infinite™

digital systems

Station User Guide

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VODAVI
**COMMUNICATIONS
SYSTEMS**

Table of Contents

ACCOUNT CODES

USING ACCOUNT CODES

[FLEX]

A FLEX button must be programmed onto your phone to use the Account Code feature. Refer to FLEX Button programming.

When connected to an outside line call:
- Press the pre-programmed* ACCOUNT CODE button.
- Dial account code up to 12-digits. (The other party will not hear the digits being dialed).

➤ If account code is less than 12-digits, an asterisk [*] must be entered to return to the call.

➤ If account code s are forced, the account code must be entered prior to dialing the outside number.

VERIFIED ACCOUNT CODES

[FLEX]

A FLEX button must be programmed onto your phone to use the Account Code feature. Refer to FLEX Button programming.

To enter an account code prior to a CO call:
- Press the pre-programmed* ACCOUNT CODE button before accessing a CO line.
- Dial the account code up to 12-digits. If the account matches a verified account code, intercom dial tone will be returned. Otherwise error tone will be received.

➤ If account code is less than 12-digits, and [*] must be entered to return to the call.

- Access the outside CO line or dial the LCR code and dial the desired number.

AUTOMATIC SELECTION

Pressing an outside line button, Loop or Pool button, a Speed button, a Station button, or dialing a number in the *infinite* Digital System Numbering Plan will automatically activate the speakerphone and light the ON/OFF button, if your keyset is programmed as a speakerphone.

BACKGROUND MUSIC (OPTIONAL)

[MNO 6] + [DEF 3] + [ABC 2]

Refer to FLEX Button Programming.

To activate Background Music:
- Press [632] on the dial pad (music is heard),
  or
  Press the pre-programmed* BGM Button.

To de-activate Background Music:
- Press [632] again and music is discontinued,
  or
  Press the pre-programmed* BGM Button.
- When you pick up the handset or press the ON/OFF button, music is discontinued automatically.

CALL BACK

CALLBACK
(FLEX)

When the Automatic Call Back Timer is enabled, a call back request will automatically be invoked anytime a user listens to busy intercom tone for a preset period of time.

A FLEX Button MUST be programmed for this feature to operate. Refer to FLEX Button programming.

If you dial a telephone that is busy and want to leave a Call Back indication:

- Press the pre-programmed* CALL BACK button.
- Replace the handset or press ON/OFF button.
- When busy station hangs up, you will be signaled.
- Answer the call; station you called will then be signaled. (If your station is busy when signaled, an automatic MSG will be placed at your phone.)

Only one Call Back request can be left at a station; the second request will leave a message wait callback request.

CALL COVERAGE

CALL FOR STA XXX
MM/DD/YY   HH:MM

CALL TO STATION XXX
FROM STA XXX   HH:MM:SS

Refer to FLEX Button Programming.

To Program a flexible button for call coverage at a station:

- Press the SPEED button twice.
- Press the desired flexible button to be programmed.
- Dial [646] (Ringing) or [647] (Non-Ringing) on the dial pad followed by the extension number to be covered. Confirmation tone will be heard. If an error was made during entry, error tone will be receiveded.

Once the button is assigned on the station and a call rings in:

- The coverage station will hear ringing for the coverage station after a five second delay. The following message is displayed on the Coverage Station LCD as shown to the left:
- The Coverage station then presses their flashing Coverage flexible button, or
- presses the ON/OFF button, or
- lifts the handset if PLA is enabled. The flash rate is the same as the incoming line ringing rate. The call will be answered and will cease to ring at any other station that may have the same coverage appearance. The LCD of the coverage station will change to the second display to the left after the call is answered.

CALL FORWARDING

ALL CALLS

	FWD
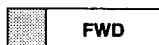
Line Queue, Call Back requests, message wait requests, and pre-selected messages are canceled when a station activates call forward.

*Refer to FLEX Button programming.

