Left Cursor** key.
REDIAL [#] / ABB is displayed along with the last dialed number.

2. Press the **Up** or **Down Cursor** key to view the number to dial.
3. Dial #, press Speaker key, lift the handset, or press an idle trunk key.

- OR -

For SL1100:

1. Press the **List** softkey
2. Press the **Redial** key.
REDIAL -01 is displayed along with the last dialed number.
3. Press the up and down arrow to view the number to dial.
4. Dial # or press Speaker key or lift the handset or press and idle trunk key.

To scroll through the last 10 outside numbers dialed:

1. Press the **Redial** key. Each time the **Redial** key is pressed, it displays the next most recently-dialed number.
2. When the desired number is displayed, Dial #, press Speaker key, or lift the handset.

- OR -

1. Press the **List** softkey.
2. Press the **Redial** key.
3. Press the **Up** or **Down Cursor** key to view the number to dial.
4. Dial #, press Speaker key, or lift the handset.

To access a System Speed Dial bin:

For SL1100 Telephones Only:

1. Press the **Left Cursor** key.
REDIAL [#] / ABB is displayed along with the last dialed number.
2. Dial the System Speed Dial bin number.
The number stored in that bin is displayed for your preview.
3. Dial #, press Speaker key, lift the handset, or press an idle trunk key.

To view saved name history of outgoing calls:

For SL1100 Telephones Only:

1. Press the **Left Cursor** key.
REDIAL [#] / ABB is displayed along with the last dialed number.
2. Press the **Up** or **Down Cursor** key to refresh the list, if the redialed number has a matching common speed dial bin or extension number associated with it, the name information from PRG 13-04-02 or PRG 15-01-01 is displayed.
3. Press Speaker key or lift the handset to dial the number.



The name information will not display after dialing.

Remote (System) Upgrade

Description

With PC Programming, the SL1100 can be remotely upgraded to a newer version of main system software.

Remote Upgrade supports two type of system:

- With MEMDB
- Without MEMDB (Non MEMDB)

When a new version of main system software is released, below two types of file extension firmware packages are provided. For example,

- MEMDB type: MainSWv0.36.pkg
- Non MEMDB type: MainSWv0.36.nomem

Using PCPro application, a technician can remotely upgrade the firmware on the CPU Unit. The upgrade can be applied immediately, or at a scheduled date and time. Remote Upgrade is supported only via a LAN connection.

Conditions

[Both With MEMDB/Without MEMDB:]

- When doing a Firmware Upgrade, the telephone system can become sluggish during the file transfer portion of the update. You should perform updates after hours, even if the update is scheduled. The file transfer happens when the update is set. For example, at 2:00 PM a technician schedules an update to happen at 12:00 AM. When he/she clicks start (2:00 PM), it begins transferring the file to the MEMDB or Flash Memory thumbdrive on the CPU Unit. At this time the telephone system experiences sluggishness until the file transfer is complete. When the time turns to 12:00 AM, the telephone system resets and switches to the new firmware regardless of extension or trunk busy status.
- File extension (*.pkg) have to use MEMDB installed system and can not upload to Non MEMDB system. File extension (*.nomem) have to use Non MEMDB system and can not upload to MEMDB system.
- Individual software or firmware can not use for Remote Upload.
- The Package file needed is provided by NEC at the time the new version of main system software is released.
- The time to upload a firmware package file is directly related to the file size. Generally, it takes a few minutes.
- Remote Upgrade is supported only via LAN connection. A modem connection is not supported for Remote Upgrade.

[With MEMDB:]

- MEMDB thumbdrive is required to be connected to the CPU Unit for Remote (System) Upgrade. During the Firmware Upgrade, the Package file is copied to the MEMDB and extracted. The system then resets and boots up.
- Up to two versions of firmware are kept on the MEMDB thumbdrive. One version is the current version that the CPU Unit used to boot up from. The other version is the new version that is used on the next boot up. If the boot up fails when switching to the new version, the CPU Unit can revert back to the old version.
- The CPU Unit boots from its Flash Memory if no MEMDB thumbdrive is installed.

[Without MEMDB:]

- During the Firmware Upgrade, the Package file is copied to the Flash Memory on the CPU directly. For the Flash Memory size limitation before extracting new version of Firmware old version has deleted. The system then resets and boots up. If the boot up fails when switching to the new version,

system may lock up. In this case it requires use Compact Flash card and copy new Firmware to Flash Memory on the CPU manually.

Default Settings

At default, both PCPro and WebPro are set to Update Immediately after the upload.

System Availability

Terminals

None

Required Component(s)

PCPro

Related Features

PC Programming

Guide to Feature Programming

Refer to [PC Programming on page 1-503](#).

Operation

PCPro

1. Obtain the firmware package file from NEC.
2. Open and login to PCPro.
3. Connect to the system.
4. Under the Home Menu -> Maintenance Zone, choose the **Upgrade SW** option.
5. In the Firmware Update Type Window, Select the Firmware Update From PCPro and Click OK.
6. In the firmware update window, browse to the location of the Firmware Package file. For example, the file name might be 'MainSWv0.36.pkg'.
7. Select the schedule type :
 - Immediately after upload
 - At the time ...

- If you choose At the time..., select the date and time you want the CPU Unit to reset and switch over to the new software version.
8. Click **Run (Start)**. PCPro uploads the firmware package file, and updates the system at the time you specified in step 6.
9. Once finished system will reset itself.



When System reset PCPro will automatically disconnect.

Repeat Redial

Description

If a Multiline Terminal user places a trunk call that is busy or unanswered, they can have Repeat Redial try it again later on. The user does not continually have to try the number again - hoping it goes through. Repeat Redial automatically retries it until the called party answers (the number of retries is based on system programming).

Conditions

- Lifting the handset during a callout cycle cancels Repeat Redial.
- Other programmed options for outgoing calls can affect how a Repeat Redial call is placed. Refer to Central Office Calls, Placing options as needed.
- For systems with Automatic Route Selection (ARS), ARS selects the trunk for the Repeat Redial call.
- Single Line Terminals cannot use Repeat Redial.
- If a user activates repeat dial while they are on an active call, the repeat dial process will begin once they end the current call.

Default Settings

Enabled

System Availability

Terminals

All Multiline Terminals

Required Component(s)

None

Related Features

Automatic Route Selection (ARS/F-Route)

Central Office Calls, Placing

Last Number Redial

Save Number Dialed

Guide to Feature Programming


Program Number	Program Name	Default
15-07-01	Programmable Function Keys	Refer to Programming Manual.
20-06-01	Class of Service for Extensions	Extension 101 is Class 15 and other Extension are Class 1
20-08-07	Class of Service Options (Outgoing Call Service) - Repeat Redial	COS 01~15 = 1
21-08-01	Repeat Dial Setup - Repeat Redial Count	3
21-08-02	Repeat Dial Setup - Repeat Redial Interval Time	60 (seconds)

Program Number	Program Name	Default
21-08-03	Repeat Dial Setup - Repeat Dial Calling Timer	30 (seconds)
21-08-04	Repeat Dial Setup - Time for Send Busy Tone for ISDN Trunk	0 (seconds)


Operation

To use Repeat Redial (if the outside party you call is unavailable or busy):


1. Place a trunk call.

 *Listen for busy tone or ring no answer.*


2. Press the **Repeat Redial** key (PRG 15-07 or SC 751: 29).

 *The **Repeat Redial** key flashes while you wait for the system to redial.*

3. Press Speaker key to hang up.

 *The system periodically redials the call.*

4. Lift the handset when called party answers.

 *When using trunks with answer supervision the Repeat Redial feature automatically cancels.*

To cancel Repeat Redial:

1. Press the **Repeat Redial** key (PRG 15-07 or SC 751: 29). (Also refer to [Last Number Redial on page 1-415.](#))

R

Resident System Program

Description

When power is supplied to the system, the hardware configuration is scanned and Resident System Program default values are assigned including terminal types (e.g. DSS Console). This enables immediate operation, even before the system is programmed to accommodate the individual site requirements.

Conditions

- Default assignments for Multiline Terminals are: LK01~LK12 corresponds to CO01~CO12.
- DSS Console to Extension assignments for Attendant Add-On Consoles are not assigned.
- Default Attendant Add-On Console key assignments are:
DSS Keys = 001~060
Stations = 101~160
- First Initialization of the system returns all programming values to default. Press and hold the S1 (LOAD button) and press the Power switch. Continue to hold the S1 switch for approximately 5~10 seconds before releasing. The system boots loading Resident System Programming.

Default Settings

None

System Availability

Terminals

Not Applicable

Required Component(s)

None

Related Features

None

Guide to Feature Programming

None

Operation

None

R

Reverse Voice Over


Description

While on a handset call, Reverse Voice Over lets a busy Multiline Terminal user make a private Intercom call to an idle co-worker. The idle co-worker can be at a Multiline Terminal or Single Line Terminal. The busy user just presses and holds down a programmed Reverse Voice Over key to make a private call to a specified co-worker. The initial caller cannot hear the Reverse Voice Over conversation. The private Intercom call continues until the Reverse Voice Over caller releases the key again. The initial call can be an outside call or an Intercom call.

Reverse Voice Over could help a salesman, for example, when placing a call to an important client. The salesman can talk with the client and give special instructions to a secretary - without interrupting the initial call.

When the Multiline Terminal is idle, the Reverse Voice Over key functions the same as a Hotline or One-Touch key. A Multiline Terminal Reverse Voice Over key also shows at a glance the status of the associated extension:

When the key is . . .	The associated extension is . . .
Off	Idle
On	Busy or call ringing
Fast Flash	In Do Not Disturb

 *When the destination extension is idle, the Reverse Voice Over provides one button calling to the associated extension (like a Hotline key). An extension user cannot, however, use the Reverse Voice Over key to Transfer calls by one-touch operation.*

Conditions

- An extension can have Reverse Voice Over keys for more than one extension (limited only by the number of available function keys).
- When the destination extension is in Do Not Disturb, a Reverse Voice Over placed to an extension always rings, regardless of how Handsfree Answerback/Forced Intercom Ringing is set at the destination.
- When the destination extension is not in Do Not Disturb, Reverse Voice Over follows Handsfree Answerback/Forced Intercom Ringing programming.
- Reverse Voice Over requires a uniquely programmed function key.
- Reverse Voice Over is not available from Single Line Terminals, but a single line can be a Reverse Voice Over destination.
- If an extension user places a Reverse Voice Over to a busy destination extension, the system sets up a Voice Over. The Voice Over continues until the Reverse Voice Over key is pressed again.
- When a Reverse Voice Over call is placed to a destination station, while the originator is on a CO call, the Reverse Voice Over is dropped if the destination station is involved in another call and this call is terminated.

Default Settings

Disabled

None

System Availability

Terminals

All Multiline Terminals

Required Component(s)

None

Related Features

Do Not Disturb (DND)

Handsfree Answerback/Forced Intercom Ringing

Hotline

One-Touch Calling

Programmable Function Keys

Single Line Terminals

Voice Over

Guide to Feature Programming

Program Number	Program Name	Default
15-07-01	Programmable Function Keys	Refer to Programming Manual.
20-06-01	Class of Service for Extensions	Extension 101 is Class 15 and other Extension are Class 1
20-13-06	Class of Service Options (Supplementary Service) - Automatic Off-Hook Signaling (Automatic Override)	COS 01~15 = 1

Operation

When on a call:

To place a Reverse Voice Over call:

1. Press and hold your **Reverse Voice Over** key (PRG 15-07 or SC **751**: 47 + dest. ext.).



Your Reverse Voice Over key lights steadily (green) and you can talk with the programmed Reverse Voice Over destination.

To return to your initial caller:


1. Release the Reverse Voice Over key.



If the co-worker you call hangs up, you return to the initial call automatically.


To receive a Reverse Voice Over Call while busy:

1. Press and hold the **Voice Over** key (PRG 15-07 or SC 751: 48).

 *Holding down the Voice Over key allows you to communicate with the initial reverse voice over caller.*


To return to your initial caller:

1. Release the **Reverse Voice Over** key.

 *If the co-worker you call hangs up, you return to the initial call automatically.*

When the telephone is idle:**To place a call to your Reverse Voice Over destination:**

1. Press your **Reverse Voice Over** key (PRG 15-07 or SC 751: 47 + destination extension).

 *You can optionally lift the handset after this step for privacy.*

R

Ring Groups

Description

Ring Groups determine how trunks ring extensions. Generally, trunks ring extensions only if Ring Group programming allows. For example, to make a trunk ring an extension:

- Assign the trunk and the extension to the same Ring Group.
- In the extension Ring Group programming, assign ringing for the trunk.

Any number of extensions and trunks can be in a specific group. The system allows:

- Ring Groups = 1~25
- In-Skin Voice Mail = 102

If an extension has a line key for the trunk, Ring Group calls ring the line key. If the extension does not have a line key, the trunk rings the line appearance key. If an extension has a key for a trunk that is not in its ring group, the trunk follows Access Map programming.

Conditions

- DIL trunks disregard ring group programming until DIL overflow.

Default Settings

All trunks are in Ring Group 1. Extensions 101 - 108 ring for trunk calls and all other extensions only flash.

System Availability

Terminals

All Multiline Terminals and Single Line Terminals

Required Component(s)

None

Related Features

Automatic Route Selection (ARS/F-Route)

Direct Inward Line (DIL)

Direct Inward Dialing (DID)

Direct Inward System Access (DISA)

ISDN Compatibility

Night Service

Programmable Function Keys

R

Guide to Feature Programming

The programs listed below indicate the most commonly used programs required for this feature. The programs are listed in the order that the installer should follow. Refer to the PCPro wizards for further detailed programming.


- When a * is listed next to the Program Number it indicates a program that **MUST** be set (from a default state) for this feature to be enabled.

Analog Trunk Ring Group

Program Number	Program Name/Description	Assigned Data
22-04-01 *	Incoming Ring Group Extension Assignment Per ring group (1 ~ 25) assign up to 32 extensions to ring when a call is sent to that group.	Maximum of 8 digits (default = group 01 has extensions 101, 102, 103, 104, 105, 106, 107, and 108 assigned. All other groups are not assigned.)
22-05-01 *	Incoming Trunk ring Group Assignment Assign each trunk per day/night mode to one of the available ring groups (1 ~ 25).	1 ~ 25 = Ring Group 1 ~ 25 102 = Voice Mail (Call goes to the VM pilot assigned in PRG 45-01-01.) (default = 1)
22-02-01	Incoming Call Trunk Setup For an analog trunk to ring the ring group immediately it must be set as a type (0) Normal. If the trunk is answered by another extension first, it may be transferred to the ring group using the service code specified in PRG 11-15-09.	0 = Normal 1 = VRS 2 = DISA 3 = DID 4 = DIL 5 = E&M Tie Line 6 = Delay VRS 7 = ANI/DNIS 8 = DID (DDI) Mode Switching (default = 0)
11-15-09	Transfer to Incoming Ring Group This program is used to assign a service code to transfer a call to a ring group. When a call is transferred to a ring group it follows the trunks ring group setting in PRG 22-05-01. For example the station is in Ring Group 2 and the Trunk is in Ring Group 10. When that user transfers the call using this service code the call will be sent to ring group 10.	Maximum of 8 digits (0 ~ 9, *, #) (default = Not Assigned)
22-01-04	DIL/IRG No Answer Destination Timer A call will ring the group for the specified amount of time programmed. Once the timer expires, and the call was not answered, the call will now overflow to the destination set in PRG 22-08-01.	0 = No Overflow 1 ~ 64800 = 1 ~ 64800 seconds (default = 0)
22-08-01	DIL/IRG No Answer Destination After the timer in PRG 22-01-04 expires the call will be sent to location.	0 = No Setting 1 ~ 25 = Ring Group 1 ~ 25 102 = Voice Mail (Call goes to the VM pilot assigned in PRG 45-01-01.)
20-13-49	BLF Indication on CO Incoming State When enabled incoming ring group calls will light up any DSS/BLF keys (PRG 15-07 key 01) of a ringing phone. When disabled incoming ring group calls will NOT light up the DSS/BLF keys of a ringing phone.	0 = OFF (Disabled) 1 = ON (Enabled) (default = 0)

DID calls to a Ring Group

Program Number	Program Name/Description	Assigned Data
22-04-01 *	Incoming Ring Group Extension Assignment Per ring group (1 ~ 25) assign up to 32 extensions to ring when a call is sent to that group.	Maximum of 8 digits (default = group 01 has extensions 101, 102, 103, 104, 105, 106, 107, and 108 assigned. All other groups are not assigned.)

Program Number	Program Name/Description	Assigned Data
22-02- 01 *	Incoming Call Trunk Setup When the trunk type is specified as DID (type 3) calls can still be routed to a ring group through digit conversion. If the trunk is answered by another extension first, it may be transferred to the ring group using the service code specified in PRG 11-15-09. The call will be transferred to the ring group that the trunk is a member of in PRG 22-05-01.	0 = Normal 1 = VRS 2 = DISA 3 = DID 4 = DIL 5 = E&M Tie Line 6 = Delay VRS 7 = ANI/DNIS 8 = DID (DDI) Mode Switching (default = 0)
22-05-01	Incoming Trunk ring Group Assignment Assign each trunk per day/night mode to one of the available ring groups (1 ~ 25). When the trunk type is set to DID this is only used for transferring a call to a ring group via the service code assigned in PRG 11-15-09.	1 ~ 25 = Ring Group 1 ~ 25 102 = Voice Mail (Call goes to the VM pilot assigned in PRG 45-01-01.) (default = 1)
22-11-01 *	Received Number Enter the digits received from the Telco that are going to be translated. The amount of digits entered should be equal to the setting assigned in PRG 22-09-01.	Maximum of 8 digits (0 ~ 9, *, #) (default = Not Assigned)
22-11-02	Target Number To route a DID to a ring group the target number should be left unassigned.  <i>A call can ring a target number and then overflow to a ring group but when calls are pointed directly to a ring group the target destination should be left unassigned.</i>	Maximum of 8 digits (0 ~ 9, *, #, @) (default = Not Assigned)
22-11-05 *	Transfer Destination Number 1 The digits received from the Telco can now be pointed to rings groups 1 ~ 25.	0 = No Setting 1 ~ 25 = Ring Group 1 ~ 25 102 = Voice Mail (Call goes to the VM pilot assigned in PRG 45-01-01.) 201 ~ 232 = Department Group 1 ~ 32 401 = DISA 501 ~ 599 = DISA/VRS Message (VRS message number 1 ~ 99) 1000 ~ 1999 = Speed Dial Bins 000 ~ 999 (default = 0)



Use the charts below to program the following example:

For this extension . . . *1*2			
301	Trunk 1 Rings	Trunk 2 Flashes	Trunk 3 Flashes
302	Trunk 1 Flashes	Trunk 2 Rings	Trunk 3 Flashes
303	Trunk 1 Flashes	Trunk 2 Flashes	Trunk 3 Rings

*1. Trunks ring the same in the day as at night.
*2. MLT has trunk appearances not CAP keys.

PRG 22-04 : Incoming Extension Ring Group Assignment			
Ring Group*1>	1	2	3
Trunk 1	X	--	--
Trunk 2	--	X	--
Trunk 3	--	--	X

*1. Make the same PRG 22-04 entry for all Night Service modes.

X = Trunk assigned to indicated Ring Group

PRG 22-05 : Incoming Trunk Ring Group Assignment			
Ring Group >	1	2	3
Ext. 301	1	0*1	0*1
Ext. 302	0*1	1	0*1
Ext. 303	0*1	0*1	1

*1. To allow extension user to answer flashing line, be sure to give extension incoming access to the trunk in PRG 14-07 and PRG 15-06.

1 = Extension rings

0 = Extension does not ring

R

Operation

Refer to [Central Office Calls, Answering on page 1-112](#).

Ringdown Extension (Hotline), Internal/External

Description

With a Ringdown Extension, a user can call another extension, outside number, or Speed Dialing number by just lifting the handset. The call automatically goes through - there is no need for the user to dial digits or press additional keys. Ringdown Extensions are frequently used for lobby telephones, where the caller just lifts the handset to get the information desk or off-site Reservation Desk.

After the Ringdown Extension user lifts the handset, ringdown occurs after a programmable time. Depending on the setting of this time, the extension user may be able to place other calls before the ringdown goes through.

This feature can also be used as an off-hook alarm application. For example, if a patient in a care facility fails to return the handset to the cradle, it routes to a care givers station after a programmed time.

This feature is sometimes known as a Hotline.

Conditions

- Ringdown extension has no effect on an extension current (active) call.
- The Ringdown Extension user can lift the handset or press Speaker key to initiate ringdown.
- If the Ringdown/Hotline destination is a speed dial bin, the appropriate service code must precede the bin number.
- Ringdown Extension can use Speed Dial - System/Group/Station numbers (and follow their trunk routing) as the destination number.
- Ringdown Extension follows Call Forwarding. For example, the ringdown destination can forward their calls. When the Ringdown Extension user lifts the handset, ringdown automatically calls the extension to which calls are forwarded.
- If the Ringdown Extension user hears busy tone when they lift the handset, they can Camp-On to the destination, leave a Callback or activate Off-Hook Signaling.
- The ringdown destination user can activate Do Not Disturb. When the Ringdown Extension user lifts the handset, they hear DND. If enabled, the Ringdown Extension user can override the destination DND.
- If the destination extension has Handsfree Answerback enabled, the call voice announces. If the destination extension has Forced Intercom Ringing enabled, the call rings.
- A Virtual Extension can be a ringdown destination. This would allow a front door key to be programmed on every extension.
- Delayed Ringdown can occur by setting the Hotline Start Timer. However, Ringdown does not occur if the Hotline Start Timer is set longer than the Extension Dial Tone Timer.
- The @ code is used to make an outbound call automatically forward to a DISA Trunk or to VM Auto Attendant. This code can be used only on ISDN outbound calls. Internal calls and analog outbound calls are not supported.

Default Settings

Disabled

System Availability

Terminals

All Stations

R

Required Component(s)

None

Related Features

Abbreviated Dialing/Speed Dial

Callback

Call Forwarding

Call Waiting/Camp-On

Do Not Disturb (DND)

Handsfree Answerback/Forced Intercom Ringing

Off-Hook Signaling

Virtual Extensions

Guide to Feature Programming

Program Number	Program Name	Default
20-06-01	Class of Service for Extensions	Extension 101 is Class 15 and other Extension are Class 1
20-08-01	Class of Service Options (Outgoing Call Service) - Intercom Calls	COS 01~15 = 1
20-08-09	Class of Service Options (Outgoing Call Service) - Hotline/Extension Ringdown	COS 01~15 = 1
20-08-19	Class of Service Option (Outgoing Call Service) - Hotline for Speaker	COS 01~15 = 0
21-01-09	System Options for Outgoing Calls - Ringdown Extension Timer (Hotline Start)	5 (seconds)
21-11-01	Extension Ringdown (Hotline) Assignment	not assigned

Operation**To place a call if your extension has ringdown programmed:**

1. Lift the handset.



If you want to place a trunk call, press a line key before lifting the handset.



Depending on the setting of your ringdown timer, you may be able to dial an Intercom call before your ringdown goes through.



If the destination has Handsfree Answerback enabled, your call voice announces. If the destination has Forced Intercom Ringing enabled, your call rings.

To answer a call if you are another extension ringdown destination:

1. Speak toward telephone to answer incoming voice announcement.
- OR -
Lift the handset or press Speaker key to answer ringing Intercom call.

R

Room Monitor

Description

Room Monitor lets an extension user listen to the sounds in a co-workers area. For example, the receptionist could listen for sounds in the warehouse when it is left unattended. To use Room Monitor, the initiating extension **and** the receiving extension must activate it.

When using Multiline Terminals for monitoring, an extension user can Monitor only one extension at a time. However, many extensions can Monitor the same extension at the same time. However, only one Single Line Terminal can monitor another Single Line Terminal at a time.

Room Monitor for Single Line Terminals

This option enables you to monitor the room status through your Single Line Terminals. Between Multiline Terminals, the monitored room status is picked up by the telephone microphone and the activity is heard through the speaker of the monitoring Multiline Terminal. Between Single Line Terminals, at the station to be monitored, a user goes off-hook and dials a service code and the extension number of the monitoring telephone. At the monitoring station, a user goes off-hook and dials a service code and the extension number of the monitored telephone. The activity of the area where the monitored telephone is placed can then be heard at the monitoring telephone. This service is available until the handset of the monitored telephone is placed on-hook.

Room Monitor by intercom call (DSX Base)

- Room Monitor can simply start by calling Room Monitored set terminal. During Room monitoring by pressing **Talk** softkey at monitoring terminal both way talk is available. Adding both way talk, monitored terminal can make conference call by **Talk** softkey if multiple terminals are monitoring. To provide this feature, following PRG need to be set On.
PRG 20-13-55: Intercom call to room monitor (COS of Room Monitored)
PRG 20-13-11: Room Monitoring
PRG 20-13-12: Room Monitored
- Setup for Room Monitored terminal is simply pressing DND key plus **Mon** softkey or pressing DND key plus dialing **5**.
- Room Monitored terminal can display the Monitoring extension number on it's LCD.
- Only Multiline Terminal can be set as Monitored terminal. IP Multiline Terminal or SLT are not supported.
- When Monitored terminal canceled the monitored condition by pressing DND key plus dialing **0** or pressing the **Function** key, Monitoring terminal setting also cleared automatically.



WARNING: The use of monitoring, recording, or listening devices to eavesdrop, monitor, retrieve, or record telephone conversation or other sound activities, whether or not contemporaneous with transmission, may be illegal in certain circumstances under federal or state laws. Legal advice should be sought prior to implementing any practice that monitors or records any telephone conversation. Some federal and state laws require some form of notification to all parties to a telephone conversation, such as using a beep tone or other notification methods or requiring the consent of all parties to the telephone conversation, prior to monitoring or recording the telephone conversation. Some of these laws incorporate strict penalties.

Conditions

- Room Monitor is for listening only. It does not allow for conversation between the monitoring and monitored extensions.
- An extension user cannot monitor an Attendant.

- A Multiline Terminal user cannot monitor a Single Line Terminal and a Single Line Terminal cannot monitor a Multiline Terminals.
- Room Monitor for Single Line Terminals can be used with the Hotel/Motel feature.
- For a Multiline Terminal, Room Monitor requires uniquely programmed function keys.
- Call Arrival (CAR) Key (virtual extension) keys do not support Room Monitor Programmable Function keys (code 39).

Default Settings

Disabled

System Availability

Terminals

Multiline Terminals and Single Line Terminals

Required Component(s)

None

Related Features

Hotel/Motel

Programmable Function Keys

Guide to Feature Programming

Program Number	Program Name	Default
11-14-17	Service Code Setup (for Hotel) - Hotel Room Monitor	675
15-07-01	Programmable Function Keys	Refer to Programming Manual.
20-06-01	Class of Service for Extensions	Extension 101 is Class 15 and other Extension are Class 1
20-13-11	Class of Service Options (Supplementary Service) - Room Monitor, Initiating Extension	COS 01~15 = 1
20-13-12	Class of Service Options (Supplementary Service) - Room Monitor, Extension Being Monitored	COS 01~15 = 1
20-13-55	Intercom call to room monitor	1
42-03-12	Class of Service Options (Hotel/Motel) - SLT Room Monitor	COS 01~15 = 1

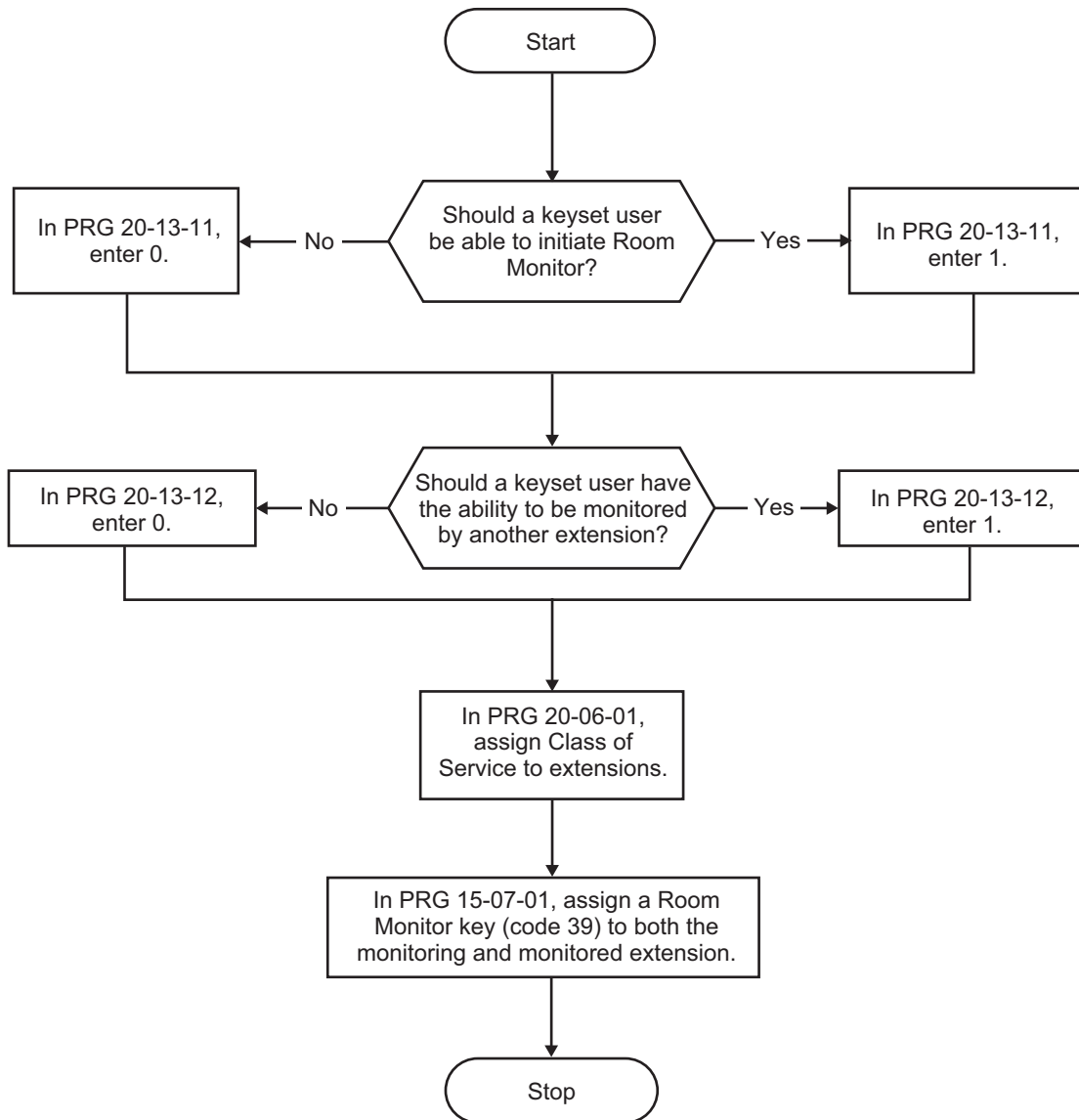


Figure 1-49 Multiline Room Monitoring

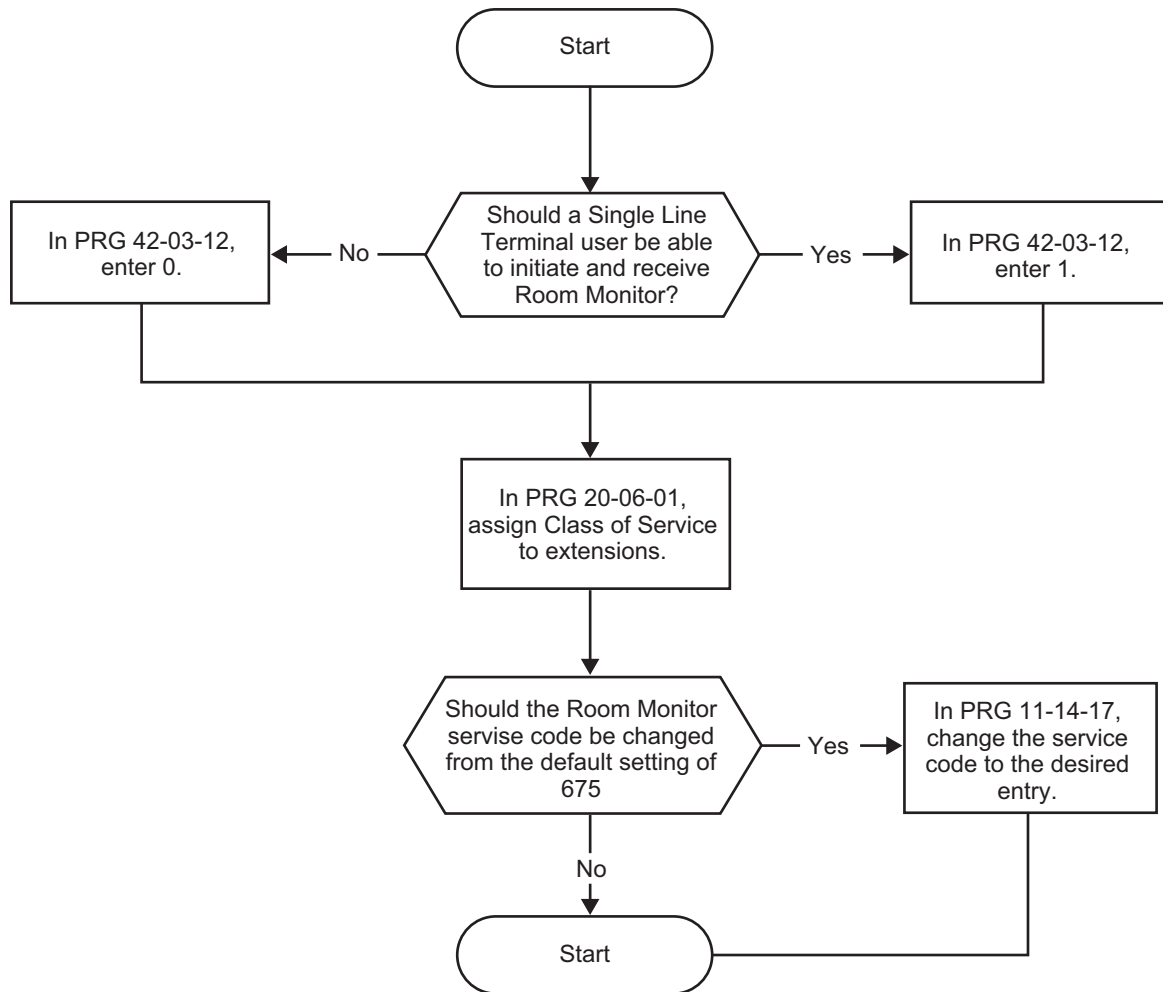



Figure 1-50 Single Line Terminal Room Monitoring


Operation

 You must activate Room Monitor at the extension initiating the monitor and at the extension you want to monitor. You can only listen to one extension at a time.

Multiline Terminals:


To activate Room Monitor from an idle Multiline Terminal (initiating extension):


1. Press the **Room Monitor** key (PRG 15-07 or SC 751: 39).
2. Dial the number of extension you want to monitor.

 You can place and answer other calls while Room Monitor is active.

To activate Room Monitor from an idle Multiline Terminal (extension to be monitored):

1. Press the **Room Monitor** key (PRG 15-07 or SC 751: 39).
2. Dial the number of the extension where you are located.

 For example, if you are at extension 206, dial 206.


 You can place and answer other calls while Room Monitor is active.

To cancel Room Monitor (at either extension):

1. Press the **Room Monitor** key at both the initiating extension and the monitored extension.


Single Line Terminals:**To activate Room Monitor (at the initiating extension):**

1. Lift the handset at the telephone which is monitoring another telephone.
2. Dial **675**.
3. Dial **2**.
4. Dial number of extension number, which will be monitored.

 *You can place and answer other calls while Room Monitor is active.*

To activate Room Monitor (at the extension to be monitored):

1. Lift the handset at the telephone to be monitored.
2. Dial **675**.
3. Dial **1**.
4. Dial number of the extension number, which is monitoring the telephone.
5. Place the handset on the desk, placing the handset transmitter towards the room.

 *You cannot place or answer other calls while Room Monitor is active.*

To cancel Room Monitor (at either extension):

1. Hang up the handsets for both the monitored and the monitoring telephones.

Room Monitor by intercom call (DSX Base)**To activate Room Monitor (at the extension to be monitored):**

PRG 20-13-12: 1 (On) to Ext100.

1. Press DND key.
2. Press the **Set**, **More**, then **Mon** softkey.

- OR -

1. Press DND key.
2. Dial **5**.

To activate Room Monitor (at the initiating extension):

PRG 20-13-11: 1 (On) to Ext101.

PRG 20-13-55: 1 (On) to Ext100.

Ext100 is set as Room Monitored extension.

1. At Ext101 make ICM call to Ext100.
2. Room Monitor starts automatically.
3. Press the **Talk** softkey at Ext101 and start ICM ring to Ext100.
4. At Ext100 Off-hook and talk to Ext101.
5. At either On-hook both Ext back to Monitoring and Monitored state.

To activate Room Monitor (multiple initiating extension case):

PRG 20-13-11: 1 (On) to Ext101 and Ext102.

PRG 20-13-55: 1 (On) to Ext100.

Ext100 is set as Room Monitored extension.

1. At Ext101 and Ext102 make ICM call to Ext100.
2. Room Monitor started automatically.
3. Press the **Talk** softkey at Ext100 and start Conf call with Ext101 and Ext102.
4. At Ext102 On hook backs to Monitoring state, and Ext100 and Ext101 remain ICM talk.
5. At either On Hook both Ext back to Monitoring and Monitored state.

R

Save Number Dialed

Description

Save Number Dialed allows an extension user to save their last outside number dialed and easily redial it later on. For example, an extension user can recall a busy or unanswered number without manually dialing the digits. The system retains the saved number until the user stores a new one in its place or clears the stored one.

Save Number Dialed saves in system memory a dialed number of up to 36 digits. The number can be any combination of digits 0~9, # and *. The system remembers the digits regardless of whether the call was answered, unanswered or busy. The system normally uses the same trunk group as for the initial call. However, the extension user can preselect a specific trunk if desired.

Conditions

- For systems with Automatic Route Selection, ARS selects the trunk for the call unless the user preselects.
- Function keys simplify Save Number Dialed operation.

Default Settings

Enabled

System Availability

Terminals

All Stations

Required Component(s)

None

Related Features

Automatic Route Selection (ARS/F-Route)

Central Office Calls, Placing

Dial Tone Detection

Last Number Redial

Programmable Function Keys

Repeat Redial

Guide to Feature Programming

Program Number	Program Name	Default
11-12-13	Service Code Setup (for Service Access) - Saved Number Dial	715

Program Number	Program Name	Default
11-12-18	Service Code Setup (for Service Access) - Clear Saved Number Dialing Data	785
15-07-01	Programmable Function Keys	Refer to Programming Manual.

Operation

To save the outside number you just dialed (maximum of 36 digits):

 Use this feature before hanging up.

Multiline Terminal

1. Press the **Save Number Dialed** key (PRG 15-07 or SC 751: 30).

Single Line Terminal

1. Hookflash.
2. Dial **715**.


To redial a saved number:

Multiline Terminal

1. Press an idle trunk line key.

 This selects a specific trunk for the call.

2. Press the **Save Number Dialed** key (PRG 15-07 or SC 751: 30).


 The stored number dials out.


- OR -

1. Press Speaker key.
2. Dial **715**.

- OR -

Press the **Save Number Dialed** key (PRG 15-07 or SC 751: 30).

 Save Number Dialed automatically selects a trunk from the same group as your original call.


 The stored number dials out.


Single Line Terminal

1. Go off-hook.
2. Dial **715**.

To view the number you have saved from a Multiline Terminal with a display:

1. Press the **Save Number Dialed** key (PRG 15-07 or SC 751: 30).

 The stored number displays for 10 seconds.

 The stored number dials out if you:

- Lift the handset,
- Press an idle line key,
- Press Speaker key.

2. Press Exit key.

To clear your saved number:

Multiline Terminal

1. Press Speaker key.
2. Dial **785**.
3. Press Speaker key to hang up.

Single Line Terminal

1. Lift the handset and dial **785**.
2. Hang up.

A blue square containing a white capital letter 'S'.

Secondary Incoming Extension

Description

Secondary Incoming Extensions (SIEs) are incoming appearance keys of actual stations assigned in the system. SIE keys are assigned to programmable function keys and can appear on an individual station, or multiple stations. Incoming internal calls, ringing DIL/DID/CO Transfer calls, or call forwarded calls can be picked up from an SIE.

Conditions

- Calls can be originated from a Secondary Incoming Extension, but the actual station cannot place or answer calls.
- Off-Hook ringing is provided with calls ringing to Secondary Incoming Extensions.
- Secondary Incoming Extensions are forwarded when the actual station is set for call forwarding.
- SIE keys can appear on an individual station, or multiple stations.
- A station can have more than one SIE key assigned.
- Up to 32 calls can be queued waiting on an SIE key.
- When a Secondary Incoming Extension call is received and answered while the user is on an outside line, the first call can be automatically put on hold.
- If a trunk call rings a Secondary Incoming Extension, to answer the call, the station must be programmed with the direct trunk appearance key and the SIE must be programmed to allow the call to come off the SIE key and appear on the line.
- The same SIE key cannot be programmed on multiple programmable function keys on the same Multiline Terminal.
- An SIE key does not ring during an Intercom Voice call to the actual station.
- If multiple CAR/SIE/VE keys are ringing on a station at the same time, the CAR/SIE/VE key on the lowest Line Key is answered first.

Default Settings

None

System Availability

Terminals

All Multiline Terminals

Required Component(s)

None

Related Features

Call Waiting/Camp-On

Call Arrival (CAR) Keys

Virtual Extensions

S

Guide to Feature Programming

Program Number	Program Name	Default
11-04-01	Virtual Extension Numbering	No Setting
15-01-01	Basic Extension Data Setup - Extension Name	101 ~ 184 = No setting
15-02-07	Multiline Telephone Basic Data Setup - Automatic Hold for CO lines	1
15-02-21	Multiline Telephone Basic Data Setup - Virtual Extension Access Mode (When idle Virtual Extension key pressed)	2
15-02-30	Multiline Telephone Basic Data Setup - Toll Restriction Class	1
15-07-01	Programmable Function Keys	Refer to Programming Manual.
15-08-01	Incoming Virtual Extension Ring Tone Setup	0 (Tone Pattern 1)
15-09-01	Virtual Extension Ring Assignment	0
15-10-01	Incoming Virtual Extension Ring Tone Order Setup	priority order: 1 = 0 (Tone Pattern 1) 2 = 1 (Tone Pattern 2) 3 = 2 (Tone Pattern 3) 4 = 3 (Tone Pattern 4)
15-11-01	Virtual Extension Delayed Ring Assignment	0
15-18-01	Virtual Extension Key Enhanced Options - Virtual Extension Key Operation Mode	0
15-18-02	Virtual Extension Key Enhanced Options - Display mode when placing a call on Virtual Extension Key	1
20-04-03	System Options for Virtual Extensions - CAR/SIE/Virtual Extension Delay Interval	10 (seconds)
20-06-01	Class of Service for Extensions	Extension 101 is Class 15 and other Extension are Class 1
20-07-10	Class of Service Options (Administrator Level) - Programmable Function Key Programming (Appearance Level)	COS 01~15 = 1
20-10-08	Class of Service Options (Answer Service) - Virtual Extension Off-Hook Answer	COS 01~15 = 1
20-13-27	Class of Service Options (Supplementary Service) - Busy on Seizing Virtual Extension	COS 01~15 = 1
21-01-15	System Options for Outgoing Calls - Outgoing Disable on Incoming Line (Toll Restriction)	0
23-04-01	Ringling Line Preference for Virtual Extensions	0

Operation

To answer a call ringing a SIE key:

1. Press the flashing **SIE** key.

To program a SIE key on a phone:

1. Press Speaker key.
2. Dial **752**.
3. Press the key you want to program.
4. Dial ***03**.
5. Dial the number of the extension you want to appear on the key.
6. Press Hold key once for Immediate Ring, (or skip to step 8 for Delayed Ring).
7. Dial the mode number in which the key rings.
8. Press Hold key again for Delayed Ring, (or skip to step 10).
9. Dial the mode number in which the key delays ringing.
10. Press Speaker key.

Secretary Call (Buzzer)

Description

Secretary Call lets two co-workers alert each other without disturbing their work. To have Secretary Call, both co-workers must have Multiline Terminals with Secretary Call buzzer keys. When a user presses their buzzer key, the system alerts the called extension by sending a splash tone and flashing the called extension buzzer key. The called user can respond by placing an intercom call to the calling party.

The called extension buzzer key continues to flash and the splash tone is heard until either user cancels the Secretary Call. A secretary could use this feature, for example, to get a message through to the boss in an important meeting. After being alerted, the boss could call the secretary when it is most convenient.

An extension can have a Secretary Call key for any number of extensions, limited only by the available number of programmable keys.

Conditions

- Secretary Call is not available to Single Line Terminal users.
- Secretary Call does not set up an Intercom call.
- When assigning Secretary Call, a user enters the associated extension numbers, not port numbers.
- Secretary Call requires a uniquely programmed function key.

Default Settings

Disabled

System Availability

Terminals

All Multiline Terminals

Required Component(s)

None

Related Features

Programmable Function Keys


Guide to Feature Programming


Program Number	Program Name	Default
15-07-01	Programmable Function Keys	Refer to Programming Manual.


Operation


To buzz your secretary or boss:

1. Do not lift the handset.
2. Press the buzzer key (PRG 15-07 or SC **751**: 41 + secretary extension).

 *Your boss or secretary hears ringing.*

 *Your buzzer key lights steadily.*

 *Your boss's or secretary's buzzer key flashes fast.*

 *The telephone continues to ring until the Secretary Call key is pressed.*

To check to see who left you a Secretary Call:

1. Do not lift the handset.
2. Press Help key.
3. Press the **Secretary Call** key that flashed.
4. Press Exit key.

To answer your Secretary Call indication:

1. Place an Intercom call to the extension that called you.

To cancel a Secretary Call you left at another extension:

1. Press the lit **Secretary Call** key.

To cancel a Secretary Call left at your extension:

1. Do not lift the handset.
2. Press the flashing **Secretary Call** key.

Secretary Call Pickup

Description

Secretary Call Pickup lets a Multiline Terminal user easily reroute calls intended for a co-worker to themselves. By pressing a Secretary Call Pickup key, the user can have all calls to a co-worker's telephone ring or voice-announce theirs instead. Secretary Call Pickup is a simplified type of Call Forward with Follow Me for employees that work closely together. This feature could be helpful to customer service representatives that must frequently cover each other's clients. When a representative leaves their desk, an associate could press the Secretary Call Pickup key to intercept all their calls.