If you have been given the ability to forward your calls:
- Lift handset or press ON/OFF button.
- Dial the FWD code [640] on the dial pad or Press the pre-programmed* FWD button.
- Press DSS button, or Dial intercom number where calls are to be forwarded, including UCD, Voice Mail, and Hunt group pilot numbers.

NO ANSWER
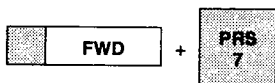
	FWD	+	PRS 7

*Refer to FLEX Button programming.

If you have been given the ability to forward your calls:
- Lift handset or press ON/OFF button.
- Dial the FWD code [640] on the dial pad or Press the pre-programmed* FWD button.
- Dial the Call Forward No Answer code [7] on the dial pad.
- Press DSS button, or Dial intercom number where calls are to be forwarded. Hear confirmation tone.
- Replace handset or press ON/OFF button.

BUSY

	FWD	+	TUV 8
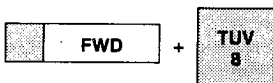
*Refer to FLEX Button programming.

If you have been given the ability to forward your calls:
- Lift handset or press ON/OFF button.
- Dial the FWD code [640] on the dial pad or Press the pre-programmed* FWD button.
- Dial the Call Forward Busy code [8] on the dial pad.
- Press DSS button, or Dial intercom number where calls are to be forwarded. Hear confirmation tone.
- Replace handset or press ON/OFF button.

BUSY/NO ANSWER
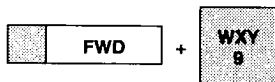
	FWD	+	WXY 9

*Refer to FLEX Button programming.

If you have been given the ability to forward your calls:
- Lift handset or press ON/OFF button.
- Dial the FWD code [640] on the dial pad or Press the pre-programmed* FWD button.
- Dial the Call Forward Busy/No Answer code [9] on the dial pad.
- Press DSS button, or Dial intercom number where calls are to be forwarded. Hear confirmation tone.
- Replace handset or press ON/OFF button.

CALL FORWARDING - (Cont'd)

TO REMOVE CALL FORWARD- ING (ALL TYPES)

| FWD |

- Press the ON/OFF button.
- Dial the FWD code [640] on the dial pad
  or
  Press the pre-programmed* FWD button.
- Replace handset or press ON/OFF button.

STATION OFF-NET CALL FOR- WARDING (via speed dial)

| FWD | + | ✳ |

Refer to FLEX Button programming
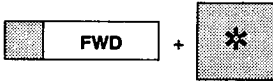
Allows stations to forward intercom and transferred calls to an off-net location.
In a speed dial bin, store the number of the off-net location where calls are to be forwarded. Follow instructions provided for storing station or system speed dial numbers.
- Lift handset or press ON/OFF button.
- Dial the FWD code [640] on the dial pad
  or
  Press the pre-programmed* FWD button.
- Dial an asterisk [✳] on the dial pad. Then dial the speed bin number that contains the number where calls are to be forwarded. Confirmation tone is heard. FWD button LED is flashing.

Canceling Off-Net Forwarding:
- Lift handset or press ON/OFF button.
- Press the pre-programmed* FWD button. Confirmation tone will be heard and the FWD button LED is extinguished.

FOLLOW-ME

If you have been given the ability to forward your calls:
- Lift the handset or press ON/OFF button.
- Dial the Follow-Me Forward code [642] on the dial pad.
- Dial the station number of the station that forwarding is desired.
- Dial the three-digit destination number where calls are to be forwarded. (Station, Voice Mail, ACD/UCD groups, Hunt group, or System Speed bin (✳20-✳99) for off-net forwarding). Confirmation tone will be heard.
- Replace the handset or press the ON/OFF button.

To remove Follow-Me Forwarding:
- Lift the handset or press the ON/OFF button.
- Dial the Follow-Me Forward code [642] on the dial pad.
- Dial the station number of the station that forwarding is be cancelled.
- Dial the same three-digit station number again. Confirmation tone will be heard and the FWD button LED is extinguished.

Refer to FLEX Button programming

CALL FORWARDING - (Cont'd)

FOLLOW-ME (Cont'd)

To establish Follow-Me Forwarding from an off-site location:

- Dial into the system on a DISA or E&M trunk.
  Enter the DISA access code, if applicable.
- Dial the Follow-Me Forward code [642] on the dial pad.
- Dial the station number of the station that forwarding is desired.
- Dial the three-digit destination number where calls are to be forward. (Station, Voice Mail, ACD/UCD groups, Hunt group, or System Speed bin (✳20-✳99) for off-net forwarding). Confirmation tone will heard. Five seconds later dial tone will be received.

To remove Follow-Me Forwarding from an off-site location:

- Dial into the system on a DISA or E&M trunk.
  Enter the DISA access code, if applicable.
- Dial the Follow-Me Forward code [642] on the dial pad.
- Dial the station number of the station that forwarding is to be cancelled.
- Dial the station number again. Confirmation tone will be heard. Five seconds later dial tone will be received.

Refer to FLEX Button programming

FORWARD OVERRIDE

This feature allows a user to reach a busy station that is busy forwarded to a destination. This will allow the calling station to Camp-On, Executive Override, Leave Messages at the busy station rather than forwarding to the busy destination.

- Dial [5#] followed by the desired extension number.

5

CALL PARK

CALL PARK

TRANS

OR

FLEX

Refer to FLEX Button Programming

To place an outside call in park and consult with, page, or call an internal party:
While connected to an outside line:
- Press the TRANS button. The caller is put on Exclusive Hold.
- Dial parking location (430 to 437),
  or
  Press pre-programmed* CALL PARK button.
- Hear confirmation tone.

If you hear busy tone:
- Press the TRANS button twice and dial another parking location,
  or
  Press the pre-programmed* CALL PARK button for a different parking location.

RETRIEVING A PARKED CALL

Refer to FLEX Button programming.

- Lift handset or press ON/OFF button.
- Press the pound [#] key.
- Dial the parking location (430 to 437) where call was parked,
  or
  Press the pre-programmed* CALL PARK button.

CALL PICKUP

CALL PICKUP

There are two ways to pick up a call ringing at another telephone:

GROUP PICKUP

PICK UP

You must be in the same pickup group as the ringing telephone to pickup the call

Refer to FLEX button programming.

When intercom tone ringing, transferred outside line ringing, recall ringing or initially ringing call is heard at an unattended telephone.
- Lift the handset or press ON/OFF button.
- Dial [#0] on the dial pad,
  or
  Press the pre-programmed* PICK-UP button to be connected to the calling party.

DIRECTED PICKUP
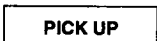
PICK UP

User MUST have access to the specific outside line or a Loop button to do a directed call pick-up.

A FLEX button must be programmed for the feature to operate. Refer to FLEX button programming.

When incoming, transferred, or recalling outside line ringing, intercom ringing, or Camp On ringing is heard at an unattended telephone.
- Dial the station number of the known ringing telephone. Receive ringback or Call Announce Tone.
- Dial [#+1] on the 8-button keyset,
  or
  Press the pre-programmed* PICK-UP button to answer the call.

CALL TRANSFER

CALL TRANSFER
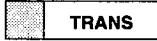
| TRANS |

Outside lines can be transferred from one phone to another within the system. The transfer can be either screened (announced) or unscreened to either an idle or busy station, or a UCD Group or Hunt Group.

SCREENED TRANSFER

| 109 |

OR
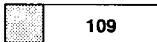
| TRANS |

While connected to an outside line:
- Press station button where call is to be transferred (if programmed on your telephone),
  or
  Press the TRANS button and dial station number.
- The called extension signals according to the intercom signal switch position.
- When that extension answers, announce the transfer.
- Hang up to complete transfer.