An extension can have a Secretary Call Pickup key for any number of extensions, limited only by the available number of programmable keys.

Conditions

- Secretary Call Pickup is not available to Single Line Terminal users.
- An extension user can also have Call Forwarding with Follow Me reroute a co-worker's calls to themselves.
- A Multiline Terminal can have a Secretary Call Pickup key for a Single Line Terminal.

Default Settings

Disabled

System Availability

Terminals

All Multiline Terminals

Required Component(s)

None

Related Features

Call Forwarding with Follow Me

Programmable Function Keys

Secretary Call (Buzzer)

Single Line Terminals


Guide to Feature Programming


Program Number	Program Name	Default
15-07-01	Programmable Function Keys	Refer to Programming Manual.

Operation

To activate Secretary Call Pickup:

1. Press your **Secretary Call Pickup** key (PRG 15-07 or SC **751**: 42 + boss extension).

 *Your Secretary Call Pickup key lights and the boss's telephone display shows "BOSS FWD>>".*

 *Calls intended for covered extension, ring your telephone instead.*

To cancel Secretary Call Pickup:

1. Press your lit **Secretary Call Pickup** key (PRG 15-07 or SC **751**: 42 + boss extension).

To check a key Secretary Call Pickup assignment:

1. Press Help key.
2. Press your **Secretary Call Pickup** key (PRG 15-07 or SC **751**: 42 + boss's extension).
3. Press Exit key.

S

Security

Description

This system supports following built-in simple security features in a system.

- **Warning Message (Watch mode)**

Automatically and periodically send the Watching (VRS) Message from built-In Speaker on Multiline Terminal or external paging adapter during night mode.

Enable to accommodate with 3rd Party PIR (Passive Infrared Sensor) or Emergency Button to provide security feature such as Auto-Emergency Call with Warning (VRS) Message sending.

- **Room Monitoring from Outside**

Access Multiline Terminal from outside to monitor the room sound


- **Remote Inspection**

Automatically ring the terminal with pre-programmed schedule in order to check whether users answer or not. If not answered Emergency Call is placed to predefined destination automatically.

Conditions

Warning Message (Watch Mode)

- Watch mode can provide “Watching message” in a preprogrammed interval via internal paging group terminals and/or external paging group during defined schedule such as night time.
- Watch mode start and stop automatically according to PRG 20-47-01 setting.
- Watch mode can start and stop manually using Service code (PRG 11-12-63) or function key (***32**) assignment.
- To connect security sensor set PRG 20-46-01 Sensor mode to (1; on) and connect to Door Phone port instead of Door phone.
- Security sensor can be connected to 3, 4 port of 084M-B1. A maximum of 6 sensors can be connected.
PRG 82-21 needs to set up according to used sensor.
- Security sensor can start and stop automatically according to PRG 20-48-01 setting.
- Security sensor can start and stop manually using Service code (PRG 11-12-64) or function key (***33** assigned).
- When system received sensor detection signal from Security sensor, following 1, 2 or both can be programmable.
 1. A repeated “Warning message” is provided via internal paging group terminals and/or external paging group.
 2. An emergency call can be placed to a pre-programmed destination using a pre-recorded VRS message.
After finishing the VRS message, the person at the receiving destination can monitor the situation using Multiline Terminal defined in PRG 20-46-10. Also, by pressing * key from outside it is possible to enable a two-way path.
- If all VRS channels are busy, a tone will be provided instead of VRS message, such as Watch, Warning or for destination message.
- If VRS message itself is not recorded, tone will be provided.
- VRS message can be provided from extension Speaker only when extension is idle. But if Watch or Warning message happened during normal paging is working, normal paging will stop and send Watch or Warning message.
- Warning message have a higher priority than Watch message when both occurred at same time.
- If multiple sensors are detected at the same time, the latest detected sensor's Warning message is provided.
- Activating or stopping sensor operations need to set according to sensor specifications.
- If outgoing call restriction is set in a system, number for emergency call needs to pre-registered in restriction allow table, then emergency call can go through. Even if all trunks are busy, the emergency call has a higher priority and will go out.

- If not answered at called destination, the system will repeat the emergency call at times specified in PRG 20-46-08.
 - To stop a Warning message or an emergency call, Service code for cancel “Warning message” (PRG 11-12-62) needs to set.
 - If the system time is changed while the Watch Mode page is enabled the page will be immediately played no matter what the interval time is set to.
 - During Watching mode or Security sensor “On” state, if a system rest occurs these modes automatically continue after boot up.
-  • *During sending “Warning message” or placing emergency call, if system reset occurred these state will be cleared. So after boot up “Warning message” or placing emergency call will stop.*
- *If Sensor mode is set (PRG 20-46-01;1) and SLT is connected instead of sensor, off hook of SLT makes situation like sensor has detected.*
- The VRS allows you to record up to 100 VRS messages (001-100) when using the compact flash card. If you are using the built-in VRS, without the compact flash, you can only record one message (001).

Room Monitoring from outside

- To use the Room Monitoring feature, the caller ID of the outside caller and the monitored extension number have to set. The monitored extension is set in PRG 13-04-03/04. Or, these programs can be set by pressing Transfer key in the Speed Dial name setting indication for the outside caller.
 1. Press Transfer key.
 2. Select TRF Mode, 3 (Remote Monitor).
 3. Enter monitored extension number and press Hold key.
- Room monitor functions when the set extension is in an idle state, otherwise a busy tone (ISDN trunk) or ringback tone (Analogue trunk) is sent to outside caller. If Room Monitor is active, the terminal will display “Remote Monitored” on the LCD and can not be used.
- By dialing * from outside it is possible to use two-way conversation.
- If same outside caller number is set to both Room Monitor and Distinctive ring feature, the feature set in youngest Speed Dial bin number will work.
- If same outside caller number is set for multiple Room monitor extension, the extension set in youngest Speed Dial bin number is used.
- If multiple outside monitoring telephones are set for one extension, 1 outside caller can monitor the room at a time.

If the room is being monitored by another caller the new calls will receive a Busy Tone on ISDN/SIP calls. If the caller is on analog trunks the will hear ring back tone while someone else is monitoring the extension.
- IP Terminals cannot be used for Room Monitor only TDM phones can be used for this feature.


Remote Inspection

- When Remote inspection is set to the terminal, “Confirm” and “Ring time” are displayed on Multiline Terminal LCD.
- If Remote inspection set terminal is busy (receiving another incoming call or on call state), inspection ring will be start after finishing these previous call.
- When the terminal does not answer to inspection ringing over the time set at PRG 20-45-03, emergency call will be placed to pre-programmed destination with pre-recorded VRS message.
- After finishing VRS message, destination person can start monitoring of inspection terminal. Also by dialing * from outside it is possible to make both way talk.

If you dial * while the message is being played this will not enable the cut through. Dialing * during the message will just stop the message from being played and then you must dial * again to have speech path in both directions.

When using Analog trunks the destination person must dial * before the initial message is played to the caller.
- If outgoing call restriction is set, emergency call number needs to pre-registered in restriction allow table, then emergency call can go through. Also even all trunk are busy, the call has high priority and can go out.
- If destination does not answer to emergency call, system repeat placing call specified times set at PRG 20-45-07.

- Maximum of 6 extensions can be set as Remote Inspection terminals.
- If all VRS channels are busy, tone will be provided instead of VRS message, such as for inspection message or for destination message.
- If VRS message itself is not recorded, tone will be provided.


 *Emergency call destination Must be set considering this feature's purpose.*

- The emergency number dialed does not follow ARS settings.
If PRG 13-01-01 is set to Trunk the system uses command PRG 13-05 to route the emergency call.
If PRG 13-01-01 is set to ICM the system uses command PRG 14-06 to route the emergency call.
- The VRS allows you to record up to 100 VRS messages (001-100) when using the compact flash card. If you are using the built in VRS, without the compact flash, then you can only record message 1 (001).

Emergency Call 1

Emergency calls when “Security Sensor” or “Remote Inspection” performed, SMDR can record these call class as follows.

- Security Sensor: SAD
- Remote Inspection: WAD

 *If the system is using the built in VRS for messages and a message is being played over the paging system (Internal or External) then the outside emergency call will not play a message it will play warning tone. The built in VRS only has 1 channel and can either play the message over the paging system or play the message to the outside caller, it cannot do both.*

Emergency Call 2

Emergency calls when “Security Sensor” or “Remote Inspection” performed, alarm report can record these alarm and alarm display terminal indicates following on LCD.

- Security Sensor: 31: Sensor detect
- Remote Inspection: 32: Confirm dial

Recording Emergency Call

By setting PRG 90-20-11 (1; Report), Emergency calls can be recorded on security report.

- Maximum of 50 records can be saved.

Default Settings

None

System Availability

Terminals

All Multiline Terminals

Required Component(s)

084M-B1, 080E-B1, 008E-B1

PZ-VM21 with VRS CF


Related Features

Paging Internal, External

Voice Response System (VRS)

Speed Dial

Guide to Feature Programming

Program Number	Program Name	Default
11-10-45 (Room Monitoring)	Room Monitor Permit	610
13-04-01 (Room Monitoring)	Abbreviated Dial Data	No Setting
13-04-03 (Room Monitoring)	Transfer Mode	0
13-04-04 (Room Monitoring)	Transfer Destination Number	No setting
15-07 (Room Monitoring)	Programmable Function Key	Refer to Programming Manual.
20-21-05 (Room Monitoring)	Long conversation cut off when Room Monitoring	180
11-10-49 (Remote Inspection)	Auto Dial Setting for Remote Inspection	619
20-45-01 (Remote Inspection)	Ring Terminal for Remote Inspection	No setting
20-45-02 (Remote Inspection)	Ring Time Setting	0000
20-45-03 (Remote Inspection)	Ring Timer	0
20-45-04 (Remote Inspection)	Auto Dial Number Area Setting	0
20-45-05 (Remote Inspection)	VRS Message for Answer	0
20-45-06 (Remote Inspection)	VRS Message for Auto Dial	0
20-45-07 (Remote Inspection)	Time of Repeat Auto Dial	0
20-45-08 (Remote Inspection)	Auto Dial Calling Time	0
20-45-09 (Remote Inspection)	Interval Timer for Emergency Call	0
35-02-23 (Remote Inspection)	Watch Auto Dialing	1
10-03-05 (Watch mode)	Select Port type  You can only use ports 3 and 4 off of the single line card for the sensor.	0
11-10-46 (Watch mode)	Watch Message Setting	614
11-10-47 (Watch mode)	Warning Message Setting	615

S

Program Number	Program Name	Default
11-10-48 (Watch mode)	Auto Dial Setting for Security Sensor	617
11-12-62 (Watch mode)	Security Sensor Reset	716
11-12-63 (Watch mode)	Watch Mode Start	717
11-12-64 (Watch mode)	Security Sensor Mode Start	719
15-07 (Watch mode)	Programmable Function Key	Refer to Programming Manual
20-44-01 (Watch mode)	Internal Paging Group for Watch Message	0
20-44-02 (Watch mode)	External Paging Group for Watch Message	0
20-44-03 (Watch mode)	VRS Message for Watch Mode	0
20-44-04 (Watch mode)	Interval Timer for Watch Message	0
20-46-01 (Watch mode)	Sensor Mode	0
20-46-02 (Watch mode)	Internal Paging Group for Warning Message	0
20-46-03 (Watch mode)	External Paging Group for Warning Message	0
20-46-04 (Watch mode)	VRS Message for Warning	0
20-46-05 (Watch mode)	Auto Dial Number Area Setting	0
20-46-06 (Watch mode)	VRS Message for Answer	0
20-46-07 (Watch mode)	Auto Dial Wait Timer	30
20-46-08 (Watch mode)	Time of Repeat Auto Dial	3
20-46-09 (Watch mode)	Auto Dial Calling Time	30
20-46-10 (Watch mode)	Monitored Terminal	No setting
20-46-11 (Watch mode)	Interval Timer for Emergency Call	0
20-47-01 (Watch mode)	Watch Mode time pattern	0
20-48-01 (Watch mode)	Security Sensor time pattern	0
35-02-22 (Watch mode)	Security Auto Dialing	1
82-21-01 (Watch mode)	Sensor Type	0
82-21-02 (Watch mode)	Sensor Alarm detect minimum level	24 (120ms)
82-21-03 (Watch mode)	Sensor Idle detect minimum level	24 (120ms)
90-10-01	Alarm Type	Refer to Programming Manual.

Program Number	Program Name	Default
90-10-02	Report	Refer to Programming Manual.
90-20-11	Security Sensor Dial Record	1

Operation

Warning Message (Watch Mode)

< Program >

PRG 11-10-20: 616; Record, Erase VRS message SC616.

PRG 11-10-46: 614; Watch message setting

PRG 11-12-63: 717+1/0; Watch Mode Start/Stop.

PRG 15-07-01: Set “*32” to Function key.

PRG 20-44-01:1; Internal paging group, 1

PRG 20-44-02:1; External paging group, 1

PRG 20-44-03:1; VRS message number for watching, 1

PRG 20-44-04:5; Interval time of Watching message, 5 minutes.

PRG 20-47-01:1; Watch mode time pattern, 1

To record Watching message to VRS 001:

1. Press Speaker key + dial **616 + 7 + 001** at terminal.
2. After beep tone, record message.
3. Press Speaker key and finish recording.

Set up Watch mode

1. Press Speaker key + dial **614** at terminal.
2. Dial Internal paging group number, “01”.
3. Dial external paging group number, “1”.
4. Dial Interval time of Watching message, “05”.
5. Dial VRS message number for watching, “001”.
6. After beep tone, record the message.
7. Press Speaker key and finish recording.

To start Watch mode

1. Press Speaker key + dial **717 + 1** at terminal.
- OR -
2. Press the **Function** key (***32**) at Multiline Terminal and the **Function** key turn on Red.
- OR -
3. Watch mode time pattern 1 comes time to start.
4. Each 5 minutes interval, Watching message send to internal page group 1 and external page group 1.

To stop Watch mode

1. Press Speaker key + dial **717 + 0** at terminal
- OR -
2. Press the red lit **Function** key (***32**) at Multiline Terminal and the **Function** key turn off.
- OR -
3. Watch mode time pattern 1 comes time to stop.

Warning Message (Use Security Sensor and Warning message)

< Program >

PRG 10-03-05 for SLT. Depend on Sensor, SLT port may need to set as DoorPhone type.

PRG 11-10-47: 615; Warning message setting
 PRG 11-10-48: 617; Auto Dial Setting for Security Sensor
 PRG 11-12-62: 716; Security Sensor Reset
 PRG 11-12-64: 719+1/0; Security Sensor Mode Start/Stop
 PRG 15-07-01: Set “*33” to Function key
 PRG 20-46-01: 1; Sensor mode, on
 PRG 20-46-02: 1; Internal paging group, 1
 PRG 20-46-03: 1; External paging group 1
 PRG 20-46-04: 1; VRS message number for warning, 1
 PRG 20-46-05: 999; Speed dial bin number, 999
 PRG 20-46-06: 2; VRS message number for destination answer, 2
 PRG 20-46-07: 30; Auto Dial Wait Timer, 30 sec
 PRG 20-46-08: 3; Times of auto repeat dial, 3
 PRG 20-46-09: 30; Auto dial calling time, 30 sec
 PRG 20-46-10: 200; Monitored terminal number, 200
 PRG 20-46-11: 30; Interval of Auto Dial, 30 sec
 PRG 20-48-01: 1; Security sensor time pattern, 1

Set up Warning message

1. Press Speaker key + dial **615** at terminal.
2. Dial Security sensor number, “1”.
3. Dial Internal paging group number, “01”.
4. Dial external paging group number, “1”.
5. Dial VRS message number for warning, “001”.
6. After beep tone, record the message.
7. Press Speaker key and finish recording.

Set up Auto Dial Setting for Security Sensor

1. Press Speaker key + dial **617** at Multiline Terminal.
2. Dial Security sensor number (1-6), “1”.
3. Dial Speed dial bin number to use, “999”.
4. Dial emergency call destination number “xxx-xxx” and press Hold key.
5. Dial monitored terminal number, “200”.
6. Dial VRS message number for destination answer, “002”.
7. After beep tone, record the message.
8. Press Speaker key and finish recording.

To start Security Sensor operation

1. Press Speaker key + dial **719 + 1** at terminal
- OR -
2. Press the **Function** key (*33) at Multiline Terminal and Function key turn on Red.
- OR -
3. Security Sensor time pattern 1 comes time to start.

To stop Security Sensor operation

1. Press Speaker key + dial **719 + 0** at terminal.
- OR -

2. Press the red lit **Function** key (***33**) at Multiline Terminal and the **Function** key turn off.
- OR -
3. Security Sensor time pattern 1 comes time to stop.

When detect Security Sensor On

1. Warning message send to internal page group1 and external page group 1.
2. Place outgoing call automatically according to speed dial bin 999.
3. When destination answered send VRS message 2.
4. After finishing VRS message 2, destination person can monitor through extension 200. By dialing ***** from outside it is possible to make both way talk.

When send Warning message

When send Warning message, but does not place emergency call case:
PRG 20-46-05 is set table number, which has no setting.

When place emergency call

When place emergency call, but does not send Warning message case:
PRG 20-46-02 to PRG 20-46-03 should be set to "0".

Room Monitoring from outside

< Program >

PRG 11-10-45: 610+1/0; Remote Monitor enable/disable.

PRG 13-04-01: Abbreviated Dial Data; set outside telephone number which makes room monitor.

PRG 13-04-03: 3; Transfer mode set "Remote monitor".

PRG 13-04-04: 200; Set monitored terminal number.

PRG 15-07-01: Set "#03" to **Function** key.

To start Room Monitor

1. Press Speaker key + dial **610 + 1** + monitored terminal number, "200" and press Speaker key.
- OR -
Press the **Function** key (**#03**) + dial **1** + monitored dial number, "200", the **Function** key turn on Red (slow flash), and press Speaker key.
2. Place incoming call from telephone which number is set at PRG 13-04-01.
3. Room Monitor start at extension 200.
4. By dialing ***** from outside it is possible to make both way talk.

To stop Room Monitor

1. Press Speaker key + dial **610 + 0** + monitored terminal number, "200".
- OR -
Press the red flashing **Function** key (**#03**) + dial **0** + monitored dial number, "200".
2. Place outside call from telephone which number is set at PRG 13-04-01.
3. Call ring at extension 200.

Remote Inspection

< Program >

PRG 11-10-49: 619; Auto Dial Setting for Remote

PRG 20-45-01: 200; Remote Inspection terminal, 200

PRG 20-45-02: 12:00; Ringing start time, 12 o'clock noon

PRG 20-45-03: 3; ringing continue time, 3 minutes

PRG 20-45-04: 999; Speed dial bin number, 999

PRG 20-45-05: 1; VRS message number when inspected extension answered, 1

PRG 20-45-06: 2; VRS message number when emergency call destination answered, 2

PRG 20-45-07: 3; Times of auto repeat dial, 3

PRG 20-45-08: 30; Auto dial calling time, 30 sec

PRG 20-45-09: 30; Interval of Auto Dial, 30 sec

Set up Remote Inspection

1. Press Speaker key + dial **619** at Multiline Terminal.
2. Dial Remote Inspection terminal number (1-6).
3. Dial 1 (set).
4. Dial Remote Inspection extension number, "200".
5. Dial Ringing start time, "1200".
6. Dial ringing continue time, "03".
7. Dial Speed dial bin number to use, "999".
8. Dial emergency call destination number "xxx-xxx" and press Hold key.
9. Dial VRS message number when inspected extension answered, "001".
10. After beep tone, record the message and press # key.
11. Dial VRS message number when emergency call destination answered, "002".
12. After confirmation tone, record the message.
13. Press Speaker key and finish recording.

To Cancel the Remote Inspection

1. Press Speaker key + dial **619** at Multiline Terminal.
2. Dial Remote Inspection terminal number (1-6).
3. Dial **0** (cancel).

When answered the Remote Inspection ring

1. At 12:00 o'clock start ringing at extension 200.
2. When answered VRS message 1 is played.
3. After finishing VRS 1 message, the call is disconnected.

When Not answered the Remote Inspection ring

1. At 12:00 o'clock start ringing at extension 200.
2. Continue ringing over 3 minutes.
3. Stop ringing at extension 200 and place outgoing call automatically according to speed dial bin 999.
4. When destination answered send VRS message 2.
5. After finishing VRS message 2, destination person can automatically monitor through extension 200.
6. By dialing * from outside it is possible to make both way talk.

Selectable Display Messaging

Description

An extension user can select a preprogrammed Selectable Display Message for their extension. Display Multiline Terminal callers see the selected message when they call the user's extension. Selectable Display Messaging provides personalized messaging. For example, an extension user could select the message GONE FOR THE DAY. Any display Multiline Terminal user calling the extension may hear a DND signal and then see the message. See table below for a list of the standard messages.

An extension user can add digits for date, time or telephone number after messages 1~8 and 10 (up to 48 characters). For example, an extension user could select the message ON VACATION UNTIL and then enter the date. Callers see the original message followed by the appended date. They could then tell when the user is coming back from vacation. The system allows all telephones to use the Selectable Display Messaging feature at the same time.

All telephones are able to use Selectable Display Messaging at one time.

The default messages are:

Table 1-61 Selectable Display Messaging Defaults

No.	Message	Change “#” to...
1	IN MEETING UNTIL ##:##	Time (when meeting done)
2	MEETING ROOM - #####	Room Name or extension
3	COME BACK ##:##	Time (when returning)
4	PLEASE CALL #####	11 digits (telephone number)
5	BUSY CALL AFTER ##:##	Time (when returning)
6	OUT FOR LUNCH BACK ##:##	Time (when returning)
7	BUSINESS TRIP BACK ####	Date (when returning)
8	BUSINESS TRIP #####	10 digits (where reached)
9	GONE FOR THE DAY	
10	ON VACATION UNTIL ####	Date (when returning)
11~20	MESSAGE 11~20	

Conditions

- The # cannot be used in a Message.
- When Selectable Display Messaging is set as DND All, all other DND modes are canceled when Selectable Display Messaging is canceled.

Default Settings

Enabled

System Availability

Terminals

All Multiline Terminals with Display

Required Component(s)

None

Related Features

Do Not Disturb (DND)

Programmable Function Keys

Guide to Feature Programming

Program Number	Program Name	Default
11-11-14	Service Code Setup (for Setup/Entry Operation) - Text Message Setting	not assigned
15-07-01	Programmable Function Keys	Refer to Programming Manual.
20-01-02	System Options - Text Message Mode	1
20-02-07	System Options for Multiline Telephones - Time and Date Display Mode	3
20-06-01	Class of Service for Extensions	Extension 101 is Class 15 and other Extension are Class 1
20-13-19	Class of Service Options (Supplementary Service) - Selectable Display Messaging (Text Messaging)	COS 01~15 = 1
20-16-01	Selectable Display Messages	Refer to Programming Manual.


Table 1-62 Selectable Display Message - Character Entry Chart

Use this keypad digit . . .	When you want to . . .
1	Enter characters: 1 @ [¥] ^ _ ` { } → ← Á À Ã Ä Å Æ Ç È É Ê Ì Í Æ
2	Enter characters: A-C, a-c, 2.
3	Enter characters: D-F, a-f, 3.
4	Enter characters: G-I, g-i, 4.
5	Enter characters: J-L, j-l, 5.
6	Enter characters: M-O, m-o, 6.
7	Enter characters: P-S, p-s, 7.
8	Enter characters: T-V, t-v, 8.
9	Enter characters: W-Z, w-z, 9.
0	Enter characters: 0 ! " # \$ % & ' () * + , - . / : ; < = > ? π Σ σ Ω ∞ φ £
*	Enter characters: * + , - . / : ; < = > ? π Σ σ Ω ∞ φ £
#	Accepts a numeric entry from the user when setting a display message. e.g., time or date. Back at ###:##
Clear/Back or DND	Clear the character entry one character at a time.
Flash	Clear all the entries from the point of the flashing cursor and to the right.


Operation


To select a message:

1. Press Speaker key.
2. Dial **No setting**.
-OR-
Press the Text Message key (PRG 15-07 or SC **751**: 18) + enter digits to append (if needed) + press Speaker key to hang up. Skip the remaining steps.
3. Enter message number.
4. + enter digits to append (if needed) + press Speaker key to hang up. Skip the remaining steps.
5. (Optional for messages 1~8 and 10.)
Dial the digits you want to append to the message.

 *You can append messages 1~8 and 10 with digits (e.g., the time when you will be back). Enter the time in 24-hour format.*

6. Press Speaker key to hang up.

 *Intercom calls to extensions with Selectable Display Messaging set receive a DND signal and receive the display message on their telephone display instead of ringing the extension based on the setting in PRG 20-01-02.*


 *To allow calls to ring through and have the message displayed on the calling extension display, cancel DND by pressing DND key + dialing **0**.*

To cancel a message:

1. Press Speaker key and the **Text Message** key (PRG 15-07 or SC **751**: 18).
2. Press Speaker key to hang up.

Using the Text Message Service Code to select a message:

1. Press Speaker key and dial the Text Message service code (PRG 11-11-14).
2. Dial the Selectable Display Message number to be used (**01~20**).
(Optional messages 1~8, and 10, dial the digits you want to append to the message.)
3. Press Speaker key to hang up.

 *To cancel, repeat step 1 and hang up.*

Selectable Ring Tones

Description

An extension user can change the way trunks or internal calls ring their telephone. Selectable Ring Tones allow an extension user to set up unique ringing for their calls. This is important in a crowded work area where several telephones are close together. Because their telephone has a characteristic ring, the user always can tell when their telephone is ringing.

Conditions

None

Default Settings

Enabled

System Availability

Terminals

All Multiline Terminals

Required Component(s)

None

Related Features

Distinctive Ringing, Tones and Flash Patterns

Guide to Feature Programming

Program Number	Program Name	Default
11-11-20	Service Code Setup (for Setup/Entry Operation) - Change Incoming CO and ICM Ring Tones	720
11-11-21	Service Code Setup (for Setup/Entry Operation) - Check Incoming Ring Tones	711
15-02-02	MultiLine Telephone Basic Data Setup - Trunk Ring Tone	2
15-02-03	Multiline Telephone Basic Data Setup - Extension Ring Tone	8
15-08-01	Incoming Virtual Extension Ring Tone Setup	0
15-10-01	Incoming Virtual Extension Ring Tone Order Setup	0 = Tone Pattern 1 1 = Tone Pattern 2 2 = Tone Pattern 3 3 = Tone Pattern 4 4 = Incoming Extension Ring Tone
22-03-01	Trunk Ring Tone Range	0

Table 1-63 Intercom or Trunk Ring Setting

1 = High	5 = Ring Tone 2
2 = Mid Range	6 = Ring Tone 3
3 = Low	7 = Ring Tone 4
4 = Ring Tone 1	8 = Ring Tone 5

Operation

To change your extension incoming ring tones:

1. Press Speaker key.
2. Dial **720**.
3. Dial **1** to set Intercom ring; **2** to set trunk ring.
4. Dial code for the desired ring pattern (**1~8**).
5. Press Speaker key to hang up.

To listen to the incoming ring choices:

1. Press idle Speaker key.
2. Dial **711**.
3. Dial **1** to listen to Intercom ring; **2** to listen to trunk ring.
4. *For Intercom Ring:*
Dial the code for the ring pattern you want to hear (**1~8**).
- OR -
For Trunk Ring:
Dial code for the ring pattern you want to hear (Ring 1~3, Melody 4~8). If you select Ring 1~3, a second screen prompts for the tone pattern (1~4).
5. Press Speaker key to hang up.

Serial Call

Description

Serial Call transfers a call so it automatically returns to the transferring extension. Serial Calling saves transferring steps between users. For example, a Customer Service Representative (CSR) has a client on the telephone who needs technical advice. The CSR wants to send the call to Technical Service, but needs to advise the client of certain costs when Technical Service is done. Rather than transferring the call back and forth, the CSR can use Serial Call to Technical Service and announce, "I have Ted on the telephone. I need to talk to him again. Just hang up when you're done and I'll get him back."

Conditions

- The transferring extension can remain off-hook to auto-receive the callback or hang up and it rings back to them.
- Serial Call requires a uniquely programmed function key (PRG 15-07 or SC **751**: 43) or assigning Transfer key as Call Back in (PRG 15-02-05=1).
- Serial Call is not available to Single Line Terminals.
- Serial Call can be activated only during a supervised transfer.

Default Settings

Disabled

System Availability

Terminals

Multiline Terminals

Required Component(s)

None

Related Features

Programmable Function Keys

Transfer


Guide to Feature Programming

Program Number	Program Name	Default
15-02-05	Multiline Telephone Basic Data Setup - Transfer Key Operation Mode	0
15-07-01	Programmable Function Keys	Refer to Programming Manual.


Operation

To place a Serial Call to a co-worker:

1. Place or answer a call.
2. Press Hold or Transfer key.
3. Dial co-worker's extension number.

 *Co-worker must lift the handset to respond to your announcement.*

4. Press the **Serial Call** key (PRG 15-07 or SC **751**: 43).
- OR -
5. Press Transfer key if PRG 15-02-05 is set to Call Back (Serial Call).
6. When MLT Display shows WAIT TRF extension can hang up.

 *When your co-worker hangs up the call, the system makes an automatic live transfer back to your extension.*

Single Line Terminals

Description

The system is compatible with Dial Pulse and DTMF analog Single Line Terminals (SLTs). Single Line Terminal users can dial codes to access many of the features available to Multiline Terminal users. With Single Line Terminals, you can have your system simulate PBX type operation.

There are 60 Single Line Terminals available (note that this number may be restricted due to system power requirements).

When installing Single Line Terminals you must have:

- A port on a 084M-B1/008E-B1 for each Single Line Terminal installed.
- If you have DTMF sets, at least one block reserved on the CPU for analog extension DTMF reception.

DTMF Dial Out Timer Added

A program is added for DTMF dialing, PRG 20-03-07 : System Options for Single Line Terminals-Trunk Call Dial Forced Sending Start Time (Forced Dial). When PRG 20-03-03 : System Options for Single Line Terminals - SLT DTMF Dial to Trunk Lines is set to 0 (receive all digits before sending), the system follows the timers in PRG 20-03-04 and PRG 20-03-07.

The timer in PRG 20-03-04 System Options for Single Line Terminals - Dial Sending Start Time for SLT or ARS resets when the user dials another digit.

The timer in PRG 20-03-07 System Options for Single Line Terminals - Trunk Call Dial Forced Sending Start Time (Forced Dial) does not reset when a digit is dialed. The user must finish dialing all the digits before this timer expires (entries: 0~64800 seconds, default: 0).

Conditions

- Dial Pulse Single Line Terminals cannot access any feature that requires the user to dial # or *.
- A Single Line Terminal can initiate an Internal Zone page, but cannot receive an Internal Zone Page.
- When a Ring Group call rings a single line station, the BLF indication shows busy.
- Stutter Dial Tone is supported to Single Line Terminals for Voice Mail Message Waiting.
- The 1228M KSU has 16 resources for DTMF receiving and Dial Tone detection. When a 1228ME EXP with EXIFE-C1 is installed there are 32 resources available.
- When PRG 10-09-01 is set to 0 (Common) and PRG 14-02-10 (Caller ID) is set to 1 (Yes), all DTMF/Dial Tone Detection resources are always allocated to analog trunks, not analog extensions. However, if PRG 14-02-10 (Caller ID) is set to 0 (No), all DTMF/Dial Tone Detection resources can be used for both analog trunks and analog extensions.

Default Setting

Single Line Terminals function as soon as they are installed and properly programmed.

System Availability

Terminals

Analog Single Line Terminals(DP and DTMF type)

Required Component(s)

084M-B1

008E-B1

Related Features

Single Line Terminal users have access to the following features:

- Speed Dialing
- Account Codes
- Alarm
- Automatic Route Selection (ARS/F-Route)
- Barge-In
- Call Forwarding
- Call Forwarding with Follow Me
- Call Forwarding/DND Override
- Call Waiting/Camp-On
- Callback
- Central Office Calls, Answering
- Central Office Calls, Placing
- Conference
- Department Calling
- Department Step Calling
- Directed Call Pickup
- Do Not Disturb
- Door Box
- Flash
- Forced Trunk Disconnect
- Group Call Pickup
- Hold
- Intercom
- Last Number Redial
- Line Preference
- Meet Me Conference
- Meet Me Paging
- Meet Me Paging Transfer
- Message Waiting
- Night Service
- Off-Hook Signaling
- Paging
- PBX Compatibility
- Ringdown Extension
- Save Number Dialed
- Toll Restriction
- Transfer
- Trunk Queuing and Camp-On
- Warning Tone for Long Conversation
- Voice Mail
- Voice Over

Data Communications

Refer to the individual features for additional descriptive, programming and operational information.

Guide to Feature Programming

Program Number	Program Name	Default	Note
10-03-03	ETU Setup (LCA PKG Setup) - Transmit Gain Level (S-Level)	32 (0dB)	
10-03-04	ETU Setup (LCA PKG Setup) - Receive Gain Level (R-Level)	32 (0dB)	
10-03-05	ETU Setup (SLIU PKG): 0 SLT	0	
10-09-01	DTMF and Dial Tone Circuit Setup	Resource 01 - 96 = 0 (Common)	
15-03-01	Single Line Telephone Basic Data Setup - SLT Signaling Type	1	
15-03-03	Single Line Telephone Basic Data Setup - Terminal Type	0	
15-03-05	Single Line Telephone Basic Data Setup - Trunk Polarity Reverse	0	
15-03-06	Single Line Telephone Basic Data Setup - Extension Polarity Reverse	0	
15-03-07	Single Line Telephone Basic Data Setup - Enabled On-Hook When Holding (SLT)	1	
15-03-08	Single Line Telephone Basic Data Setup - Answer On-Hook when Holding (SLT)	1	
15-03-09	Single Line Telephone Basic Data Setup - Caller ID Function - For External Module	0	
15-03-10	Single Line Telephone Basic Data Setup - Caller ID Name	1	
15-03-11	Single Line Telephone Basic Data Setup - Caller ID Type	0	
15-03-14	Single Line Telephone Basic Data Setup - Forwarded Caller ID Display Mode	0	
20-03-01	System Options for Single Line Telephones - SLT Call Waiting Answer Mode	0	
20-03-02	System Options for Single Line Telephones - Ignore Received DP Dial on DTMF SLT Port	0	
20-03-03	System Options for Single Line Telephones - SLT DTMF Dial to Trunk Lines	0	
20-03-04	System Options for Single Line Telephones - Dial Sending Start Time for SLT or ARS	3	
20-03-05	System Options for Single Line Telephones - SLT Operation Mode	0	
20-03-06	System Options for Single Line Telephones - Headset Ringing Start Time	5 (seconds)	
20-03-07	System Options for Single Line Telephones - Trunk Call Dial Forced Sending Start Time (Forced Dial)	0 (seconds)	
20-06-01	Class of Service for Extensions	Extension 101 is Class 15 and other Extension are Class 1	
20-13-13	Class of Service Options (Supplementary Service) - Continued Dialing (DTMF) Signal on ICM Call	COS 01~15 = 1	
20-15-01	Ring Cycle Setup - Normal Incoming Call on Trunk	3	
20-15-03	Ring Cycle Setup - Incoming Internal Call	12	
20-15-05	Ring Cycle Setup - DID/DDI	8	

Program Number	Program Name	Default	Note
80-03-01	DTMF Tone Receiver Setup - Detect Level	Type 1~5 = 0	
80-03-02	DTMF Tone Receiver Setup - Start delay time	Type 1~5 = 0	
80-03-03	DTMF Tone Receiver Setup - Min. detect level	Type 1 = 10 (-20dBm) Type 2 = 15 (-25dBm) Type 3 = 15 (-25dBm) Type 4 = 10 (-20dBm) Type 5 = 10 (-20dBm)	
80-03-04	DTMF Tone Receiver Setup - Max. detect level	2 (-2dBm)	
80-03-05	DTMF Tone Receiver Setup - Forward twist level	Type 1 ~ 5 = 5 (6dBm)	
80-03-06	DTMF Tone Receiver Setup - Backward twist level	Type 1 ~ 5 = 0 (1dBm)	
80-03-07	DTMF Tone Receiver Setup - ON detect time	Type 1 = 1 (30ms) Type 2 = 1 (30ms) Type 3 = 1 (30ms) Type 4 = 1 (30ms) Type 5 = 1 (30ms)	
80-03-08	DTMF Tone Receiver Setup - OFF detect time	Type 1 = 1 (30ms) Type 2 = 1 (30ms) Type 3 = 1 (30ms) Type 4 = 1 (30ms) Type 5 = 1 (30ms)	
80-04-01	Call Progress Tone Detector Setup - Detection Level	Type 1 (DT) = 0 (-25dBm) Type 2 (BT) = 0 (-25dBm) Type 3 (RBT) = 0 (-25dBm) Type 4 = 0 Type 5 = 0	
80-04-04	Call Progress Tone Detector Setup - No tone time	Type 1 (DT) = 132 (3990ms) Type 2 (BT) = 132 (3990ms) Type 3 (RBT) = 132 (3990ms) Type 4 = 0 Type 5 = 0	

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Operation

Refer to the individual features listed in the Related Features section above in this feature.

SL Desktop Suite

Description

The NEC SL Desktop Suite allows users to control their Multiline terminal from their PC (Deskset mode) or the PC can become their Multiline terminal (SL Softphone Mode). Through licensing control and user selection, the application can be tailored to meet the needs of a variety of end users. Additional utilities are provided as part of the SL Desktop Suite:

- **Configuration Wizard** – steps the user through the process of providing the settings that are required to start the desktop application.
- **Outlook Add-In** – allows the user to dial out, transfer, conference, end call and perform screen pops through the Contacts folder within Microsoft Outlook.

Desktop Client

The Desktop Client enhances the operation of the Multiline Telephone by providing easy access to common, and not so common, system voice control features. This software application provides a very intuitive user interface that can be conveniently minimized to the taskbar. The user interface can even become visible and / or become the top application when a new call arrives. In addition to quick access to the system call features, the Desktop Client provides a call log for easy viewing of recently received, missed, or made calls just like your mobile phone. It also includes a directory to keep your commonly dialed numbers close at hand. The Desktop Client can be set to operate in either a Softphone mode or Deskset mode where it will help control a deskset phone from your PC.

Desktop Client has the following main components:

1. SL Desktop Application Software
This application runs on a PC and provides the PC-based GUI (Graphical User Interface) and features.

2. Headset (Optional)

The headset can be plugged into the Multiline telephone and used when making or receiving calls with the Desktop Client. Desktop Client runs on a PC and communicates with the system through TCP/UDP/IP. The Desktop Client can be run for a physical deskset station or a Softphone station. When calls come into the station, the Desktop Client displays it on the PC, and provides several features that allow the user to handle the call quickly. Desktop Client can be minimized to run in the background and pop to the front when call activity occurs. Calls can then be handled using either the keyboard or the mouse. The user speaks to the caller through the telephone handset, headset, or speakerphone of the Multiline telephone the application is running on, or through a USB handset or headset connected to PC running the Softphone.

Softphone

The Softphone is a software phone that functions as a SIP IP Station. The Softphone provides access to all features of a physical IP Station with a few exceptions. Through the VoIP connection to the SL1100 system, the user can speak to the caller through a USB Handset or USB Headset connected to the PC running the Softphone. The user can handle the call through the SL Desktop Suite software.

Deskset

The Deskset setting allows for a desktop phone to be controlled by the SL Desktop Suite software. The SL Desktop software provides access through the system VoIP connection to all basic features and additional features like call log and directory/contact list.

Conditions

- The SL Desktop Suite Application does not support Centrex trunks for transferring or call forwarding off-site.
- The SL Desktop Suite Application does not follow delay ringing. For example, if a virtual extension is

set to delay ring and appears on a Desktop terminal, the Desktop Suite will show the call as ringing immediately.

- Desktop Applications do not support Secondary Incoming Extensions.
- A maximum of 64 Desktop Applications connections is supported (Desktop Client, or Softphones). Any 1st-Party CTI over Ethernet connection takes away from the 64 maximum connections.
- The SL Desktop Application does not support Network Address Translation (NAT). Because of this, any Desktop Application must appear to be on the same network as the system VoIP Interface (VOIPDB). For remote Desktop Applications, like soft phone, this can be achieved by a VPN connection to the network the system resides on.
- SL Desktop Suite Application users cannot dial digits while a call is in progress.
- If the SL Desktop Suite user presses the disconnect button to abort a transfer, the call shows up in Desktop as a held call. The Desktop user is not automatically connected back to the caller.
- With SL Desktop Suite Applications, Intercom calls parked in the Desktop Application do not show up. Parked trunk calls will show as held calls if the trunk key is programmed on the phone. If the trunk is not programmed on the phone, parked trunk calls will be removed from Desktop.
- Any station using SL Desktop Suite Applications, in Softphone or deskset mode, must have an ICM key programmed in 15-07 (*00).
- BLF indication for another station is solid green or flashing green if the BLF is for the station the application is running. There is no difference between busy or ringing for a BLF of another station.
- If DND and CFA are set for another station, its BLF shows red.
- BLF/DSS to be monitored in the SL Desktop Suite Application must be programmed on a physical key on the phone or DSS console attached to the phone. DSS/ BLF buttons that are programmed on buttons that do not physically exist on the phone or on a DSS console that is not physically present do not show up in the Desktop Application.
- Once a SL Desktop Suite is launched on one PC using a User ID and Password in deskset or Softphone mode, the same User ID and Password cannot be used on a different PC in a different mode.
- If an IP Multiline phone is controlled by the SL Desktop Suite Application, it cannot be overridden by another IP multiline phone or Softphone.
- If the SL Desktop Suite is launched for a phone that is on a call, the Desktop will not show the active call until it is placed on hold.
- When using Multiple Logon, the same Personal ID index can be assigned to a IP Multiline phone/ Softphone, and a CTI Desktop.
- Two ports of the same terminal type (Program 15-05-26) cannot be assigned to the same Personal ID index (Program 15-05-27).
- Program 10-46-01 must be set to 1 (Auto) or 2 (Manual) for Multiple Logon to work.
- When three ports are assigned the same Personal ID index in Program 15-05-27, if Program 15-05-26 is not set for those ports, the terminal types will be assigned based on order of login. If Program 15-05-26 is set, the login order does not matter and they will assign the correct port.
- The Override feature functions the same as single login.
- The new Voice Message notification by Windows Toast is only supported in Softphone mode, and not in Deskset mode.
- Softphone supports only following Audio frame (payload) size for codec type. If different payload size is set, it would cause a loss of speech path between IP multiline Phone and Softphone.
 - For G.711 must be 20ms or 40ms (Program 84-24-01)
 - For G.729 must be 20ms or 40ms (Program 84-24-07)
 - For G.722 must be 20ms (Program 84-24-32)

Default Settings

None

S

System Availability

Terminals

IP4WW-24TIXH-C-TEL

IP4WW-24TXH-B-TEL and IP4WW-12TXH-B-TEL

Required Component(s)

SL-DT-DESKTOP SUITE-1 LIC

PC Class: Pentium 3

Processor Speed: 1Ghz

RAM: 512MB Minimum, 1GB Recommended

Display: Super VGA (800x600) or higher

50MB Available Disk Space

CD ROM Drive

Network Adapter

Sound Card

Windows XP SP2, Windows Vista 32- and 64-bit, Windows 7 32- and 64-bit

Optional Component(s)

Plantronics USB Headset

Speakers

Related Features

None

Guide to Feature Programming

Program Number	Program Name	Default
10-12-03	Default Gateway Define the default gateway to be used by the VOIPDB interface	0.0.0.0
10-12-09	IP Address Set or Verify IP for VOIPDB	172.16.0.10
10-12-10	Subnet Mask Define the Media Gateway Subnet	255.255.0.0

Program Number	Program Name	Default
10-20-01	External Equipment – TCP Port Define the TCP port number for the LAN CTI and O&M communication between the SL1100 and the Desktop Applications.	External Device 1 (CTIServer) = 0 External Device 5 (SMDR Output) = 0 External Device 6 (DIMOutput) = 0 External Device 9 (1st Party CTI) = 8282 External Device 11 (O&M Server) = 8010 External Device 12 (Traffic Report Output) = 0 External Device 13 (Room Data Output for Hotel Service) = 0
10-46-01	DR700 Server Information Setup – Register Mode If set to 0, when the phone boots up it reports the ext. assigned in the phone or chooses the next available extension in the system. No password is required. If set 1 the SIP user name and password must be entered on the actual IP phone. These settings must match 84-22/15-05-27, or the phone does not come on-line. If set to 2, when the phone boots up it prompts user to enter a user ID and password before logging in. It checks this user ID/password against 84-22/15-05-27. If there is no match, the phone does not come on-line.	0
15-05-27	IP Telephone Terminal Basic Data Setup – Personal ID Index When the SIP Multiline telephone is using manual/auto registration, assign each phone a unique personal index. Then go to command 84-22 to assign the user name and password.	0
15-05-28	IP Telephone Terminal Basic Data Setup – Addition Information Setup Set Talking Party to 0 for Desktop Application Softphone	0
15-07-01	Programmable Function Keys Assign a function key to terminals	Refer to Programming Manual
30-01-01	DSS Console Operating Mode Set the DSS system console mode.	0
30-02-01	DSS Console Extension Assignment – Extension Number Set the extension number for the multiline terminal connected with the DSS console (up to eight digits).	No Setting
30-03-01	DSS Console Key Assignment For DSS Console Chaining, assign a Speed Dialing Service Code (or) plus a 2-digit bin number to a DSS Console key.	Refer to Programming Manual
84-20-02	SIP Extension Basic Information Setup – Session Timer Value Define the periodic refresh time that allows both user agents and proxies to determine if the SIP session is still active.	180
84-20-03	SIP Extension Basic Information Setup – Minimum Session Timer Value Define to convey the minimum allowed value for the SIP session timer.	180
84-22-01	DR700 Multiline Logon Information Setup – User ID Input the User ID for each Personal ID Index (1-512) when using auto or manual registration in 10-46-01.	No Setting
84-22-02	DR700 Multiline Logon Information Setup – Password Input the Password for each Personal ID Index (1-512) when using auto or manual registration in 10-46-01.	No Setting
84-26-01	VoIP Basic Setup – IP Address Assign the IP address for each DSP on the VOIPDB.	172.16.0.20

S

Operation

Refer to the SL Desktop Suite Manual.

SL1100 MyCalls

Description

MyCalls is a single user, entry-level application that helps provide a real-time snapshot of all calls. It is also an ideal tool for your call management, call statistics, costing and reporting tasks. It uses the built in SMDR.