ANSWERING A SCREENED TRANSFER

| LOOP | OR | LINE 8 |
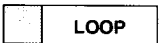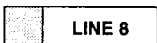
Your intercom will be signaling according to the intercom signal switch position.
- Answer the intercom and receive the transfer notice.
- Press the outside line button or loop button flashing on hold.

If Direct Transfer feature is enabled, the screened transfer will go directly to the handset. The user does not have to press a line or loop button to answer.

TRANSFER SEARCH

| 109 |

OR
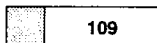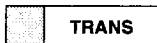
| TRANS |

When attempting to locate a party:
- Press a station DSS button to signal a station,
  or
  Press the TRANS button and dial desired station.
- If the party is not located, press another station DSS button to continue the search,
  or
  Press the TRANS button twice and dial the station number.
- When the called party answers, hang up to complete the transfer.

UNSCREENED TRANSFER

When the called extension begins to signal, hang up to transfer the call. (Recall timer starts.)

CALL TRANSFER - (Cont'd)

EXECUTIVE/SECRETARY TRANSFER

> If you are designated the Executive station and your phone is busy or in DND, all calls will be routed to the Secretary station.

> If you are the designated Secretary station, you can signal the Executive that is busy or in DND by using the Camp-On feature.

INCOMING CO TRANSFER

While idle or on an internal/external call and an incoming or transferred CO call is ringing at your station:

- Place the current call on hold.
- Dial the INC CO XSFR code [639] on the dial pad.
  or
  Press the pre-programmed* INC CO XSFR button.
- Press a DSS, Group button or dial the three-digit station number or group number. Call is automatically transferred to that destination.
- Station user can return to call placed on

Refer to FLEX Button Programming

PBX/CENTREX TRANSFER

| FLASH |

While connected to an outside line (PBX/Centrex):

- Press the FLASH button. Transfer dial tone is heard.
- Dial PBX/Centrex station number.
- Hang up to complete the transfer.

CALLING STATION TONE MODE OPTION

Allows a calling station to override a called stations "HF" or "PV" intercom switch settings. When placing a call to a station and Tone ringing is desired:

- Dial [6#] on the dial pad.
- Dial three-digit station extension,
  or
  Press DSS button of desired station.
- Call tone rings station.

CAMP-ON

CAMP ON

CAMP ON

If a station is in DND, only the attendant can Camp-On using the attendant override feature.

*A FLEX button must be programmed for this feature to operate. Refer to the FLEX button programming

If you call a station that is busy and wish to alert them to your call:
- Press the pre-programmed* CAMP ON button. Called station will receive one burst of ringing. Wait for their response.
- When called party answers, consult with them or hang up to transfer the call.

ANSWERING A CAMP-ON
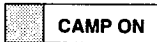
CAMP ON

*A FLEX button must be programmed for this feature to operate. Refer to the FLEX button programming

If you are on a connected call, hear one burst of muted ringing, and your CAMP-ON button is flashing, you have a call waiting for you. To answer:
- Press the pre-programmed* CAMP ON button. Any outside line you are connected to will be placed on hold. You may converse with the station placing the call.
- Press the flashing outside line button, if a call is being transferred.

If you do not have a pre-programmed* CAMP-ON button, either:
- Go on-hook with present call. Camp-on will ring through,

or

Place outside CO call on hold. Then go on-hook. Camp-on will ring through.

CO LINE QUEUING

CO LINE QUEUING

LINE QUE
(FLEX)

A station can queue only one line at a time.

* A FLEX Button must be programmed for this feature to operate. Refer to FLEX Button programming.

If you see that a particular outside line is busy and you wish to be placed on a list waiting for that line to become available:
- Press desired busy outside line button or Pool button. Receive busy tone.
- Press pre-programmed* LINE QUEUE button.
- Replace the handset or press the ON/OFF button.