There are two Types of MyCalls (MyCalls Limited and MyCalls). The only difference between the two types is that MyCalls Limited is only able to monitor 20 Extensions, while the MyCalls is able to monitor all Extensions. The same software is loaded on the PC and the type is based on the license in the system.

MyCalls has a Configuration Import Tool which verifies if the SMDR is programmed correctly in the SL1100. If not configured correctly for SMDR, you are prompted to allow the tool to assign the correct programming.

Conditions

- If you have MyCalls Limited and want to upgrade to MyCalls, you have to purchase the MyCalls license.
- MyCalls will only show up to 8-digit Account codes. The SL1100 will still support up to 16-digit accounts, but only the first 8 digits will show in MyCalls.
- MyCalls will only show up to 16-digit Dialed Numbers.
- MyCalls cannot retrieve the MyCalls license when the 60-day free license is enabled. You will need to first disable the free license (PRG 90-55-01), then retrieve MyCalls license from system, and finally enable the free license back (if needed).
- MyCalls will not run on the 60-day free license but will run for 90 days from the first time installed on the PC.

FUTURE RELEASE

MyCalls PC Specification

The MyCalls server is the PC that is responsible for communicating with the SL1100 and holding the MyCalls database. MyCalls clients can be installed to retrieve information from the MyCalls server. A dedicated PC is strongly recommended for the MyCalls Server. The MyCalls server will require a TCP connection to the SL1100 in order to capture the SMDR output.

Minimum Hardware specification:

- Intel Dual Core 2.0 GHz / Intel i3 Processor
- 2 GB RAM
- Min 20 GB of available Hard Disk Space

Operating systems:

- Windows XP Pro min SP2
32 Bit only
- Windows Server 2003 SP2
32 Bit only
- Windows Vista Business, Ultimate and Enterprise
32 Bit only
- Windows 7 Professional, Ultimate and Enterprise
32 and 64 Bit
- Windows Server 2008 / R2
32 and 64 Bit

MyCalls is also supported on Terminal Services and Hyper V running on a Windows 2008 server.

MyCalls clients have the same minimum specification as the MyCalls server above.

Default Settings

MyCalls not installed and SMDR not programmed.

For more information please refer to the MyCalls Installation Manual and MyCalls SL1100 End User Manual

System Availability

Terminals

All Terminals

Required Components

VoIPDB

Related Features

Station Message Detail Recording

Guide to Feature Programming

The programs listed below indicate the most commonly used programs required for this feature. The programs are listed in the order that the installer should follow. Refer to the PCPro Wizard for further details on programming.

When a * is listed next to the Program Number it indicates a program that **MUST** be set (from a default state) for this feature to be enabled.

Program Number	Program Name/Description	Assigned Data
10-20-01 *	TCP Port Assign a valid TCP port to external device 5 (SMDR Output). It is recommended to not use ports 1 ~ 1023.	0 ~ 65535 (default = 0)
14-01-06	SMDR Printout - Per Trunk This option can include/exclude trunks from being reported in the SMDR printout. If a trunk is set to No Print Out (setting data of 0) any calls made or received on this line will not be reported in the SMDR printout.	0 = No (trunk will not be reported in the SMDR print out.) 1 = Yes (trunk will be reported in the SMDR print out.) (default = 1)
15-01-03	SMDR Printout - Per Station This option can include/exclude stations from being reported in the SMDR printout. If a station is set to No Print Out (setting data of 0) any calls made or received on this station will not be recorded in the SMDR printout.	0 = None (station will not be reported in the SMDR print out.) 1 = Yes (station will be reported in the SMDR print out.) (default = 1)
35-01-01	SMDR Output Port Type This enables/disables the SMDR data from being sent out of the SL1100.	0 = Not Set (SMDR disabled) 3 = LAN (SMDR enabled and sent out of the LAN port.) (default: SMDR port1 = 3 SMDR port2 = 0)
35-01-04	Omit Digits The number of digits entered in this option does not print on the SMDR report. For example, if the entry is 10, the first 10 digits a user dials do not appear on the SMDR report.	0 ~ 24 (0 = Not applied) (default = 0)
35-01-05	Minimum Digits Outgoing calls must be at least this number of digits for inclusion in the SMDR report.	0 ~ 24 (0 = Not applied) (default = 0)

Program Number	Program Name/Description	Assigned Data
35-01-06	Minimum Call Duration The duration of the call must be at least this time to be included on the SMDR report.	0 ~ 65535 seconds (0 = All) (default= 0)
35-01-07	Minimum Ring Time (For Incoming Calls) A call must ring for at least this time to be included on the SMDR report.	0 ~ 65535 seconds (0 = All) (default= 0)
35-01-08 *	Format Selection Need to be set to Overseas	0 = Format1 Type (North America) 1 = Format2 Type (Overseas) (default = 0)
80-05-01 *	Date Format Needs to be set to European Format	0 = American Format (Month / Day / Year) 1 = Japanese Format (Year / Month / Day) 2 = European Format (Day / Month / Year) (default = 0)
10- 12-01	IP Address Assign the IP Address for the CPU's NIC card. If a VoIPDB is installed in the system it is recommended to set this to 0.0.0.0 and all connections to the system will be made through the VoIPDB.	0.0.0.0 ~ 126.255.255.254 128.0.0.1 ~ 191.254.255.254 192.0.0.1 ~ 223.255.255.254 (default = 192.168.0.10)
10-12-02	Subnet Mask Assign the subnet mask for the CPU's NIC card. If a VoIPDB is installed in the system it is recommended to set PRG 10-12-01 to equal 0.0.0.0 and leave this program set to default.	Refer to the programming manual for all the possible valid subnet mask entries. (default = 255.255.255.0)
10-12-03	Default Gateway Assign the SL1100's default gateway IP address.	0.0.0.0 ~ 126.255.255.254 128.0.0.1 ~ 191.254.255.254 192.0.0.1 ~ 223.255.255.254 (default = 0.0.0.0)
10-12-09	VoIPDB IP Address Assign the IP Address for the VoIPDB. If a VoIPDB is installed in the system it is recommended to set PRG 10-12-01 to 0.0.0.0 and all connections to the system will be made through the VoIPDB.	0.0.0.0 ~ 126.255.255.254 128.0.0.1 ~ 191.254.255.254 192.0.0.1 ~ 223.255.255.254 (default = 172.16.0.10)
10-12-10	VoIPDB Subnet Mask Assign the subnet mask for the VoIPDB card.	Refer to the programming manual for all the possible valid subnet mask entries. (default = 255.255.0.0)
35-02-01	35-02-01 Toll Restricted Call SMDR can include or exclude calls blocked by Toll Restriction.	0 = Not Displayed 1 = Displayed (default = 1)
35-02-02	PBX Calls When the system is behind a PBX, SMDR can include all calls (1) or just calls dialed using the PBX trunk access code (0).	0 = Not Displayed 1 = Displayed (default = 1)
35-02-03	Trunk Number or Name Select whether the system should display the trunk name (0) or the number (1) on SMDR reports.	0 = Name 1 = Number (default = 1)
35-02-04 *	Summary (Daily) Set this option to (1) to have the SMDR report provides a daily summary (at midnight every night). Needs to be set to Not Displayed.	0 = Not Displayed 1 = Displayed (default = 1)
35-02-05 *	Summary (Weekly) Set this option to (1) to have the SMDR report provides a weekly summary (every Saturday at midnight). Needs to be set to Not Displayed.	0 = Not Displayed 1 = Displayed (default = 1)
35-02-06 *	Summary (Monthly) Set this option to (1) to have the SMDR report provides a monthly summary (at midnight on the last day of the month). Needs to be set to Not Displayed.	0 = Not Displayed 1 = Displayed (default = 1)
35-02-07 *	Toll Charge Cost Set this option to (1) have the SMDR report include toll charges. Needs to be set to Not Displayed.	0 = Not Displayed 1 = Displayed (default = 1)

Program Number	Program Name/Description	Assigned Data
35-02-08	Incoming Call Enable this option (1) to have the SMDR report include incoming calls. If you disable this option (0), incoming calls do not print.	0 = Not Displayed 1 = Displayed (default = 1)
35-02-09	Extension Number or Name Set this option (1) to have the SMDR report include extension numbers. Set this option (0) to have the SMDR report include extension names.	0 = Name 1 = Number (default = 1)
35-02-10	All Lines Busy (ALB) Output Determine if the All Lines Busy (ALB) indication should be displayed.	0 = Not Displayed 1 = Displayed (default = 0)
35-02-11	Walking Toll Restriction Table Number	0 = Not Output 1 = Output (default = 1)
35-02-12	DID Table Name Output Determine if the DID table name should be displayed.	0 = Not Displayed 1 = Displayed (default = 0)
35-02-13	CLI Output When DID to Trunk Determine if the CLI output should be displayed for DID.	0 = Not Displayed 1 = Displayed (default = 0)
35-02-14	Date Determine whether or not the date should be displayed on SMDR reports.	0 = Not Displayed 1 = Displayed (default = 0)
35-02-15	CLI/DID Number Switching Determine whether or not the CLI/DID Number Switching should be displayed.	0 = CLI (CLIP) 1 = DID Calling Number 2 = Calling Party Name (default = 0)
35-02-16 *	Trunk Name or Received Dialed Number Determine how the SMDR should print incoming calls on ANI/DNI or DID trunks. If set to 0, ANI/DNIS trunks cannot print DN's digits. set to (0) trunk names are printed instead. Needs to be set to Both.	0 = Trunk Port Name 1 = Received Dialed Number 2 = Both (default = 0)
35-02-17	Print Account Code or Caller Name of Incoming Call Determine if SMDR should print Account Code or Caller Name of Incoming Call.	0 = ACC 1 = CNAME (default = 0)
35-02-18	Print Mode for Caller Name of Incoming Call Determine how SMDR should print Caller Name of Incoming Call.	0 = Normal 1 = Line Feed (default = 0)
35-02-19	Dialed Number Output Format Determine if the dialed number should display from the first digits or from the last digits. This option is only available for outgoing calls.	0 = Display from the first digit 1 = Display from the last digit (default = 0)
35-02-20	External Information CFW Mode Determine which information is displayed in the "STATION" area for a transferred call when the extension has Call Forward set with an Abbreviated Dial number as the destination. Selecting "0" (Transfer Info) will display the extension number which called the extension with external Call Forward set. Selecting "1" (Incoming Info) will display the extension number which has the external Call Forward set. This option only applies when Call Forward is set using a service code (Programs 11-11-01 ~ 11-11-07) and the destination uses an Abbreviated Dial bin. It does not include Off-Premise or Centrex transfers.	0 = Transfer Information 1 = Incoming Information (default = 0)

Operation

None

Description

Each display telephone provides interactive softkeys for intuitive feature access. It is no longer necessary to remember feature codes to access the telephone advanced features because the function of the softkeys change as the user processes calls.

Additional options allow you to fine tune the Multiline Terminal volume levels for handset receive and transmit, speaker volume, ringer and handset volume, and headset volume levels. You can also customize the point at which the built-in speakerphone switches from transmit to receive; a boon for noisy environments. The display telephones also have a contrast control for the LCD display.

Soft key mode (DSX) is set at PRG 15-02-60 : Mode2 and can be entered by depressing Center key when the terminal is idle. Refer Navigation key feature section.

Conditions

- If a feature is restricted by an extension Class of Service, though the Softkey menu still displays the option, the user cannot set the feature.
- The feature must be active to change the volume (e.g., telephone must be ringing, page being heard, etc.).

Default Settings

Display shows time/date/extension/Softkey menu information.

System Availability

Terminals

All Multiline Terminals

Required Component(s)

None

Related Features

Directory Dialing

Volume Controls

Guide to Feature Programming

Program Number	Program Name	Default
11-11-13	Service Code Setup (for Setup/Entry Operation) - Display Language Selection for Multiline Terminal	678
15-02-01	Multiline Telephone Basic Data Setup - Display Language Selection (To select options 6~11, press either 6 or Help, then press line keys 1~6. To select options 12~16, press either 12 or Help, then press line keys 1~5.)	1
15-02-60	Soft Key/Navigation key Mode	2

Operation

None

S

Station Hunt

Description

After calling a busy extension, a call immediately hunts to the next available member of the Hunt Group (Department Group). The caller does not have to hang up and place another Intercom call if the first extension called is unavailable.

Conditions

- If required, use this option to change the Department Step Calling Single Digit Service Code (default 2).
- A function key for Department Step Calling can be assigned (code 36).
- In PRG 20-08-12, enable (1) or disable (0) an extension user ability to use Department Step Calling.

Default Settings

Disabled

System Availability

Terminals

All Terminals

Required Component(s)

None

Related Features

Department Calling

Department Step Calling

Guide to Feature Programming

Program Number	Program Name	Default
11-16-01	1 Digit Service Code Setup - Step Call	2
16-01-03	Department Group Basic Data Setup - Department Routing When Busy (Auto Step Call)	0
20-06-01	Class of Service for Extensions	Extension 101 is Class 15 and other Extension are Class 1
20-09-07	Class of Service Options (Incoming Call Service) - Call Queuing	COS 01~15 = 1
20-13-06	Class of Service Options (Supplementary Service) - Automatic Off-Hook Signaling (Automatic Override)	COS 01~15 = 1

Operation

To make a Step Call:

1. Place a call to a busy extension.

S

Station Message Detail Recording

Description

Station Message Detail Recording (SMDR) provides a record of the system trunk calls. Typically, the record outputs to a customer-provided printer, terminal or SMDR data collection device. SMDR allows you to monitor the usage at each extension and trunk. This makes charge-back and traffic management easier.

SMDR provides the following options:

- **Abandoned Call Reporting**

The SMDR report includes calls that rang into the system but were unanswered (i.e., abandoned). SMDR can include all abandoned calls or only those abandoned calls that rang longer than the specified duration. The Abandoned Call Report helps you keep track of lost business.

- **Blocked Call Reporting**

When Toll Restriction blocks a call, you can have SMDR print the blocked call information. Or, you can have SMDR exclude these types of calls. With Blocked Call Reporting, you can better customize Toll Restriction for the site application.

- **Customized Date Format**

The SMDR header can show the report date in one of three formats: American, European or Japanese. Set the format for your preference.

- **Transferred Call Tracking**

SMDR shows each extension share of a transferred call. If an outside call is transferred among four extensions, SMDR shows how long each of the callers stayed on the call.

- **Data Call Tracking**

Data Call Tracking can log the system internal data calls. Since SMDR normally logs external (trunk) data calls, Data Call Tracking lets you get a complete picture of data terminal activity.

- **Digit Counting**

With Digit Counting, SMDR can selectively keep track of toll calls. For example, if the digit count is nine, SMDR does not include toll calls in the home area code. Digit Counting permits SMDR to include only the calls you want to monitor.

- **Digit Masking**

Digit Masking lets you X out portions of the number dialed on the SMDR report. A digit mask of seven, for example, masks out all exchange codes (NNXs) and local addresses. Digit Masking makes it easier to keep track of calling patterns, without having to interpret each individual number. You can also use Digit Masking to block out access and security codes.

- **Duration Monitoring**

SMDR can include calls of any duration, or only those that last longer than the interval you specify. If you want to keep track of all trunk activity, use a short duration. To keep track of only significant usage, use a longer duration.

- **Extension Exclusion**

You can selectively exclude extensions from the SMDR report. This ensures privacy for high-profile callers. For example, the company attorney negotiating a merger may not want his calls to show up on an in-house report.

- **PBX Call Reporting**

If your system is behind a PBX, you can have SMDR monitor all traffic into the PBX or just calls placed over PBX trunks. The SMDR record can include all PBX calls (including calls to PBX extensions) or just calls that include the PBX trunk access code.

- **Trunk Exclusion**

Use Trunk Exclusion to exclude certain trunks not subject to per-call charges (like WATS lines) from the SMDR report. This makes call accounting easier, since you review only those calls with variable costs.

- **Usage Summaries**

SMDR can automatically print daily, weekly and monthly call activity summaries. Each summary includes the total number of regular trunk calls and ISDN trunk calls, and the costs for each type. The daily report prints every day at midnight. The weekly report prints every Sunday night at midnight.

The monthly report prints at midnight on the last day of the month.

• Extension Name or Number

The SMDR report can include an extension name or extension number. Choose the method that makes it easier for you to track call usage.

(The LAN port only provides information through LAN-capable programs, such as HyperTerminal. Printing of the SMDR information must be done from within that program.)

SMDR Enhanced for Caller ID

The SMDR output is enhanced to include up to 16 or 24 characters of the Caller ID name information (depending on the view option selected in PRG 35-02-18). You can select to display the Caller ID number or name or the DID number. If you want to display the Caller Name in the DIALLED NO./CLI and ACCOUNT area, select 2 in the updated PRG 35-02-15 and 1 in PRG 35-02-17.

If the Caller ID name is not received, the area for Caller ID Name is left blank.

Sample SMDR Report

For example, with PRG 35-01-09 = 0 (Format for NA) and PRG 35-02-17 = 1 (Caller ID Name), if a call is received with the Caller ID Name of NEC Infrontia Corporation (24 characters), the following SMDR record is displayed:

CLASS	TIME	DATE	LINE	DURATION	STATION	DIALLED No./CLI	ACCOUNT
POT	10:52	12/09	002	00:00:10	2001	2142623801	08754
PIN	10:52	12/09	001	00:00:20	2017	2142623802	NECinfrontia Corp.
PIN	10:53	12/09	002			2142623801	NO ANSWER

If PRG 35-02-18 = 1 (Caller ID Name Output Method) is set to line feed, the SMDR displays as follows:

CLASS	TIME	DATE	LINE	DURATION	STATION	DIALLED No./CLI	ACCOUNT
POT	10:52	12/09	002	00:00:10	2001	2142623801	08754
PIN	10:52	12/09	001	00:00:20	2017	2142623802	NECinfrontia Corp.
NEXT NECinfrontia Corp.							
PIN	10:53	12/09	002			2142623801	NO ANSWER

Table 1-64 SMDR Report Definitions

Report Headings	Definitions
Call Record Number	SMDR record number (consecutive)
CLASS	Type of call (see Class Definitions below)
TIME	Time call placed or answered. (For Transferred calls, shows time user picked up Transfer.)
DATE	Date the call was made
LINE	Trunk number used for call
DURATION	The time the call lasted. (For Transferred calls, shows how long user was on call after answering the Transfer.)
STATION	Extension number of call owner (i.e., extension that first placed or answered call) (For Transferred calls, there can be more than one owner - depending on how many extensions shared the call.)



Report Headings	Definitions
DIALLED No./CLI	For outgoing calls, the number dialed or, for incoming calls, the Caller ID information
ACCOUNT	Account Code number entered by extension user
Class Definitions	
POT	Outgoing trunk call
POTA	Outgoing trunk call placed using Toll Restriction Override
PIN	Incoming trunk calls
POTP	Outgoing trunk call with Personal Code
POTW	Outgoing trunk call by using Walking Toll Restriction
ALB	All lines in group are busy (group number follows TIME field)
BRD	Call blocked due to Toll Restriction
BFL	SMDR Buffer Full
NEXT	Calling Party Name for previous record
PTRS	Transferred call (Incoming/Outgoing)
IVIN	BRI/PRI inbound trunk call
IVOT	Outgoing BRI/PRI trunk call
IVOTP	Outgoing BRI/PRI trunk call with Personal Code
ITRS	Transferred BRI/PRI call (Incoming/Outgoing)
SDTA	Internal Data Call
IDIN	Incoming Tie Line call
IDOT	Outgoing Tie Line call
SAD	Outgoing call from sensor
WAD	Outgoing call form remote inspection

Table 1-65 SMDR Report Format with PRG 35-02-14 Set to '0'


Character Position	Field Definition
Header Line 1	
1~60	Spaces
61~70	MM/DD/YYYY
71	Space
72~75	PAGE
76	Space
77~79	Report page number (e.g., 001)
CR & LF	Carriage return and line feed
Header Line 2	
1~5	CLASS
6	Space
7~10	TIME
11~14	Spaces
15~18	LINE
19~22	Spaces
23~30	DURATION

Character Position	Field Definition
31~32	Spaces
33~39	STATION
40~44	Spaces
45~51	DIALLED
52	Space
53~59	No./CLI
60~63	Spaces
64~70	ACCOUNT
CR & LF	Carriage return and line feed
LF	Line feed
SMDR Record	
1~4	Call type (e.g., POT for outgoing)
5	Space
6~10	Time in 24 hour clock (HH:MM)
11	Space
12~21	LINE
22	Space
23~30	Call Duration (HH:MM:SS)
31	Space
32~41	Station number or name
42	Space
43~62	Number dialed (20 digits maximum)
63	Space
64~79	Account number or NO ANSWER

Table 1-66 SMDR Report Format with PRG 35-02-14 Set to '1'

Character Position	Field Definition
Header Line 1	
1~60	Spaces
61~70	MM/DD/YYYY
71	Space
72~75	PAGE
76	Space
77~79	Report page number (e.g., 001)
CR & LF	Carriage return and line feed
Header Line 2	
1~5	CLASS
6	Space
7~10	TIME
11	Spaces
12~15	DATE





Character Position	Field Definition
16~17	Spaces
18~21	LINE
22	Space
23~30	DURATION
31~32	Spaces
33~39	STATION
40~44	Spaces
45~51	DIALLED
52	Space
53~59	No./CLI
60~63	Spaces
64~70	ACCOUNT
CR & LF	Carriage return and line feed
LF	Line feed
SMDR Record	
1~4	Call type (e.g., POT for outgoing)
5	Space
6~10	Time in 24 hour clock (HH:MM)
11	Space
12~16	DATE
17	Space
18~21	LINE
22	Space
23~30	Call Duration (HH:MM:SS)
31	Space
32~41	Station number or name
42	Space
43~62	Number dialed (20 digits maximum)
63	Space
64~79	Account number or NO ANSWER

Table 1-67 SMDR Summary Report

<p>OUTGOING CALL/COST SUMMARY</p> <p>FOR DAY OF nn/nn/nn</p> <p align="center">TOTAL NO. OF OUTGOING PSTN CALLS: 0</p> <p align="center">TOTAL NO. OF OUTGOING ISDN CALLS: 0</p> <p align="center">NO. OF OUTGOING PSTN CALLS COSTED: 0 COST: 0</p> <p align="center">NO. OF OUTGOING ISDN CALLS COSTED: 0 COST: 0</p> <p>OUTGOING CALL/COST</p>
--

OUTGOING CALL/COST SUMMARY

SUMMARY FOR WEEK ENDING nn/nn/nn

TOTAL NO. OF OUTGOING PSTN CALLS: 49
 TOTAL NO. OF OUTGOING ISDN CALLS: 0
 NO. OF OUTGOING PSTN CALLS COSTED: 0 COST: 0
 NO. OF OUTGOING ISDN CALLS COSTED: 0 COST: 0

OUTGOING CALL/COST SUMMARY

FOR MONTH ENDING nn/nn/nn

TOTAL NO. OF OUTGOING PSTN CALLS: 49
 TOTAL NO. OF OUTGOING ISDN CALLS: 0
 NO. OF OUTGOING PSTN CALLS COSTED: 0 COST: 0
 NO. OF OUTGOING ISDN CALLS COSTED: 0 COST: 0

S

Conditions

- SMDR data does not include Intercom calls.
- The SMDR call buffer stores 320 calls. The buffer stores calls when the SMDR device is unavailable. When the buffer fills, the oldest record is deleted to allow the new record to be saved.
- When SMDR reports are enabled using the same port as the Traffic Reporting feature (example: 147), the SMDR blocks the Traffic reports. Unplug the cable and plug it back in to allow Traffic reports to print.
- SMDR requires a connection to the CPU LAN.
- If no answer is received, NO ANSWER is displayed regardless of the system programming for the Caller ID display option.
- The setting in PRG 35-02-18 works regardless of the entry in PRG 35-02-15 or 35-02-17.
- When PRG 35-02-18 is set to 1, the first and second lines are sometimes separated. When the buffer is full, the overflowed data may not be shown.
- The special characters used in the system cannot be output to the SMDR - they are converted to (_).
- To use the PBX Call Reporting option, program system for behind PBX operation.

Default Settings

Disabled

System Availability**Terminals**

All Stations

Required Component(s)

None

Related Features**PBX Compatibility/Behind PBX****Traffic Reports**

Guide to Feature Programming

The programs listed below indicate the most commonly used programs required for this feature. The programs are listed in the order that the installer should follow. Refer to the PCPro wizards for further detailed programming.

- When a * is listed next to the Program Number it indicates a program that **MUST** be set (from a default state) for this feature to be enabled.

Program Number	Program Name/Description	Assigned Data
10-20-01 *	TCP Port Assign a valid TCP port to external device 5 (SMDR Output). It is recommended to not use ports 1 ~ 1023.	0 ~ 65535 (default = 0)
14-01-06	SMDR Printout - Per Trunk This option can include/exclude trunks from being reported in the SMDR printout. If a trunk is set to No Print Out (setting data of 0) any calls made or received on this line will not be reported in the SMDR printout.	0 = No (trunk will not be reported in the SMDR print out.) 1 = Yes (trunk will be reported in the SMDR print out.) (default = 1)
15-01-03	SMDR Printout - Per Station This option can include/exclude stations from being reported in the SMDR printout. If a station is set to No Print Out (setting data of 0) any calls made or received on this station will not be recorded in the SMDR printout.	0 = None (station will not be reported in the SMDR print out.) 1 = Yes (station will be reported in the SMDR print out.) (default = 1)
35-01-01	SMDR Output Port Type This enables/disables the SMDR data from being sent out of the SL1100.	0 = Not Set (SMDR disabled) 3 = LAN (SMDR enabled and sent out of the LAN port.) (default = 3)
10-12-01	IP Address Assign the IP Address for the CPU's NIC card. If a VoIPDB is installed in the system it is recommended to set this to 0.0.0.0 and all connections to the system will be made through the VoIPDB.	0.0.0.0 ~ 126.255.255.254 128.0.0.1 ~ 191.254.255.254 192.0.0.1 ~ 223.255.255.254 (default = 192.168.0.10)
10-12-02	Subnet Mask Assign the subnet mask for the CPU's NIC card. If a VoIPDB is installed in the system it is recommended to set PRG 10-12-01 to equal 0.0.0.0 and leave this program set to default.	Refer to the programming manual for all the possible valid subnet mask entries. (default = 255.255.255.0)
10-12-03	Default Gateway Assign the SL1100's default gateway IP address.	0.0.0.0 ~ 126.255.255.254 128.0.0.1 ~ 191.254.255.254 192.0.0.1 ~ 223.255.255.254 (default = 0.0.0.0)
10-12-09	VoIPDB IP Address Assign the IP Address for the VoIPDB. If a VoIPDB is installed in the system it is recommended to set PRG 10-12-01 to 0.0.0.0 and all connections to the system will be made through the VoIPDB.	0.0.0.0 ~ 126.255.255.254 128.0.0.1 ~ 191.254.255.254 192.0.0.1 ~ 223.255.255.254 (default = 172.16.0.10)
10-12-10	VoIPDB Subnet Mask Assign the subnet mask for the VoIPDB card.	Refer to the programming manual for all the possible valid subnet mask entries. (default = 255.255.255.0)

SMDR flowcharts are located on the following pages.

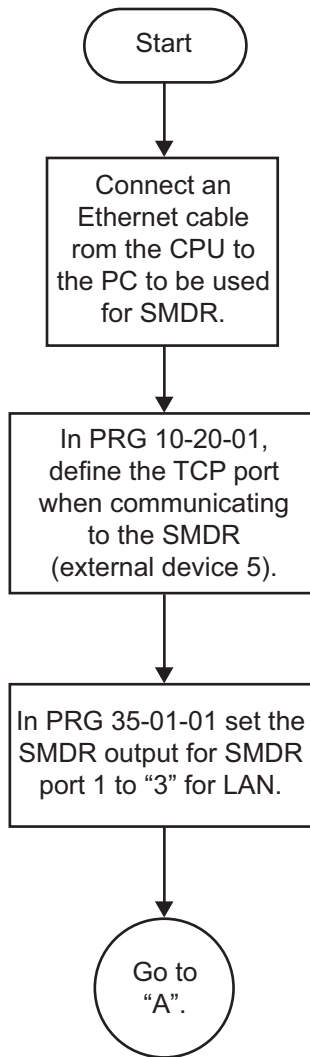


Figure 1-51 SMDR with a CPU Connection Ethernet

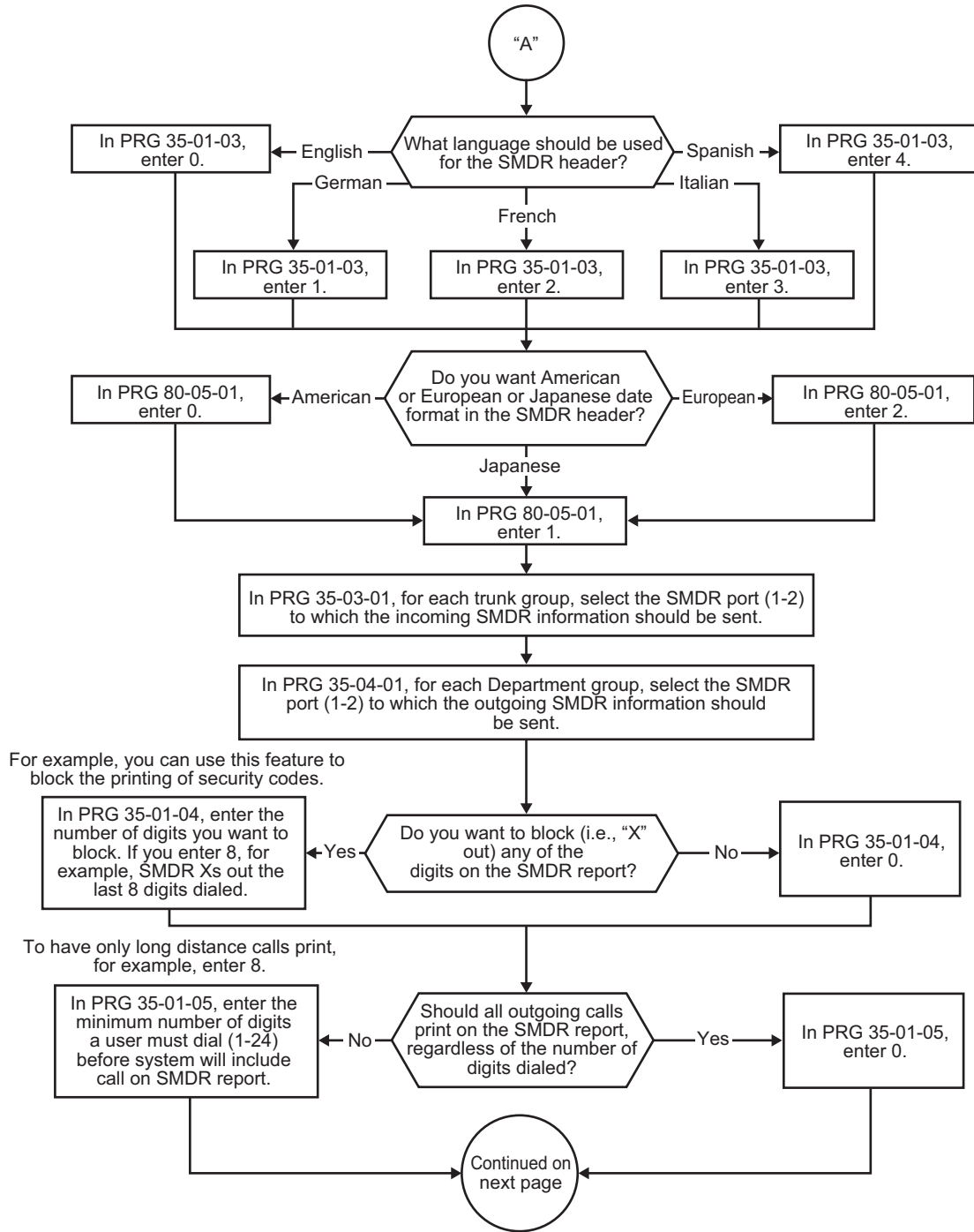


Figure 1-52 SMDR Flowchart

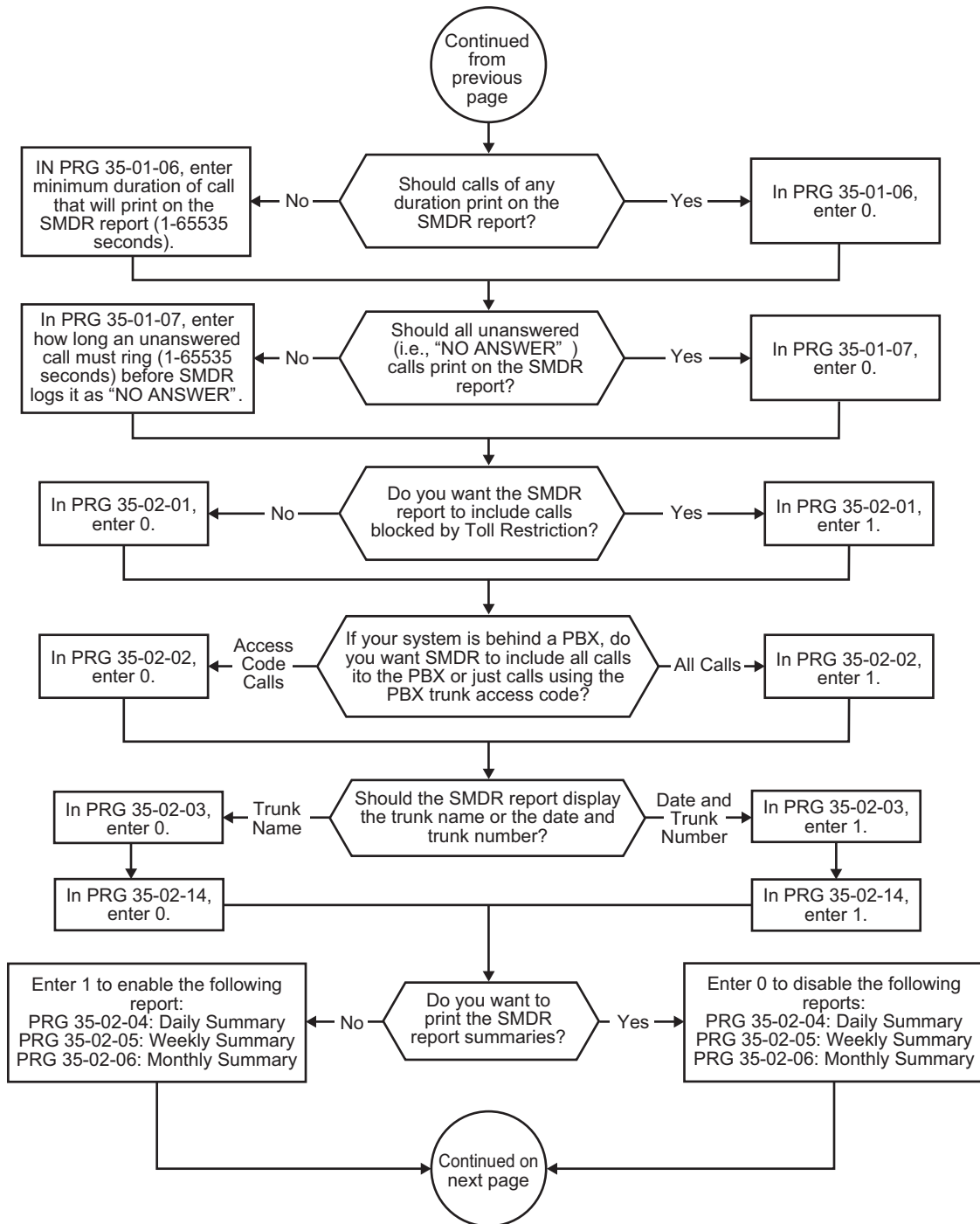


Figure 1-53 SMDR Flowchart (Continued)



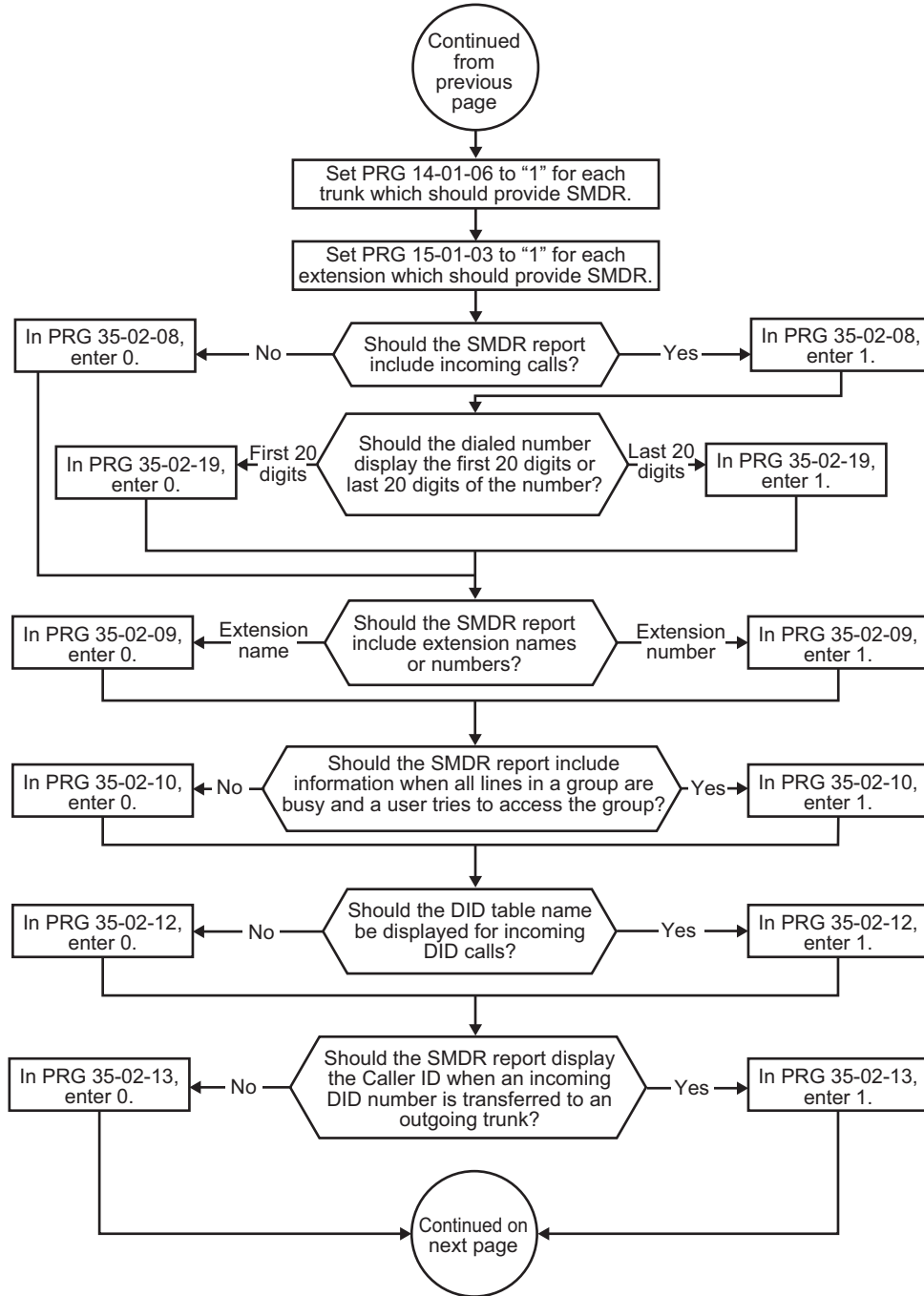


Figure 1-54 SMDR Flowchart (Continued)

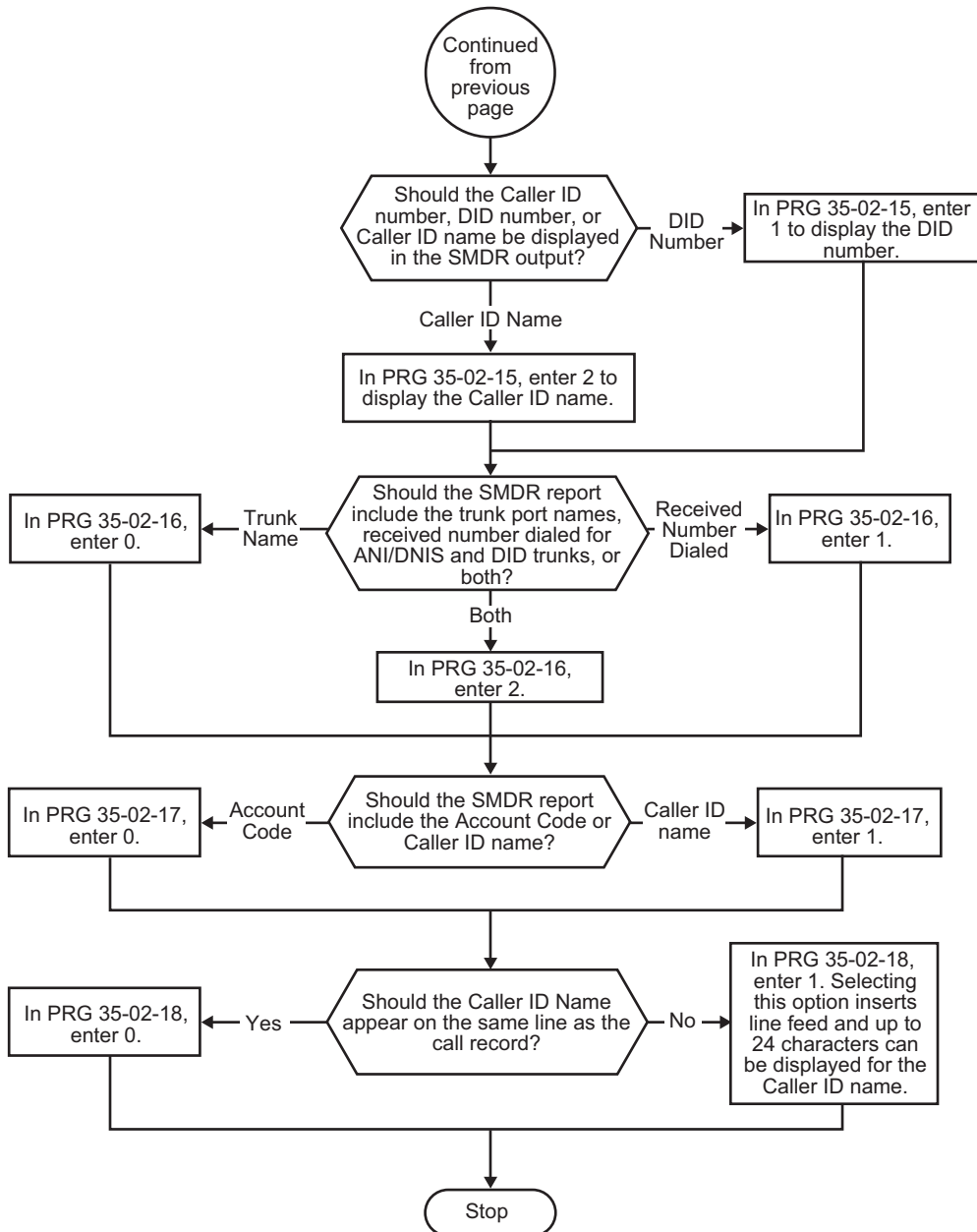


Figure 1-55 SMDR Flowchart (Continued)

Operation

Once installed and programmed, SMDR operation is automatic.

Station Name Assignment - User Programmable

Description

This feature allows a user to program the Station Name for their telephone extension or any extension within the system. The name is displayed on the Multiline Terminal LCD when an intercom call is placed.

Conditions

- Display telephones use extension names for Directory Dialing.
- Single Line Terminal extensions cannot program names.

Default Settings

Enabled

System Availability

Terminals

All display Multiline Terminals

Required Component(s)

None

Related Features

Directory Dialing

Name Storing


Guide to Feature Programming

Program Number	Program Name	Default
11-11-22	Service Code Setup (for Setup/Entry Operation) - Extension Name Programming	700
15-01-01	Basic Extension Data Setup - Extension Name	STA 101~184 = No Setting
15-07-01	Programmable Function Keys	Refer to Programming Manual.
20-06-01	Class of Service for Extensions	Extension 101 is Class 15 and other Extension are Class 1
20-13-21	Class of Service Options (Supplementary Service) - Extension Name	COS 01~15 = 1

Operation

To program your extension name:


1. Press Speaker key.
2. Dial **700**.
- OR -
Press the **Extension Name Change** key (PRG 15-07 or SC **751**: 55).
3. Press Hold key.
4. Enter the name. (Refer to [Table 1-61 Selectable Display Messaging Defaults on page 1-583.](#))

 *Your name can be up to 12 digits maximum.*

5. Press Hold key.
6. Press Speaker key to hang up.

To program any extension name:

1. Press Speaker key.
2. Dial **700**.
- OR -
Press the **Extension Name Change** key (PRG 15-07 or SC **751**: 55).
3. Enter the extension number to be named.
4. Enter a name. (Refer to [Table 1-68 Keys for Entering Names on this page.](#))

 *The name can have up to 12 digits maximum.*

5. Press Hold key.
6. Press Speaker key to hang up.

Table 1-68 Keys for Entering Names

Use this keypad digit . . .	When you want to . . .
1	Enter characters: 1 @ [¥] ^ _ ` { } → ← Á À Ã Ä Å Æ Ç È É Ì Í Ö
2	Enter characters: A-C, a-c, 2.
3	Enter characters: D-F, d-f, 3.
4	Enter characters: G-I, g-i, 4.
5	Enter characters: J-L, j-l, 5.
6	Enter characters: M-O, m-o, 6.
7	Enter characters: P-S, p-s, 7.
8	Enter characters: T-V, t-v, 8.
9	Enter characters: W-Z, w-z, 9.
0	Enter characters: 0 ! " # \$ % & ' () ò ó ú â ä æ ö ü α ε θ B
*	Enter characters: * + , - . / : ; < = > ? π Σ σ Ω ∞ φ £
#	# = Accepts an entry (only required if two letters on the same key are needed - ex: TOM). Pressing # again = Space. (In system programming mode, use the right arrow Softkey instead to accept and/or add a space.)
Clear/Back or DND	Clear the character entry one character at a time.
Flash	Clear all the entries from the point of the flashing cursor and to the right.



Station Relocation

Description

Station Relocation allows a station to be moved from one location to another, without having to reprogram the station data. The station features and extension number are the same after it is moved to the new location.