If a line within the same line group is available, it will be presented immediately.

TO ANSWER A QUEUE CALL-BACK

LINE 5
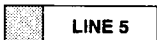
If your station has been programmed for Preferred Line Answer, you will have the line automatically upon lifting the handset. Then dial the desired number.

If you hear Queue Call Back ringing and an outside line of the line group you queued is slow flashing:
- Lift handset or press ON/OFF button.
- Press flashing outside line button to answer.

CONFERENCE

CONFERENCE COMBINATIONS

Only stations that have Conference enabled will be able to initiate a Conference.

➤ Add-On Conference: Eight party conference. Maximum of five external parties can be conferenced.

➤ Multi-Line Conference: One internal with no more than five external parties can be conference.

ESTABLISHING A CONFERENCE
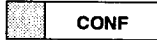
| CONF |

Only stations that have Conference enabled will be able to initiate a Conference.
A maximum of five parties can be included in a conference.

- Lift the handset.
- Select intercom station or dial desired outside party. When called party answers, press the CONF button.
- Add next conference party by selecting another outside line or intercom station.
- When party answers, press the CONF button twice. All parties are connected.

EXITING A CONFERENCE (Controller Only)

There are three methods of exiting a conference:

- Press the ON/OFF button to ON. Press the MUTE button, and replace the handset (to monitor a conference).

Use this method only if Multi-Line Conference is in progress:

- Press HOLD button to place outside parties on hold. Hold timer starts. If one of the two parties is internal, that party will be dropped.
- Press the pre-programmed* CONF button and hang up,
or
Press the ON/OFF button to leave the other conference parties still connected in an unsupervised conference. The CONF button LED will flash and timer will start. There will be a warning tone before the other parties are dropped.

*Refer to FLEX Button programming.

RE-ENTERING A CONFERENCE

When the controller re-enters the conference, the disconnect timer is reset.

- Lift handset to re-enter a monitored conference.
- To re-enter a conference placed on hold, repeat steps for establishing a conference.
- To re-enter an unsupervised conference, lift handset and press flashing CONF* button. The pre-programmed* CONF button lights steady and confirmation tone will be heard.

*Refer to FLEX Button programming.

TERMINATING A CONFERENCE

To terminate a Conference, the conference initiator must be actively in the conference:

- Replace handset or press ON/OFF button to OFF.

For conferences involving another station, it may be necessary to press the flashing CONF button after going on-hook.

*Refer to FLEX Button programming.

DIAL BY NAME

DIAL BY NAME

ALPHA NUMERIC CHARACTER	DIGIT
A,B,C	2
D,E,F	3
G,H,I	4
J,K,L	5
M,N,O	6
P,Q*,R,S	7
T,U,V	8
W,X,Y,Z*	9
*does not appear on dial pad	

When the system finds a unique numeric match (MURPHY=687749) to the name being dialed, the call will be placed to the station matching the name. The intercom call will signal the station according to the HF-TN-PV switch setting. If fewer than 8 digits are dialed, the numeric match will be dialed after a 10 sec. interdigit time-out occurs, or if a "#" (pound), is pressed.

The system will allow station users to dial extension numbers by entering a name of a person that has been programmed for that station. The system database will allow entry of a name (alphanumeric) up to 24 characters in length for each station. This programmed name can be used for dialing-by-name station users and in some cases LCD displays.

To dial a station user by name:
- Dial the Dial-By-Name code [6*] on the dial pad,
or
Press the pre-programmed* DIAL-BY-NAME button.
- Dial the desired person's name using the keys on the key pad. For example: if you wanted to call Linda Murphy, and last names were entered into the directory dialing list, you would press the digit 6 (M), then the digit 8 (U), then the digit 7 (R), the digit 7 again (P), the digit 4 (H) and finally the digit 9 (Y).

Refer to FLEX button programming.