Conditions

- This feature can be used to swap or relocate multiline and Single Line Terminals.
- The destination extension must be idle. If the station is not idle, busy tone is heard.
- If the Extension Swap service code is dialed from an extension that does not have an extension swap password programmed, busy tone is heard.
- If the Extension Swap service code is dialed from an extension whose Class of Service does not allow Extension Data Swap, busy tone is heard.
- If the destination extension entered is not a valid extension, busy tone is heard.
- The following user setting data is relocated with the extension. All other user setting data is either not relocated or cleared.
 - DND
 - Call Forwarding
 - Memo Dial
 - Last Number Dial History
 - Saved Number Dial
 - Incoming History
 - Mute LED Status
 - VM MW LED Status

Refer to the Programming section in this feature for system programs that are swapped.

Default Settings

None

System Availability

Terminals

All Multiline Terminals and Single Line Terminals

Required Component(s)

None

Related Features

None

Guide to Feature Programming

Program Number	Program Name	Default
11-15-12	Service Code Setup, Administrative (for Special Access - Extension Data Swap	not assigned

Program Number	Program Name	Default
20-13-42	Class of Service Options (Supplementary Service) - Extension Data Swap Enabling	COS 01~15 = 1
92-05-01	Extension Data Swap Password - Password	not assigned

The following programs are swapped when Station Relocation is used:

- PRG 11-02 Extension Numbering
- PRG 12-05 Night Mode Group Assignment for Extensions
- PRG 13-03 Speed Dialing Group Assignment for Extensions
- PRG 15-01 Basic Extension Data Setup
- PRG 15-02 Multiline Terminal Basic Data Setup
- PRG 15-03 Single Line Terminal Basic Data Setup
- PRG 15-06 Trunk Access Map for Extensions
- PRG 15-07 Programmable Function Keys
- PRG 15-08 Incoming Virtual Extension Ring Tone Setup
- PRG 15-09 Virtual Extension Ring Assignment
- PRG 15-10 Incoming Virtual Extension Ring Tone Order Setup
- PRG 15-11 Virtual Extension Delayed Ring Assignment
- PRG 15-12 Conversation Recording Destination for Extensions
- PRG 15-14 Programmable One-Touch Keys
- PRG 16-02 Department Group Assignment for Extensions
- PRG 20-06 Class of Service for Extensions
- PRG 21-02 Trunk Group Routing for Extensions
- PRG 21-04 Toll Restriction Class for Extensions
- PRG 21-07 Toll Restriction Override Password Setup
- PRG 21-10 Dial Block Restriction Class Per Extension
- PRG 21-11 Extension Ringdown (Hotline) Assignment
- PRG 21-13 ISDN Calling Party Number Setup for Extensions
- PRG 21-15 Individual Trunk Group Routing for Extensions
- PRG 21-19 IP Trunk (SIP) Calling Party Number Setup for Extension
- PRG 23-02 Call Pickup Groups
- PRG 23-03 Universal Answer/Auto Answer
- PRG 23-04 Ringing Line Preference for Virtual Extensions
- PRG 24-03 Park Group
- PRG 26-04 ARS Class of Service
- PRG 30-02 DSS Console Extension Assignment
- PRG 31-02 Internal Paging Group Assignment
- PRG 42-02 Hotel/Motel Telephone Setup



Operation

To exchange two terminals:

1. Pick up the handset or press Speaker key.
2. Dial the Extension Data Swap Service Code - not assigned at default (PRG 11-15-12).
3. Dial the Extension Data Swap Password - not assigned at default (PRG 92-05-01).
4. Dial the extension to be swapped with or relocated to.
5. When successfully completed, confirmation tone is heard and the display shows completed.
6. Press Speaker key twice to exit.

T1 Trunking (with ANI/DNIS Compatibility)

Description

The T1/PRI Interface gives the system T1 trunking ability. This unit provides up to 24 trunk circuits. In addition to providing digital-quality trunking, the T1/PRI Interface allows you to have maximum trunking ability with fewer units. This in turn makes more universal slots available for other functions.

You can program each T1/PRI for any combination of the following trunks:

- CO loop start
- CO ground start
- Direct Inward Dialing

T1/PRI uses the first block of 24 consecutive trunks. For example, if you have a COIU installed for trunks 1~8, the T1/PRI Interface automatically uses trunks 9~32. If you have COIU installed for trunks 1~8 and 17~24, the T1/PRI uses trunks 25~48. The T1/PRI Interface cannot use trunks 9~16 (even if available) since they are not part of a consecutive block of 24 trunks. Each T1/PRI requires that 24 consecutive ports be available in the system even if not all the ports are used otherwise the unit does not function.

The T1/PRI can be programmed as a 4/8/12/16/20/24 port Fractional T1/PRI.

ANI/DNIS Compatibility

The system is compatible with Telco T1 Automatic Number Identification (ANI) and Dialed Number Information Service (DNIS) services. A complement to Caller ID service, ANI/DNIS Compatibility provides:

- Receive Format
The Receive Format must be set as ***ANI*DNIS*** in PRG 34-09-01 option 4, which is treated as a Feature Group D format. (Example of ANI Information KP009727517645STKP7100ST.)
- Flexible Routing
Based on the data received, the system can route the incoming ANI/DNIS call to:
 - An extension
 - A VRS and play a VRS message to the caller
 - A Department Group pilot number
 - A trunk Ring Group
- Route According to DID Translation Table or Speed Dial Bins
Calls can be routed based on either the number of digits defined in PRG 22-09-01 (digits 1~8) or by digits entered in Speed Dial bins in PRG 13-04-01.

ANI/DNIS Data Displayed as Caller ID Data

- Data Error and Unanswered Call Handling
If a call cannot be completed, send it to a predetermined Ring Group or play supervisory tones to the caller.

Conditions

- At Release 1 Receive Format for ANI/DNIS is Feature Group D (PRG 24-09-01, option 4) only. Other Formats are future enhancement.
- T1 Trunking requires a T1/PRI Interface and a customer-provided CSU/DSU to interface with the Telco. Consult your sales representative and the System Hardware Manual for additional details.
- ANI/DNIS Compatibility requires using system DTMF receivers. When all receivers are busy, the incoming ANI/DNIS call waits for a receiver to become available.
- The ANI/DNIS/Address data received from the Telco can have up to 10 digits.
- An extension Class of Service (PRG 20-09-02) determines whether ANI information is displayed.
- Refer to [Digital Trunk Clocking on page 1-180](#) for the specifics on how the system detects dial tone.
- The T1 Tie Line can be used for networking.

- The T1/PRI Interface provides Tie Line service. All programming parameters are the same as those used for analog Tie Lines (except for the additional T1/PRI Interface settings).
- With an SL1100 - Expanded Port Package, up to 48 T1 trunks can be assigned.
- You can use T1 trunks in place of standard analog trunks. The procedures for placing and answering calls are the same for both trunks.
- The T1/PRI Interface provides DID service. All programming parameters are the same as those used for analog DID trunks (except for the additional T1/PRI Interface settings).
- SMDR can print trunk port names or received dialed number for ANI/DNIS or DID trunks. If enabled in programming, DNIS digits can be printed on the SMDR reports instead of the trunk name.
- T1 trunks follow Tie Line toll restriction programming (PRG 34-01-05 and PRG 34-08).
- When using Fractional T-1s, the unit comes up with zero ports until PRG 10-03-06 is set to the 4/8/12/16/20/24 (auto) and then reset.
- If the number of ports are changed for a fractional T-1 in PRG 10-03-06, the trunk ports could be re-assigned if the numerical sequence would split or it could fit into an empty gap of trunk ports.
Examples:
The COIU is assigned for trunk ports 1~8 and 17~24 and the T-1 (12 ports) was assigned as ports 25~36, the number of T-1s change to eight ports instead of 12. The new trunk port numbers are assigned as 9~16 because the eight ports can fit into the gap between ports 8 and 17 without splitting the numerical port number sequence.
The COIU is assigned for trunk ports 1~8 and 17~24 and the T-1 (eight ports) was assigned as 9~16 and then the T-1 was changed from eight to 12 ports. The new trunk port numbers are assigned as 25~36 because the port number sequence would have to be split to keep them within the original number sequence (9~16) and splitting the numerical port number sequence is not supported.
- Incoming calls on T1/ANI trunks can only follow PRG 22-11-01. They do not follow PRG 22-11-05 and PRG 22-11-06.

Default Settings

Disabled

System Availability

Terminals

All Terminals

Required Software

None

Required Component(s)

IP4WW-1PRIU-C1

Locally provided CSU/DSU

Related Features

Caller ID

Central Office Calls, Answering

Central Office Calls, Placing

Code Restriction

Dial Tone Detection

Direct Inward Dialing (DID)**ISDN Compatibility****Station Message Detail Recording****Guide to Feature Programming***The items highlighted in gray are read only and cannot be changed.*

Program Number	Program Name	Default
10-03-01	ETU Setup (DTI (T1) PKG Setup) - Logical Port Number	0
10-03-02	ETU Setup (DTI (T1) PKG Setup) - T1 Signal Format Selection	0
10-03-03	ETU Setup (DTI (T1) PKG Setup) - Zero Code Suppression	0
10-03-04	ETU Setup (DTI (T1) PKG Setup) - Line Length Selection	0
10-03-05	ETU Setup (DTI (T1) PKG Setup) - T1 Clock Source	1
10-03-06	ETU Setup (DTI (T1) PKG Setup) - Number of Ports	0
10-09-01	DTMF and Dial Tone Circuit Setup	Resource 01 - 96 = 0 (Common)
10-39-01	Fractional Setup	0
10-51-01	PRI/T1 Selection	0: PRI
14-01-02	Basic Trunk Data Setup - Transmit Level	32 (0dB)
14-01-03	Basic Trunk Data Setup - Receive Level	32 (0dB)
14-01-07	Basic Trunk Data Setup - Outgoing Calls	1
14-02-01	Analog Trunk Data Setup - Signaling Type (DP/DTMF)	2
14-02-02	Analog Trunk Data Setup - Ring Detect Type	1
14-04-01	Behind PBX Setup	0
14-05-01	Trunk Group - Trunk Group Number	Trunk Port 1~84 = Priority 1~84
20-06-01	Class of Service for Extensions	Extension 101 is Class 15 and other Extension are Class 1
20-09-01	Class of Service Options (Incoming Call Service) - Second Call for DID/DISA/DIL Override	COS 01~15 = 1
20-09-02	Class of Service Options (Incoming Call Service) - Caller ID Display	COS 01~15 = 0
20-14-01	Class of Service Options for DISA - First Digit Absorption (Delete First Digit Dialed)	COS 01~15 = 0
20-14-02	Class of Service Options for DISA - Trunk Group Routing/ARS Access	COS 01~15 = 1
20-14-03	Class of Service Options for DISA - Trunk Group Access	COS 01~15 = 1
20-14-04	Class of Service Options for DISA - Outgoing System Speed Dialing	COS 01~15 = 0
20-14-05	Class of Service Options for DISA - Operator Calling	COS 01~15 = 1
20-14-06	Class of Service Options for DISA - Internal Paging	COS 01~15 = 1
20-14-07	Class of Service Options for DISA - External Paging	COS 01~15 = 1
20-14-08	Class of Service Options for DISA - Direct Trunk Access	COS 01~15 = 0
20-14-09	Class of Service Options for DISA - Forced Trunk Disconnect <Not for ISDN T-point>	COS 01~15 = 0

Program Number	Program Name	Default
20-14-10	Class of Service Options for DISA - Call Forward Setting by Remote via DISA	COS 01~15 = 0
20-14-11	Class of Service Options for DISA - DISA/Tie Trunk Barge-In	COS 01~15 = 0
20-14-12	Class of Service Options for DISA - Retrieve Park Hold	COS 01~15 = 1
22-02-01	Incoming Call Trunk Setup	0
22-11-01	DID Translation Number Conversion - Received Number	Refer to Programming Manual.
22-11-02	DID Translation Number Conversion - Target Number	Refer to Programming Manual.
22-11-03	DID Translation Number Conversion - DID Name	not assigned
22-13-01	DID Trunk Group to Translation Table Assignment	1
34-01-01	E&M Tie Line Basic Setup - DID/E&M Start Signaling	1
34-01-02	E&M Tie Line Basic Setup - Receive Dial Type for E&M Tie Line	1
34-01-03	E&M Tie Line Basic Setup - E&M Dial-In Mode	0
34-01-04	E&M Tie Line Basic Setup - E&M Line Dial Tone	1
34-02-01	E&M Tie Line Class of Service	1
34-09-01	ANI/DNIS Service Options - Receive Format	0
34-09-02	ANI/DNIS Service Options - Delimiter Dial Code	*
34-09-03	ANI/DNIS Service Options - Route Setup of Receive Dial	0
34-09-04	ANI/DNIS Service Options - Route Table Setup of Target Dial	0
34-09-05	ANI/DNIS Service Options - ANI/DNIS Display as Target Dial Name	COS 01 = 1 COS 02 ~ 15 = 0
34-09-06	ANI/DNIS Service Options - Routing SPD Table Setup	COS 01 : Start = 900, End = 999 COS 02 ~ 15 : Start = 0, End = 0
34-09-07	ANI/DNIS Service Options - Routing on ANI/DNIS Error	COS 01 = 1 COS 02 ~ 15 = 0
34-09-08	ANI/DNIS Service Options - Routing When Destination Busy or No Answer	0
34-09-09	ANI/DNIS Service Options - Calling Number Address Length	7
34-10-01	Digits Delete for T1 ANI Assignment	2

Operation

Refer to the operation for the following features:

- Central Office Calls, Answering
- Central Office Calls, Placing
- Direct Inward Dialing (DID)

Tandem Ringing

Description

Tandem Ringing allows an extension user to have two telephones with one telephone number. For example, extension 205 (the master telephone) sets Tandem Ringing with extension 206. When extension 205 receives an incoming call, both extensions 205 and 206 ring. Callers would dial the master extension number (extension 205 in this example). When either the master telephone or slave telephone is in use, the other telephone cannot be used for outgoing calls or incoming calls.

The Multiline Terminal must be paired with a Single Line Terminal. It cannot be paired with another Multiline Terminal or a SIP Terminal.

A Single Line Terminal can be the master of another Single Line Terminal but cannot be the master of a Multiline Terminal.

Conditions

- The slave telephone cannot call the master telephone.
- Extension numbers up to eight digits can be registered on the Tandem Ringing key. Extension numbers over as well cannot be registered.
- If Tandem Ringing is enabled, and one of the extensions is busy, no additional calls can be received or placed from either telephone.
- Tandem Ringing can support up to 128 pairs of Tandem Ringing extensions.
- The extension user which enables Tandem Ringing is the master, while the slave telephone is the extension entered by the user while setting up the feature.
- A slave telephone ignores the settings for DND and follows the master telephone settings instead.
- Voice Call is not supported on a Multiline Terminal with Tandem Ringing.
- Calls placed on Hold while Tandem Ringing is active, immediately recall if the handset is placed On-hook.
- A slave telephone ignores the settings for Ring Groups and follows the master telephone settings instead.
- To transfer calls between the two Tandem Ringing stations, a System Park Orbit should be used.
- A message waiting indication set for the master telephone only lights the message waiting LED on the master telephone.
- When tandem ringing is enabled the slave telephone extension cannot be called direct, calls must be placed to the master telephone.
- Tandem ringing is not supported for the following terminals: Operator Terminal, IP Terminal, Mobile Extension, and Voice Mail.

Default Settings

Disabled

System Availability

Terminals

Master Telephone:

TDM Multiline Terminals or Single Line Terminals

Slave Telephone:

Single Line Terminals

Required Component(s)

None

Related Features

Call Forwarding

Call Forwarding/Do Not Disturb Override

Direct Station Selection (DSS) Console

Do Not Disturb (DND)

Hold

Intercom

Message Waiting

Ring Groups

Multiple Trunk Types

Guide to Feature Programming

Program Number	Program Name	Default
11-11-41	Service Code Setup (for Setup/Entry Operation) - Tandem Ringing	not assigned
15-07-01	Programmable Function Keys	Refer to Programming Manual.
30-03-01	DSS Console Key Assignment	The DSS keys 001~060 of all DSS consoles = DSS/One-Touch key 101~160 The DSS keys 061~114 of all DSS consoles = No Setting

Operation**To set up Tandem Ringing:**

1. Press Speaker key at the extension considered to be the master telephone (optional).
2. Dial **PRG 11-11-41**.
- OR -
Press the **Tandem Ringing** key (PRG 15-07 or SC **751** : 80).
3. Dial **1** to set the feature.
4. Enter the extension number to be considered the slave telephone (the telephone that rings when the master extension rings).
A confirmation tone is heard (if the speaker was used).
5. Press Speaker key to hang up (if the key is lit).
While the feature is active, if either the master or slave telephone is on a call, no calls can be placed or answered at the other extension until the busy telephone has hung up. Multiline Terminals indicate TANDEM IN USE in the display and Single Line Terminal users hear a busy signal when the handset is lifted.

To cancel Tandem Ringing:

1. Dial **PRG 11-11-41**.
- **OR** -
Press the **Tandem Ringing** key (PRG 15-07 or SC **751** : 80).
2. Dial **0** to cancel the feature.

T

Tandem Trunking (Unsupervised Conference)

Description

Tandem Trunking allows an extension user to join two outside callers in a Trunk-to-Trunk Conference. The extension user can then drop out of the call, leaving the trunks in an Unsupervised Conference. The extension user that established the conference is not part of the conversation. The conference continues until either outside party hangs up. The extension user that set up the conference can end the tandem call anytime.

The number of simultaneous conference calls is limited by the number of conference circuits in the system. Due to this fact, the maximum number of conference calls cannot exceed the limits defined below:

The CPU provides two blocks of 16 conference circuits, allowing each block to have any number of conferences with any number of internal or external parties conferenced as long as the total number of conference channels used does not exceed the block limit of 16.

Tandem Trunking could help an office manager, for example, put two outside sales people in touch. The office manager could:

- Answer a call from one salesperson
- Place a call to the second salesperson
- Set up the Trunk-to-Trunk Conference
- Drop out of the call

The office manager could terminate the conference anytime.

There are four methods for Tandem Trunking:

- Method A - Tandem Trunking from Conference
An extension user can set up Tandem Trunking (Unsupervised Conference) by dialing a 3-digit service code (**#8**) or a uniquely programmed Transfer key.
- Method B - Tandem Trunking with Transfer Key
This method allows an extension user to easily set up an Unsupervised Conference with a call they have placed on Hold. It uses a uniquely programmed Transfer key to set up a tandem call.
- Method C - Automatic Tandem Trunking on Hang Up
This method allows an extension user to easily set up an Unsupervised Conference without having to place the conference call on Hold. A Class of Service option is available, which allows or denies an extension user from automatically setting up a Conference/Tandem Trunking call after hanging up the telephone.
- Method D - Automatic Tandem Trunking Setup to Speed Dial Number
This method allows an extension user to easily set up an Unsupervised Conference with a call they have placed on Hold. A Class of Service option is available, which allows or denies an extension user from automatically setting up a Conference/Tandem Trunking call after hanging up the telephone.

Trunk Continue/Disconnect Codes Added

Software enhances the forced trunk release option with the Tandem Trunking and DISA features. Users can be allowed to use a Continue or Disconnect service code. The Continue service code extends the conversation a programmed time. If the user enters the Disconnect service code, the call is disconnected immediately.

EXAMPLE:


The following example indicates how a call is handled with the system programmed as follows:

- PRG 14-01-25: 1 (Continued/Discontinued Trunk-to-Trunk Conversation)
- PRG 20-28-01: # (Conversation Continue Code)
- PRG 20-28-02: No Setting (No Conversation Disconnect Code is entered)

- PRG 20-28-03: 180 (Conversation Continue Time)
- PRG 24-02-07: 600 (Only used with Trunk-to-Trunk Transfer Release Warning Tone)
- PRG 24-02-10: 30 (Only used with Disconnect Trunk-to-Trunk)
- PRG 25-07-07: 600 (Long Conversation Warning Tone Timer)
- PRG 25-07-08: 30 (Long Conversation Disconnect)
 1. An external call connects to an external number (either by transferring with Tandem Trunking or by DISA caller).
 2. After 10 minutes (Tandem Trunking = PRG 24-02-07 or DISA = PRG 25-07-07), a warning tone is heard and the user dials # (PRG 20-28-01) to extend the conversation.
 3. After three minutes (PRG 20-28-03), the warning tone is heard again. After 30 seconds (Tandem Trunking = PRG 24-02-10 or DISA = PRG 25-07-08), the call is disconnected.

Conditions

- Tandem Trunking requires loop start trunks with disconnect supervision.
- The maximum number of simultaneous trunk-to-trunk conferences allowed is determined by the Conference feature setup. Refer to the Programming section for this feature.
- The Continue/Disconnect code must be DTMF.
- With an analog trunk, the Continue/Disconnect code may work using DTMF sounds from the opposite side trunk. With an ISDN trunk, PRG 14-01-25 must be enabled to detect the Continue/Disconnect code.
- The Continue/Disconnect code is not accepted while dialing a trunk.
- Continue/Disconnect codes do not work if all receivers are busy.
- A trunk can be set up to automatically tandem trunk/forward to an outside telephone number or Speed Dial - System/Group Dialing bin.
- Other programmed options for incoming and outgoing calls can affect how calls are handled. Refer to Central Office Calls, Answering/Central Office Calls, Placing and check or program these options as needed.
- DISA calls also use the same Continue/Disconnect codes.
- After initiating an unsupervised conference, selecting one of the line keys allows you to barge-in to the conference.
- If the station that barges into an unsupervised conference hangs up, the conference is terminated.
- A Trunk-to-Trunk transfer can be established by the following operation:
 1. While talking to an outside party, press Hold key.
 2. Access a second outside line and dial the desired number.
 3. Press Transfer key to complete the Trunk-to-Trunk transfer.

 *When the second call is to be transferred to another station (Not Trunk-to-Trunk), the user should press Hold key at step 3, then dial the desired station, and press Transfer key to complete the transfer.*

Default Settings

Disabled

System Availability

Terminals

Multiline Terminals and Single Line Terminals

Required Component(s)

None

Related Features

Call Forwarding, Off-Premise

Central Office Calls, Answering

Central Office Calls, Placing

Direct Inward System Access (DISA)

Guide to Feature Programming

Method A - Tandem Trunking from Conference

Program Number	Program Name	Default
11-12-57	Service Code Setup (for Service Access) - Tandem Trunking	#8
14-01-04	Basic Trunk Data Setup - Transmit Gain Level for Conference and Transfer Calls	32 (0dB)
14-01-05	Basic Trunk Data Setup - Receive Gain Level for Conference and Transfer Calls	16 (-8dB)
14-01-13	Basic Trunk Data Setup - Trunk-to-Trunk Transfer	1
15-07-01	Programmable Function Keys	Refer to Programming Manual.
20-06-01	Class of Service for Extensions	Extension 101 is Class 15 and other Extension are Class 1
20-07-11	Class of Service Options (Administrator Level) - Forced Trunk Disconnect (analog trunk only)	COS 01~15 = 1
20-11-14	Class of Service Options (Hold/Transfer Service) - Trunk-to-Trunk Transfer Restriction	COS 01~15 = 0
20-11-21	Class of Service Options (Hold/Transfer Service) - Restriction for Tandem Trunking on Hang Up	COS 01~15 = 0
20-11-22	Class of Service Options (Hold/Transfer Service) - Restricted Unsupervised Conference	COS 01~15 = 0
20-13-08	Class of Service Options (Supplementary Service) - Conference	COS 01~15 = 1
20-13-10	Class of Service Options (Supplementary Service) - Barge-In Monitor	COS 01~15 = 0
24-02-07	System Options for Transfer - Trunk-to-Trunk Transfer Release Warning Tone	1800 (seconds)
24-02-10	System Options for Transfer - Disconnect Trunk-to-Trunk	0 (seconds)
25-07-07	System Timers for VRS/DISA - Ling Conversation Warning Tone Time	3600 (seconds)
25-07-08	System Timers for VRS/DISA - Long Conversation Disconnect Time	10 (seconds)

Method B - Tandem Trunking with Transfer Key

Program Number	Program Name	Default
14-01-04	Basic Trunk Data Setup - Transmit Gain Level for Conference and Transfer Calls	32 (0dB)

Program Number	Program Name	Default
14-01-05	Basic Trunk Data Setup - Receive Gain Level for Conference and Transfer Calls	16 (-8dB)
14-01-13	Basic Trunk Data Setup - Trunk-to-Trunk Transfer	1
14-02-12	Analog Trunk Data Setup - Detect Network Disconnect Signal	1
15-07-01	Programmable Function Keys	Refer to Programming Manual.
20-06-01	Class of Service for Extensions	Extension 101 is Class 15 and other Extension are Class 1
20-07-11	Class of Service Options (Administrator Level) - Forced Trunk Disconnect (analog trunk only)	COS 01~15 = 1
20-11-14	Class of Service Options (Hold/Transfer Service) - Trunk-to-Trunk Transfer Restriction	COS 01~15 = 0
20-11-21	Class of Service Options (Hold/Transfer Service) - Restriction for Tandem Trunking on Hang Up	COS 01~15 = 0
20-13-10	Class of Service Options (Supplementary Service) - Barge-In Monitor	COS 01~15 = 0
24-02-07	System Options for Transfer - Trunk-to-Trunk Transfer Release Warning Tone	1800 (seconds)
24-02-10	System Options for Transfer - Disconnect Trunk-to-Trunk	0 (seconds)
25-07-07	System Timers for VRS/DISA - Long Conversation Warning Tone Time	3600 (seconds)
25-07-08	System Timers for VRS/DISA - Long Conversation Disconnect Time	10 (seconds)
81-01-03	COT Initial Data Setup - Clear Signal (Open Loop) Detection Time	61 (305ms)

Method C - Tandem Trunking on Hang up

Program Number	Program Name	Default
14-01-04	Basic Trunk Data Setup - Transmit Gain Level for Conference and Transfer Calls	32 (0dB)
14-01-05	Basic Trunk Data Setup - Receive Gain Level for Conference and Transfer Calls	16 (-8dB)
14-01-13	Basic Trunk Data Setup - Trunk-to-Trunk Transfer	1
14-02-12	Analog Trunk Data Setup - Detect Network Disconnect Signal	1
20-06-01	Class of Service for Extensions	Extension 101 is Class 15 and other Extension are Class 1
20-07-11	Class of Service Options (Administrator Level) - Forced Trunk Disconnect (analog trunk only)	COS 01~15 = 1
20-11-11	Class of Service Options (Hold/Transfer Service) - Automatic On-Hook Transfer	COS 01~15 = 0
20-11-14	Class of Service Options (Hold/Transfer Service) - Trunk-to-Trunk Transfer Restriction	COS 01~15 = 0
20-11-21	Class of Service Options (Hold/Transfer Service) - Restriction for Tandem Trunking on Hang Up	COS 01~15 = 0
24-02-07	System Options for Transfer - Trunk-to-Trunk Transfer Release Warning Tone	1800 (seconds)
24-02-10	System Options for Transfer - Disconnect Trunk-to-Trunk	0 (seconds)

Program Number	Program Name	Default
25-07-07	System Timers for VRS/DISA - Long Conversation Warning Tone Time	3600 (seconds)
25-07-08	System Timers for VRS/DISA - Long Conversation Disconnect Time	10 (seconds)
81-01-03	COT Initial Data Setup - Clear Signal (Open Loop) Detection Time	61 (305ms)

Method D - Tandem Trunking to Speed Dial Number

Program Number	Program Name	Default
11-10-06	Service Code Setup (for System Administrator) - Setting the Automatic Transfer for Each Trunk Line	733
11-10-07	Service Code Setup (for System Administrator) - Canceling the Automatic Transfer for Each Trunk Line	734
11-10-08	Service Code Setup (for System Administrator) - Setting the Destination for Automatic Trunk Transfer	735
13-04-01	Speed Dialing Number and Name - Speed Dialing Data	not assigned
13-04-02	Speed Dialing Number and Name - Name	not assigned
13-04-03	Speed Dialing Number and Name - Transfer Mode	0
13-04-04	Speed Dialing Number and Name - Transfer Destination Number	not assigned
13-04-05	Speed Dialing Number and Name - Incoming Ring Pattern	0
14-01-04	Basic Trunk Data Setup - Transmit Gain Level for Conference and Transfer Calls	32 (0dB)
14-01-05	Basic Trunk Data Setup - Receive Gain Level for Conference and Transfer Calls	16 (-8dB)
14-01-13	Basic Trunk Data Setup - Trunk-to-Trunk Transfer	1
20-06-01	Class of Service for Extensions	Extension 101 is Class 15 and other Extension are Class 1
20-07-05	Class of Service Options (Administrator Level) - Set/Cancel Automatic Trunk-to-Trunk Transfer	COS 01~15 = 0
20-07-11	Class of Service Options (Administrator Level) - Forced Trunk Disconnect (analog trunk only)	COS 01~15 = 1
24-02-07	System Options for Transfer - Trunk-to-Trunk Transfer Release Warning Tone	1800 (seconds)
24-02-10	System Options for Transfer - Disconnect Trunk-to-Trunk	0 (seconds)
24-04-01	Automatic Trunk-to-Trunk Transfer Target Setup	999
25-07-07	System Timers for VRS/DISA - Long Conversation Warning Tone Time	3600 (seconds)
25-07-08	System Timers for VRS/DISA - Long Conversation Disconnect Time	10 (seconds)



Trunk Disconnect Continue/Disconnect Codes


Program Number	Program Name	Default
14-01-25	Basic Trunk Data Setup - Continued/Discontinued Trunk-to-Trunk Conversation	0
20-28-01	Trunk to Trunk Conversation - Conversation Continue Code	not assigned
20-28-02	Trunk to Trunk Conversation - Conversation Disconnect Code	not assigned
20-28-03	Trunk to Trunk Conversation - Conversation Continue Time	0 (seconds)
24-02-07	System Options for Transfer - Trunk-to-Trunk Transfer Release Warning Tone	1800 (seconds)
24-02-10	System Options for Transfer - Disconnect Trunk-to-Trunk	0 (seconds)
25-07-07	System Timers for VRS/DISA - Long Conversation Warning Tone Time	3600 (seconds)
25-07-08	System Timers for VRS/DISA - Long Conversation Disconnect Time	10 (seconds)
80-01-02 (35)	Service Tone Setup - Basic Tone Number	0~33 0 = No Tone 33 = Default Time Slot

Operation

Method A - Tandem Trunking from Conference

To set up a Tandem Call:


1. Place or answer first trunk call.
2. Press the **Conf** softkey.
3. Place or answer second trunk call.
4. To set up the tandem call, press the **Conf** softkey.

 This sets up a Conference between you and both outside parties.

5. Press Transfer key.


- OR -

Press Hold key and dial **#8** or the service code set for Unsupervised Conference/Tandem Trunking in PRG 11-12-57.

 The line keys for the trunks blink green as long as the Unsupervised Conference continues.


To end the Tandem Call:

1. Press either flashing line key.

 The line keys light steadily (green). You can listen (i.e., monitor) to the call or rejoin the conversation, based on the setting in PRG 20-13-10.

2. Press Speaker key or hang up.

 If PRG 20-13-10 is set to 0, the Conference ends and the line keys go out.


-  *If PRG 20-13-10 is set to 1, to manually disconnect the Conference, Forced Trunk Disconnect (i.e., Press the line key + PRG 11-10-26 or the service code set of Forced Trunk Disconnect in PRG 11-10-26) must be used by an extension other than the originating extension.*


Method B - Tandem Trunking with Transfer Key

To set up a Tandem Call:

1. Place or answer first trunk call.
2. Press Hold key to place the first trunk call on hold.
3. Place a second trunk call.
4. Press Transfer key.

-  *This sets up an Unsupervised Conference with both outside parties.*


-  *The line keys for the trunks light solid red.*

-  *To disconnect the Conference, use Forced Trunk Disconnect (i.e., Press the line key + PRG 11-10-26 or the service code set of Forced Trunk Disconnect in PRG 11-10-26) must be used by an extension other than the originating extension.*

Single Line Terminal

To set up a Tandem Call:

1. Place or answer first trunk call.
2. Press hookflash and dial **#1**.
3. Place or answer second trunk call.
4. To set up the tandem call, press hookflash and dial **#8**.
5. Hang up.


-  *This sets up a Conference between both outside parties.*


Method C - Tandem Trunking on Hang up

To set up a Tandem Call:

1. Place or answer first trunk call.
2. Press Hold key to place the first trunk call on hold.
3. Place a second trunk call.
4. Hang up.

-  *This sets up an Unsupervised Conference with both outside parties.*

-  *The line keys for the trunks light solid red.*


-  *To disconnect the Conference, use Forced Trunk Disconnect (i.e., Press the line key + PRG 11-10-26 or the service code set of Forced Trunk Disconnect in PRG 11-10-26).*


Single Line Terminal

To set up a Tandem Call:



1. Place or answer first trunk call.
2. Press hookflash.
3. Place or answer second trunk call.
4. To set up the tandem call, hang up.


 *This sets up a Conference between both outside parties.*

 *To disconnect the Conference, use Forced Trunk Disconnect [i.e., Dial the trunk access code #9 + trunk number) + PRG 11-10-26 or the service code set of Forced Trunk Disconnect in PRG 11-10-26].*

Method D - Automatic Tandem Trunking Using Speed Dialing

To set Automatic Tandem Trunking:


1. Dial service code 733 (or the service code set for Set Automatic Transfer per Trunk).
2. Dial the desired trunk number (Trunk Number: 001~076).
3. Hang up.

 *The line key for the trunk is solid red as long as the Unsupervised Conference continues.*

 *To disconnect the Conference, use Forced Trunk Disconnect (i.e., Press the line key or #9 plus the trunk number + PRG 11-10-26).*

To cancel Automatic Tandem Trunking:

1. Dial service code 734 (or the service code set for Disable Automatic Transfer per Trunk).
2. Dial the desired trunk number (Trunk Number: 001~076).
3. Hang up.

 *To disconnect the Conference, Forced Trunk Disconnect (i.e., Press the line key or #9 plus the trunk number + PRG 11-10-26 or the service code set of Forced Trunk Disconnect in PRG 11-10-26).*

To set and change the destination of the Automatic Tandem Trunk call:

1. Dial service code 735 (or the service code set for Set Destination for Automatic Trunk-to-Trunk Transfer).
2. Dial the desired trunk number (Trunk Number: 001~076).
3. Dial the destination Number (trunk access code is not needed).
4. Dial the desired time mode (Time Mode: 1~8).
5. Press Hold key.
6. Hang up.

 *To disconnect the Conference, use Forced Trunk Disconnect (i.e., Press the line key or #9 plus the trunk number + PRG 11-10-26).*

Continue/Disconnect Codes

To use the Continue code to extend a Tandem Trunk call:

1. An external call connects to an external number either by transferring with Tandem Trunking or by DISA caller.
2. After the programmed time (PRG 24-02-07), a warning tone is heard and the user dials the Continue code (PRG 20-28-01) to extend the conversation.
3. After the programmed time (PRG 20-28-03), the warning tone is heard again. After the programmed time (PRG 24-02-10), the call is disconnected.

Tone Override

Description

The Multiline Terminal user that calls a busy station and receives a call waiting tone can generate a Tone Override that is heard by the originator and busy station. The busy station user can place the existing call on hold to answer the Override.

Conditions

- One Tone Override at a time can be received at a Multiline Terminal.
- Tone Override can be accomplished only after receiving a BUSY tone.
- Tone Override originate is allowed from a Single Line Terminal until the PBR times out.
- Virtual Extensions do not support Tone Override.

Default Settings

None

System Availability

Terminals

All Multiline Terminals

Required Component(s)

None

Related Features

Call Waiting/Camp-On

Data Line Security

Guide to Feature Programming

Program Number	Program Name	Default
11-12-03	Service Code Setup (for Service Access) - Override (Off-Hook Signaling)	709
11-16-04	Single Digit Service Code Setup - Intercom Off-Hook Signaling	*
15-02-12	Multiline Telephone Basic Data Setup - Off-Hook Ringing	5
15-07-01	Programmable Function Keys	Refer to Programming Manual.
20-06-01	Class of Service for Extensions	Extension 101 is Class 15 and other Extension are Class 1
20-09-01	Class of Service Options (Incoming Call Service) - Second Call for DID/DISA/DIL Override	COS 01~15 = 1
20-09-07	Class of Service Options (Incoming Call Service) - Call Queuing	COS 01~15 = 1
20-13-05	Class of Service Options (Supplementary Service) - Intercom Off-Hook Signaling	COS 01~15 = 1

Program Number	Program Name	Default
20-13-06	Class of Service Options (Supplementary Service) - Automatic Off-Hook Signaling (Automatic Override)	COS 01~15 = 1
20-13-34	Class of Service Options (Supplementary Service) - Block Manual Off-Hook Signaling	COS 01~15 = 0
20-13-35	Class of Service Options (Supplementary Service) - Block Camp On	COS 01~15 = 0
20-18-06	Service Tone Timers - Interval of Call Waiting Tone	10 (seconds)
80-01-01 (39)	Service Tone Setup - Basic Tone Number	0~255 (0~Endless)
80-01-02 (39)	Service Tone Setup - Ring Busy Tone	0~33 (0=No Tone, 33=Default Time Slot)

Operation

To send Off-Hook signals to an extension busy on a call:


 *Your extension may send Off-Hook signals automatically.*

1. Dial **709** (PRG 11-12-02).

- OR -

Press the **Off-Hook Signaling** key (PRG 15-07-01 code 33).

 *You hear Ring Busy Tone.*

 *The called extension hears Call Alert Notification.*

To answer Tone Override:

1. Receive Tone Override.
2. Press Hold key and talk with the party.

Traffic Reports

Description

The system provides the ability to send data to a PC connected to the SL1100. The telephone call traffic data for each extension is captured for use with the Station Message Detail Recording (SMDR) feature.

Total Report - Sample Report

Terminal	OTG	Duration	Cost	ICM	Answer	Duration	Ringing	Abandon
301	54	01:45:14	720	326	115	02:11:52	00:09:36	
301	92	02:37:22	1855	84	84	01:58:31	00:04:19	
LINE001	- --	- --	- --	79	71	01:05:26	- --	8

Term	Definition
Terminal	Terminal Number/Called Party Number (maximum 24 digits)
OTG	Outgoing Call Frequency/number of outgoing calls (maximum 65535 calls)
Duration	Call Duration for an Outgoing Call
Cost	Call Charge (Not Used)
ICM	Incoming Call Frequency/number of incoming calls (maximum 65535 calls)
Answer	Answer Frequency (maximum 65535 calls)
Duration	Call Duration for an Incoming Call
Ringing	Ringing Duration
Abandon	Number of Abandoned Calls (maximum 65535 calls)

Call Traffic Traffic

The total of outgoing call frequency, outgoing call duration, incoming call frequency, answer frequency, incoming call duration, ringing duration for each line and extension, and abandon call frequency for each line is logged. The total of incoming calls, answer frequency, call duration for each line and extension, and abandon call frequency of each line is logged and the data is outputted to the PC. The system totals the hour, day, week, and month for each terminal and trunk number. This information is used by the SMDR feature. The extension which is totaled is determined by system programming. The system outputs this data to the PC for the total period.

Conditions

- The SMDR call buffer stores 320 calls. The buffer stores calls when the SMDR device is unavailable. When the buffer fills, the oldest record is deleted to allow the new record to be saved.
- If connected to the output device, the reports print hourly. If not connected and the data is not output at the end of the hour, the traffic data is overwritten by new incoming data.
- The traffic data is lost if power failure occurs.
- Traffic Reports require connection to the serial connector on the CPU. Additional programming and a customer-provided printer are also required. Refer to the SL1100 System Hardware Manual for more on setting up and connecting to the SL1100 system.
- SMDR provides additional information about the system trunk calling patterns. Refer to [Station Message Detail Recording on page 1-606](#) for more information.

Default Settings

Disabled

System Availability

Terminals

All Terminals

Required Component(s)

None

Related Features

Station Message Detail Recording

Guide to Feature Programming

Program Number	Program Name	Default
10-20-01	LAN Setup for External Equipment - TCP Port	Refer to Programming Manual.
90-20-01	Traffic Report Data Setup - Call Traffic Output	0
90-20-03	Traffic Report Data Setup - All Line Busy Output	0
90-20-04	Traffic Report Data Setup - DTMF Receiver Busy Output	0
90-20-05	Traffic Report Data Setup - Dial Tone Detector Busy Output	0
90-20-06	Traffic Report Data Setup - Caller ID Receiver Busy Output	0
90-20-07	Traffic Report Data Setup - Voice Mail Channel All Busy Output	0
90-20-09	Traffic Report Data Setup - Attendant Channel All Busy Output	0
90-20-10	Traffic Report Data Setup - Base Station All Busy Output	0
90-21-01	Traffic Report Output - Output Port Type	1

Operation

None

Transfer

Description

Transfer permits an extension user to send an active Intercom or outside call to any other extension in the system. With Transfer, any extension user can quickly send a call to the desired co-worker. A call a user transfers automatically recalls if not picked up at the destination extension. This assures that users do not lose or inadvertently abandon their transfers. While a transferred call is ringing an extension the system can optionally play ringback tone or Music on Hold to the caller.

The system allows the following types of transfers:

- **Screened Transfer**
The transferring user announces the call to the destination before hanging up.
- **Unscreened Transfer**
The transferring party extends the call without an announcement.
- **Extension (Department) Groups Transfer**
The Transferring party sends the call to a Department instead of an extension.
- **Transfer Without Holding**
A user presses a busy line key and waits for the call to complete. The system automatically sends them the call when the internal caller hangs up.

Automatic On-Hook transfer Operation

With Automatic On-Hook Transfer, a transfer goes through as soon as the transferring user hangs up. For example, extension 204 can answer a trunk, press Transfer, dial 205 and hang up. The system extends the call to extension 205. Without Automatic On-Hook Transfer, the call would stay on Hold at extension 204 when the user hangs up. To extend the call, the user at extension 204 would have to press the Transfer key again before hanging up.

Each method has advantages. Automatic On-Hook Transfer makes transferring calls easier. However, users have to be more aware of how they handle their calls on Hold. Without Automatic On-Hook Transfer, extending a call becomes a two-step operation - but separate from placing calls on Hold.

Prevent Recall of Transferred Call

The Class of Service program has an option that allows you to prevent a Transferred call from recalling the originating extension if the call is not answered.

Transfer Call into Conference/Existing Call

This feature allows either a Multiline Terminal or Single Line Terminal user with Barge-In ability to transfer a call into an existing call. This call can be a 2-party call, a Conference call, or a Barge-In Conference. The system allows Intercom and trunk calls to be transferred into a Conference call. This allows, for example, an attendant to locate co-workers and then transfer them into an existing telephone meeting. There is no need for the attendant to locate all the parties at the same time and sequentially add them into the Conference.

Transfer to Trunk Ring Group Available

It is possible to transfer a trunk call to the trunk defined ring group (defined in PRG 22-05-01: Incoming Trunk Ring Group Assignment). The trunk then rings the defined extensions for the ring group.

This also allows the transferred call to ring over the External Paging (PRG 31-05: Universal Night Answer/Ring Over Page) so that an employee can answer the call from any available telephone.

To enable this feature, the system has a program option, PRG 11-15-09: Service Code Setup Administrative (for Special Access) - Transfer to Trunk Ring Group Code (not assigned at default). When a call is transferred using this service code, it is transferred to the ring group destination for that incoming

trunk. For example, trunk 2 is in Ring Group 4. When the call is transferred using this service code, the trunk rings all extensions programmed for Ring Group 4 or rings the External Paging Group for Ring Group 4, depending on how the system is programmed.

PRG 22-04-01: Extension Ring Group Assignment and PRG 22-05-01: Incoming Trunk Ring Group Assignment must be programmed to allow an extension access to the ring groups. If the call is not answered, it can overflow to the destination defined in PRG 22-08-01: DIL/IRG No Answer Destination.


This service code can also be used with the VRS. This provides the caller listening to the VRS message with the ability to transfer their call and have it ring the external page. The code the caller would dial is defined in PRG 25-06-02: VRS/DISA One-Digit Code Attendant Setup.

Transfer Key Can Place Call on Hold


While on a call, and Transfer key is pressed, the call is placed on hold.

Conditions

- An existing call can be transferred into a call with Barge-In enabled.
- Unscreened Transfers from voice mail show pre-answer Caller ID information.
- With Transfer to Busy Extensions enabled (PRG 24-02-01 = 1), Call Forwarding with Both Ringing offers a unique option. A transferred call waits for either the forwarding or destination extension to become free. The call goes through to the extension that first becomes available. If neither extension becomes free in the Transfer Recall Time, the call recalls the transferring extension.

 *With Transfer to Busy Extensions disabled (PRG 24-02-02 = 0), you must also set PRG 20-09-07 for the extensions COS to 0 to disable call queuing and PRG 20-13-06 to set Automatic Off-hook Signaling to manual.*

- An existing call can be transferred into a conference call.
- Meet Me Paging Transfer allows the user to page a co-worker and have the call automatically transferred when the co-worker answers the page.
- When transferring, an extension user can press a One-Touch key instead of dialing the extension number.
- Serial calls allow for transferring a call so it automatically returns to the transferring extension when completed.
- When a Multiline Terminal user is on a call, they can transfer to another station by pressing a DSS key for that station. It is not necessary to press Transfer key to transfer to another station with a DSS key.


 *When a Multiline Terminal user is on a call, they must press Transfer key to transfer a call off site with a DSS key.*

- The following features require certain tones be changed in PRG 80-01-02. Refer to the table in the InMail feature programming section for settings:

- Call Holding
- Busy Greeting
- Call Screening
- Await Answer Transfer

- A Trunk-to-Trunk transfer can be established by the following operation:

1. While talking to an outside party, press Hold key.
2. Access a second outside line and dial the desired number.
3. Press Transfer key to complete the Trunk-to-Trunk transfer.

 *When the second call is to be transferred to another station (Not Trunk-to-Trunk), the user should press Hold at step 3, then dial the desired station and press Transfer to complete the transfer.*

- If station A calls Station B, and station A puts station B on hold and then calls station C, station C cannot transfer the call.
- A transferred call to an extension will not follow the extensions distinctive ring pattern. A transferred call will follow the pattern assigned in PRG 20-15-09.

Default Settings

Enabled

System Availability**Terminals**

All Multiline Terminals

Required Component(s)

None

Related Features**Barge-In****Call Waiting/Camp-On****Caller ID****Call Forwarding****Conference****Meet Me Paging Transfer****One-Touch Calling****Quick Transfer to Voice Mail****Serial Call**

Guide to Feature Programming








Program Number	Program Name	Default
11-12-58	Service Code Setup (for Service Access) - Transfer into Conference	624
11-15-09	Service Code Setup Administrative (for Special Access) - Transfer to Incoming Ring Group	not assigned
15-02-05	Multiline Telephone Basic Data Setup - Transfer Key Operation Mode	0
15-07-01	Programmable Function Keys	Refer to Programming Manual.
20-02-04	System Options for Multiline Telephones - Retrieve the Line After Transfer	1
20-03-01	System Options for Single Line Telephones - SLT Call Waiting Answer Mode	0
20-06-01	Class of Service for Extensions	Extension 101 is Class 15 and other Extension are Class 1
20-09-07	Class of Service Options (Incoming Call Service) - Call Queuing	COS 01~15 = 1
20-11-06	Class of Service Options (Hold/Transfer Service) - Unscreened Transfer (Ring Inward Transfer)	COS 01~15 = 1

Program Number	Program Name	Default
20-11-07	Class of Service Options (Hold/Transfer Service) - Transfer Without Holding	COS 01~15 = 0
20-11-08	Class of Service Options (Hold/Transfer Service) - Transfer Information Display	COS 01~15 = 1
20-11-11	Class of Service Options (Hold/Transfer Service) - Automatic On-Hook Transfer	COS 01~15 = 0
20-11-18	Class of Service Options (Hold/Transfer Service) - No Recall	COS 01~15 = 0
20-11-20	Class of Service Options (Hold/Transfer Service) - No Callback	COS 01~15 = 0
20-13-06	Class of Service Options (Supplementary Service) - Automatic Off-Hook Signaling (Automatic Override)	COS 01~15 = 1
20-13-10	Class of Service Options (Supplementary Service) - Barge-In Monitor	COS 01~15 = 0
20-13-15	Class of Service Options (Supplementary Service) - Barge-In, Initiate	COS 01~15 = 0
20-13-16	Class of Service Options (Supplementary Service) - Barge-In, Receive	COS 01~15 = 0
20-13-17	Class of Service Options (Supplementary Service) - Barge-In Tone/Display (Intrusion Tone)	COS 01~15 = 1
20-13-32	Class of Service Options (Supplementary Service) - Deny Multiple Barge-Ins	COS 01~15 = 0
20-14-11	Class of Service Options For DISA - DISA/Tie Trunk Barge-In	COS 01~15 = 0
20-18-07	Service Tone Timers - Intrusion Tone Repeat Time	0 (seconds)
21-01-03	System Options for Outgoing Calls - Trunk Interdigit Time (External)	5 (seconds)
22-04-01	Incoming Extension Ring Group Assignment	Extension 101~108 (first eight ports) ring for incoming Ring Group 1 calls. No other extensions ring for incoming Ring Group 1 calls.
22-05-01	Incoming Trunk Ring Group Assignment	1
22-08-01	DIL/IRG No Answer Destination	1
24-02-01	System Options for Transfer - Busy Transfer	1
24-02-02	System Options for Transfer - MOH or Ringback on Transferred Calls	0
24-02-03	System Options for Transfer - Delayed Call Forwarding Time	10 (seconds)
24-02-04	System Options for Transfer - Transfer Recall Time	30 (seconds)
24-02-05	System Options for Transfer - Message Wait Ring Interval Time	30 (seconds)
25-06-01	VRS/DISA One-Digit Code Attendant Setup - Next Attendant Message Number	0
25-06-02	VRS/DISA One-Digit Code Attendant Setup - Destination Number	not assigned)
31-05-01	Universal Night Answer/Ring Over Page	0

Operation

Transferring Trunk Calls

To Transfer a trunk calls to a co-worker's extention:

1. At the Multiline Terminal, press Transfer key.
- OR -
At a Single Line Terminal, hookflash.
 -  You hear Transfer dial tone.
2. Dial the co-worker's extension number.
 -  If the extension is busy or does not answer, you can dial another extension number or press the line key to return to the call. In addition, you may be able to hang up and have the call Camp-On.
 -  SLT users can retrieve the call by pressing hookflash. If a call has been transferred and the SLT user has hung up the handset, the call can be retrieved by dialing *X and the extension number to which it had been transferred.
3. Announce the call and press the **Transfer** key (PRG 15-07 or SC 751: 06) or hang up.
 -  If you do not have Automatic On-Hook Transfer, you must press your Transfer Programmable Function Key to Transfer the call.
 -  If your co-worker does not want the call, press the flashing line key to return to the call.
 -  Single Line Terminal users can retrieve the call by pressing hookflash. If a call has been transferred and the SLT user has hung up the handset, the call can be retrieved by dialing *X and the extension number to which it had been transferred.
 -  If you do not want to screen the call, hang up without making an announcement.

To answer a call ttransferred to your extention:

1. Lift the handset or press Speaker key when a co-worker announces the call.



Transferring without Holding

To Transfer without holding (Multiline Terminal only):

1. Lift the handset.
2. Press busy line or press Speaker key.
3. When original caller hangs up, you are connected.

Transferring Intercom Calls

To Transfer your Intercom call:

1. At the Multiline Terminal, press Hold key.
- OR -
At Single Line Terminal, hookflash.
2. Dial extension to receive your call.
 -  If the extension is busy, does not answer or does not want the call, you can dial another extension number or press the lit line key to return to the call. In addition, you may be able to hang up and have the call Camp-On.
 -  Single Line Terminal users can retrieve the call by pressing hookflash. If a call has been transferred and the SLT user has hung up the handset, the call can be retrieved by dialing *X and the extension number to which it transferred.

3. Announce your call and press the **Transfer** key (PRG 15-07 or SC 751: 06) or hang up.



With Automatic On-Hook Transfer

When you hang up, the call is automatically transferred.



Without Automatic On-Hook Transfer

You must press your Transfer Programmable Function key to Transfer the call.

To Transfer the call unattended, press your Transfer Programmable Function key and hang up without making an announcement.

Transferring a Call into a Conference/Existing Call

1. While on a call, press the **Transfer** key and dial service code defined in PRG 11-12-58.



The display shows Transfer to Conf. ICM Dial.

2. Enter the extension number of the co-worker currently on a Conference call to which the call should be transferred.



To cancel the transfer, press the flashing line key to retrieve the call.



If an error tone is heard, Barge-In is disabled for the extension and the call does not go through. Retrieve the call by pressing the flashing line key or hang up and the call recalls the extension.

3. The transferred call is incorporated into the conference call.



The callers hear the Barge-In tone if enabled in PRG 20-13-17.



If a call is transferred into a Barge-In Conference (an existing 2-party call into which an extension user has used the Barge-In feature to join), the Conference becomes a regular 4-party Conference call.

4. Hang up.

Transferring a Call to a Trunk Ring Group

1. While on a call, press Transfer key.
2. Dial the Transfer to Ring Group service code defined in PRG 11-15-09.



You hear confirmation tone.

3. Hang up.



The call is transferred to the trunk ring group defined in PRG 22-05-01 and all assigned extensions in the group (PRG 22-04-01) ring or it rings the External Paging, enabling anyone to answer the call.

Transferring an Intercom or Trunk Call using a DSS/One-Touch Key

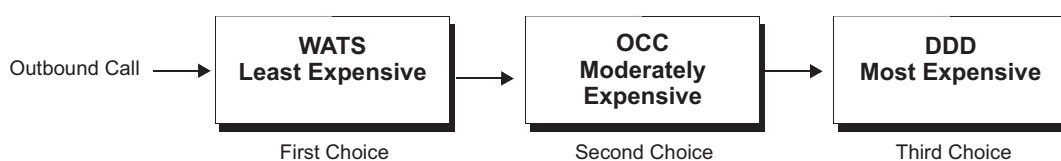
1. While on a call, press the **DSS/One-Touch** key.
2. Announce the call or hang up.

Trunk Group Routing

Description

Trunk Group Routing sets outbound call routing options for users that dial the Trunk Group Routing code (9) for trunk calls. Trunk Group Routing routes calls in the order specified by system programming. If a user dials 9 and all trunks in the first group are busy, the system may route the call to another group. When you are setting up your system, Trunk Group Routing helps you minimize the expense of toll calls. For example, if your system has outbound line groups, use Trunk Group Routing to route calls to the cheapest lines first.

There are 25 available Trunk Groups and 25 Routes.



Conditions

- DISA (PRG 25-10) have separate Trunk Group Routing programs.
- The system uses Trunk Group Routing programming (PRG 14-06) when setting up Ringing Line Preference.
- Use trunk group programming to set the order in which users access trunks within a specific trunk group.
- Dialing 9 activates ARS, overriding trunk group routing if ARS service is turned on.
- Call Forwarding, Off-Premise is not supported when using Alternate Trunk Group Routing.

Default Settings

Enabled (All trunks are in Group 1)

System Availability

Terminals

All Stations

Required Component(s)

None

Related Features

Automatic Route Selection (ARS/F-Route)

Central Office Calls, Placing

Direct Inward Dialing (DID)

Dial Tone Detection

Multiple Trunk Types

Programmable Function Keys

Prime Line Selection

Trunk Groups

Guide to Feature Programming

The programs listed below indicate the most commonly used programs required for this feature. The programs are listed in the order that the installer should follow. Refer to the PCPro wizards for further detailed programming.

- When a * is listed next to the Program Number it indicates a program that **MUST** be set (from a default state) for this feature to be enabled.

Primary Trunk Group Routing

Program Number	Program Name/Description	Assigned Data
11-01-01	System Numbering This is the access code that users will dial to make an outbound call. The trunk access code to make outbound calls must be set to a type 3 (trunk access code).	0 = Not Assigned 1 = Service Code 2 = Extension Number 3 = Trunk Access Code 4 = Special Trunk Access 5 = Operator Access 6 = F-Route Access 9 = Dial Extension Analyze <i>(Refer to the programming manual for the default values of all tables.)</i>
11-09-01	Trunk Access Code Use this program to assign the trunk access code defined in PRG 11-01-01. This is the access code that users will dial to make outbound calls.	Maximum of 4 digits (0 ~ 9, *, #) <i>(default = 9)</i>
14-05-01 *	Trunk Group Setup Assign all used trunks to valid trunk groups. If trunk group 1 is used remove all unused trunks out of this trunk group. Trunk group routing will not be able to access trunks that are assigned to trunk group 0.	0 ~ 25 <i>(default = 1)</i>
21-02-01 *	Trunk Group Routing for Extensions This assigns extensions per day/night mode to a route table (PRG 14-06-01). This program allows all users to dial the same trunk access code but access different trunks to make their calls.	0 = No Setting (Calls will not route.) 1 ~ 25 = Route Table 1 ~ 25 <i>(default = 1)</i>
14-06-01	Trunk Group Routing This program is used to setup outbound routing tables to give the extensions access to the different trunk groups programmed in PRG 14-05-01. Per Route table there are up to four choices for trunk groups. The lowest number priority is always selected first and the next priority will not be selected unless all trunks are unavailable due to a busy condition, or the circuit card is removed or damaged. If more than 4 trunk group priorities are required one route table can be tied to another route table to provide more choices.	0 = No Setting (Calls will not route.) 001 ~ 025 = Trunk Group 1 ~ 25 1001~1025 = Route Table 1 ~ 25 <i>(default = 1)</i>

Alternate Trunk Group Routing

Program Number	Program Name/Description	Assigned Data
11-01-01 *	<p>System Numbering This is the Alternate access code that users will dial to make an outbound call on a different trunk group than the Primary trunk group access code. The trunk access code to make alternate calls must be set to a type 4 (special trunk access code).</p>	<p>0 = Not Assigned 1 = Service Code 2 = Extension Number 3 = Trunk Access Code 4 = Special Trunk Access 5 = Operator Access 6 = F-Route Access 9 = Dial Extension Analyze <i>(Refer to the programming manual for the default values of all tables.)</i></p>
11-09-02 *	<p>2nd Trunk Route Access Code Use this program to assign the alternate trunk access code defined in PRG 11-01-01. This is the access code that users will dial to make outbound calls on a different trunk group than the primary trunk group access code.</p>	<p>Maximum of 4 digits (0 ~ 9, *, #) <i>(default = 9)</i></p>
14-05-01 *	<p>Trunk Group Setup Assign all used trunks to valid trunk groups. If trunk group 1 is used remove all unused trunks out of this trunk group. Trunk group routing will not be able to access trunks that are assigned to trunk group 0.</p>	<p>0 ~ 25 <i>(default = 1)</i></p>
21-15-01 *	<p>Individual Trunk Group Routing for Extensions This assigns extensions per day/night mode to a route table (PRG 14-06-01). This program allows all users to dial the same trunk access code but access different trunks to make their calls.</p>	<p>0 = No Setting (Calls will not route.) 1 ~ 25 = Route Table 1 ~ 25 <i>(default = 1)</i></p>
14-06-01 *	<p>Trunk Group Routing This program is used to setup outbound routing tables to give the extensions access to the different trunk groups programmed in PRG 14-05-01. Per Route table there are up to four choices for trunk groups. The lowest number priority is always selected first and the next priority will not be selected unless all trunks are unavailable due to a busy condition, or the circuit card is removed or damaged. If more than 4 trunk group priorities are required one route table can be tied to another route table to provide more choices.</p>	<p>0 = No Setting (Calls will not route.) 001 ~ 025 = Trunk Group 1 ~ 25 1001~1025 = Route Table 1 ~ 25 <i>(default = 1)</i></p>

Operation

To place a call using Trunk Group Routing

- At the Multiline Terminal, press Speaker key.
- OR -
At Single Line Terminal, lift the handset.
- Dial **0**.
- Dial number.
- OR -
 - At the Multiline Terminal, press the **Trunk Group Routing** key (PRG 15-07 or SC 752: *05).
 - Dial the number.

Trunk Groups

Description

Trunk Groups let you optimize trunk usage for incoming and outgoing calls. Each group can be accessed by an Access Code plus the group number. There are 25 available Trunk Groups and you set the access order in trunk group programming.

Conditions

- Unless a user preselects a trunk, Trunk Group programming selects the trunk Speed Dialing used for trunk calls.
- If a user dials a number that is not programmed in ARS, the system can route the call to a trunk group.
- All DID trunks of the same type should be placed in the same trunk group. These trunk groups must then be assigned to a DID Translation Table.
- Trunks ring extensions according to Ring Group programming.

Default Settings

All trunks are in group 1.

System Availability

Terminals

All Stations

Required Component(s)

None

Related Features

Abbreviated Dialing/Speed Dial

Automatic Route Selection (ARS/F-Route)

Central Office Calls, Placing

Dial Tone Detection

Direct Inward Dialing (DID)

Programmable Function Keys

Ring Groups

Trunk Group Routing

Guide to Feature Programming

Program Number	Program Name	Default	Note
10-09-01	DTMF and Dial Tone Circuit Setup	Resource 01 - 96 = 0 (Common)	

Program Number	Program Name	Default	Note
11-12-14	Service Code Setup (for Service Access) - Trunk Group Access	704	
14-02-11	Analog Trunk Data Setup - Next Trunk in Rotary if No Dial Tone	0	
14-05-01	Trunk Group - Trunk Group Number	Trunk Port 1~84 = Priority 1~84	
14-06-01	Trunk Group Routing - Priority Order Number	Route 1, Order Number 1 = 1 (Trunk Group 1) Order Numbers 2, 3, 4 = 0 (Not Specified) All Other Routes (2~25) and Order Numbers (1~4) = 0 (Not Specified).	
14-07-01	Trunk Access Map Setup - Trunk Port Number	Access Map 1~84 = Trunk Ports 1~84 assigned with option 7 access (incoming and outgoing access and access when trunk is on Hold).	
15-06-01	Trunk Access Map for Extensions	1	
15-07-01	Programmable Function Keys	Refer to Programming Manual.	
20-02-02	System Options for Multiline Telephones - Trunk Group Access Key Operating Mode	0	
20-29-01	Timer Class for Extension - Day/Night Mode 1~8, Class Number	0	
20-31-04	Timer Class Timer Assignment - Intercom Interdigits Time (Intercom I/D Timer)	10 (seconds)	
21-01-02	System Options for Outgoing Calls - Intercom Interdigit Time	10 (seconds)	
21-01-05	System Options for Outgoing Calls - Disconnect Time When Dial Tone Not Detected	3 (seconds)	

T

Operation

To place a call over a Trunk Group

- At the Multiline Telephone, press Speaker key.
- OR -
At the Single Line Terminal, lift the handset.
- Dial **704**.
- Dial trunk group number (001~025).
- Dial number.
- OR -
1. Press the **Trunk Group** key (PRG 15-07 or SC **752**: *02 + group).
2. Dial the number.

To answer an incoming trunk group call:

- Lift the handset.
- Press the flashing **Trunk Group** key.

Trunk Queuing/Camp-On

Description

Trunk Queuing permits an extension user to queue (wait in line) on-hook for a busy trunk or trunk group to become free. The system recalls the queued extension as soon as the trunk is available. The user does not have to manually retry the trunk later. Trunk Queuing lets the caller know when the call can go through. If the extension user does not answer the Trunk Queuing ring, the system cancels the queue request.

With Trunk Camp-On, an extension user can queue (wait in line) Off-Hook for a busy trunk or trunk group to become free. The caller connects to the trunk when the trunk becomes free. As with Trunk Queuing, the user does not have to manually retry the trunk later.

Any number of extensions may simultaneously queue or Camp-On for the same trunk or trunk group. When a trunk becomes free, the system connects the extensions in the order that the requests were left.

Conditions

- With Automatic Route Selection (ARS), Trunk Queuing automatically queues for the least costly route.
- A user can camp-on or leave a callback request for an extension.
- Other programmed options for outgoing calls can affect how a call is placed. Check or program these options as needed (e.g., access line etc.).
- Using a Programmable Function Key can simplify the trunk queuing operation.

Default Settings

Enabled

Related Features

Automatic Route Selection (ARS/F-Route)

Call Waiting/Camp-On

Callback

Central Office Calls, Placing

Programmable Function Keys

Guide to Feature Programming

Program Number	Program Name	Default
11-12-04	Service Code Setup (for Service Access) - Set Camp-On	750
11-12-05	Service Code Setup (for Service Access) - Cancel Camp-On	770
11-16-05	Single Digit Service Code Setup - Camp-On	#
15-07-01	Programmable Function Keys	Refer to Programming Manual.
20-01-08	System Options - Trunk Queuing Callback Time	15 (seconds)
20-01-09	System Options - Callback/Trunk Queuing Cancel Time	64800 (seconds)

Program Number	Program Name	Default
20-06-01	Class of Service for Extensions	Extension 101 is Class 15 and other Extension are Class 1
20-11-07	Class of Service Options (Hold/Transfer Service) - Transfer Without Holding	COS 01-15 = 0
20-29-01	Timer Class for Extensions	0
20-31-01	Timer Class Timer Assignment - Trunk Queuing Callback Duration Time	15 (seconds)
20-31-02	Timer Class Timer Assignment - Callback / Trunk Queuing Cancel Time	64800 (seconds)

Operation

To queue for a busy trunk:

1. Try to access the busy trunk.
2. Dial **750** or press the **Trunk Queuing/Camp-On** key (PRG 15-07 or SC **751**: 35).
3. Hang up to leave a Trunk Queuing request.
- OR -
Wait Off-Hook to Camp-On to the trunk.

To answer when Trunk Queuing calls you back:

1. Lift the handset.

To cancel a Trunk Queuing/Camp-On request:

1. At the Multiline Terminal, press idle Speaker key.
- OR -
At the Single Line Terminal, lift the handset.
2. Dial **770**.
3. At the Multiline Terminal, press Speaker key to hang up.
- OR -
At the Single Line Terminal, hang up.



Unicast/Multicast Paging Mode

Description

IP Terminals can now receive an Internal Page via a Unicast or Multicast packet based upon system programming. This feature allows IP Terminals to be assigned to Unicast Mode, Multicast Mode, or Auto.

When the phone is set to **Unicast Mode** the internal paging is sent to the phone via a Unicast Packet.

When the phone is set to **Multicast Mode** the internal page is sent to the phone via a Multicast Packet.

When the phone is set to Auto, the internal page is sent to the phone either by Multicast or Unicast based on the subnet of the IP station. If the terminal is in the same subnet as the VoIPDB then it will receive the Internal Page via a Multicast Packet. If the terminal is in a different subnet than the VoIPDB the IP Terminals will receive the Internal Page via a Unicast Packet.

When phones are set to receive Unicast packets the VoIPDB will send a separate RTP stream to each phone that is set to receive the page. E.g. If there are five IP Terminals in the page group and they are all set to Unicast Page Mode the VoIPDB will send five separate RTP streams utilizing five DSP resources.

When the phones are set to receive Multicast packets the VoIPDB will send one RTP stream. Multicast is a protocol that allows one device to communicate to multiple devices without the need to stream to the individual end point. E.g. If there are five IP Terminals in the page group that are set to Multicast Mode, the VoIPDB will send one RTP stream utilizing only one DSP resource.

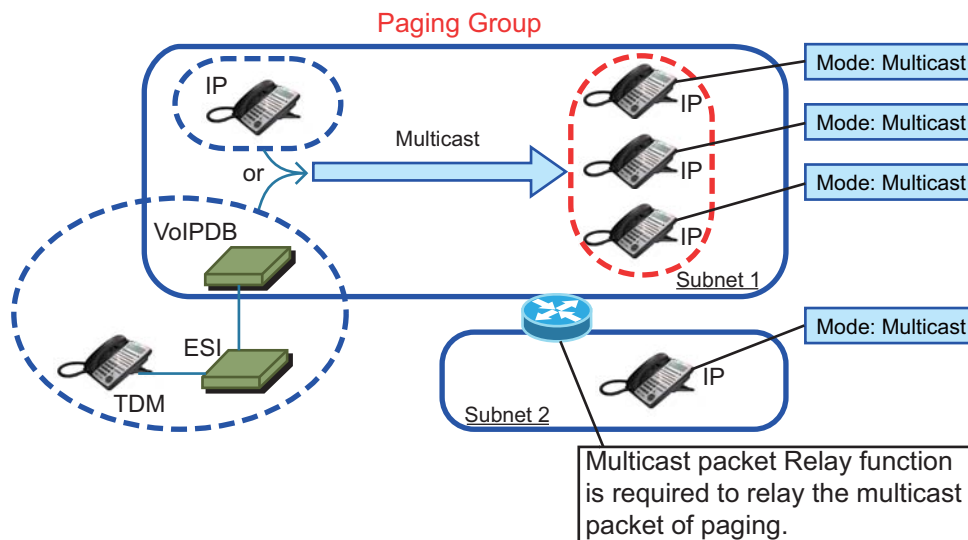


Figure 1-56 Multicast Mode Example

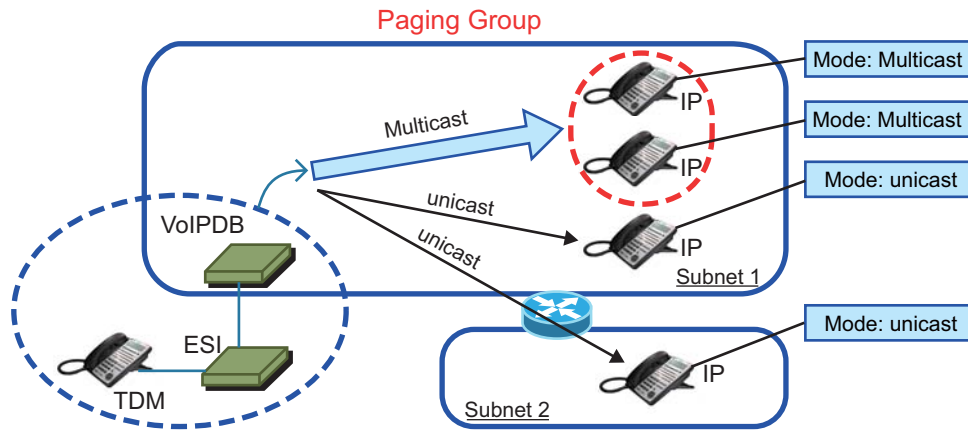


Figure 1-57 Unicast Mode Example

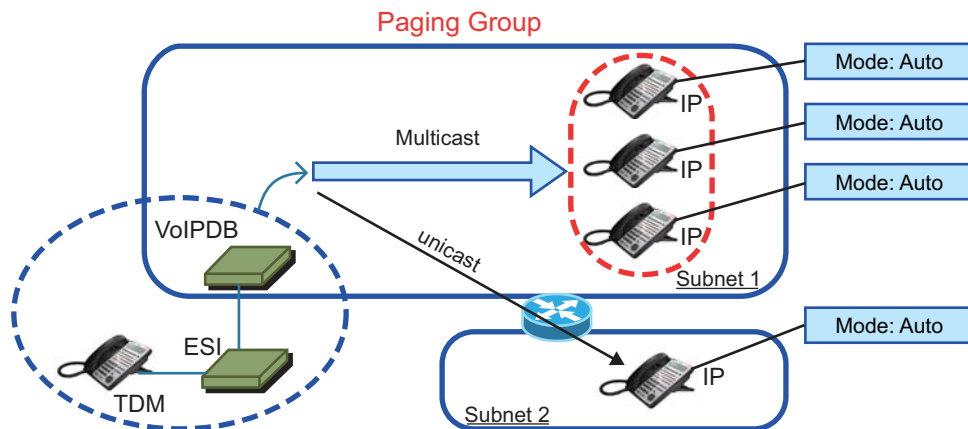




Figure 1-58 Auto Mode Example

-  By default routers do not pass Multicast packets between subnets. If you have IP Terminals in different subnets than the VoIPDB, and you are trying to utilize Multicast paging, you have to program the router to pass the Multicast packet. Routing of Multicast Packets is not a default routing feature and should be confirmed with the manufacturer of the routing equipment.
-  The default multicast address utilized by the SL1100 is 224.0.0.10. It should be noted that many routing devices available do not support multicast within the range of 224.0.0.0/24 and may require the default address to be changed in the SL1100.

VoIPDB DSP Resource Selection

Three additional VoIPDB DSP resource assignments are available. The assignments are: **Common without Unicast Paging**, **Multicast Paging**, and **Unicast Paging**. The assignments assist with keeping IP Terminals from using all available DSP resources when utilizing Unicast Paging.

When the DSP resource is set to **Common without Unicast Paging** the resource can be accessed by anything but a Unicast page.

When the DSP resource is set to **Multicast Paging** the resource can only be accessed by a Multicast page no other device/feature can access this resource.

When the DSP resource is set to **Unicast Paging** the resource can only be accessed by a Unicast page no other device/feature can access this resource.



Conditions

- You can assign up to 32 IP Terminals in an Internal or All call paging group.
- When using Unicast mode, there must be an available DSP resource for each IP Terminal in the page group at the time of the internal page. If the resources are less than the number of IP Terminals, the page will be delivered to the IP Terminals with the lowest port numbers. IP Terminals that cannot obtain a DSP resource will not receive the page.
- IP Terminals via NAT cannot utilize Multicast paging. These terminals must use Unicast paging.
- The ability to assign Unicast or Multicast on an IP Terminal basis, is restricted to internal paging only. Other Multicast features (External MOH, Background Music, Room Monitor) cannot utilize Unicast.
- For an IP Terminal to utilize the Multicast feature the IP Terminal must have a gateway programmed to accomplish the multicast transmission. When an actual gateway device does not exist on the network, a dummy gateway address on the same subnet must be defined.
- When utilizing Multicast mode and a page group consists of all IP Terminals, the page is sent via a multicast message from the initiating phone. If a paging group has IP and TDM Terminals, when an IP Terminal initiates the page, a message is sent to the VoIPDB and the VoIPDB sends the Multicast message for the IP Terminals.
- When using the G.711 Codec for multicast paging, only 10ms, 20ms, 30ms, and 40ms frame sizes can be used.

Default Settings

Multicast

System Availability

Terminals

All IP Terminals

Required Component(s)

IP Terminal

CPU and IP4WW-VOIPDB-C1

Router that supports Multicast Packets if utilizing Multicast Mode

Related Features

IP Multiline Station (SIP)

Meet Me Paging

Meet Me Paging Transfer

Paging, External

Paging, Internal

Guide to Feature Programming

Program Number	Program Name	Default
10-19-01	VoIP DSP Resource Selection	Resource 1 = 1 Resource 2~16 = 0

Program Number	Program Name	Default
10-46-11	Multicast IP Address	224.0.0.10
10-46-12	Multicast Port	30000
11-12-19	Service Code Setup (for Service Access) - Internal Group Paging	701
15-05-38	IP Telephone Terminal Basic Data Setup - Paging Protocol Mode	0
15-07-01	Programmable Function Keys	Refer to Programming Manual
20-06-01	Class of Service for Extensions	Extension 101 is Class 15 and other Extension are Class 1
20-13-29	Class of Service Options (Supplementary Service) - Paging Display	COS 01~15 = 1
31-01-01	System Options for Internal/External Paging - All Call Paging Zone Name	Group all
31-01-02	System Options for Internal/External Paging - Page Announcement Duration	1200 (seconds)
31-02-01	Internal Paging Group Assignment - Internal Paging Group Number	0 for IP Station 1 for TDM Station Port 1~16 = 1 (Group) Port 17 = 0
31-02-02	Internal Paging Group Assignment - Internal All Call Paging Receiving	0 = Off 1 = On All Stations = 0
31-03-01	Internal Paging Group Settings - Internal Paging Group Name	Up to 12 Characters 01 = Group 1 02 = Group 2 : 32 = Group 32
31-07-01	Combined Paging Assignments	1

Operation

To make an Internal Page announcement:

Multiline Terminal/IP Terminal

1. Press the zone **Internal Paging** key (PRG 15-07 or SC **751**: 21 + 0 or 1~9 or 01~32 for zones (0 or 00 for All Call).

- OR -


Press Speaker key or lift the handset. Dial **701** and the Paging Zone number (0~9 or 00~32).

 *Dialing 0 or 00 calls All Call Internal Paging.*

- OR -

Dial ***1** and the Combined Paging Group code 1~8 or 0 (for Internal/External All Call).

 *Display indicates the Combined Paging as an External Page.*


 *If the Internal Page Zone is busy or if there are no extensions in a page group, the page is announced as an External Page only.*

2. Make announcement.
3. Press Speaker key to hang up.

Single Line Terminal

1. Lift the handset.
2. Dial **701** and the Paging Zone number (0~9 or 00~32).

 *Dialing 0 or 00 calls All Call Internal Paging.*

 *Dial *1 and the Combined Paging Group code 1~8 or 0 (for Internal/External All Call).*

3. Make announcement.
4. Hang up.



U

Uniform Call Distribution (UCD)

Description

With Uniform Call Distribution (UCD), an extension user can call an idle extension in a preprogrammed UCD Group (Department Group - 32 Department Groups available) by dialing the group pilot number. For example, this would let a caller dial the Sales department just by knowing the Sales department pilot number. The caller would not have to know any of the Sales department extension numbers.

Use Log Out/Log In

An extension user can log out and log in to a UCD (Department) group. By logging out, the user removes their extension from the group. Once logged out, UCD (Department Calling) bypasses their extension. When they log back in, UCD (Department Calling) routes to their extension normally. All users can dial a code to log in or log out of their UCD (Department Calling) Group. A Multiline Terminal can optionally have a function key programmed for one-button log in and log out.

Enhanced Hunting

UCD (Department Calling) is enhanced with expanded hunting abilities. Hunting sets the conditions under which calls to a UCD (Department Group) pilot number cycles through the members of the group. The hunting choices are:

- **Busy**
A call to the pilot number only hunts past a busy group member to the first available extension. A call rings on an unanswered extension until it is answered, or the caller hangs up.
- **Not Answered**
A call to the pilot number cycles through the idle members of a UCD (Department Calling) group. The call continues to cycle until it is answered or the calling party hangs up. However, if the next station in the cycle is busy when a new call comes in, the call queues to the busy agent. New calls do not hunt past a busy agent.
- **Busy or Not Answered**
A call to the pilot number cycles through the idle members of a UCD (Department Calling) group. The call continues to cycle until it is answered or the calling party hangs up.

If all members of the UCD (Department) group are busy, an incoming or transferred call to the group pilot number queues for an available member. Each group has a queue that can hold any number of waiting calls. If a display telephone is waiting in queue, the user sees: WAITING (group name). If a transferred call in queue is an outside call, and the system has a DSP daughter board installed with the VRS compact flash, the queued caller hears, "Please hold on. All lines are busy. Your call will be answered when a line becomes free."

The VRS can also transfer calls to UCD (Department) groups. Refer to the [Voice Response System \(VRS\) on page 1-689](#) feature for more information on setting up the VRS.

The system prevents hunting to a UCD (Department) group extension if it is:

- Busy on a call
- In Do Not Disturb
- Call Forwarded
- Logged Out

Conditions

- When a DIL rings to a UCD (Department) groups, the DIL may follow overflow programming (PRG 22-01-04 and PRG 22-08-01).
- If an extension has Call Forwarding set, the system does not hunt to the forwarded extension.

Default Settings

Disabled

Priority Routing

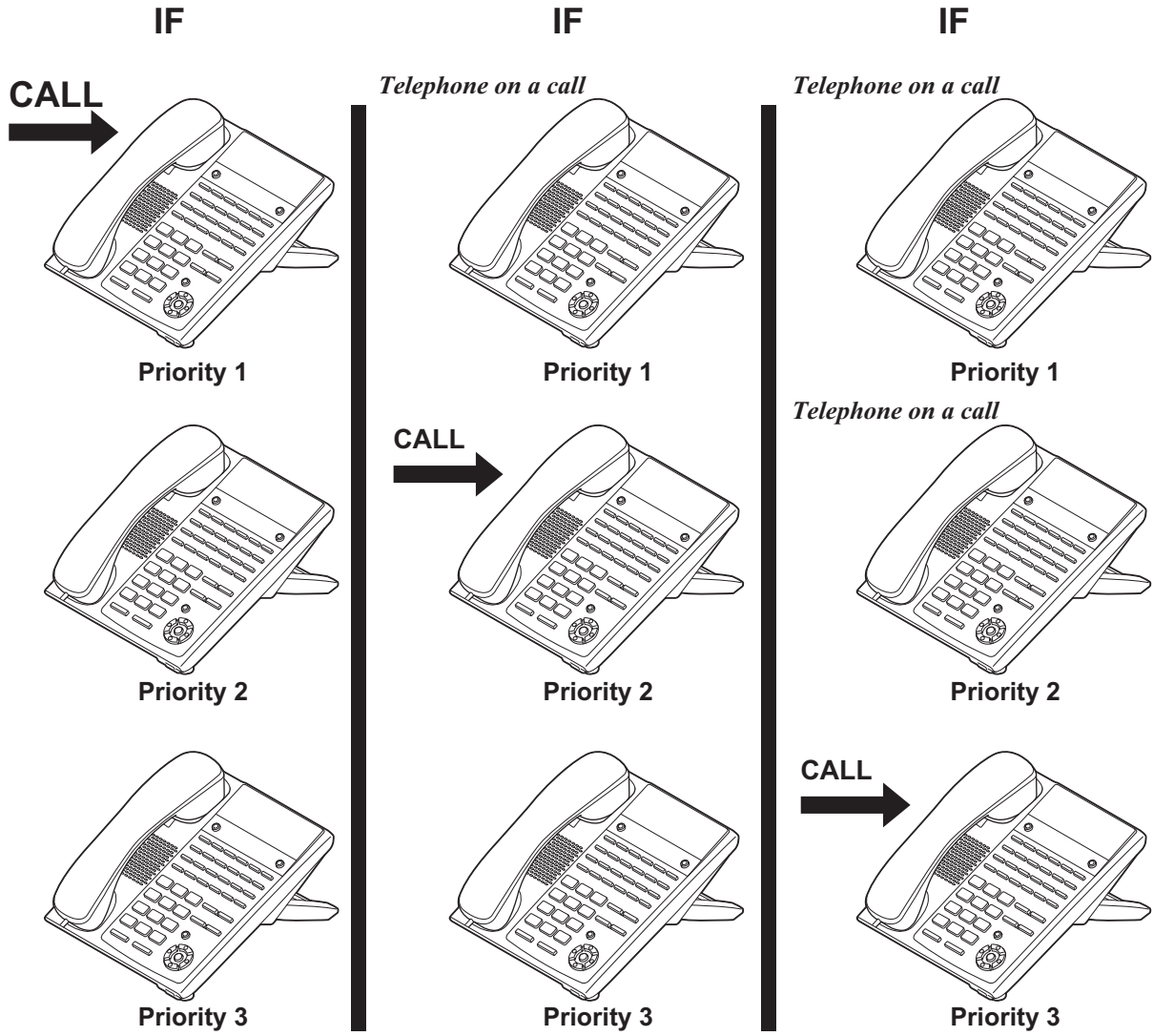


Figure 1-59 Uniform Call Distribution (UCD) Priority Call Routing



Circular Routing

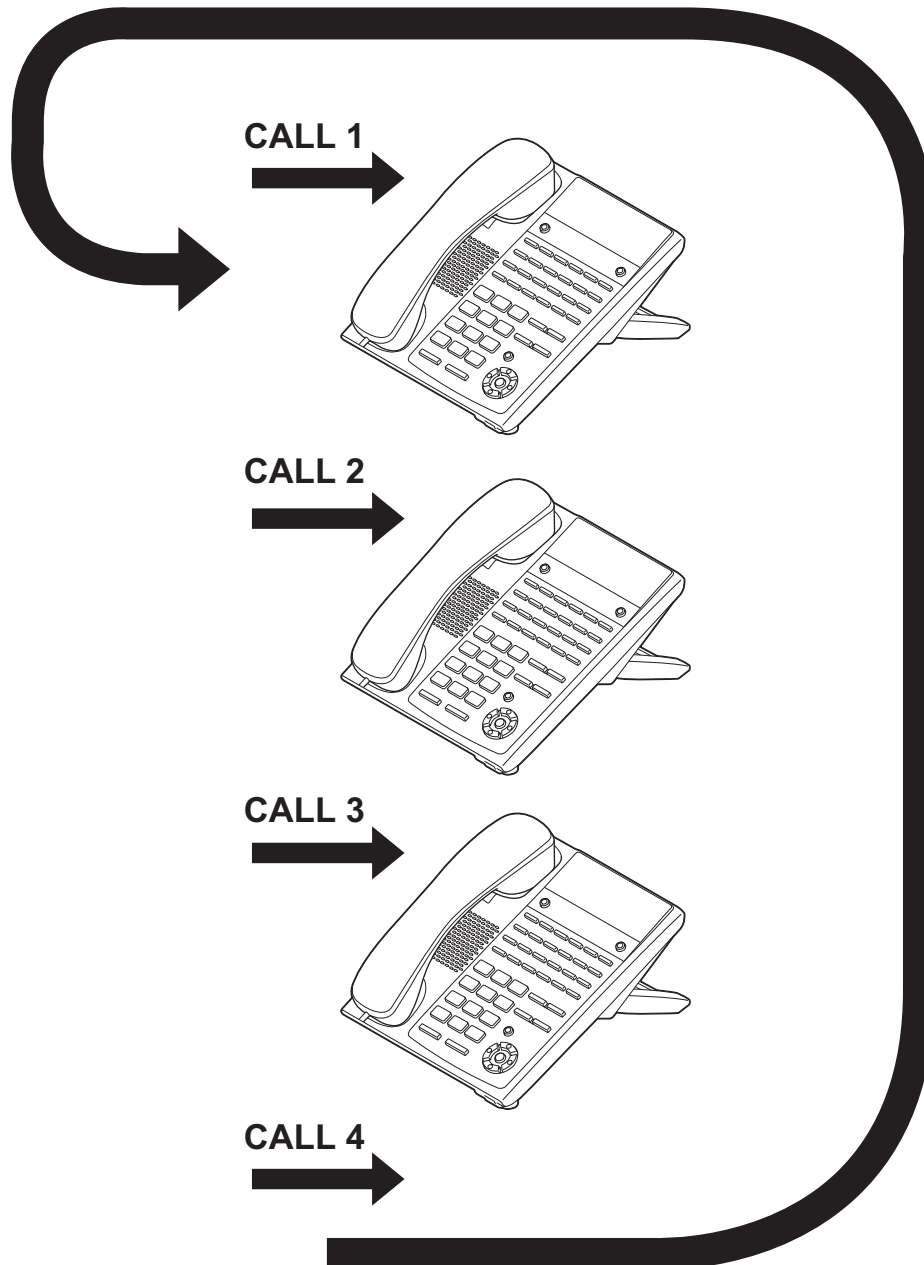


Figure 1-60 Uniform Call Distribution (UCD) Circular Routing

System Availability

Terminals

All Terminals

Required Component(s)

PZ-VM21 and VRS Compact Flash (for Delay Announcements)

Related Features

Call Forwarding

Transfer

InMail

Voice Response System (VRS)

Guide to Feature Programming



The items highlighted in gray are read only and cannot be changed.

Program Number	Program Name	Default
11-07-01	Department Group Pilot Numbers -Dial	not assigned
15-07-01	Programmable Function Keys	Refer to Programming Manual.
16-01-01	Department Group Basic Data Setup - Department Name	not assigned
16-01-02	Department Group Basic Data Setup - Department Calling Cycle	0
16-01-03	Department Group Basic Data Setup - Department Routing When Busy (Auto Step Call)	0
16-01-04	Department Group Basic Data Setup - Hunting Mode	0
16-01-05	Department Group Basic Data Setup - Extension Group All Ring Mode Operation	0
16-01-06	Department Group Basic Data Setup - STG Withdraw Mode	0
16-01-07	Department Group Basic Data Setup - Call Recall Restriction for STG	0
16-01-09	Department Group Basic Data Setup - Department Hunting No Answer Time	15 (seconds)
16-01-10	Department Group Basic Data Setup - Enhanced Hunt Type	0
16-02-01	Department Group Assignment for Extensions	Refer to Programming Manual.
16-03-01	Secondary Department Group	not assigned
20-06-01	Class of Service for Extensions	Extension 101 is Class 15 and other Extension are Class 1
20-09-07	Class of Service Options (Incoming Call Service) - Call Queuing	COS 01~15 = 1
20-11-17	Class of Service Options (Hold/Transfer Service) - Department Group Trunk-to-Trunk Transfer (Each Telephone Group Transfer)	COS 01~15 = 1
20-13-06	Class of Service Options (Supplementary Service) - Automatic Off-Hook Signaling (Automatic Override)	COS 01~15 = 1
20-13-14	Class of Service Options (Supplementary Service) - Department Calling (PLT No Called Extension)	COS 01~15 = 1
22-02-01	Incoming Call Trunk Setup	0
22-07-01	DIL Assignment	not assigned
24-02-05	System Options for Transfer - Message Wait Ring Interval Time	30 (seconds)

Program Number	Program Name	Default
24-02-08	System Options for Transfer - Delayed Transfer Timer for All Department Groups	10 (seconds)
24-05-01	Department Group Transfer Target Setup	999

Operation

To call a UCD Group:


1. At the Multiline Terminal, press Speaker key.
- OR -
At Single Line Terminal, lift the handset.
2. Dial the UCD group (department) extension or pilot number.

 *The system routes the call to the first free telephone in the (UCD group) department.*

To log out of your UCD (Department Calling) Group:

 *While you are logged out, UCD (Department Calling) cannot route calls to your extension.*


1. Press Speaker key.
2. Dial **650** and **1**.
- OR -
Press the **Uniform Call Distribution Log In** key (PRG 15-07 or SC **751**: 46).

 *The key lights while you are logged out.*

To log back in to your UCD (Department Calling) Group:

 *While you log back in, Uniform Call Distribution routes calls to your extension.*

1. Press Speaker key.
2. Dial **650** and **0**.
- OR -
Press the **UCD (Department Calling) Log In** key (PRG 15-07 or SC **751**: 46).

 *The key goes out when you log back in.*

User Programming Ability

Description

A station user can perform programming functions. Speed Group Dialing and Function Keys are just two features programmable from a station.

Conditions

- Multiline Terminals must be idle an Off-Hook and have entered the service code when programming any function.

Default Settings

None

System Availability

Terminals

All Terminals

Required Component(s)

None

Related Features

Abbreviated Dialing/Speed Dial

Clock/Calendar Display/Time and Date

Code Restriction/Toll Restriction

One-Touch Calling

Programmable Function Keys

Guide to Feature Programming

None

Operation

None

Virtual Extensions

Description

Virtual Extensions are available software extensions on the Basic and Expanded Port Packages. A Virtual Extension assigned to a line key, can appear and ring on an individual station or multiple stations and be used for outbound access.

Up to 50 VE keys are provided.

Conditions

- The 84 available ports/Extensions are assigned on a per extension basis for Virtual EXtension key mode.
- The 84 available ports/Extensions are assigned per extension for CAR key mode or Virtual Extension key mode.
- More than one extension can share a Virtual Extension key.
- An extension can have more than one Virtual Extension key assigned.



Assigning a Virtual Extension key of the extension the key is assigned on is not supported.

- Up to 32 incoming calls can be queued to busy Virtual Extension key.
- You cannot have a CAR key and Virtual Extension on the same telephone.
- Virtual Extensions do not support the following features:
 - Barge-In
 - Conference
 - Conference, Voice Call/Privacy Release
 - Reverse Voice Over
 - Tone Override
 - Voice Over
- When a valid system station calls a Virtual Extension appearing on another station, Voice and MW softkeys appear in the display of the calling station, but they do not operate.
- When talking on a Virtual Extension you cannot mute the handset.
- Incoming calls to a virtual extension that appear on stations that are used with the CTI applications, PC Assistant, or PC Attendant, do not show up as a second call in the CTI application.
- Calls on Virtual Extension keys cannot be put in Personal Park if PRG 15-18-01 is set to Land on the key (1).
- If multiple CAR/SIE/VE keys are ringing on a station at the same time, the CAR/SIE/VE key on the lowest Line Key is answered first.
- Virtual Extension Keys assigned as code *03 do not support Voice Mail Message Indication on Line Keys.
- Busy Virtual Extensions cannot be Tone overridden.
- Class of service feature PRG 20-11-20: No Call Back (transfer recall disable) is not supported for calls from a physical extension to a virtual extension.
- When a call is parked from a virtual extension, the virtual extension is released.
- When parking a call from a virtual extension, PRG 15-02-21 and PRG 15-18-01 must be set to 1.
- Park Group assignment is by terminal extension, not the virtual extension.
- When a call parked from a virtual extension recalls, it will ring the terminal where the virtual extension is programmed to, not the virtual extension key.
- When an internal station-to-station call is made to a virtual extension, the name and number of the calling party does not appear in the display of the station the virtual extension resides on until the call is answered.
- A door box cannot ring a virtual extension.
- If a user dials a number not programmed in ARS, PRG 26-01-03 determines if the system should route over the trunk group settings defined in PRG 21-02 or play an error tone.
- When using ARS Class of Service, with PRG 26-01-03 set to (1) "Play Warning Tone", Any trunk

pointed or transferred to a virtual that is Call Forward Off-Premise will not complete. For a virtual to Call Forward Off-Premise, PRG 26-01-03 must be set to "Route to trunk group" and the call will follow the trunk group settings of the trunk, assigned in PRG 21-03.

- When using ARS Class of Service, with PRG 26-01-03 set to (1) "Play Warning Tone" or transferred to a virtual that is call forwarded off premise will always follow ARS Class 1 routing properties.

Default Settings

Not Assigned

System Availability

Terminals

All Multiline Terminals

Required Component(s)

None

Related Features

Call Waiting/Camp-On

Call Arrival (CAR) Keys

Secondary Incoming Extension

Guide to Feature Programming

The programs listed below indicate the most commonly used programs required for this feature. The programs are listed in the order that the installer should follow. Refer to the PCPro wizards for further detailed programming.

- When a * is listed next to the Program Number it indicates a program that **MUST** be set (from a default state) for this feature to be enabled.

Program Number	Program Name/Description	Assigned Data
11-04-01 *	Virtual Extension Number Assign an extension number to the virtual ports.	Maximum of 8 digits (0 ~ 9, *, #) (default = Not Assigned)
15-07-01 *	Programmable Function Keys This program is used on a per station basis to assign different function keys to the Multiline Terminals. Function key (*03) is used to assign a virtual extension to a Multiline Terminal.	*03 = Virtual Extension (Refer to the programming manual for the default values and for all other available options in this command.)
15-09-01	Virtual Extension Ring Assignment Per extension, per line key, per day/night mode this program controls the ringing of the virtual extension on a Multiline Terminal.	0 = No Ring 1 = Ring (default = 0)
15-11-01	Virtual Extension Delay Ring Assignment Per extension, per line key, per day/night mode this program controls the delay ringing of the virtual extension on a Multiline Terminal. For a virtual extension to delay ring it must first be assigned to ring in PRG 15-09-01.	0 = Immediate Ring 1 = Delay Ring (default = 0)
20-04-03	Virtual Extension Delay Interval This timer specifies the amount of time the virtual extension will wait before the delay ringing will start. For the delay ringing to start the virtual extension must first be assigned to ring in PRG 15-09-01 and then delay ring in PRG 15-11-01.	0 ~ 64800 seconds (default = 10 seconds)


Program Number	Program Name/Description	Assigned Data
15-02-21	<p>Virtual Extension Access Mode This program assigns what happens when the user presses the virtual extension key that is programmed on a Multiline Terminal. If the setting data is a (0), DSS, when the user presses the key the virtual extension is called and will flash and/or ring on any phones that have this virtual assigned. If the setting data is a (1), Outgoing, when the user presses the key the virtual extension provides dial tone and calls can be made from the virtual extension. When one user selects the virtual extension it is now busy and other users cannot select the same virtual extension. Inbound calls to the virtual would follow any busy routing conditions. If the setting data is a (2), Ignore, when the user presses the key nothing happens. The virtual is only used for inbound calls in this mode.</p>	<p>0 = DSS 1 = Outgoing 2 = Ignore (default = 2)</p>
15-18-01	<p>Virtual Extension key Operation Mode This program assigns, per virtual extension, what happens when a call is answered from a virtual extension. If the setting data is a (0), Release, when the call is answered it leaves the virtual. If the setting data is a (1), Land on Key, when the call is answered it will stay on the virtual extension.</p>	<p>0 = Release 1 = Land on Key (default = 0)</p>
15-18-02	<p>Display Mode when placing a Call on the Virtual Extension When calls are made from the virtual extension this program assigns what name is to be sent. If the setting data is set to a (0), secondary extension name, and a call is made from the virtual extension the name programmed in PRG 15-01-01 for the virtual extension is presented. If the setting data is set to a (1), actual station name, and a call is made from the virtual the extension name of the Multiline Terminal that the virtual is on is presented.</p>	<p>0 = Secondary Extension Name 1 = Actual Station name (default = 1)</p>
15-01-01	<p>Station Name Assignment Assign a station name to the physical extension and/or the virtual extension.</p>	<p>Maximum of 12 digits (0 ~ 9, *, #) (default = Not Assigned)</p>
20-10-08	<p>Virtual Extension Off Hook Answer This command is used to assign ringing line preference to the virtual extensions. If the setting data is a (0), Off, the virtual extension must be pressed to answer the ringing call. If the setting data is a (1), On, the ringing virtual extension will be answered just by going off hook.</p>	<p>0 = Off (Ringing Line Preference Disabled) 1 = On (Ringing Line Preference Enabled) (default = 1)</p>



Operation


To answer a call ringing a Virtual Extension:

1. Press the flashing **Virtual Extension** key.
- OR -
Go off-hook.

 *PRG 20-10-08 needs to be set to on (1) for extension Class of Service.*


To place a call to a Virtual Extension:

1. Go off-hook.
2. Dial the Virtual Extension, or press the **Virtual Extension** key.

 *The operation depends on the setting in PRG 15-02-21.*

To place a call from a Virtual Extension:

1. Press the **Virtual Extension** key.

 *The operation depends on the setting in PRG 15-02-21.*

2. Place an intercom call or dial a trunk access code to seize an outside line and place your call.

To program a Virtual Extension key on a telephone:

1. Press Speaker key.
2. Dial **752**.
3. Press the key you want to program.
4. Dial ***03**.
5. Dial the number of the extension you want to appear on the key.
6. Press Hold key once for Immediate Ring (skip to step 8 for Delayed Ring).
7. Dial the mode number in which the key rings.
 - 1 = Day 1
 - 2 = Night 1
 - 3 = Midnight 1
 - 4 = Rest 1
 - 5 = Day 2
 - 6 = Night 2
 - 7 = Midnight 2
 - 8 = Rest 2
8. Press Hold key for a second time for Delayed Ring, or Skip to step 10.
9. Dial the mode number in which the key delay rings.
 - 1 = Day 1
 - 2 = Night 1
 - 3 = Midnight 1
 - 4 = Rest 1
 - 5 = Day 2
 - 6 = Night 2
 - 7 = Midnight 2
 - 8 = Rest 2
10. Press Speaker key.



Voice Mail Integration (Analog)

Description

The system provides telephone users with comprehensive Voice Mail features. Voice Mail ends the frustration and cost of missed calls, inaccurate written messages and telephone tag. This frees busy receptionists and secretaries for more productive work.

External voice mail requires available analog station ports based on the number of voice mail ports connected.

Integrated voice mail enhances the telephone system with the following features:

- **Call Forwarding to Voice Mail**

An extension user can forward their calls to Voice Mail. Once forwarded, calls to the extension connect to that extension mailbox. The caller can leave a message in the mailbox instead of calling back later. Forwarding can occur for all calls immediately, for unanswered calls or only when the extension is busy. When a user transfers a call to an extension forwarded to Voice Mail, the call waits for the Delayed Call Forwarding time before routing to the called extension mailbox. This gives the transferring party the option of retrieving the call instead of having it go directly to the mailbox.

- **Leaving a Message**

Voice Mail lets a Multiline Terminal extension user easily leave a message at an extension that is unanswered, busy or in Do Not Disturb. The caller just presses their Voice Mail key to leave a message in the called extension mailbox. There is no need to call back later.

- **Transferring to Voice Mail**

By using Transfer to Voice Mail, a Multiline Terminal extension user can Transfer a call to the user's or a co-worker's mailbox. After the Transfer goes through, the caller can leave a message in the mailbox.

Voice Mail Queuing

When accessing the voice mail, the system provides a voice mail queue. If all the voice mail ports are busy, any calls trying to get to the voice mail are placed in queue. As the voice mail ports become available, the calls are connected to the voice mail in the order in which they were received.

As the Voice Mail Queue follows Department Hunting programming, the queue can hold a maximum of 10 calls. If the queue is full or if the voice mail ports are not assigned to a Department Group, the calls are handled as though no voice mail queuing feature is enabled. The calls either access voice mail if a port is available or they receive a busy signal.

The Voice Mail Queuing feature does not work with the Conversation Record feature.

Voice Mail Key

When an extension receives a voice mail, the Voice Mail key can be used to call the voice mail to listen to the messages.

Analog Voice Mail Protocol Leading and Trailing Digits Assignment

The Analog Voice Mail Protocol Leading Digits (chassis to VM) and the Trailing Digits format can be changed.

The following chart illustrates the input data for PRG 45-04-01~PRG 45-04-09 (Voice Mail Digit Add Assignment) based on the setting in PRG 45-01-15 (Analog Voice Mail Protocol Selection) and PRG 45-01-17 (Reply Mailbox Number). If PRG 45-01-15 is set to Fixed (0) it uses the Fixed Memory Location for the Leading Digits or, if set to Program (1) it uses PRG 45-04-01~PRG 45-04-09 for the Leading Digits. If PRG 45-01-17 is set to 0 (No), it does not have the calling party in the Trailing Digits.



The default values for PRG 45-04-01~PRG 45-04-09 are not assigned.

Use the chart below to determine what leading and trailing digits will be sent to the Analog Voice Mail System.

Program	PRG 45-01-15 (0 = Fixed) PRG 45-01-17 (1=Yes or 0=No)	PRG 45-01-15 (1 = Program) PRG 45-01-17 (1=Yes)	PRG 45-01-15 (1=Program) PRG 45-01-17 (0=No)	Description
45-04-01 - Remote Logon (Internal) Up to four digits * Default not assigned	***1XXX	Up to four digits + XXX	Up to four digits + XXX	Remote Log-On (Internal) <ul style="list-style-type: none"> Internal call to VM from extension XXX. User has not indicated intent to enter mail box.
45-04-02 - Direct Logon Up to four digits * Default not assigned	#XXX	Up to four digits + XXX	Up to four digits + XXX	Direct Log-On <ul style="list-style-type: none"> Connect user to mail box for extension XXX.
45-04-03 - Transfer Message Up to four digits * Default not assigned	***2YYY ***2XXXXYY	Up to four digits + YYY Or Up to four digits + XXXYYY	Up to four digits + YYY	Transfer Message <ul style="list-style-type: none"> User is transferring a call to VM Record a message to be placed in mail box of extension YYY. Record Message for Called Extension (QVM) <ul style="list-style-type: none"> Record a message to be placed in mail box of extension YYY. Store source extension number XXX for automatic reply feature.
45-04-04 - Forward-All Up to four digits * Default not assigned	***3UUUZZZ	Up to four digits + UUZZZ	Up to four digits + ZZZ	Forward-All <ul style="list-style-type: none"> Extension or Trunk UUU that called extension ZZZ and was forwarded to the Voice Mail Box of extension ZZZ.
45-04-05 - Forward-Busy Up to four digits * Default not assigned	***4UUUZZZ	Up to four digits + UUZZZ	Up to four digits + ZZZ	Forward-Busy <ul style="list-style-type: none"> Extension or Trunk UUU that called extension ZZZ and was forwarded to the Voice Mail Box of extension ZZZ.
45-04-06 - Forward RNA Up to four digits * Default not assigned	***5UUUZZZ	Up to four digits + UUZZZ	Up to four digits + ZZZ	Forward RNA <ul style="list-style-type: none"> Extension or Trunk UUU that called extension ZZZ and was forwarded to the Voice Mail Box of extension ZZZ.

Program	PRG 45-01-15 (0 = Fixed) PRG 45-01-17 (1=Yes or 0=No)	PRG 45-01-15 (1 = Program) PRG 45-01-17 (1=Yes)	PRG 45-01-15 (1=Program) PRG 45-01-17 (0=No)	Description
45-04-07 - Remote Logon Up to four digits * Default not assigned	***6TTT	Up to four digits + TTT	Up to four digits + TTT	Remote Log-on • External call to Voice Mail from Trunk TTT. • Play welcome greeting and connect user to prompt.
45-04-08 - Conversation Recording Up to four digits * Default not assigned	***8NNN	Up to four digits + NNN	Up to four digits + NNN	Conversation Recording • Record a message to be placed in voice mail box of extension NNN.
45-04-09 - Clear Down String Up to four digits * Default not assigned	9999	Up to four digits	Up to four digits	Clear down string. • Terminate

*=If leading digits are blanks, nothing will be sent to the Analog VM as integration.

Conditions

- The periodic reminder message requires a PZ-VM21 board for Voice Response System (VRS).
- Ring Group calls do not follow extension call forwarding to voice mail.
- Only one Voice Mail system can be installed in an SL1100 system (Analog or Digital, but not both in same system). This restriction is because only one Department Group can be assigned for Voice Mail.
- If installing an Analog Voice Mail System, any Analog station port (SLT port) can be assigned to support the Analog Voice Mail system.
- If installing a InMail system (In-Skin product), an Analog station port (SLT port) can be assigned to support the sending of DTMF tones and Disconnect Signal to support a Fax server or other like products.
- When using Programmed (PRG 45-01-15 = 1) integration and PRG 45-04-XX is blank, no trailing digits are sent. You can allow only the trailing digits to be sent by setting PRG 45-05-XX to 1.
- Stutter Dial Tone is supported to Single Line Terminals for Voice Mail Message Waiting.

Default Settings

Disabled

System Availability

Terminals

All Terminals

Required Component(s)

084M-B1

080E-B1

008E-B1

Related Features

Barge-In

Caller ID

Direct Inward Line (DIL)

Hold

Message Waiting

One-Touch Calling

Programmable Function Keys

Transfer

Guide to Feature Programming

Program Number	Program Name	Default
10-09-01	DTMF and Dial Tone Circuit Setup	Resource 01 - 96 = 0 (Common)
11-07-01	Department Group Pilot Numbers - Dial	not assigned
11-11-50	Service Code Setup (for Setup/Entry Operation) - Set Message Waiting Indication	No Setting
11-11-51	Service Code Setup (for Setup/Entry Operation) - Cancel Message Waiting Indication	No Setting
15-02-35	Multiline Telephone Basic Data Setup - Message Waiting Lamp Cycle for Calling Extension	3
15-02-36	Multiline Telephone Basic Data Setup - Message Waiting Lamp Cycle for Called Extension	2
15-02-37	Multiline Telephone Basic Data Setup - Voice Mail Message Wait Lamp Color	1
15-02-38	Multiline Telephone Basic Data Setup - Voice Mail Message Wait Lamp Cycle	2
15-03-01	Single Line Telephone Basic Data Setup - SLT Signaling Type	1
15-03-03	Single Line Telephone Basic Data Setup - Terminal Type	0
15-03-09	Single Line Telephone Basic Data Setup - Caller ID Function - For External Module	0
15-03-16	Single Line Telephone Basic Data Setup - Special DTMF Protocol Send	0
15-07-01	Programmable Function Keys	Refer to Programming Manual.
16-01-01	Department Group Basic Data Setup - Department Name	not assigned
16-01-02	Department Group Basic Data Setup - Department Calling Cycle	0
16-01-03	Department Group Basic Data Setup - Department Routing When Busy (Auto Step Call)	0
16-01-04	Department Group Basic Data Setup - Hunting Mode	0

Program Number	Program Name	Default
16-01-05	Department Group Basic Data Setup - Extension Group All Ring Mode Operation	0
16-01-06	Department Group Basic Data Setup - STG Withdraw Mode	0
16-01-07	Department Group Basic Data Setup - Call Recall Restriction for STG	0
16-01-09	Department Group Basic Data Setup - Department Hunting No Answer Time	15 (seconds)
16-01-10	Department Group Basic Data Setup - Enhanced Hunt Type	0
16-02-01	Department Group Assignment for Extensions	Refer to Programming Manual.
20-02-09	System Options for Multiline Telephones - Disconnect Supervision	1
20-03-01	System Options for Single Line Telephones - SLT Call Waiting Answer Mode	0
20-06-01	Class of Service for Extensions	Extension 101 is Class 15 and other Extension are Class 1
20-11-01	Class of Service Options (Hold/Transfer Service) - Call Forward All	COS 01~15 = 1
20-11-02	Class of Service Options (Hold/Transfer Service) - Call Forward When Busy	COS 01~15 = 1
20-11-03	Class of Service Options (Hold/Transfer Service) - Call Forwarding When Unanswered	COS 01~15 = 1
20-11-04	Class of Service Options (Hold/Transfer Service) - Call Forwarding (Both Ringing)	COS 01~15 = 1
20-11-05	Class of Service Options (Hold/Transfer Service) - Call Forwarding with Follow Me	COS 01~15 = 1
20-11-12	Class of Service Options (Hold/Transfer Service) - Call Forwarding Off Premise (External Call Forwarding)	COS 01~15 = 1
20-13-01	Class of Service Options (Supplementary Service) - Long Conversation Alarm	COS 01~15 = 0
20-13-02	Class of Service Options (Supplementary Service) - Long Conversation Cutoff (Incoming)	COS 01~15 = 0
20-13-03	Class of Service Options (Supplementary Service) - Long Conversation Cutoff (Outgoing)	COS 01~15 = 0
20-13-04	Class of Service Options (Supplementary Service) - Call Forward/DND Override (Bypass Call)	COS 01~15 = 1
20-13-05	Class of Service Options (Supplementary Service) - Intercom Off-Hook Signaling	COS 01~15 = 1
20-13-06	Class of Service Options (Supplementary Service) - Automatic Off-Hook Signaling (Automatic Override)	COS 01~15 = 1
20-13-07	Class of Service Options (Supplementary Service) - Message Waiting	COS 01~15 = 1
20-13-12	Class of Service Options (Supplementary Service) - Room Monitor, Extension Being Monitored	COS 01~15 = 0
20-13-13	Class of Service Options (Supplementary Service) - Continued Dialing (DTMF) Signal on ICM Call	COS 01~15 = 1
20-13-16	Class of Service Options (Supplementary Service) - Barge-In, Receive	COS 01~15 = 0
20-13-28	Class of Service Options (Supplementary Service) - Allow Class of Service to be Changed	COS 01~15 = 0
20-13-35	Class of Service Options (Supplementary Service) - Block Camp On	COS 01~15 = 0



Program Number	Program Name	Default
22-02-01	Incoming Call Trunk Setup - Incoming Type	0
22-04-01	Incoming Extension Ring Group Assignment	Extension 101~108 (first eight ports) ring for incoming Ring Group 1 calls. No other extensions ring for incoming Ring Group 1 calls.
22-07-01	DIL Assignment	not assigned
22-08-01	DIL/IRG No Answer Destination	1
24-02-02	System Options for Transfer - MOH or Ringback on Transferred Calls	0
24-02-03	System Options for Transfer - Delayed Call Forwarding Time	10 (seconds)
40-07-01	Voice Prompt Language Assignment for VRS	1
45-01-01	Voice Mail Integration Options - Voice Mail Department Group Number	0
45-01-02	Voice Mail Integration Options - Voice Mail Master Name	VOICE MAIL
45-01-04	Voice Mail Integration Options - Park and Page	1
45-01-05	Voice Mail Integration Options - Message Wait	1
45-01-06	Voice Mail Integration Options - Record Alert Tone Interval Time	30 (seconds)
45-01-15	Voice Mail Integration Options - Analog Voice Mail Protocol Selection	0
45-01-16	Voice Mail Integration Options - Voice Mail FAX Digit Add Assignment	not assigned
45-01-17	Voice Mail Integration Options - Reply Mail Box Number	1
45-01-18	Voice Mail Integration Options - Trunk Number Mapping	2
45-04-01	Voice Mail Digit Add Assignment - Remote Logon (Internal)	not assigned
45-04-02	Voice Mail Digit Add Assignment - Direct Logon	not assigned
45-04-03	Voice Mail Digit Add Assignment - Transfer Message	not assigned
45-04-04	Voice Mail Digit Add Assignment - Forward-All	not assigned
45-04-05	Voice Mail Digit Add Assignment - Forward-Busy	not assigned
45-04-06	Voice Mail Digit Add Assignment - Forward RNA	not assigned
45-04-07	Voice Mail Digit Add Assignment - Remote Logon	not assigned
45-04-08	Voice Mail Digit Add Assignment - Conversation Recording	not assigned
45-04-09	Voice Mail Digit Add Assignment - Clear Down String	not assigned
45-05-01	Voice Mail Send Protocol Signal Without Additional Digits - Remote Log-On Internal	0
45-05-02	Voice Mail Send Protocol Signal Without Additional Digits - Direct Log-On	0
45-05-03	Voice Mail Send Protocol Signal Without Additional Digits - Transfer Message/QVM	0
45-05-04	Voice Mail Send Protocol Signal Without Additional Digits - Forward-All	0
45-05-05	Voice Mail Send Protocol Signal Without Additional Digits - Forward-Busy	0

Program Number	Program Name	Default
45-05-06	Voice Mail Send Protocol Signal Without Additional Digits - Forward RNA	0
45-05-07	Voice Mail Send Protocol Signal Without Additional Digits - Remote Log-On	0
45-05-08	Voice Mail Send Protocol Signal Without Additional Digits - Conversation Recording	0
45-05-09	Voice Mail Send Protocol Signal Without Additional Digits - Clear Down String	0
80-03-01	DTMF Tone Receiver Setup - Detect Level	Type 1~5 = 0
80-03-02	DTMF Tone Receiver Setup - Start delay time	Type 1~5 = 0
80-03-03	DTMF Tone Receiver Setup - Min. detect level	Type 1 = 10 (-20dBm) Type 2 = 15 (-25dBm) Type 3 = 15 (-25dBm) Type 4 = 10 (-20dBm) Type 5 = 10 (-20dBm)
80-03-04	DTMF Tone Receiver Setup - Max. detect level	2 (-2dBm)
80-03-05	DTMF Tone Receiver Setup - Forward twist level	Type 1~5 = 5 (6dBm)
80-03-06	DTMF Tone Receiver Setup - Backward twist level	Type 1~5 = 0 (1dBm)
80-03-07	DTMF Tone Receiver Setup - ON detect time	Type 1~5 = 1 (30ms)
80-03-08	DTMF Tone Receiver Setup - OFF detect time	Type 1~5 = 1 (30ms)
80-04-01	Call Progress Tone Detector Setup - Detection Level	Type 1 (DT) = 0 (-25dBm) Type 2 (BT) = 0 (-25dBm) Type 3 (RBT) = 0 (-25dBm) Type 4 = 0 Type 5 = 0
80-04-02	Call Progress Tone Detector Setup - Min. Detection Level	0~15 Type 1 (DT) = 15 (-25dBm) Type 2 (BT) = 15 (-25dBm) Type 3 (RBT) = 15 (-25dBm) Type 4 = 0 Type 5 = 0
80-04-03	Call Progress Tone Detector Setup - S/N Ratio	Type 1 (DT) = 4 (-20dB) Type 2 (BT) = 4 (-20dB) Type 3 (RBT) = 4 (-20dB) Type 4 = 0 Type 5 = 0
80-04-04	Call Progress Tone Detector Setup - No Tone Time	Type 1 (DT) = 132 (3990ms) Type 2 (BT) = 132 (3990ms) Type 3 (RBT) = 132 (3990ms) Type 4 = 0 Type 5 = 0
80-04-05	Call Progress Tone Detector Setup - Pulse Count	Type 1 (DT) = 1 Type 2 (BT) = 1 Type 3 (RBT) = 1 Type 4 = 0 Type 5 = 0
80-04-06	Call Progress Tone Detector Setup - ON minimum time	Type 1 (DT) = 9 (300ms) Type 2 (BT) = 12 (390ms) Type 3 (RBT) = 25 (780ms) Type 4 = 0 Type 5 = 0
80-04-07	Call Progress Tone Detector Setup - ON maximum time	Type 1 (DT) = 0 Type 2 (BT) = 14 (450ms) Type 3 (RBT) = 40 (1230ms) Type 4 = 0 Type 5 = 0



Program Number	Program Name	Default
80-04-08	Call Progress Tone Detector Setup - OFF minimum time	Type 1 (DT) = 1 (60ms) Type 2 (BT) = 10 (330ms) Type 3 (RBT) = 83 (2520ms) Type 4 = 0 Type 5 = 0
80-04-09	Call Progress Tone Detector Setup - OFF maximum time	Type 1 (DT) = 1 (60ms) Type 2 (BT) = 20 (630ms) Type 3 (RBT) = 115 (3480ms) Type 4 = 0 Type 5 = 0






Operation


Calling your Mailbox

To call your mailbox:

Multiline Terminal

1. Press your **Voice Mail** key (PRG 15-07 or SC **751**: 77).
- OR -
Press Speaker key and dial the Voice Mail Master Number. After Voice Mail Answers, dial your mailbox number.
 -  *Your mailbox number is normally the same as your extension number. You may optionally dial a co-worker's mailbox - or use this procedure to call your mailbox from a co-worker's telephone.*
2. If requested by Voice Mail, enter your security code.
 -  *Ask your Voice Mail system administrator for your security code.*
 -  *Normally, your Message Waiting LED goes out (if applicable). If it continues to flash, you have unanswered Message Waiting requests or a new General Message.*



Single Line Terminal

1. Lift the handset and dial ***8**.
 -  *If you are at a co-worker's telephone, you can dial the Voice Mail master number and your mailbox number instead. You can also use this procedure from your own telephone to call a co-worker's mailbox.*
2. If requested by Voice Mail, enter your security code.


Recording your Call


Multiline Terminal

To record your active call in your mailbox:

1. Press the **Voice Mail Record** key (PRG 15-07 or SC **751**: code 78).
 -  *You hear two beeps and your Record key flashes. The beeps periodically repeat to remind you that you are recording.*
 -  *To stop recording, press the Voice Mail Record key again. You can restart and stop recording as required.*
- OR -

1. Press Hold key.
2. Dial **654**.


 *The system automatically reconnects you to your call.*

 *To stop recording, place the call on hold then pick the call back up. You can restart and stop recording as required.*

Single Line Terminal

1. Hookflash.
2. Dial **654**.

 *The system automatically reconnects you to your call.*

 *To stop recording, hookflash twice. You can restart and stop recording as required.*

V

Voice Mail Message Indication on Line Keys

Description

Voice Mail Message Indication on Line Keys indicates a new voice mail message on Line Keys or DSS/BLF keys.

Conditions

- When a DSS key of an installed extension is pressed when flashing it calls that extension.
- You have to use a Voice Mail key (code 77) to get the indication when there is a new message. It can also be used for installed extensions.
- Voice Mail key calls the VM and logs into the mail box.
- If an Voice Mail key for extension A is placed on extension A, the Large LED lights on extension A for new message indication. Also the Voice Mail key flashes green.
- Voice Mail LED is a higher priority then any other status for the DSS/BLF key.
- The enabling or disabling of Voice Mail Indication on BLF enables the station with the message to show up on other telephones. It does not enable/disable stations from seeing the BLF indication.
- Virtual Extension Keys assigned as code *03 do not support Voice Mail Message Indication on Line Keys.

Default Setting

Not allowed

System Availability

Terminals

All Multiline Terminals

Required Component(s)

VM (Digital or Analog)

Related Features

Class of Service

Direct Station Selection (DSS) Console

Programmable Function Keys

InMail

Voice Mail Integration (Analog)

Guide to Feature Programming

Program Number	Program Name	Default
15-07-01	Programmable Function Keys	Refer to Programming Manual.
20-13-41	Class of Service Options (Supplementary Service) - Voice Mail Message Indication on DSS	COS 01~15 = 0

Program Number	Program Name	Default
30-01-01	DSS Console Operating Mode	0
30-02-01	DSS Console Extension Assignment - Extension Number	not assigned
30-03-01	DSS Console Key Assignment	The DSS keys 001~060 of all DSS consoles = DSS/One-Touch key 101~160 The DSS keys 061~114 of all DSS consoles = No Setting
30-05-02	DSS Console Lamp Table - Busy Extension	7 (On)
30-05-03	DSS Console Lamp Table - DND Extension	3 (RW)
30-05-09	DSS Console Lamp Table - Hotel Status Code 1 (Hotel DSS)	7 (On)
30-05-10	DSS Console Lamp Table - Hotel Status Code 2 (Hotel DSS)	1 (FL)
30-05-11	DSS Console Lamp Table - Hotel Status Code 3 (Hotel DSS)	2 (WK)
30-05-12	DSS Console Lamp Table - Hotel Status Code 4 (Hotel DSS)	3 (RW)
30-05-13	DSS Console Lamp Table - Hotel Status Code 5 (Hotel DSS)	5 (IL)
30-05-14	DSS Console Lamp Table - Hotel Status Code 6 (Hotel DSS)	3 (RW)
30-05-15	DSS Console Lamp Table - Hotel Status Code 7 (Hotel DSS)	6 (IW)
30-05-16	DSS Console Lamp Table - Hotel Status Code 8 (Hotel DSS)	4 (IR)
30-05-17	DSS Console Lamp Table - Hotel Status Code 9 (Hotel DSS)	3 (RW)
30-05-18	DSS Console Lamp Table - Hotel Status Code 0 (Hotel DSS)	0 (Off)
30-05-19	DSS Console Lamp Table - Hotel Status Code * (Hotel DSS)	4 (IR)
30-05-20	DSS Console Lamp Table - Hotel Status Code # (Hotel DSS)	5 (IL)
30-05-21	DSS Console Lamp Table - VM Message Indication	3 (RW)

Operation

To program a DSS/BLF key on a telephone:

1. Press Speaker key.
2. Dial **751**.
3. Press the key you want to program.
4. Dial **01**.
5. Dial the number of the extension you want to appear on the key.
6. Press Hold key.
7. Press Speaker key.

To program a Voice Mail key on a telephone:

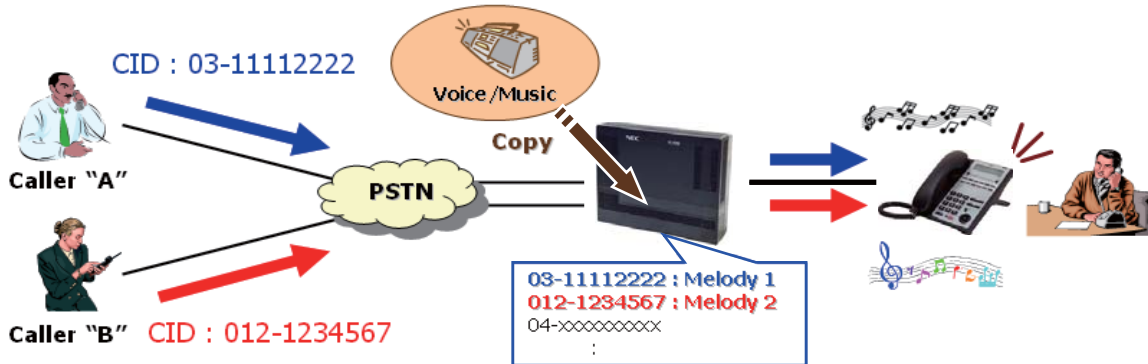
1. Press Speaker key.
2. Dial **751**.
3. Press the key you want to program.
4. Dial **77**.
5. Dial the number of the extension you want to appear on the key.
6. Press Speaker key.



Voice/Melody Ringing by VM

Description

This feature enables to play the pre-recorded WAV data (voice or melodies...) instead of ringing tone to indicate incoming trunk call. It is possible to ring to play the WAV file (address to VM) for each Caller-ID basis or each ring extension basis, and can be identified to know before answer the call. The feature also plays Voice/Melody to each ringing Multiline Terminal Extension instead of Caller-ID.



Audio Prompt Format

In order for uploaded greetings to properly play on the SL1100 they must be in the proper format. Audio files not recorded in the proper format may not playback. The proper format is:

Table 1-69 WAV Format

Item	Specification
Bit Rate	64 kbps
Sampling Size	8 bits
Channel	1 (Mono)
Sampling Rate	8 kHz
Audio Format	CCiTT μ-law
Size	1 MB
Length	2 Min.

To upload the WAV file to the system please refer to [InMail Upload Download Audio on page 1-357](#).

Conditions

- The feature basically work with Normal Trunk Incoming call, PBX, CES Incoming Call, DID/DISA/ VRS, DID/DDI and Dial-In in the Tie Line.
- The feature does not work for Internal Incoming Call, Virtual extension ring, Door Box ring, Callback, Alarm, VRS Waiting Message incoming call.
- This feature is applicable only for Digital Multiline Terminal. Analog phone and IP Phone is not applicable this feature.
- If all the VRS channels are busy, the normal incoming ring tone takes place.
- The feature works when the Multiline Terminal is idle.
- The feature works during play BGM or Room Monitor.
- If the WAV file number sets for both Caller-ID ring and Extension ring, the priority of Caller-ID ring is higher than Extension Ring.

- The Voice channel will be released when the incoming ring has been stopped and stop to play the WAV file.
- The WAV file is limited to play from a head of melody when receive an incoming call.
- For the occupied channel numbers for VRS incoming message is depending on the number of play WAV file. Even though the three incoming calls have been received and two calls are used same WAV file, in case the occupied channel number is two channels. The Ringing terminal numbers are not related to the count of channels.
- The Ringing priority is as follows;
CID Incoming Voice/Melody Ring (PRG13-04-07) > CID Incoming Ring (PRG13-04-05) > Voice/Melody ring for each extension (PRG15-02-55) > Normal Ring
- This feature can not be set from Navigation Key.

Default Settings

Disabled

System Availability

Terminals

Digital Multiline Terminal

Required Component(s)

CF Card provided by NEC

Related Features

Caller ID

Guide to Feature Programming

Program Number	Program Name	Default	Note
13-04-01	Abbreviated Dial Data Dial Data : 1-9, 0, *, #, P, R, @ (Up to 36 digits)	No Setting	
13-04-02	Name Up to 12 characters	No Setting	
13-04-03	Transfer Mode 0 = Not defined 1 = Internal dial 2 = Incoming Ring Group 3 = Remote Monitor	0	
13-04-04	Destination Number Internal Dial Up to 36 digits Incoming ring Group 0-25 Remote Monitor Dial Up to 8 digits	No Setting	
13-04-05	Incoming ring pattern 0 = Normal pattern 1-4 = Tone pattern (1-4) 5-9 = Scale pattern (1-5)	0	
13-04-07	VRS Incoming Message Number (0 ~ 100)	0	
15-02-55	VRS Incoming Message Number (0 ~ 100)	0	

Program Number	Program Name	Default	Note
11-10-43	VRS Incoming Message Setting	778	

Operation

To Set the Incoming Voice/Melody ringing from Service Code


1. Press Service Code 778.

```
VRS INCOM
RI:1 STA:2
```

2. Press Enter 1 (RI).

```
VRS INCOM          CID
```

3. Enter the Caller ID Number.

 You can clear the digits entered by pressing **Exit** key.

```
VRS INCOM          CID
                   123
```

4. Press **Hold**.

```
ABB 0005          123
```

5. Press **Hold**. You can set Name (PRG 13-04-02).

```
ABB 0005
          -
```


6. Press **Hold** and Enter the Transfer Mode 0 ~ 3 (PRG13-04-03).

TRF0 = Not defined
TRF1 = Internal Dial
TRF2 = IRG

TRG3 = Remote Monitor

```
ABB0005
TRF Mode (0-3) ?0-
```

7. Press **Hold** and Enter the Ringing Destination (13-04-04).
If you Select TRF1 ~3 following can be entered/
TRF1 (Internal Dial): Up to 36 digits
TRF2 (Incoming ring Group): 0-25
TRF3 (Remote Monitor): Dial Up to 8 digits.

 If you press **Exit** Key you can clear the digits you entered.

```
ABB0005 ModeX      Target
```

ModeX= X is Mode 1 ~ 3 (13-04-03)

8. Press **Hold** and you enter the Incoming Ring Pattern (13-04-05).
0 ~ 9 can be entered and 0 ~ 9 are followings:
0 = Normal pattern
1-4 = Tone pattern (1-4)
5-9 = Scale pattern (1-5)

```
ABB0005 ModeX
Ring (0-9) ?1-
```

ModeX = X is Mode 1 ~ 3 (PRG 13-04-03)

9. Enter the VRS Incoming Message Number: 000 ~ 100 (13-04-07).

```
ABB0005 ModeX      VRS
                          001
```

ModeX = X is Mode 1 ~ 3 (PRG 13-04-03)

10. If you set correctly you will hear the Confirmation Beep and see the following Screen.

```
Set ABB
```

11. Press **Speaker** and end the Setting.

To Cancel the Incoming Voice Melody ringing from Service Code


1. Press Service Code 778.

```
VRS INCOM
RI:1 STA:2
```


2. Press Enter **1** (RI).

```
VRS INCOM          CID
```

3. Enter the Caller ID Number.

 You can clear the digits entered by pressing **Exit** key.

```
VRS INCOM          CID
                  123
```

4. Press **Hold**.

```
ABB 0005          123
```

5. Press **Hold**. You can set Name (PRG 13-04-02).

```
ABB 0005
                -
```

6. Press **Hold** and Enter the Transfer Mode 0 ~ 3 (PRG13-04-03).

TRF0 = Not defined
TRF1 = Internal Dial
TRF2 = IRG
TRG3 = Remote Monitor

```
ABB0005
TRF Mode (0-3)?0-
```

7. Press **0** and RI Set will be canceled.

```
Set ABB
Cancel RI
```

8. Press **Speaker**.

Voice Over

Description

Voice Over lets a user interrupt a busy station user that is on another call. With Voice Over, the busy extension user hears an alert tone followed by the voice of the interrupting party. The extension user receiving the Voice Over can respond to the interrupting party without being heard by the original caller. If desired, the user can easily switch between their original caller and the interrupting co-worker. The original caller and the interrupting party can never hear each other.

Example:

Voice Over could help a lawyer waiting for an urgent call. While on a call with another client, the lawyer's paralegal could announce the urgent call as soon as it comes in. The lawyer could then give the paralegal instructions how to handle the situation - all without the original client hearing the conversation.

Both Multiline Terminal users and SLT set users can initiate and receive a Voice Over.

To enable Voice Over, a Multiline Terminal can have a function key programmed for Voice Over. In addition to one-touch Voice Over operation, the key shows the Voice Over status as follows:

When the key is . . .	You are . . .
Off	Not using Voice Over
Flashing (Red)	Listening to the interrupting party
On (Green)	Responding to the interrupting party

Conditions

- While active, Voice Over uses a Conference circuit on a CPU. Refer to the Conference feature for Conference circuit programming.
- Voice Over can interrupt a trunk call only if the trunk is set up for at least six seconds.
- Do not use Voice Over to a user on **Speaker** phone as the conversation may be heard by the outside party.
- When a Multiline Terminal user performs Voice Over, the speech path is 1-way from the originator to the destination.
- The Voice Over Access Code can be assigned on a Programmable Function Key.
- An override tone is sent to both calling and called parties. A Single Line Terminal user can receive Voice Over. After a Tone Override is heard, Voice Over can be set.
- When a Programmable Function Key (programmed with the Voice Over Access Code) is pressed, the LED lights while responding to the page.
- When a Multiline Terminal has a Handsfree Unit programmed, the Voice Over call can be received and answered handsfree.
- When Data Line Security is assigned to a station, the Voice Over to the station is disabled.
- When a Multiline Terminal user performs Voice Over, the speech path is 1-way from the originator to the destination.
- An extension user cannot Voice Over to another extension user in a Conference.
- If you place a call on hold and then Voice Over to a busy extension, the call on hold does not transfer to the busy party when you end the Voice Over.
- A station can receive only one Voice Over at a time.
- A Multiline Terminal user cannot answer a Voice Over with an internal call on hold.
- An attempt to Voice Over a station can be denied if the station is in DND (Do Not Disturb) Mode, Automatic Redial is activated, during Station Programming, during Incoming Ringing, during Internal/ External Paging, during a Conference Call, during a conference call on hold, the terminal is on internal hold, or the terminal has a call on internal hold.

- When a Single Line Terminal is on a call and Voice Over is presented, the Single Line Terminal cannot talk back to the party that originated the Voice Over.
- Voice Over to a Single Line Terminal is not recommended because cross talk is inherent in the side tone of analog telephones.
- Voice Over to a user on **Speaker** phone is not recommended because the conversation may be heard by the outside party.
- Answering a Voice Over requires a uniquely programmed Voice Over key.

Default Settings

Disabled

System Availability

Terminals

Multiline and Single Line Terminals

Required Component(s)

None

Related Features

Conference

Off-Hook Signaling

Programmable Function Keys


Guide to Feature Programming


Program Number	Program Name	Default
11-12-41	Service Code Setup (for System Access) - Voice Over	690
11-16-08	Single Digit Service Code Setup - Voice Over	6
15-07-01	Programmable Function Keys	Refer to Programming Manual.
20-06-01	Class of Service for Extensions	Extension 101 is Class 15 and other Extension are Class 1
20-13-06	Class of Service Options (Supplementary Service) - Automatic Off-Hook Signaling (Automatic Override)	COS 01~15 = 1
21-01-03	System Options for Outgoing Calls - Trunk Inter-digit Time (External)	5 (seconds)

Operation

To Initiate a Voice Over to a busy extension:

1. Press **Voice Over** key (PRG 15-07 or SC **751**: 48)
- **OR** -
Dial **690**.


 You hear an alert tone and the Voice Over key flashes. You can talk to the called party after the alert tone ends.

 To use Service Code 690 for Voice Over, PRG 11-16-09 (Voice Mail Service Code) must be undefined.

To respond to a Voice Over alert tone to your extension:


You can respond only if you have a Voice Over key.

1. Press the **Voice Over** key.

 The Voice Over key lights steadily (green) and you can talk to the interrupting party.

To return to your original call:

1. Press the **Voice Over** key.
2. Press the **Voice Over** key again.

 Your Voice Over key flashes red when you are talking to your original call.

 To switch between your original call and the interrupting party, just keep pressing the Voice Over key.



Voice Response System (VRS)

Description

The PZ-VM21 daughter board provides the option for the Voice Response System (VRS) which gives the system voice recording and playback ability. The CFVRS CompactFlash card provides up to 100 system messages (General Message, Automated Attendant greetings, and the Preamble).

- **General Message** - provides a prerecorded message to which any user can listen
- **Automated Attendant (Operator Assistance)** - answers incoming calls, plays a greeting to the caller and then lets the caller directly dial a system extension
- **Transfer to the VRS** - allows any extension user to Transfer their outside call to the VRS
- **Voice Prompting Messages** - plays call and feature status messages to users
- **Time, Date and Station Number Check** - lets a Multiline Terminal extension user quickly hear a recording for the time, date, or the extension number
- When installing a compact flash card onto the PZ-VM21 the system **MUST** be powered off. Never install or uninstall the compact flash card while the system is under power.

VRS Messages

The VRS allows you to record up to 100 VRS messages (001-100) when using the compact flash card. If you are using the built in VRS, without the compact flash, then you can only record message 1 (001). You allocate these messages for Automated Attendant greetings, the General Message, and the Preamble message. The maximum duration for any message is two minutes - this is not programmable. VRS messages are stored on a Compact Flash drive, and do not require battery back up.

Any on-premise extension caller can listen, record and erase VRS Messages (unless restricted in programming). DISA and DID callers can listen and record VRS messages (unless restricted in programming).

General Message

A General Message is a prerecorded message available to all callers. A General Message typically contains important company information that all employees should hear. To hear the General Message, an employee can go to any Multiline Terminal and press 4 (for General Message). You can restrict the ability to record the General Message in an extension Class of Service. This allows you to give recording ability to the System Administrator or Communications Manager, for example, but not any other employee. The Message Waiting LED at each telephone flashes when a new General Message is recorded. After the extension user listens to the message, the Message Waiting LED goes out.

Park and Page

When an extension user is away from their telephone, Park and Page can let them know when they have a call waiting to be answered. The Personal Greeting and Park & Page options can have up to 200 total messages (note that the Park & Page feature uses two messages). To enable Park and Page, the user records a Personal Greeting along with an additional Paging announcement. Park and Page then answers an incoming call and plays the Personal Greeting to the caller. The caller then listens to Music on Hold (if available) while the system broadcasts the prerecorded Paging announcement. When the extension user hears the Page, they can go to any telephone and use Directed Call Pickup to intercept the call. Refer to [Call Forwarding on page 1-62](#), [Paging, External on page 1-487](#), [Paging, Internal on page 1-492](#), and [Park on page 1-495](#).

Automated Attendant (Operator Assistance)

Automated Attendant automatically answers outside calls, plays a prerecorded greeting and then lets the outside callers directly dial system extensions, Department Calling Groups and Voice Mail. Automated Attendant provides immediate answering and routing of outside calls without the need for an operator or dispatcher. Automated Attendant provides:



- **Single Digit Dialing**

Single Digit Dialing allows Automated Attendant callers to dial extensions, Department Calling Groups, and Voice Mail by pressing a single digit. For example, your Automated Attendant can greet calls with, "Thank you for calling. To place an order, dial 1. To check on an existing order, dial 2. To speak with an operator, dial 0." You can set up single digit dialing for each VRS Message programmed to answer outside calls via the Automated Attendant. This allows you to set up day/night/holiday greetings or unique greetings for each incoming trunk. (Keep in mind that, with a default system, if you assign destinations to digits 3, 4 and 5, outside callers cannot dial system extensions.)

- **Simultaneous Call Answering**

With VRS installed, the Automated Attendant can answer up to 16 calls (Needs License and MEMDB) simultaneously.

- **Flexible Routing**

The outside caller can directly dial any system extension, Department Calling Group or Voice Mail. If the caller dials a busy extension, Automated Attendant allows them to dial another extension or wait for the busy extension to become free.

- **Automatic Overflow**

Automatic Overflow can automatically redirect a call if it cannot go through. This can happen if all VRS ports are busy, if the called extension does not answer, or if the caller misdials or waits too long to dial. (This occurs if the caller is using a dial pulse telephone.) When the call overflows, it rings a designated Ring Group or the Voice Mail system.

- **Programmable Automated Attendant Greetings**

You can record a different greeting for each trunk answered by the Automated Attendant. The greetings can be different in the day, at night or on holidays or weekends. You can also have a special greeting if the caller misdials. You record the greetings just the way you want. For example, "Dial the 3-digit extension number you wish to reach, dial 500 for Sales or dial 600 for Customer Service." When assigning and recording Automated Attendant greetings, you can choose among the 100 VRS messages.

VRS Waiting Message

Using VRS Waiting Message, the system can automatically answer an incoming trunk call first (either a normal trunk or one designated for a department group) to let the outside caller hear a recorded message when the call is not answered in a programmed time. With this feature, the call keeps ringing at the same destination until it is answered or until other programming, takes affect.

This feature can use up to two messages for an incoming call and the duration between the messages is programmable. These messages are repeated and, between these messages, either ring back tone or Music on Hold can be played.

This feature has two different modes:

- **Permanent Mode**

This mode sets the feature using system programming and is available for the following types of calls.

- Normal Incoming Call

When the call is not answered or a user presses the VRS Waiting Message function key, this feature is initiated. The waiting message is played until other no-answer program (e.g. transfer to another incoming ring group or disconnect) takes affect.

- Designated Call for the Department Group

- When a department group receives a call from a DID, DIL or DISA and all terminals in the group are busy, the call is put in a queue and VRS Waiting Message is also initiated. The waiting message is played until other no-answer program (e.g. transfer to another incoming ring group or disconnect) takes affect or a terminal becomes available to receive the department call.

- **Manual Mode**

This mode can be programmed by pressing the VRS Waiting Message function key from a Multiline Terminal to set this feature for each incoming ring group. This mode can be used for normal incoming calls only.


The following programs would be used to define the VRS Waiting Message feature and the trunk overflow:

- PRG 11-10-20: Service Code Setup (for System Administrator) - VRS - Record/Erase Message
- PRG 15-07: Programmable Function Keys

Automatic Answer with Delay Message Setup (Function Number 52)

 Function Key 52 can be used to enable the VRS Waiting Message feature when PRG 22-01-10 is set to 1 (Changed by Manual Operation).

Automatic Answer with Delay Message Start (Function Number 53)

 Function Key 53 can be used to play the VRS Waiting Message immediately when Function Key 53 + the ringing Trunk Appearance Key are pressed.

- 20-07-13: Class of Service Options (Administrator Level) - VRS Record (VRS Msg Operation)
- 20-15-11: Ring Cycle Setup - VRS Waiting Message Incoming Call
- 22-01-04: System Options for Incoming Calls - DIL No Answer Recall Time
- 22-01-08: System Options for Incoming Calls - DID Pilot Call No Answer Timer
- 22-01-10: System Options for Incoming Calls - VRS Waiting Message Operation
- 22-01-11: System Options for Incoming Calls - VRS Waiting Message Interval Time
- 22-08-01: DIL/IRG No Answer Destination
- 22-14-01~07: VRS Delayed Message for IRG
- 22-15-01~07: VRS Waiting Message for Department Group
- 25-07-02: System Timers for VRS/DISA - VRS/DISA No Answer Time
- 25-07-03: System Timers for VRS/DISA - Disconnect after VRS/DISA retransfer to IRG

Transfer to the VRS

Any extension user can Transfer their outside call to the VRS. This lets their caller take advantage of the Automated Attendant's extensive routing abilities. To Transfer the call, the user places the call on Hold, dials the unique VRS service code (set up in system programming : default **782**), and hangs up.

Voice Prompting Messages

The VRS feature provides the system with Voice Prompting Messages. These Voice Prompting Messages tell the extension user the status or progress of their call.

The following table shows the available Voice Prompting Messages.

Preamble

You can use the Preamble message to set up an Auto-Answer with Greeting application. When a receptionist answers a call, the VRS can play a preamble message such as, "Welcome to ABC Company. How can I help you?" When the caller replies, the receptionist answers, "One moment please," and quickly extends the call to the desired party. This ensures that all incoming calls are answered quickly, courteously and consistently.

Time, Date and Station Number Check

If the system has a DSP daughter board installed for VRS, any Multiline Terminal user can find out the time, date or the extension number while their telephone is idle (on-hook). The time and date check saves the user time since they do not have to look for a clock or calendar. Hearing the extension number conveniently identifies non-display Multiline Terminals. To find out their extension number, the user presses 6 (for Number). To listen to the time and date, the user presses 8 (for Time/Date).

Conditions

- VRS record time is fixed at two minutes and cannot be changed.
- The Automated Attendant (VRS) can answer up to 16 calls (Needs License and MEMDB) simultaneously.
- The maximum number of VRS ports is 16 when the MEMDB is installed on the CPU. If the MEMDB is not installed, the maximum number of VRS ports is four.

Default Settings

Disabled

System Availability

Terminals

None

Required Component(s)

PZ-VM21

IP4WW-CFVRS-C1

Related Features

Transfer

Guide to Feature Programming

Program Number	Program Name	Default
11-10-20	Service Code Setup (for System Administrator) - VRS - Record/Erase Message	616
11-10-21	Service Code Setup (for System Administrator) - VRS - General Message Playback	611
11-10-22	Service Code Setup (for System Administrator) - VRS - Record or Erase General Message	612
11-12-54	Service Code Setup (for Service Access) - VRS Routing for ANI/DNIS	782
15-07-01	Programmable Function Keys	Refer to Programming Manual.
20-06-01	Class of Service for Extensions	Extension 101 is Class 15 and other Extension are Class 1
20-07-13	Class of Service Options (Administrator Level) - VRS Record (VRS Msg Operation)	COS 01~14 = 0 COS 15 = 1
20-07-14	Class of Service Options (Administrator Level) - VRS General Message Play	COS 01~14 = 0 COS 15 = 1
20-07-15	Class of Service Options (Administrator Level) - VRS General Message Record/Delete	COS 01~14 = 0 COS 15 = 1
20-11-15	Class of Service Options (Hold/Transfer Service) - VRS Personal Greeting (Message Greeting)	COS 01~15 = 1
20-13-23	Class of Service Options (Supplementary Service) - Display the Reason for Transfer	COS 01~15 = 0
20-15-11	Ring Cycle Setup - VRS Waiting Message Incoming Call	6
21-01-02	System Options for Outgoing Calls - Intercom Interdigit Time	10 (seconds)
22-01-10	System Options for Incoming Calls - VRS Waiting Message Operation	0
22-01-11	System Options for Incoming Calls - VRS Waiting Message Interval Time	20 (seconds)
22-02-01	Incoming Call Trunk Setup	0
22-04-01	Incoming Extension Ring Group Assignment	Extension 101~108 (first eight ports) ring for incoming Ring Group 1 calls. No other extensions ring for incoming Ring Group 1 calls.

Program Number	Program Name	Default
22-14-01	VRS Delayed Message for IRG - 1st Waiting Message Start Time	0 (seconds)
22-14-02	VRS Delayed Message for IRG - 1st Waiting Message Number	0
22-14-03	VRS Delayed Message for IRG - 1st Waiting Message Sending Count	0
22-14-04	VRS Delayed Message for IRG - 2nd Delayed Message Number	0
22-14-05	VRS Delayed Message for IRG - 2nd Delayed Message Sending Count	0
22-14-06	VRS Delayed Message for IRG - Tone Kind at Message Interval	0
22-14-07	VRS Delayed Message for IRG - Disconnect Time After the end of VRS Waiting Message	60 (seconds)
22-15-01	VRS Delayed Message for Department Group - 1st Delayed Message Start Time	0 (seconds)
22-15-02	VRS Delayed Message for Department Group - 1st Delayed Message Number	0
22-15-03	VRS Delayed Message for Department Group - 1st Delayed Message Sending Count	0
22-15-04	VRS Delayed Message for Department Group - 2nd Delayed Message Number	0
22-15-05	VRS Delayed Message for Department Group - 2nd Delayed Message Sending Count	0
22-15-06	VRS Delayed Message for Department Group - Tone Kind at Message Interval	0
22-15-07	VRS Delayed Message for Department Group - Disconnect Time After the End of VRS Waiting Message	60 (seconds)
24-02-03	System Options for Transfer - Delayed Call Forwarding Time	10 (seconds)
25-01-02	VRS/DISA Line Basic Data Setup - DISA User ID	1
25-02-01	DID/DISA VRS Message	Talkie Type = 1 Additional Data = 1
25-03-01	VRS/DISA Transfer Ring Group With Incorrect Dialing	0
25-04-01	VRS/DISA Transfer Ring Group With No Answer/Busy	0
25-05-01	VRS/DISA Error Message Assignment	0
25-06-01	VRS/DISA One-Digit Code Attendant Setup - Next Attendant Message Number	0
25-06-02	VRS/DISA One-Digit Code Attendant Setup - Destination Number	not assigned
25-07-02	System Timers for VRS/DISA - VRS/DISA No Answer Time	0 (second)
25-07-03	System Timers for VRS/DISA - Disconnect after VRS/DISA retransfer to IRG	60 seconds
25-08-01	DISA User ID Setup - Password	No setting
25-13-01	System Option for DISA - VRS Message Access Password	No setting
25-15-01	DISA Transfer Target Setup -DISA Transfer Target Area at Wrong Dial	999
25-15-02	DISA Transfer Target Setup -DISA Transfer Target Area at NoAnswer or Busy	Default = 999

Program Number	Program Name	Default
31-02-01	Internal Paging Group Assignment - Internal Paging Group Number	Port 1 ~ 16 = 1(Group 1) Port 17 ~ = 0
31-02-02	Internal Paging Group Assignment - Internal All Call Paging Receiving	All stations = 0
31-04-01	External Paging Zone Group - Paging Group Number	Speaker 1 (Basic) = 1 (Group 1) Speaker 2 (Expansion 1) = 2 (Group 2) Speaker 3 (Expansion 2) = 3 (Group 3)
31-07-01	Combined Paging Assignments	1
40-07-01	Voice Prompt Language Assignment for VRS	1
40-10-01	Voice Announcement Service Option - VRS Fixed Message	0
40-10-02	Voice Announcement Service Option - General Message Number	0
40-10-03	Voice Announcement Service Option - VRS No Answer Destination	0 (No setting)
40-10-04	Voice Announcement Service Option - VRS No Answer Time	0
40-10-05	Voice Announcement Service Option - Park and Page Repeat Timer (VRS Msg Resend)	0
40-10-06	Voice Announcement Service Option - Set VRS Message for Private Call Refuse (VRS Msg Private Call)	0
40-10-07	Voice Announcement Service Option - Set VRS Message for Caller ID Refuse (VRS Msg CID)	0
40-11-01	Preamble Message Assignment	0
47-03-02	InMail Group Mailbox Options - Master Mailbox Number	not assigned

Operation

VRS Messages


To record a VRS message:

1. Press Speaker key or lift the handset.
- OR -
At a Single Line Terminal, lift the handset.
2. Dial **616**.
3. Dial **7 (Record)**.
4. Dial the VRS message number you want to record (001~100).
5. When you hear, "Please start recording" followed by a beep, record your message.
6. Press **#** to end recording
- OR -
Hang up to save the message.

To listen to a previously recorded VRS message:

1. Press Speaker key or lift the handset.
- OR -
At a Single Line Terminal, lift the handset.

2. Dial **616**.
3. Dial **5** (Listen).
4. Dial the VRS message number to which you want to listen (01~100).

 *You hear the previously recorded message. If you hear a beep instead, no previous message is recorded.*


5. Press **#** to hear the message again.
- OR -
 To hear another message, dial **5** and then enter the message number (01~100).
- OR -
 Hang up.

To erase a previously recorded VRS message:


1. Press Speaker key or lift the handset.
- OR -
 At a Single Line Terminal, lift the handset.
2. Dial **616**.
3. Dial **3** (Erase).
4. Dial the number of the VRS message you want to erase (001~100).
5. Press Hold key (Multiline Terminal only) to cancel the procedure without erasing (and return to step 3).
- OR -
 Hang up to erase the message.

To record, listen to or erase a VRS message if you call in using DISA:


1. Place call to the system.


 *You hear dial tone.*

2. After the system answers, dial the DISA password (normally 000000).

 *You hear dial tone.*

3. Dial **616** and the VRS password.
4. Dial the function you want.
7 = Record
5 = Listen
3 = Erase
5. Dial the message number (001~100), record the message and press **#** to end recording.

 *If you dialed 7 to record, you can dial # to listen to the message you just recorded.*

 *If you dialed 5 to listen, you can dial 5 and the message number to hear it again or if you want to Record, listen to or erase another message, go back to step 4.*

General Message


To listen to the General Message:

Multiline Terminal Only

Your Message Waiting LED flashes when there is a new General Message. A voice message periodically reminds you.

1. Do not lift the handset or press Speaker key.
2. Dial **611**.

 *You hear the General Message.*

 *Normally, your Message Waiting LED goes out. If it continues to flash, you have unanswered Message Waiting requests or new messages in your Voice Mail mailbox.*

To record, listen to or erase the General Message:

1. Press Speaker key or lift the handset.
- OR -
At Single Line Terminal, lift the handset.


2. Dial **612**.


3. Dial the function you want.

7 = Record


5 = Listen

3 = Erase

 *If you dialed 7 to record, dial # to end the recording.*

 *If you dialed 5 to listen, you can dial 5 to listen to the message again.*

 *To Record the General Message again, go back to step 1.*

 *If you dialed 3 to erase the General Message, you must go to step 4 (hang up). To cancel without erasing on a Multiline Terminal, press Hold key instead and go back to step 1.*

4. Hang up when you are done.

Time, Date and Station Number Check

To check the extension number of any Multiline Terminal:

1. Do not lift the handset or press Speaker key.
2. Dial **6** for extension number.


To check the system time and date from any Multiline Terminal extension:

1. Do not lift the handset or press Speaker key.
2. Dial **8** for time and date.

Preamble

To answer a Preamble call:

1. Answer the ringing call.

 *The line key turns solid red as the system plays the preamble to the caller.*

2. When you hear two beeps and the line key turns green, converse with the caller.

Voice Response System (VRS) Upload Download Audio

Description

The Voice Response System (VRS) Upload Download Audio feature allows the upload of VRS greetings up to 1MB in size, recorded on a PC or professionally, to any valid VRS message in the system. It also allows users to listen to and delete VRS messages from callers. Access to the InMail/VRS compact flash drive is via the HTML User Pro (Web Pro).

The User Admin (UA Mode) can change Routing Mailbox greetings for the following Routing mailbox types: Instruction (Call Routing), Announcement and Group.

Audio Prompt Format

In order for uploaded greetings to properly play on the CFVM[] CompactFlash they must be in the proper format. Audio files not recorded in the proper format may not playback on the VRS/CFVM[] CompactFlash. The proper format is:

Bit Rate	64kbps
Sampling Size	8 bits
Channel	1 (Mono)
Sampling Rate	8 KHz
Audio Format	CCITT A-law/ μ -law

User Pro Access

There are two different User Pro logins available to make changes to audio files on the InMail/VRS CF, but only one allows changes to be made to VRS messages. To login, open an Internet browser and enter the IP of the SL1100 LAN port in the address line. At default, the IP address is 192.168.0.10.

User Admin Mode (UA Mode): This mode allows the user admin to access any telephone and mailbox in the system. This mode must be used to change VRS and Routing Mailbox greetings. At default, the login ID is USER1 and the password is 1111.

The following details the page layout diagram of the two different User Pro login IDs:

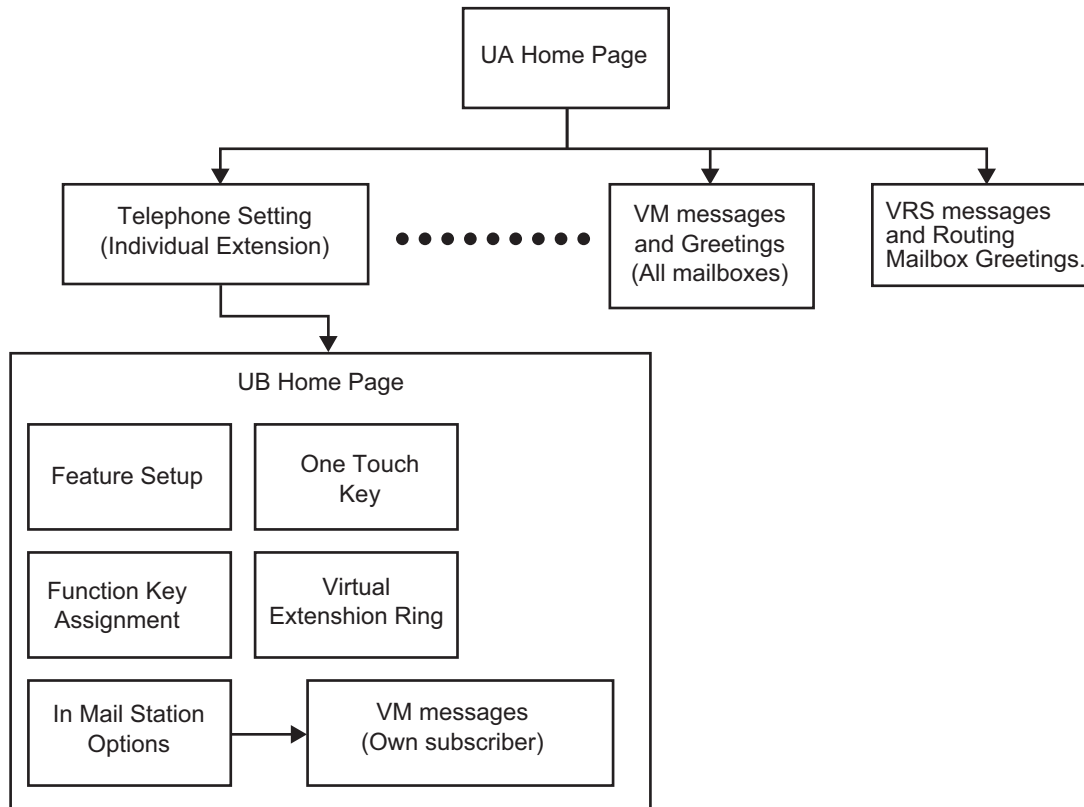


Figure 1-61 VRS User Pro Login Diagram

Message Name Format

Downloaded messages are automatically assigned a name by the SL1100. This name includes the mailbox number the message was left in, type of message, the message number and the date and time to the second the message was left. The table below shows how to interpret the message name to determine this information.


Table 1-70 Default Incoming Ringing Tone

File Name Format	BTNNN_YYYYMMDD_HHMMSS.wav (maximum 32 characters)
B	Mailbox number (maximum eight digits) or VRS for the VRS message
T	Message Type + : Greeting or VRS message - : Recorded message
NNN	Message number (three digits)
YYYY	Year
MM	Month (1~12)
DD	Date (1~31)
HH	Hour (00~23)
MM	Minute (00~59)
SS	Second (00~59)

Conditions

- Uploading audio files to any type of Call Routing box and Group mailboxes are not supported. Auto attendant and group mailbox greetings cannot be uploaded or deleted in the End User WebPro interface.
- Uploading audio files to any type of Call Routing box and Group mailboxes is supported. Auto atten-

nant and group mailbox greetings can be uploaded or deleted using End User WebPro interface with the UA login.

- Uploading audio files to any type of Call Routing box and Group mailboxes are not supported. This means auto attendant and group mailbox greetings cannot be uploaded or deleted in the User Pro interface.
- VRS and InMail messages are recorded in an ADPCM format which may not be easily opened on the support PC.
- It is not possible to upload/download/delete multiple files simultaneously.
- The mailbox will be inaccessible from the telephone under these conditions:
 - Mailbox XXX will not be accessible when opening the telephone setup screen of extension XXX by UA mode in User Pro.
 - Mailbox XXX will not be accessible when selecting the extension XXX on the file upload/download screen of UA mode User Pro.
 - Mailbox XXX will be inaccessible when logging in the UB mode User Pro for extension XXX.
- While uploading an audio file via User Pro the greeting is not accessible by telephone.
- When downloading/deleting an audio file via User Pro, the file is not accessible by another User Pro session or from the telephone.
- This feature is only supported using a LAN connection.
- When uploading an audio file the extension will be checked whether it is WAV or not. However, the format of the uploaded file will not be checked. If the uploaded file is not in the proper format it may not playback properly.
- When a mailbox has a new message and the message is deleted using the User Pro interface, the MWI of the mailbox will NOT be cancelled.
- The largest allowed upload file size is approximately 1MB. Files larger than this cannot be uploaded.
- There is no size limitation when downloading audio files.
- User Pro does not check the uploaded file for correct naming format (i.e., BTNNN_YYYYMMDD_H-HMMSS.wav). The file name will be automatically changed when the file is written in the CF.
- The actual file name of the messages is not displayed in User Pro. The message number, modified date and file size are displayed instead. If there is no message file, "-" will be displayed and the download/delete icon will not be displayed.
- The User Pro message page does not refresh automatically, to see new messages the page must be refreshed. For instance, if a new message is received via regular operation on the system while a user is viewing the upload/download screen, the new message is not shown until the page is reloaded by clicking the  icon.
- At default, Microsoft Windows will automatically open and play the downloaded WAV. To make **Open** or **Save** selectable, the following settings are required:
 - Windows XP
 1. Select **Control Panel** then **Folder Options**.
 2. Click on the **Files** tab.
 3. Select the **WAV** extension from the list, then click **Advanced**.
 4. Check **Confirm to open the file after download**, then click **OK**.
 5. Close the folder option by clicking **OK** again.

Windows Vista: It is not possible to change the save to folder option. The downloaded file is automatically opened for playback.

Default Settings

None

System Availability

Terminals

All Terminals

Required Component(s)

PZ-VM21

IP4WW-CFVRS-C1

Related Features

Voice Response System (VRS)

Guide to Feature Programming

Program Number	Program Name	Default
90-02-01	Programming Password Setup - User Name	Refer to Programming Manual.
90-02-02	Programming Password Setup - Password	Refer to Programming Manual.
90-02-03	Programming Password Setup - User Level	Refer to Programming Manual.

Troubleshooting

The table below shows possible Error messages and Causes:

Table 1-71 Error Messages and Causes

Error Message	Cause
VMDB is not attached	The PZ-VM21 is not attached.
Mailbox XXX does not exist. (XXX = mailbox number)	The mailbox does not exist
The mailbox is being used by another session	When the mailbox is being used by another session, either PC or telephone.
There is no available space in the CF.	When there is no available space in the CF.
The file is being used by another session. Please try again later.	When the file to be downloaded is being used by another session, either PC or telephone.
The selected file has already been deleted.	When the file selected for download has already been deleted.
The file is being used by another session. Please try again later.	When the file selected for deletion is being used by another session.
The selected file has already been deleted.	When the file selected for deletion has already been deleted.
Cannot upload the file since the original file is being used by another session. Please try again later.	When the file to be replaced is being used when trying to upload the replacement.

Operation


Changing VRS Messages using User Admin Mode (UA)

Audio files up to 1MB may be uploaded to the SL1100 for VRS messages. All 100 VRS messages can be uploaded or deleted. The messages can be used on all VRS features: General Message, Automated Attendant greetings and the 900 Preamble.

In order for uploaded messages to play they must be in the proper format. Audio files not recorded in the proper format may not playback. The proper format is:

Bit Rate	64kbps
Sampling Size	8 bits
Channel	1 (Mono)
Sampling Rate	8 KHz
Audio Format	CCiTT A-law/ μ -law

1. To login, open an Internet browser and enter the IP of the SL1100 LAN port in the address line. At default, the IP address is 192.168.0.10.
2. At the login screen enter username = USER1 and password = 1111.
3. You will then see the main menu, click on the VRS Audio Up/Download icon.
4. There can be up to 100 VRS messages and you may need to scroll through several pages or jump to get to the desired message number.

 *The message numbers correspond to the same message number when accessed via the telephone. Message 1 is 001, message 2 is 002 and message 3 is 003, etc.*

5. To delete a message, click on the red X to the right of the appropriate message.
6. To Upload a message:
 - Under Message No, enter the message number to be replaced.
 - Browse to find the location where the greeting file is stored.
 - Click on the upload icon to the right of the selected file name.
 - Depending on file size and LAN speed, it may take a minute to upload the greeting.
 - The uploaded message will appear in the assigned location.



Voice Response System (VRS) - Call Forwarding - Park and Page

Description

When an extension user is away from their phone, VRS Park and Page can let them know when they have a call waiting to be answered. The Personal Greeting and Park & Page options can have up to 200 messages total (note that the Park & Page feature uses two messages). To enable VRS Park and Page, the user records a Personal Greeting along with an additional Paging announcement. VRS Park and Page then answers an incoming call and plays the Personal Greeting to the caller. The caller then listens to Music on Hold (if available) while the system broadcasts the prerecorded Paging announcement. When the extension user hears the Page, they can go to any telephone and use Directed Call Pickup to intercept the call.

For example, John Smith could record a Personal Greeting that says:

“Hello, this is John Smith. I am away from my phone right now but please hold on while I am automatically paged.”

The prerecorded Paging announcement could say:

“John Smith, you have a call waiting on your line.”

The incoming caller hears the first message and listens to Music on Hold while the system broadcasts the second message. John Smith could then walk to any phone and pick up his call. If John doesn't pick up the call, the Page periodically repeats.

VRS Park and Page follows the rules for Personal Greeting for All Calls, immediately rerouted. This means that Park and Page activates for ringing Intercom calls, DID calls and DISA calls. It also activates for calls transferred from the Automated Attendant. Additionally, calls from the Automated Attendant follow Automatic Overflow routing if not picked up. VRS Park and Page activates for transferred outside calls but does not play the Personal Greeting to the caller. If a call comes in when the specified Page zone is busy, the system broadcasts the announcement when the zone becomes free.

Conditions

- Park and Page announcements only repeat once.
- Voice Announcement (VAU) recording time is fixed at two minutes and cannot be changed.
- While Park and Page is enabled, only one DID call at a time can be processed. Subsequent calls hear a busy tone.
- This feature is not supported for CO transferred calls.

Default Setting

- Park and Page is available at default for internal paging access code **701**, zone 1.
- User access code of **713**. See feature Operation. Set PRG 40-10-01 for VRS guidance message.

System Availability

Terminals

None

Required Component(s)

IP4WW-CFVRS-C1, PZ-VM21

Related Features

Analog Communication Interface (ACI)

Music on Hold

Guide to Feature Programming

Program Number	Program Name	Default
11-11-58	Service Code Setup (for Setup/Entry Operation) - Call Forward with Personal Greeting	713
11-12-19	Service Code Setup (for Service Access) - Internal Group Paging	701
11-12-20	Service Code Setup (for Service Access) - External Paging	703
11-12-24	Service Code Setup (for Service Access) - Combined Paging	*1
20-06-01	Class of Service for Extensions	Extension 101 is Class 15 and other Extension are Class 1
31-02-01	Internal Paging Group Assignment - Internal Paging Group Number	Port 1 ~ 16 = 1(Group 1) Port 17 ~ = 0
31-03-01	Internal Paging Group Settings - Internal Paging Group Name	Up to 12 Characters 01 = Group 1 02 = Group 2 : 32 = Group 32
31-04-01	External Paging Zone Group - Paging Group Number	Speaker 1 (Basic) = 1 (Group 1) Speaker 2 (Expansion 1) = 2 (Group 2) Speaker 3 (Expansion 2) = 3 (Group 3)
31-06-01	External Speaker Control - Broadcast Splash Tone Before Paging (Paging Start Tone)	2
31-06-02	External Speaker Control - Broadcast Splash Tone After Paging (Paging End Time)	2
40-10-01	Voice Announcement Service Option - VRS Fixed Message	0
40-10-05	Voice Announcement Service Option - Park and Page Repeat Timer (VRS Msg Resend)	0 (seconds)

Operation

To have the system page you when you have a call:

1. Press Speaker key (or lift the handset at the Single Line Terminal) and dial **713**.
2. When you hear, "Start recording at the tone and press the # key when you are done." record you Personal Greeting and dial # when the announcement is complete.



*If you already have Park and Page or Personal Greeting set up, you can dial:
3 to erase (the optionally pressing Hold key to cancel the erase)
5 to listen (then # again to listen again)
7 to re-record*

3. Dial 7.
4. When you hear, "Start recording at the tone and press the # key when you are done" record your page and dial # when the announcement is complete.



A paging chime overrides the first four seconds of an announcement. Allow a delay in announcement recording for chime time.

5. Dial the Page Zone that should broadcast your announcement.
For example, for Internal Zone 1 dial **701** + 01, or for Combined Paging Zone, 1 dial ***1** + 1.
6. Dial the Park and Page type:
2 = All Calls
3 = Outside Calls Only
7. Press Speaker key to hang up (or go on-hook at the Single Line Terminal).

To pick up your Park and Page:

1. Press Speaker key (or lift the handset at the Single Line Terminal).
2. Dial ****** + your extension number.

To cancel your Park and Page:

1. Press Speaker key (or lift the handset at the Single Line Terminal).
2. Dial **713** + 3.
3. Press Speaker key to hang up (or go on-hook at the Single Line Terminal).



Volume Controls

Description

Each Multiline Terminal user can control the volume of incoming ringing, splash tone, Paging, Background Music, Handsfree and your handset. Multiline Terminals consolidate all adjustments into the

volume buttons. Pressing the VOLUME ▲ or ▼ key adjusts the volume level for whichever feature is active (outside call, ICM, ICM ringing, paging, etc.). Pressing these keys when the telephone is idle adjusts the contrast level of the telephone display. The users should set the volumes for their most comfortable levels.

Conditions

- When the telephone is IDLE contrast can not be changed when BGM is enable or when Navigation Mode (PRG 15-02-60) is enable.
- When Navigation is enabled Contrast can be changed by using a Navigation mode.
- Multiline Terminal users can further increase station ring volume by pressing Speaker key and dialing Code 729.
- Headset volume, off-hook ringing volume, station ringing volume, and Speaker volume adjustments are determined by PRG 15-02-27.
- The LCD of the SL1100 terminals provide a volume bar indication while adjusting the following volumes or controls:
 - Speaker Volume
 - Handset/Headset Volume
 - Background Music (BGM) Volume
 - Ring Volume/Off-Hook Ring Volume
 - LCD Contrast

Default Settings

Enabled

System Availability

Terminals

All Multiline Terminals

Required Component(s)

None

Related Features

Off-Hook Signaling

Guide to Feature Programming


Program Number	Program Name	Default
15-02-27	Multiline Telephone Basic Data Setup - Handset Volume	1

Operation


To adjust the volume of incoming ringing and splash tone:

1. If the telephone is idle, press Speaker key and dial **729**. If the telephone is ringing, skip to step 2.
2. Press the **VOLUME ▲** or **▼** key.

To adjust the volume of ringing incoming Paging announcements, Handsfree, the handset or Background Music:

 *If the user is using a Navigation While receiving the call, **Up** and **Down Cursor** keys will not adjust the Volume.*

1. Press the **VOLUME ▲** or **▼** key.

 *The feature must be active to change the volume. Pressing the volume keys when the telephone is idle adjusts the display contrast.*

**V**

Warning Tone for Long Conversation

Description

The system can broadcast warning tones to a trunk caller, warning the caller that he has been on the call too long. If he chooses, the caller can disregard the tones and continue talking. The outside caller does not hear the warning tones. Warning tones do not occur for Intercom calls and most incoming trunk calls. DISA trunks can also have warning tones. Warning tones are not available to analog Single Line Terminal (SLT) users.

There are two types of warning tones: Alarm Tone 1 and Alarm Tone 2. Alarm Tone 1 is the first set of tones that occur after the user initially places a trunk call. Alarm Tone 2 broadcasts periodically after Alarm Tone 1 as a continued reminder. Each alarm tone consists of three short beeps.

If programmed, DISA calls are disconnected unless the continue code is entered by the user. With the Long Conversation Cutoff feature, incoming or outgoing central office calls can also be disconnected.

Warning Tone for DISA Callers

For DISA callers, with this feature enabled, the warning tone timer begins when an incoming DISA call places an outgoing call and either the inter-digit timer expires or the outgoing call is answered.

If an outside call is transferred to forwarded off-premise using an outside trunk, the warning tone timer begins immediately. This occurs only if either trunk involved in the call is programmed for this feature (PRG 14-01-17). When transferring a trunk call off-premise, PRG 14-01-13 must be enabled (set to 1).

Conditions

- Warning Tone for Long Conversation does not occur for incoming trunk calls.
- Warning Tone for Long Conversation occurs for all outgoing trunk calls, regardless of how they are placed or other outgoing restrictions.
- Warning Tone for Long Conversation can be enabled for DISA calls.
- Warning Tone for Long Conversation does not occur for Intercom calls.
- Warning Tone for Long Conversation can be used with the Long Conversation Cutoff feature for outgoing calls.
- Warning Tone is presented on a Single Line Terminal in the ear piece.

Default Settings

Disabled

Related Features

Central Office Calls, Answering

Central Office Calls, Placing

Direct Inward System Access (DISA)

Intercom

Long Conversation Cutoff

Single Line Terminals

Code Restriction/Toll Restriction

Guide to Feature Programming

Program Number	Program Name	Default
14-01-17	Basic Trunk Data Setup - Trunk to Trunk Warning Tone for Long Conversation Alarm	0
14-01-25	Basic Trunk Data Setup - Continued/Discontinued Trunk-to-Trunk Conversation	0
20-06-01	Class of Service for Extensions	Extension 101 is Class 15 and other Extension are Class 1
20-13-01	Class of Service Options (Supplementary Service) - Long Conversation Alarm	COS 01~15 = 0
20-21-01	System Options for Long Conversation - Long Conversation Alarm 1	170 (seconds)
20-21-02	System Options for Long Conversation - Long Conversation Alarm 2	180 (seconds)
20-28-01	Trunk to Trunk Conversation - Conversation Continue Code	not assigned
20-28-02	Trunk to Trunk Conversation - Conversation Disconnect Code	not assigned
20-28-03	Trunk to Trunk Conversation - Conversation Continue Time	0 (second)
21-01-01	System Options for Outgoing Calls - Seizure Trunk Line Mode	0
21-01-03	System Options for Outgoing Calls - Trunk Interdigit Time (External)	5 (seconds)
25-07-07	System Timers for VRS/DISA - Long Conversation Warning Tone Time	3600 (seconds)
25-07-08	System Timers for VRS/DISA - Long Conversation Disconnect Time	10 (seconds)

Operation

Warning Tone for Long Conversation is automatic if programmed.

Warning Tone for Long Conversation for DISA Callers:

1. A DISA caller dials into the system and places a call.
2. Once the Warning Tone is heard, **To continue the call** the DISA caller presses the programmed Continue Code.
- OR -
To disconnect the call, the DISA caller presses the programmed Disconnect Code.

Codes Tables

SECTION 1 ABOUT THIS CHAPTER

The charts in this chapter provide a list of the Service Codes, Function Key Codes, and System Number Plan/Capacities. The service codes and function codes are listed by number and by feature in separate charts for ease of use.

SECTION 2 SIMPLIFYING MULTILINE TERMINAL OPERATIONS WITH ONE-TOUCH KEY OPERATION

A Multiline Terminal user can access many features through Service Codes (e.g., Service Code #9 to access a specific trunk). To streamline the operation of their telephone, a Multiline Terminal user can store these codes under One-Touch Keys. This provides one-button operation for almost any feature. To find out more, turn to the One-Touch Calling feature.

When reading an instruction using programmable keys, you will see a notation similar to (7nn). This means that the key requires function code nnn, and you can program this code through PRG 15-07 or by dialing Service Code 751 or 752. Refer to the Programmable Function Keys feature for more information.

SECTION 3 USING HANDSFREE

The manual assumes each extension has Automatic Handsfree. This lets a user just press a line key or Speaker key to answer or place a call. For extensions without Automatic Handsfree, the user must:

- Lift the handset or press Speaker key for intercom dial tone.
- Lift the handset or press Speaker key, then press a line key for trunk dial tone.

Post Dialing Service Codes

Table 2-1 Post Dialing Service Codes - Single Digit Post Dialing Codes

Code	For this feature. . .	When you are. . .	Note
1	Handsfree Answerback / Forced intercom Ringing	Changing the signaling mode of your outgoing Intercom call	
2	Department Step Calling	Cycling to the next member of a Department Calling Group	
3	Not used		
6	Voice Over	Sending a Voice Over to a busy extension after hearing Busy/Ring tone	
Set by PRG 11-16-02	Barge-In	Barge into another station's active call	
8	Voice Mail	Leaving a message in a co-worker's mailbox after calling their busy or unanswered extension	
0	Message Waiting	Leaving a Message Waiting at a co-worker's busy or unanswered extension	

Code	For this feature. . .	When you are. . .	Note
#	Call Waiting / Camp-On / Callback / Trunk Queuing	Call Waiting / Camp-On / Callback / Trunk Queuing	
*	Off-Hook Signaling	Sending off-hook signal tones to a busy extension	

Service Codes by Number

Table 2-2 Service Codes by Number

Dial this Service Code. . . ¹	When you . . .	For this feature. . .	Also see Function Key. . .	Note
¹ Except where indicated, dial Service Code from Intercom dial tone (e.g., press idle Speaker key first).				
* + Enter Account Code + *	Enter an Account Code.	Account Codes	-	
**	Pick up a call ringing or waiting at another extension.	Directed Call Pickup Voice Response System (VRS)	-	
*#	Pick up a call ringing an extension in your pickup group (except Ring Group calls).	Group Call Pickup	24	
*0	Answer a Message Waiting request.	Message Waiting	38	
733	Set the Automatic Transfer for each trunk line.	Transfer	-	
734	Cancel the Automatic Transfer for each trunk line.	Transfer	-	
735	Set the Destination for Automatic Trunk Transfer.	Transfer	-	
*1 + Paging Group Number	Make a Combined Page.	Paging	-	
+ 0	Cancel Call Forwarding.	Call Forwarding	-	
No setting (After + 001~084 + busy)	Disconnect a call in progress on a trunk.	Forced Trunk Disconnect	-	
*6 + Orbit (01~64)	Pick up a call parked in a system Park orbit (01~64).	Park	*04 + orbit	
*8	Call your mailbox.	Voice Mail	-	
** #*	Enter system programming mode.	System Programming Password Protection	-	
Hookflash + ## + Enter Account Code + Hookflash	Enter an Account Code at a Single Line Terminal.	Account Codes	-	
#9	Use Universal Answer Code to pick up a call ringing over the paging system.	Central Office Calls, Answering	-	
Hookflash + #1 + extension + hookflash twice	Activate Conference from a Single Line Terminal.	Conference	-	
#2 + bin	Dial a Common Speed Dialing number.	Speed Dialing	27	
#3	Flash a trunk from an Single Line Terminal.	Flash	-	
#4 + bin	Dial a group Speed Dialing number.	Speed Dialing	28	
#5	Use Last Number Redial.	Last Number Redial	-	

Dial this Service Code. . . ¹	When you . . .	For this feature. . .	Also see Function Key. ..	Note
¹ Except where indicated, dial Service Code from Intercom dial tone (e.g., press idle Speaker key first).				
#6 + orbit (01~64)	Park a call in a system Park orbit (1~8, 01~32 or 01~64).	Park	*04 + orbit (1~64)	
#7	Use Personal Speed dialing.	Speed Dialing	-	
#8	Set up an Unsupervised Conference.	Tandem Trunking (Unsupervised Conference)	-	
#9 + 001~084	Place a call over a specific trunk.	Central Office Calls, Placing	*01 + trunk (001~084)	
0 (Off-Hook)	Leave a Message Waiting at a co-worker's busy or unanswered extension.	Message Waiting	35	
1 (Off-Hook)	Change the signaling mode of your outgoing Intercom call.	Handsfree Answerback/Forced Intercom Ringing	-	
4 (On-Hook)	Listen to the General Message.	Voice Response System (VRS)	-	
6 (On-Hook)	Check an extension number.	Voice Response System (VRS)	-	
8 (On-Hook)	Listen for the time.	Voice Response System (VRS)	-	
9	Place a call using ARS or Trunk Group Routing.	Automatic Route Selection Trunk Group Routing	*02	
600 + code + 0	Use Dial Block.	Toll Restriction, Dial Block	-	
601 + code + 0	Aa a supervisor use Dial Block.	Toll Restriction, Dial Block	-	
602 + Group number (01~32)	Set Automatic Transfer Setup for each extension group.	Transfer	-	
603 + Group number (01~32)	Cancel Automatic Transfer Setup.	Transfer	-	
604 + Group number (01~32) + mode + extension	Set the destination for Automatic Transfer Setup for each extension group.	Transfer	-	
605 + Group number (01~32)	Set Delayed Transfer for each extension group.	Transfer	-	
606 + Group number (01~32)	Cancel Delayed Transfer.	Transfer	-	
607 + Group number (01~32)	Set up DND for each extension group.	Transfer	-	
608 + Group number (01~32)	Cancel DND for each extension group.	Transfer	-	
611	Use a SLT to listen the General Message.	Voice Response System (VRS)	-	
612 + 3 to erase, 5 to listen or 7 to record	Record, listen to or erase the General Message.	Voice Response System (VRS)	-	
616 + 3 to erase, 5 to listen or 7 to record	Record, listen to or erase a VRS Message.	Voice Response System (VRS)	-	
618	Use Night Mode Switch for other group.	Night Answer		
*9	Use Common Cancel Service Code.	TBD	-	
621	Print the SMDR Extension Accumulated printout.	Station Message Detail Recording (SMDR)	-	
622	Print the SMDR Group Accumulated printout.	Station Message Detail Recording (SMDR)	-	

Dial this Service Code. . . ¹	When you . . .	For this feature. . .	Also see Function Key. . .	Note
¹ Except where indicated, dial Service Code from Intercom dial tone (e.g., press idle Speaker key first).				
623	Print the SMDR Account Code Accumulated printout.	Station Message Detail Recording (SMDR)	-	
782	Transfer a call to the VRS This can also be used for routing ANI/DNIS to the VRS.	Transfer	-	
627	Enable DND at a room telephone.	Hotel/Motel (Do Not Disturb)	-	
628	Cancel DND at a room telephone.	Hotel/Motel (Do Not Disturb)	-	
629	Enable DND for another room telephone.	Hotel/Motel (Do Not Disturb)	-	
630	Cancel DND at another room telephone.	Hotel/Motel (Wake Up Call)	-	
631	Set up a Wake Up call for your own room telephone.	Hotel/Motel (Wake Up Call)	-	
632	Cancel a Wake Up Call for your room telephone.	Hotel/Motel (Wake Up Call)	-	
633	Set a Wake Up Call for another guest room telephone.	Hotel/Motel (Wake Up Call)	-	
634	Cancel a Wake Up Call for another guest room telephone.	Hotel/Motel (Wake Up Call)	-	
635	Enable Room to Room Call Restriction for a guest room telephone.	Hotel/Motel (Room to Room Call Restriction)	-	
636	Disable Room to Room Call Restriction for a guest room telephone.	Hotel/Motel (Room to Room Call Restriction)	-	
637	Change a room telephone Toll Restriction (When Checked In) level.	Hotel/Motel (Toll Restriction When Checked In)	-	
638	Set a room as checked in.	Hotel/Motel (Room Status)	-	
639	Set a room as checked out.	Hotel/Motel (Room Status)	-	
640	Change room status for own extension	Hotel/Motel (Room Status)	-	
641	Set a room status from another telephone.	Hotel/Motel (Room Status)	-	
642	Request a Room Status Printout.	Hotel/Motel (Room Status Printouts)	-	
645 + trunk # + 1 (block) 645 + trunk # + 0 (enable)	Block/busy out outbound usage on a trunk with Trunk Port Disable.	Central Office Calls, Placing	-	
650 + 0 (install) or 1 (remove)	Log in (0) or log out (1) for your Department Calling Group.	Department Calling	-	
654	Enable Conversation Record at a SLT.	Voice Mail	-	
663 + 6-digit code + line + telephone number	Override Toll Restriction.	Toll Restriction	-	
672 + Line number (001-084)	Answer a call on a specific trunk.	Central Office Calls, Answering Hold	-	

Dial this Service Code. . . ¹	When you . . .	For this feature. . .	Also see Function Key. ..	Note
¹ Except where indicated, dial Service Code from Intercom dial tone (e.g., press idle Speaker key first).				
675	Monitor a room telephone.	Hotel/Motel (Room Monitor)	-	
677	Change the COS of another extension. Must be allowed in PRG 20-13-28.	Class of Service	-	
678 + 0-9	Change the language of a display telephone.	Alphanumeric Display / Maintenance	-	
679 + 1 (set) or 0 (cancel)	Change the ability for a second call with DID/DISA/DIL.	Central Office Calls, Answering	-	
689	Transfer a Wireless DECT (SIP) call when out of range.	Wireless DECT (SIP)	-	
700 + extension # + enter name + Hold	Program extension names.	Name Storing	55	
701 + zone (1-9 or 01-32) 701 + zone (0 or 00)	Make an Internal Zone Page. Make an All Call Internal Page.	Paging, Internal	21 + zone 22	
702 + Door Box (1-6)	Place a call to a Door Box.	Door Box	-	
703 + zone (1-3) 703 + zone (0)	Make an External Zone page. Make an External All Call page.	External Paging	19 + zone 20	
704 + trunk group (1-25)	Place an outside call over a trunk group.	Central Office Calls, Placing	*02 + group	
707	Override Do Not Disturb or Call Forwarding.	Call Forwarding Do Not Disturb	37	
708	Step through a Department Group.	Department Step Calling	36	
709	Send a Call Waiting tone to a busy extension.	Call Waiting	33	
710	Break into another extension call.	Barge-In	-	
711 + 1 (ICM) or 2 (TRK) + tone (1-8)	Listen to the incoming ring choices.	Selectable Ring Tones	-	
712	Change the signal type for calling an extension.	Intercom	-	
715	Save a number (from SLT) or dial a saved number	Save Number Dialed	30	
718 + 1 718 + 2 718 + 3 718 + 4 718 + 5 718 + 6 718 + 7 718 + 8	Activate Day 1 Mode. Activate Night 1 Mode. Activate Midnight 1 Mode. Activate Rest 1 Mode. Activate Day 2 Mode. Activate Night 2 Mode. Activate Midnight 2 Mode. Activate Rest 2 Mode.	Night Service	09 + 1 09 + 2 09 + 3 09 + 4 09 + 5 09 + 6 09 + 7 09 + 8	
720 + 1 (ICM) or 2 (TRK) + tone (1-8)	Change your extension incoming ring tones.	Selectable Ring Tones	-	
721	Enable Handsfree Answerback for incoming Intercom calls.	Handsfree Answerback/Forced Intercom Ringing	-	
722	Call off-premise with a Door Box.	Call Forwarding, Off-Premise Door Box	54	
723	Enable Forced Ringing for incoming Intercom calls.	Handsfree Answerback/Forced Intercom ringing	-	
724	Enable/disable Dial Pad Confirmation Tone.	Dialing Pad Confirmation tone	-	

Dial this Service Code. . . ¹	When you . . .	For this feature. . .	Also see Function Key. ..	Note
¹ Except where indicated, dial Service Code from Intercom dial tone (e.g., press idle Speaker key first).				
	Turn Background Music on and off.	Background Music	04	
727 + 1 or 2 + time, or 727 + 1 or 2 + 9999 to cancel	Check, set or cancel an alarm.	Alarm	-	
728 + hour + minutes	Set the system Time.	Time and Date Clock/Calendar Display	-	
729	Check or change ring volume.	Volume Control	-	
730	Use Remote maintenance.	-	-	
732	Place a call on Group Hold.	Hold	-	
747 + 0 (Cancel) 1 (Trk calls) 2 (Paging, ICM, Call Forward and transfers) 3 (All calls) 4 (Call Forwards)	Activate Do Not Disturb.	Do Not Disturb	-	
749	Place a call on Exclusive Hold at a SLT.	Hold	-	
750	Camp On to an extension when calling into the system through the VRS.	Voice Response System (VRS)	35	
751 + key + code	Change the function of a programmable key using 751 service code.	Programmable Function Keys	-	
752 + key + code	Change the function of a programmable key using 752 service code.	One-TouchSerial Operation	-	
753 + bin + number + Hold + Name + Hold to store	Store Common Abbreviated Dialing numbers.	Abbreviated Dialing	-	
754 + bin + number + Hold + Name + Hold to store	Store Group Abbreviated Dialing numbers.	Abbreviated Dialing	-	
755 + One Touch key + code	Program a One-Touch Key or Personal Speed Dial.	One-Touch Dialing	-	
756	Answer a call ringing a telephone in your pickup group (except Ring Group calls).	Group Call Pickup	-	
757	Park a call or pick up a parked call at an extension.	Park	-	
759	Retrieve a call from Exclusive Hold at a SLT.	Hold	-	
762	Pick up a call from Group Hold.	Hold	-	
763	Join a Meet Me Conference or Meet Me Page on an Internal Paging Zone (if your extension is in the group called).	Meet Me Conference Meet Me Paging	23 or 32	
764 + zone paged (0~32)	Join a Meet Me Conference or Meet Me Page if your extension is not in the group paged.	Meet Me Paging	23 or 32	
765 + zone (0~3)	Join a Meet Me Conference or Meet Me Page on an External Paging Zone.	Meet Me Conference Meet Me Paging	23 or 32	

Dial this Service Code. . . ¹	When you . . .	For this feature. . .	Also see Function Key. . .	Note
¹ Except where indicated, dial Service Code from Intercom dial tone (e.g., press idle Speaker key first).				
768 + pickup group (1~8 or 1~9 or 01~64)	Answer a call ringing a telephone in another pickup group (except Ring Group calls).	Group Call Pickup	26 + group	
769	Answer a call ringing a telephone in another pickup group if you do not know the group number (except Ring Group Calls).	Group Call Pickup	25	
770	Cancel a Callback request.	Callback	-	
771 + ext	Cancel Messages Waiting you left at a specific extension.	Message Waiting	-	
773	Cancel all Messages Waiting you have left at other extensions.	Message Waiting	-	
775 + pswd (0000) + place outside call	Temporarily override an extension Toll Restriction.	Toll Restriction Override	-	
776	Clear number saved by Last Number Redial.	Last Number Redial	-	
782	Route ANI/DNIS to the VRS. It can also be used to transfer to VRS.	Transfer Voice Response Service (VRS)	-	
783	Enable the data communication auto-answer mode.	Data Communications	-	
785	Clear the number saved by Save Number Redial.	Save Number Redial	-	
790	Use Voice Over after calling a busy extension.	Voice Over	48	
794	Split between two calls on a SLT.	Call Waiting	-	
799	Test Callback operation for a SLT.	Callback	-	

Service Codes by Feature

Table 2-3 Service Codes by Feature

For this feature...	Dial this Service Code... ¹	When you ...	Also see Function Key...	Note
¹ Except where indicated, dial Service Code from intercom dial tone (e.g., press idle Speaker key first).				
Speed Dialing	753 + bin + number + Hold + Name + Hold to store	Store System Speed Dialing numbers.	-	
	754 + bin + number + Hold + Name + Hold to store	Store Group Speed Dialing numbers.	-	
	#2 + bin	Dial a System Speed Dialing number.	27	
	#4 + bin	Dial a Group Speed Dialing number.	28	
	#7 + bin	Use Personal Speed Dialing.	-	
Account Codes	* + Enter Account code + *	Enter an Account Code.	-	
	Hookflash + ## + Enter account code + Hookflash	Enter an Account Code at an SLT.	-	

For this feature...	Dial this Service Code... ¹	When you ...	Also see Function Key...	Note
¹ Except where indicated, dial Service Code from intercom dial tone (e.g., press idle Speaker key first).				
Alarm	727 + 1 or 2 + time, or 727 + 1 or 2 + 9999 to cancel	Check, set or cancel an alarm.	-	
Alphanumeric Display	678 + 0~14	Select the language used on display Multiline Terminals.	-	
Wireless DECT (SIP)	689	Transfer a Wireless DECT (SIP) call when out of range.	-	
Automatic Route Selection or Trunk Group Routing	9	Place a call using Trunk Group. Route an Automatic Route Selection.	*02	
Background Music	725	Turn Background Music on or off.	04	
Call Forwarding	745	Set/Cancel Call Forwarding(Both Ringing).	-	
	742	Set/Cancel Call Forwarding when Busy.	-	
	744	Set/Cancel Call Forwarding when Busy/No Answer.	-	
	743	Set/Cancel Call Forwarding No Answer.	-	
	746	Set/Cancel Call Forwarding Follow Me.	-	
	741	Set/Cancel Call Forwarding Immediate.	-	
Call Forwarding, Off-Premise Door Box	722	Call off-premise with a Door Box.	54	
Call Forwarding/Do Not Disturb Override	707	Override an extension Call Forward or DND setting.	37	
Call Waiting / Camp-On	794	Split (switch) between calls on an SLT.	-	
	770	Cancel a Callback request.	-	
	799	Test Callback operation for an SLT.	-	
Callback / Camp-On / Trunk Queuing	#	Camp On or leave a Callback for a busy extension or trunk.	35	
	770	Cancel a Callback request.	-	
	799	Test Callback operation for an SLT.	-	
Central Office Calls, Answering / Hold	#0	Use Universal Answer to pick up a call ringing over the paging system.	-	
	672 + Line number (001~084)	Answer a call on a specific trunk.	-	
	679 + 1 (set) or 0 (cancel)	Change the ability for a second call with DID/DISA/DIL.	-	
Central Office Calls, Placing	#9 + 001~084	Place a call over a specific trunk.	*01 + trunk (001~076)	
	645 + trunk # + 1 (block) 645 + trunk # + 0 (enable)	Block/busy out outbound usage on a trunk with Trunk Port Disable.	-	
	704 + trunk group (1~25)	Place an outside call over a trunk group.	*02 + group	

For this feature...	Dial this Service Code... ¹	When you ...	Also see Function Key...	Note
¹ Except where indicated, dial Service Code from intercom dial tone (e.g., press idle Speaker key first).				
Class of Service	677	Change the COS of another extension. Must be allowed in PRG 20-13-28.	-	
Conference	Hookflash + #1 + extension + hookflash twice	Activate Conference from a Single Line Terminal.	1016	
Data Communications	783	Enable the data connection auto-answer mode.	-	
	784	Disconnect an active data call.	-	
Department Calling	650 + 0 (install) or 1 (remove)	Log in (0) or log out (1) for your Department Calling Group.	46	
Department Step Calling	#	Step Call through a Department Group.	36	
Dial Pad Confirmation Tone	724	Enable/disable Dial Pad Confirmation Tone.	-	
Directed Call Pickup	** + ext.	Pick up a call ringing or waiting at an extension.	-	
Do Not Disturb	747 + 0 (Cancel) 1 (Trk calls) 2 (Paging, ICM, Call Forwards, and Transfers) 3 (All calls) 4 (Call Forwards)	Activate Do Not Disturb.	-	
Door Box	702 + Door Box (1-6)	Place a call to a door Box.	-	
	722	Forward a Door Box off-premise.	-	
E911	786	Turn off the E911 alarm.	-	
Flash	#3	Flash a trunk from an SLT.	-	
Forced Trunk Disconnect	No setting (after #9 + 001~084 + busy)	Disconnect a call in progress on a trunk.	-	
Group Call Pickup	*#	Pick up a call ringing an extension in your own pickup group (except Ring Group calls).	24	
	768 + pickup group (1~8 or 1~9 or 01~64)	Answer a call ringing a telephone in another pickup group.	26 + group	
	769	Answer a call ringing a telephone in another pickup group if you do not know the group number (except Ring Group calls).	25	
Handsfree Answerback/Forced Intercom Ringing	1 (Off-Hook)	Change the signaling mode of your outgoing Intercom call.	-	
	721	Enable Handsfree Answerback for incoming Intercom calls.	-	
	723	Enable Forced Ringing for incoming Intercom calls.	-	
Hold	732	Placing a call on Group Hold.	-	
	749	Place a call on Exclusive Hold at an SLT.	-	
	759	Retrieve a call from Exclusive Hold at a Single Line Terminal.	-	
	762	Pick up a call from Group Hold.	-	

For this feature...	Dial this Service Code... ¹	When you ...	Also see Function Key...	Note
¹ Except where indicated, dial Service Code from intercom dial tone (e.g., press idle Speaker key first).				
Hotel/Motel (Do Not Disturb)	627	Enable DND at a room telephone.	-	
Hotel/Motel (Do Not Disturb)	628	Cancel DND at a room telephone.	-	
Hotel/Motel (Do Not Disturb)	629	Enable DND for another room telephone.	-	
Hotel/Motel (Do Not disturb)	630	Cancel DND at another room telephone.	-	
Hotel/Motel	675	Monitor a room telephone.	-	
Hotel/Motel (Wake Up Call)	631	Set a Wake Up Call for your room telephone.	-	
Hotel/Motel (Wake Up Call)	632	Cancel a Wake Up Call for your room telephone.	-	
Hotel/Motel (Wake Up Call)	633	Set a Wake Up Call for another guest room telephone.	-	
Hotel/Motel (Wake Up Call)	634	Cancel a wake Up Call for another guest room telephone.	-	
Hotel/Motel (Room to Room Call Restriction)	635	Enable Room to Room Call Restriction for a guest room telephone.	-	
Hotel/Motel (Room to Room Call Restriction)	636	Disable Room to Room Call Restriction for a guest room	-	
Hotel/Motel (Toll restriction [When Checked In])	637	Change a room telephone Toll Restriction (When Checked In) level.	-	
Hotel/Motel (Room Status)	638	Set a room as checked in.	-	
Hotel/Motel (Room Status)	639	Set room as checked out.	-	
Hotel/Motel (Room Status)	641	Set a room as available (clean) from another telephone.	-	
Hotel/Motel (Room Status Printouts)	642	Request a Room Status Printout.	-	
Last Number Redial	#5	Use Last Number Redial.	-	
	776	Clear number saved by Last Number Redial.	-	
Maintenance	No setting	Back up system data.	-	
	678 + 01~14	Display the language the telephone is using.	-	

For this feature...	Dial this Service Code... ¹	When you ...	Also see Function Key...	Note
¹ Except where indicated, dial Service Code from intercom dial tone (e.g., press idle Speaker key first).				
Meet Me Conference Meet Me Paging	763	Join a Meet Me Conference or Meet Me Page on an Internal Paging Zone (if your extension is in the group called).	23 (Meet Me Paging) or 32 (Meet Me Conference)	
	764 + zone paged (0~9 or 00~32)	Join a Meet Me Conference or Meet Me Page if your extension is not in the group paged.	-	
	765 + zone (1~3)	Join a Meet Me conference or Meet Me Page on an External Paging Zone.	-	
Message Waiting	0 (Off-Hook)	Leave a Message Waiting at a co-worker's busy or unanswered extension.	38	
	*#	Answer a Message Waiting request.	38	
	771 + ext	Cancel Messages Waiting you have left at a specific extension.	-	
	773	Cancel all Messages Waiting you have left at other extensions.	-	
Music on Hold	+ 00 (no tone), 01 (general) or 02 (holiday)	Change the Music on Hold Tone.	-	
Name Storing	700 + enter name + Hold	Program extension names.	55	
Night Service	618	Use Night Mode Switching for other group.	-	
	718 + 1 718 + 2 718 + 3 718 + 4 718 + 5 718 + 6 718 + 7 718 + 8	Activate Day 1 Mode. Activate Night 1 Mode. Activate Midnight 1 Mode. Activate Rest 1 Mode. Activate Day 2 Mode. Activate Night 2 Mode. Activate Midnight 2 Mode. Activate Rest 2 Mode.	09 + 1 09 + 2 09 + 3 09 + 4 09 + 5 09 + 6 09 + 7 09 + 8	
Off-Hook Signaling	* (Off-Hook) or 709	Send off-hook signal tones to a busy extension.	33	
One-Touch Dialing	755 + One-Touch key + code	Program a One-Touch Key or Personal Speed Dial.	-	
Paging, Combined	*1 + Zone (1~8) *1 + Zone (0)	Make a combined zone page. Make a combined All Call page.	19 + zone 20	
Paging, External	703 + zone (1 ~ 3) 703 + zone (0)	Make an external zone page. Make an external All Call page.	19 + zone 20	
Paging, Internal	701 + zone (1~8, 1~9 or 01~32) 701 + zone (0 or 00)	Make an Internal Zone Page. Make an internal All Call Page.	21 + zone or 22	
Park	#6 + orbit (01~64)	Park a call in a system Park orbit (01~64).	*04 + orbit	
	*6 + orbit (01~64)	Pick up a call parked in a system Park orbit (01~64).	*04 + orbit	
	757	Park a call or pick up a parked call at an extension.	-	
Programmable Function Keys	751 + key + code	Change the function of a programmable key using 751 service code.	-	
	752 + key + code	Change the function of a programmable key using 752 service codes.	-	

For this feature...	Dial this Service Code... ¹	When you ...	Also see Function Key...	Note
¹ Except where indicated, dial Service Code from intercom dial tone (e.g., press idle Speaker key first).				
Save Number Dialed	715	Save a number (from SLT) or dial a saved number.	30	
	785	Clear the number saved by Save Number Redial number.	-	
Selectable Ring Tones	711 + 1 (ICM) or 2 (Trk) + tone (1~8)	Listen to the incoming ring choices.	-	
	720 + 1 (ICM) + 2 (Trk) + tone (1~8)	Change your extension incoming ring tones.	-	
System Programming Password Protection	# * # *	Enter system programming mode.	-	
Station Message Detail Recording	621	Print the SMDR Extension Accumulated printout.	-	
	622	Print the SMDR Group Accumulated printout.	-	
	623	Print the SMDR Account Code Accumulated printout.	-	
Tandem Trunking (Unsupervised Conference)	#8	Set up an Unsupervised Conference.	-	
Time and Date Clock/ Calendar Display	728 + hour + minutes	Set the system Time.	-	
Toll Restriction, Dial Block	600 + code + 0	Use Dial Block.	-	
	601 + code + 0	As a supervisor use Dial Block.	-	
Toll Restriction Override	775 + pswd (0000) + place outside call	Temporarily override an extension Toll Restriction.	-	
	663 + digit code + line + telephone number	Override Toll Restriction.	-	

For this feature...	Dial this Service Code... ¹	When you ...	Also see Function Key...	Note
¹ Except where indicated, dial Service Code from intercom dial tone (e.g., press idle Speaker key first).				
Transfer	733	Set the Automatic Transfer for each trunk line.	-	
	734	Cancel the Automatic Transfer for each trunk line.	-	
	735	Set the Destination for Automatic Trunk Transfer.	-	
	602 + Group number (1~8 or 01~32)	Set Automatic Transfer Setup for each extension group.	-	
	603 + Group number (1~8 or 01~32)	Cancel Automatic Transfer Setup	-	
	604 + Group number (1~8 or 01~32) + mode + extension	Set the destination for Automatic Transfer Setup for each extension group.	-	
	605 + Group number (1~8 or 01~32)	Set Delayed Transfer for each extension group.	-	
	606 + Group number (1~8 or 01~32)	Cancel Delayed Transfer.	-	
	607 + Group number (1~8 or 01~32)	Set up DND for each extension group.	-	
	608 + Group number (1~8 or 01~32)	Cancel DND for each extension group.	-	
	624 + Extension number	Transfer a call into an existing call.	-	
	782	Transfer a call to the VRS. This can be used also to route ANI/DNIS to the VRS.	-	
Trunk Group Routing or Automatic Route Selection	9	Place a call using Trunk Group Routing or Automatic Route Selection.	*02	
Trunk Queuing	*8	Call your mailbox.	-	
	654	Enable Conversation Record at an SLT.	-	
	# (Off-Hook)	Camp on to or leave a Callback at a busy trunk.	35	
Voice Mail	8 (Off-Hook)	Leave a message in a co-worker's mailbox after callback their busy or unanswered extension.	-	
	*8	Call your mailbox.	-	
	654	Enable Conversation Record at an SLT.	-	
Voice Over	6 (Off-Hook)	Send a Voice Over to a busy extension after hearing Busy/Ring tone.	48	

For this feature...	Dial this Service Code... ¹	When you ...	Also see Function Key...	Note
¹ Except where indicated, dial Service Code from intercom dial tone (e.g., press idle Speaker key first).				
Voice Response System (VRS)	** + ringing ext.	Pick up a call ringing another extension for Directed Call Pickup or VRS Park and Page.	-	
	616 + 7 + Record message + # + Condition (2, 4,6 or 7) + Destination + Type (2 or 3) or 616 + 7 + 3 to cancel	Record, listen to or erase a Personal Greeting or Park and Page.	-	
	4 (On-Hook)	Listen to the General Message.	-	
	6 (On-Hook)	Check an extension number.	-	
	8 (On-Hook)	Listen for the time.	-	
	611	Use SLT to listen to the General Message.	-	
	612 + 3 to erase, 5 to listen or 7 to record	Record, listen to or erase the General Message.	-	
	616 + 3 to erase, 5 to listen or 7 to record	Record, listen to or erase a VRS Message.	-	
	750	Camp On to an extension when calling into the system through the VRS.	-	
	782	Transfer a call to the VRS. This can be used also to route ANI/DNIS to the VRS.	-	
Volume Control	729	Check or change ring volume.	-	
Common Canceling Service Code	*9	Use Common Canceling Service Code.	-	

Function Key Codes by Feature

Table 2-4 Function Key Codes by Feature

To program a key, press Speaker key, dial 751 (for 3-digit code) or 752 (for 2-digit codes), press the key and enter the code (e.g., 48 for Voice Over).					
For this feature...	Use this key...	When you ...	Key Lamp Status	Also See Srvc Code	Note
Speed Dialing	Code: 27 Operation: Press key + bin + Line or Hold key	Dial a stored System Speed Dialing number.	None	#2 + bin	
	Code: 28 Operation: Press key + bin + Line or Hold key	Dial a stored Group Speed Dialing number.	None	#4 + bin	
Account Codes	Code: 50 Operation: Press key + Dial Account Code	Enter Account Codes.	None	* + Enter Account Code + *	
Background Music	Code: 04 Operation: Press key	Turn Background Music on or off.	None	725	
Barge-In	Code: 34 Operation: Call ext + Press key	Barge-In on a co-worker's conversation.	None	710	
Call Arrival (CAR) Key	Code: *03 + ext. Operation: Press key	Place or answer a call to your co-worker's extension.	Slow Flash red when ringing, On red when busy	-	

To program a key, press Speaker key, dial 751 (for 3-digit code) or 752 (for 2-digit codes), press the key and enter the code (e.g., 48 for Voice Over).					
For this feature...	Use this key...	When you ...	Key Lamp Status	Also See Srvc Code	Note
Call Forwarding, Both Ring	Code: 14 Operation: Press key + Dest. Extension	Call Forward Both Ring to extension.	Slowly flashes red	745	
Call Forwarding, Busy	Code: 11 Operation: Press key + Dest. Extension	Call Forward Busy to extension or Voice Mail.	Slowly flashes red	742	
Call Forwarding, Busy/No Answer	Code: 13 Operation: Press key + Dest. Extension	Call Forward Busy/No Answer to extension or Voice Mail.	Slowly flashes red	744	
Call Forwarding, External by Door Box	Code: 54 Operation: Press key + Dest. Number	Externally Call Forward Door Box calls.	Slowly flashes red	722	
Call Forwarding, Follow Me	Code: 15 Operation: Press key + Dest. Extension	Call Forward Follow Me to extension or Voice Mail.	Slowly flashes red	746	
Call Forwarding, Immediate	Code: 10 Operation: Press key + Dest. Extension	Call Forward Immediate to extension or Voice Mail.	Slowly flashes red	741	
Call Forwarding, No Answer	Code: 12 Operation: Press key + Dest. Extension	Call Forward No Answer to extension or Voice Mail.	Slowly flashes red	743	
Call Forwarding / Do Not Disturb Override	Code: 37 Operation: Call extension + Press key	Override an extension Call Forwarding or Do Not Disturb.	None	-	
Callback / Camp-On/ Trunk Queuing	Code: 35 Operation: Call busy extension or access busy trunk + Press key	Leave a Call back request at a busy extension, Camp On to a busy extension, or Queue for a busy trunk.	On red when activated	#	
Call Redirect	Code: 49 + extension or voice mail Operation: Press key	Redirect a ringing call to the predefined destination.	On red when activated	-	
Central Office Calls	Code: *01 + Trunk number (001~076) Operation: Press key	Press a line key to place or answer a trunk call (where trunks are 001~076).	On green when seized, on red when in use (by other party), Slow Flash green when ringing, Hold key flash when on Hold	#9	
Conference	Code: 07 Operation: Set up call + Press key + set up call to add + Press key twice	Set up a Conference or a Meet Me Conference.	On red during setup	#1	
Department Calling	Code: 46 Operation: Press Key	Log in or log out of your Department Calling Group.	On when removed, Off when installed	650	
Department Step Calling	Code: 36 Operation: Dial busy ext + Press key	Step Call through a Department Group for an idle member.	None	2	
Direct Station Selection / One-Touch Calling	Code: 01 Operation: Press key + dest. ext. or outside tel. # + Hold	Call an extension or outside number using a DSS key.	Off = extension idle On = extension busy Flashing = DND	-	

To program a key, press Speaker key, dial 751 (for 3-digit code) or 752 (for 2-digit codes), press the key and enter the code (e.g., 48 for Voice Over).					
For this feature...	Use this key...	When you ...	Key Lamp Status	Also See Srvc Code	Note
Do Not Disturb	Code: 03 Operation: Press key + code (0~4)	Set your telephone in DND.	DND key on red	747	
Do Not Disturb/ Call Forward Override	Code: 37 Operation: Press key	Call an extension which is in DND or Call Forwarded.	None	-	
Group Call Pickup	Code: 24 Operation: Speaker key + Press key	Answer a call ringing another telephone in your Pickup Group.	None	*#	
	Code: 25 Operation: Speaker key + Press key	Answer a call ringing a telephone in another Pickup Group - if you do not know the group number.	None	769	
	Code: 26 + Pickup Group (1~8 or 1~9 or 01~64) Operation: Speaker key + Press key + Pickup Group	Answer a call ringing a telephone in a specific Pickup Group.	None	768	
Hotline	Code: 01 + dest. ext Operation: Press key	Place a call to your Hotline partner.	Full BLF (red) for covered ext.	-	
Headset Operation	Code: 05 Operation: Press key	Enable or disable Headset Operation.	On red when activated	688	
Hold	Code: 44 Operation: Place or answer call + Press key	Put a call on System Hold (if your telephone Hold key is reassigned).	None	-	
	Code: 45 Operation: Place or answer call + Press key	Put a call on Exclusive Hold.	None	-	
Meet Me Conference (Also see Conference)	Code: 32 Operation: Press key	Join a Meet Me Conference.	None	763 or 764	
Memo Dial	Code: 31 Operation: <u>Store:</u> While on call, press key + number to store <u>Use:</u> Press Key + Call or line <u>Erase:</u> Speaker key + Press key	Store, use or check a Memo dial number.	None	-	
Message Waiting	Code: 38 Operation: Leave message: Call ext + Press key OR Answer message: Press key	Answer/Leave a Message Waiting.	None	*0	
Microphone Cutoff	Code: 02 Operation: Set up call + Press key	Use Microphone Cutoff.	On red when activated	-	
Call Arrival (CAR) Keys	Code: *03 + ext. or dept group Operation: Press key	Place or answer a call to your virtual (phantom) extension.	Slow Flash red when ringing, On red when busy	-	
Name Storing	Code: 55 Operation: Press key + ext ## + name + Hold	Enter a name for the extension to be displayed on telephones.	None	700	

To program a key, press Speaker key, dial 751 (for 3-digit code) or 752 (for 2-digit codes), press the key and enter the code (e.g., 48 for Voice Over).					
For this feature...	Use this key...	When you ...	Key Lamp Status	Also See Srvc Code	Note
Night Service	Code: 09 + mode (1~4 or 1~8) Operation: Press key	Activate the Day/Night Mode.	On red when activated	718 + 0	
Off-Hook Signaling	Code: 33 Operation: Call ext. and receive busy + Press key	Signal a busy extension.	None	*	
Paging, External	Code: 19 + zone (1~3) Operation: Press Key	Make an external zone page.	On red when activated	703 + zone	
	Code: 20 Operation: Press key	Make an external All Call page.	On red when activated	703 + 0	
Paging, Internal	Code: 21 + zone(1~8, 1~9 or 01~32) Operation: Press key	Broadcast to an Internal Paging Zone.	On red when activated	701 + zone	
	Code: 22 Operation: Press key	Broadcast to all Internal Paging zones.	On red when activated	701 + 0 or 00	
Park	Code: *04 + orbit (1~9 or 01~64) Operation: Place or answer call + Press key	Place a call into or retrieve a call from a Park Orbit.	Fast flash when orbit is busy (green at originator, red at others)	<Park> #6 <Pickup> *6	
Repeat Redial	Code: 29 Operation: Place call and press key	Activate Repeat Redial while on a call.	Fast Flash while system waits to redial	-	
Reverse Voice Over	Code: 47 + dest. ext. Operation: Press and hold key	Initiate Reverse Voice Over.	Full BLF red	-	
Room Monitor	Code: 39 Operation: Press key at destination & source + ext	Activate Room Monitor.	Dest. Fast Flash red, Source Hold Flash red	-	
Save Number Dialed	Code: 30 Operation: + pswd (0000) + place outside call Save: Place call + Press key Redial: Line or Speaker key + Press key	Save, redial or check saved number.	None	-	
Secretary Call (Buzzer)	Code: 41 + sec. ext Operation: Press key	Call your secretary (using the buzzer).	On red at source Fast Flash red at destination	-	
Secretary Call Pickup	Code: 42 + boss ext Operation: Press key	As a secretary pick up a call ringing your boss's extension.	On red when activated	-	
Selectable Display Messaging	Code: 18 Operation: Press key + additional data if needed	Set up Call Forwarding Off-Premise, Selectable Display Messaging, VRS Park and Page and VRS Personal Greeting.	Flashes red when activated	-	
Serial Call	Code: 43 Operation: Trk call + Hold + Ext + Press key	Place a Serial Call to a co-worker.	None	-	
Step Call	Code: 36 Operation: Press key	Step through a department group.	None	2	
Transfer	Code: 06 Operation: Establish call + Hold + Ext + Press key	Transfer a call.	None	-	

To program a key, press Speaker key, dial 751 (for 3-digit code) or 752 (for 2-digit codes), press the key and enter the code (e.g., 48 for Voice Over).					
For this feature...	Use this key...	When you ...	Key Lamp Status	Also See Srvc Code	Note
Trunk Group Routing	Code: *05 Operation: Press key	Access a trunk using Trunk Group Routing.	On red when active	9	
Trunk Groups	Code: *02 + TRK group (1~9 or 001~084) Operation: Press key	Use a trunk group key to access a Trunk Group.	On red when active	704	
Trunk Queuing	Code: 35 Operation: Hear busy tone for Trk + Press key	Camp On or Queue for a trunk.	On red while camped on	-	
Voice Mail	Code: 83 + code (0~4) Operation: Press key	Use Voice Mail Service.	Flashes slowly when monitoring	-	
	Code: 77 + extension or Message Center number Operation: Press key + pswd (0000) + place outside call	Call Voice Mail or leave a message.	Flashes green on your key for your messages or flashes red for the Message Center	*8 8	
	Code: 78 + 0 Operation: Set up call + Press key	Use Voice Mail Record.	Slow Flash red when active	-	
Voice Over	Code: 48 Operation: Hear Off-Hook Signaling tone + Press key	Initiate or respond to Voice Over.	On red when responding Hold Flash red when listening	6	

Function Key Codes by Number

Table 2-5 Function Key Codes by Number

To program a key, press Speaker key, dial 751 (for 2-digit codes) or 752 (for 3-digit codes), press the key and enter the code (e.g., 48 for Voice Over).					
Use this key...	For this feature...	When you ...	Key Lamp Status	Also see Srvc Code	Note
Code: 01 + dest. ext. or outside tel # + Hold Operation: Press key	Direct Station Selection, Hotline, One-Touch Calling	Call an extension or outside number using a DSS key.	Off = extension idle On = extension busy Flashing = DND	747	
Code: 02 Operation: Set up call + Press key	Microphone Cutoff	Use Microphone Cutoff.	On red when activated	-	
Code: 03 Operation: Press key	Do Not Disturb	Activate DND.	On red when activated	-	
Code: 04 Operation: Press key	Background Music	Turn BGM on or off.	On red when activated	725	
Code: 05 Operation: Press key	Headset Operation	Enable or disable Headset Operation.	On red when activated	-	
Code: 06 Operation: Establish call + Hold + Ext + Press key	Transfer	Transfer a call.	None	-	

To program a key, press Speaker key, dial 751 (for 2-digit codes) or 752 (for 3-digit codes), press the key and enter the code (e.g., 48 for Voice Over).					
Use this key...	For this feature...	When you ...	Key Lamp Status	Also see Srvc Code	Note
Code: 07 Operation: Set up call + Press key + set up call to add + Press key twice	Conference	Set up a conference or a Meet Me Conference.	On red during setup	#1	
Code: 08 Operation: Press key	Incoming Caller ID List	List incoming caller ID to extension.	Flashing when new log created On in call log	-	
Code: 09 + mode (1~4 or 1~8) Operation: Press key	Night Service	Activate the Day/Night Mode.	On red when activated	718 + mode (1~4 or 1~8)	
Code: 10 Operation: Press key + Dest. Ext.	Call Forwarding, Immediate	Call Forward to extension or Voice Mail.	Slowly flashes red	741	
Code: 11 Operation: Press key + Dest. Ext.	Call Forwarding, Busy	Call Forward to extension or Voice Mail.	Slowly flashes red	742	
Code: 12 Operation: Press key + Dest. Ext.	Call Forwarding, No Answer	Call Forward to extension or Voice Mail.	Slowly flashes red	743	
Code: 13 Operation: Press key + Dest. Ext.	Call Forwarding, Busy/No Answer	Call Forward to extension or Voice Mail.	Slowly flashes red	744	
Code: 14 Operation: Press key + Dest. Ext.	Call Forwarding, Both Ring	Call Forward to extension.	Slowly flashes red	745	
Code: 15 Operation: Press key + Dest. Ext.	Call Forwarding, Follow Me	Call Forward to extension or Voice Mail.	Slowly flashes red	746	
Code: 19 + zone (1~3) Operation: Press key	Paging, External	Broadcast to an External Paging Zone.	On red when activated	703 + zone	
Code: 20 Operation: Press key	Paging, External	Broadcast to all External Paging Zones.	On red when activated	703 + 0	
Code: 21 + zone (1~8, 1~9 or 01~32) Operation: Press Key	Paging, Internal	Broadcast to an Internal Paging Zone.	On red when activated	701 + zone	
Code: 22 Operation: Press key	Paging, Internal	Broadcast to all Internal Paging Zone.	On red when activated	701 + 0 or 00	
Code: 23 Operation: Press key	Meet Me Paging	Join a Meet Me Page.	None	763, 764, or 765	
Code: 24 Operation: :Speaker key + Press Key	Group Call Pickup	Answer a call ringing another telephone in your Pickup Group.	None	*#	
Code: 25 Operation: :Speaker key + Press key	Group Call Pickup	Answer a call ringing a telephone in another Pickup Group - if you do not know the group number.	None	769	

To program a key, press Speaker key, dial 751 (for 2-digit codes) or 752 (for 3-digit codes), press the key and enter the code (e.g., 48 for Voice Over).					
Use this key...	For this feature...	When you ...	Key Lamp Status	Also see Srvc Code	Note
Code: 26 + Pickup Group (1~32) Operation: Speaker key + Press key + Pickup Group	Group Call Pickup	Answer a call ringing a telephone in a specific Pickup Group.	None	768	
Code: 27 Operation: Press key + bin + Line or Speaker key	Speed Dialing	Dial a stored System Speed Dialing number.	None	#2 + bin	
Code: 28 Operation: Press key + bin + Line or Speaker key		Dial a stored Group Speed Dialing number.	None	#4 + bin	
Code: 29 Operation: Place call + Press key	Repeat Redial	Activate repeat redial while on a call.	Fast Flash while system waits to redial	-	
Code: 30 Operation: Save: Place call + Press key Redial: Line or Speaker key + Press key	Save Number Dialed	Save, redial or check a saved number.	None	715	
Code: 31 Operation: Store: While on call, Press key + number to store Use: Press key + Speaker key or line Erase: Speaker key + Press key	Memo Dial	Store, use or check a Memo Dial number.	None	-	
Code: 33 Operation: Call ext. and receive busy + Press key	Off-Hook Signaling	Signal a busy extension.	None	709	
Code: 34 Operation: Call ext + Press key	Barge-In	Barge-In on a co-worker's conversation.	None	710	
Code: 35 Operation: Call busy extension or access busy trunk + Press key	Callback / Camp-On / Trunk Queuing	Leave a Callback request at a busy extension, Camping On to a busy extension, or Queue for a busy trunk.	On red when activated	750	
Code: 36 Operation: Dial busy ext + Press key + pswd (0000) + place outside call	Department Step Calling	Step Call through a Department Group for an idle member.	None	708	
Code: 37 Operation: Call extension + Press key	Call Forwarding / Do Not Disturb Override	Override an extension Call Forwarding or Do Not Disturb.	On red when activated	707	
Code: 38 Operation: Leave message: Call ext + Press key OR Answer message: Press key	Message Waiting	Answer/Leave a Message Waiting.	None	*0 or 0	

To program a key, press Speaker key, dial 751 (for 2-digit codes) or 752 (for 3-digit codes), press the key and enter the code (e.g., 48 for Voice Over).					
Use this key...	For this feature...	When you ...	Key Lamp Status	Also see Srvc Code	Note
Code: 39 Operation: Press key at destination and source + ext	Room Monitor	Activate Room Monitor.	Fast Flash red at destination, Hold Flash red at source	-	
Code: 41 + sec. ext. Operation: Press key	Secretary Call	Call your secretary (using the buzzer).	On red at source Fast Flash red at destination	-	
Code: 42 + boss ext. Operation: Press key		As a secretary pick up a call ringing your boss's extension.	On red when activated	-	
Code: 43 Operation: TRK call + Hold + ext + Press key	Serial Call	Place a Serial Call to a co-worker.	None	-	
Code: 44 Operation: Place or answer call + Press key	Hold	Put a call on System Hold (if Hold key is reassigned).	None	-	
Code: 45 Operation: Place or answer call + Press key		Put a call on Exclusive Hold.	None	-	
Code: 46 Operation: Press key	Department Calling	Log in or log out of your Department Calling Group.	On when removed, Off when installed	650	
Code: 47 + dest. ext. Operation: Press and hold key	Reverse Voice Over	Initiate Reverse Voice Over.	Full BLF red	-	
Code: 48 Operation: Hear Off-Hook Signaling tones + Press key	Voice Over	Initiate or respond to Voice Over.	On red when responding Hold Flash red when listening	690	
Code: 49 + ext or voice mail number Operation: Press key	Call Redirect	Redirect an incoming call to an extension or voice mail.	On red when activated Flashes when in DND/Call Forward	-	
Code: 50 Operation: Press key	Account Codes	Enter Account Codes.	None	* or ##	
Code: 55 Operation: Do not Lift the handset + Press key + Enter extension number + Enter name + Press Hold	Name Storing	Change the name displayed on your display telephone.	None	700	

To program a key, press Speaker key, dial 751 (for 2-digit codes) or 752 (for 3-digit codes), press the key and enter the code (e.g., 48 for Voice Over).					
Use this key...	For this feature...	When you ...	Key Lamp Status	Also see Srvc Code	Note
Code: 83 + 0~4 Operation: Press key	Voice Mail	Use Voice Mail Service.	Flashes slowly when monitoring	-	
Code: 77 + extension or Message Center number Operation: Press key		Call Voice Mail or leave a message.	Flashes green on your key for your messages or flashes red for the Message Center	*8 or 8	
Code: 78 + Conversation Record Operation: Press key		Use Conversation Record.	Flashes red when recording	-	
Code: 79 + ext or pilot number Operation: Press key	Voice Mail	Use Automated Attendant.	On when setup for All calls. Slow flash when setup for Busy/No answer calls.	-	
Code: 80 + ext number Operation: Press key	Tandem Ringing	Set up Tandem Ringing	On for Master Side. Slow flash for Slave Side.	not assigned	
Code: 81 + trunk line 001 ~ 76 Operation: Press key	Automatic Transfer to Transfer	Set up Automatic Transfer to Transfer	Slow Flash when set.	833	
Code: 83 + Fuction code Operation: Press key	Voice Mail	Select Conversation Recording Function.	On when set.	-	
Code: 84 + Line Drop key Operation: Press key	Line Drop	Use Line Drop	None	-	
Code: 85 + Directory Dialing key Operation: Press key	Directory Dialing	Use Directory Dialing	On when set.	887	
Code: 86 + Private Call Refuse key Operation: Press key	Private Call Refuse	Use Private Call Refuse	Slow Flash when set.	646	
Code: 87 + Caller ID Refuse key Operation: Press key	Caller ID Refuse	Use Caller ID Refuse	Slow Flash when set.	748	
Code: 88 + table No. 1 ~ 100 at PRG 22-17 Operation: Press key	Dial-In	Change Dial-In Mode	Off: pattern1, pattern5~8 On: pattern2 Slow flash: pattern3 Fast flash: pattern4	609	
Code: 91 + Live Monitoring key Operation: Press key	Voice Mail	Use Live Monitoring	On when set.	not assigned	


To program a key, press Speaker key, dial 751 (for 2-digit codes) or 752 (for 3-digit codes), press the key and enter the code (e.g., 48 for Voice Over).					
Use this key...	For this feature...	When you ...	Key Lamp Status	Also see Srvc Code	Note
Code: 94 + Call Attendant key Operation: Press key	Call Attendant	Use Call Attendant	Fast flash when setup for No answer calls. Twice blink when setup for Busy calls. On when setup for Busy/No answer calls.	Busy:696 No Answer:697	
Code: 97 + Doorphone 1 ~ 6 Operation: Press key	Doorphone	Use Doorphone access	On when Doorphone Busy. Fast flash when Doorphone Incoming.	702	
Code: #02 + package 1 ~ 9 to cut the telephone power. Operation: Press key	Ecology	Set telephone power cut.	On when set.	731	
Code: #03 + Remote Monitor Permit key Operation: Press key	Security	Set Remote Monitor.	Slow flash when set Remote Monitor	610	
Code: *01 + Trunk number (001~084) Operation: Press key	Central Office Calls	Press a line key to place or answer a trunk call (where trunks are 001~084).	On green when seized, on red when in use (by other party), Slow Flash green when ringing, Hold flash when on Hold	#9	
Code: *02 + TRK group (1~9 or 001~084) Operation: Press key	Trunk Groups	Use a trunk group key to access a Trunk Group.	On red when active	704	
Code: *03 + ext. or department group Operation: Press key	Virtual Extension Keys	Virtual Extension Key: Place or answer a call from your virtual (phantom) extension or Virtual Extension Key: Place or answer a call to your co-worker's extension.	Slow Flash red when ringing, On red when busy	-	
Code: *04 + orbit (01~64) Operation: Place or answer call + Press key	Park	Place a call into or retrieve a call from a Park Orbit.	Fast Flash when orbit is busy (green at originator, red at others)	<Park> #6 <Pickup> *6	

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Features Availability by Software Revision

SECTION 1 FEATURE AVAILABILITY CHART

This chapter provides an alphabetical listing of the features that are available with each software revision.

 The following table provides a breakout of the availability of each feature by revision, refer to [Table 3-1 Feature Availability by Software Revision](#) on this page.

S = Supported Feature

N/A = Feature not supported for this software release

E = Supported and Enhanced

Table 3-1 Feature Availability by Software Revision

SL1100 Feature Name	Ver.1.0	Note
Abbreviated Dialing/Speed Dial	S	
Account Code Forced/Verified/Unverified	S	
Account Code Entry	S	
Alarm	S	
Alarm Reports	S	
Alphanumeric Display	S	
Analog Communications Interface (ACI)	S	
Ancillary Device Connection	S	
Answer Hold/Automatic Hold	S	
Attendant Call Queuing	S	
Automatic Release	S	
Automatic Route Selection (ARS/F-Route)	S	
Background Music	S	
Barge-In	S	
Battery Backup - System Memory	S	
Battery Backup - System Power	S	
Built-in Automated Attendant	S	
Call Arrival (CAR) Keys	S	
Call Duration Timer	S	
Call Forwarding	S	
Call Forwarding with Follow Me	S	
Call Forwarding, Off-Premise	S	
Call Forwarding/Do Not Disturb Override	S	

SL1100 Feature Name	Ver.1.0	Note
Call Monitoring	S	
Call Redirect	S	
Call Waiting/Camp-On	S	
Callback	S	
Caller ID Call Return	S	
Caller ID	S	
Caller ID - Flexible Ringing	S	
Caller ID - Shared Logging	S	
Central Office Calls, Answering	S	
Central Office Calls, Placing	S	
Class of Service	S	
Clock/Calendar Display/Time and Date	S	
Code Restriction/Toll Restriction	S	
Code Restriction Override/Toll Restriction Override	S	
Code Restriction, Dial Block/Toll Restriction, Dial Block	S	
Conference	S	
Conference, Remote	S	
Conference, Voice Call/Privacy Release	S	
Continued Dialing	S	
Data Line Security	S	
Delayed Ringing	S	
Department Calling	S	
Department Step Calling	S	
DHCP Client	S	
Dial Pad Confirmation Tone	S	
Dial Tone Detection	S	
Dialing Number Preview	S	
Digital Trunk Clocking	S	
Direct Inward Dialing (DID)	S	
Direct Inward Line (DIL)	S	
Direct Inward System Access (DISA)	S	
Direct Station Selection (DSS) Console	S	
Directed Call Pickup	S	
Directory Dialing	S	
Distinctive Ringing, Tones and Flash Patterns	S	
Do Not Disturb (DND)	S	
Door Box	S	
Drop Key	S	
Ecology	S	
E911 Compatibility	S	
Flash	S	

SL1100 Feature Name	Ver.1.0	Note
Flexible System Numbering	S	
Flexible Timeouts	S	
Forced Trunk Disconnect	S	
Group Call Pickup	S	
Group Listen	S	
Handset Mute/Handset Cutoff	S	
Handsfree and Monitor	S	
Handsfree Answerback/Forced Intercom Ringing	S	
Headset Operation	S	
Hold	S	
Hotel/Motel	S	
Hotel/Motel - Do Not Disturb	S	
Hotel/Motel - DSS Console Monitoring	S	
Hotel/Motel - Message Waiting	S	
Hotel/Motel - Room Status	S	
Hotel/Motel - Room Status Printout	S	
Hotel/Motel - Room-to-Room Call Restriction	S	
Hotel/Motel - Single Digit Dialing	S	
Hotel/Motel - Toll Restriction (When Checked In)	S	
Hotel/Motel - Wake Up Call	S	
Hot Key-Pad	S	
Hotline	S	
Howler Tone Service	S	
Illuminated Dial Pad	S	
InMail	S	
InMail-Automatic Access to VM by Caller ID	S	
InMail-Cascade Message Notification	S	
InMail-Email Notification	S	
InMail-Find-Me Follow-Me	S	
InMail - Language Setting	S	
InMail Park and Page	S	
InMail Upload Download Audio	S	
Intercom	S	
IP Multiline Station (SIP)	S	
IP Single Line Terminal (SIP)	S	
IP Trunk - (SIP) Session Initiation Protocol	S	
ISDN Compatibility	S	
ISDN Compatibility - ISDN 2 B-Channel Transfer	S	
Last Number Redial	S	
Licensing	S	
Line Preference	S	

SL1100 Feature Name	Ver.1.0	Note
Long Conversation Cutoff	S	
Loop Keys	S	
Maintenance	S	
Meet Me Conference	S	
Meet Me Paging	S	
Meet Me Paging Transfer	S	
Memo Dial	S	
Message Waiting	S	
Microphone Cutoff	S	
Mobile Extension	S	
Mobile Extension - Callback to Mobile Phone	S	
Multiple Trunk Types	S	
Music on Hold	S	
Name Storing	S	
Navigation Key	S	
Night Service	S	
Off-Hook Signaling	S	
One-Touch Calling	S	
Operator	S	
Paging, External	S	
Paging, External (VRS)	S	
Paging, Internal	S	
Park	S	
PBX Compatibility/Behind PBX	S	
PC Programming	S	
PC Programming - Intuition Setup	S	
Power Failure Transfer	S	
Prime Line Selection	S	
Private Line	S	
Programmable Function Keys	S	
Programming from a Multiline Terminal	S	
Pulse to Tone Conversion	S	
Redial Function	S	
Remote (System) Upgrade	S	
Repeat Redial	S	
Resident System Program	S	
Reverse Voice Over	S	
Ring Groups	S	
Ringdown Extension (Hotline), Internal/External	S	
Room Monitor	S	
Save Number Dialed	S	

SL1100 Feature Name	Ver.1.0	Note
Secondary Incoming Extension	S	
Secretary Call (Buzzer)	S	
Secretary Call Pickup	S	
Security	S	
Selectable Display Messaging	S	
Selectable Ring Tones	S	
Serial Call	S	
Single Line Terminals	S	
Softkeys	S	
Station Hunt	S	
Station Message Detail Recording	S	
Station Name Assignment - User Programmable	S	
Station Relocation	S	
T1 Trunking (with ANI/DNIS Compatibility)	S	
Tandem Ringing	S	
Tandem Trunking (Unsupervised Conference)	S	
Tone Override	S	
Traffic Reports	S	
Transfer	S	
Trunk Group Routing	S	
Trunk Groups	S	
Trunk Queuing/Camp-On	S	
Unicast/Multicast Paging Mode	S	
Uniform Call Distribution (UCD)	S	
User Programming Ability	S	
Virtual Extensions	S	
Voice Mail Integration (Analog)	S	
Voice Mail Message Indication on Line Keys	S	
Voice/Melody Ringing by VM	S	
Voice Over	S	
Voice Response System (VRS)	S	
Voice Response System (VRS) Upload Download Audio	S	
Voice Response System (VRS) - Call Forwarding - Park and Page	S	
Volume Controls	S	
Warning Tone for Long Conversation	S	

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