PROGRAMMING NAME INTO DISPLAY

A=21	M=61	1=1#	"=01
B=22	N=62	2=2#	,=02
C=23	O=63	3=3#	?=03
D=31	P=71	4=4#	/=04
E=32	Q=74	5=5#	!=*1
F=33	R=72	6=6#	$=*2
G=41	S=73	7=7#	&=*4
H=42	T=81	8=8#	*=*#
I=43	U=82	9=9#	(=#1
J=51	V=83	0=0#	)=#2
K=52	W=91	Space=11	+=#3
L=53	X=92	:=12	==#4
	Y=93	-=13	#=##
	Z=94	'=14	

Every extension (Key or SLT) has the capability to program the users name so that people using display telephones will see the name instead of the station number.
- Dial [690] on the dial pad.
- Enter your name (up to 7 characters) using the pattern shown.
- Press the SPEED button to complete the programming process.

To erase your name:
- Dial [690] on the dial pad.
- Press the SPEED button to complete the erasing process. Confirmation tone will be heard and your name erased.

DIRECTORY DIALING

STATIONS

Station Users and Attendant(s) with Executive Display telephones may view a list, of up to 200 names from the System Directory on the station's LCD display. Then automatically dial the station or speed dial bin by pressing a single button. Names placed in the directory list may be associated to intercom numbers, System Speed dial bins, or entries in the Local Number/Name Translation Table. Users may view the directory list beginning with any letter of the alphabet, then scroll through the list either forward or backwards. Directory dialing may also be used to transfer a call from one station to another.

To view the directory list:

• Dial the Directory List dial code [680] on the dial pad,
or
Press the pre-programmed* DIRECTORY DIAL.

• Press a button on the key pad, once, twice or three times, to represent the letter of the alphabet, to begin viewing the list of names. (i.e. the first depression of the digit 2 produces the names beginning with an "A". The second depression of the digit 2 produces the names beginning with a "B", while the third depression of the digit 2 produces the names beginning with a "C".)

Refer to FLEX Button programming.

TRANSFERRING A CALL USING DIRECTORY DIALING

Refer to FLEX Button programming

The letters of the alphabet are represented on the key pad as follows:

ALPHA NUMERIC CHARACTER	DIGIT
A,B,C	2
D,E,F	3
G,H,I	4
J,K,L	5
M,N,O	6
P,Q*,R,S	7
T,U,V	8
W,X,Y,Z*	9
*does not appear on dial pad.	

• Names beginning with the letter chosen will appear on the LCD display.

If there are no names in the Directory List beginning with the desired letter, a name with the next higher letter will be shown on the LCD display.

• Dial an [*] on the dial pad to scroll up (next entry) through the list,
or
Dial a [#] on the dial pad to scroll down (previous entry) through the list,
or
Press another button to view the list for a different letter of the alphabet.

• When the desired name is shown on the LCD display, pressing the SPEED button will automatically dial the destination station or outside phone number (via speed dial).

While on a call:

• Press the TRANS button.

• Dial the Directory Dial Code [680] on the dial pad,
or
Press the pre-programmed* DIRECTORY DIAL.

• Press the digit associated with the person's name and when it is displayed, press the SPEED button to automatically dial the destination station.

• Hang up to complete the transfer.

Calls may only be transferred to internal stations only. An attempt to transfer a call off-net (via a speed dial bin) will result in the call recalling upon going on-hook.

DISTINCTIVE RINGING

The tone ring signal used to notify stations of an incoming call can be changed by each station user to provide distinctive ringing among a group of stations.

```
ENTER RING TONES 00-88
00 PRESS SPEED TO SAVE
```

To select a distinctive ring tone for a station:
- Dial the Tone Ring program code [695] on the dial pad.
- Enter the two-digit tone number from 00 thru 88. The speaker will sound a steady tone that correlates to the two-digit entry.
- When the desired tone is selected, press the SPEED button to save this as the tone to be presented when the station is tone rung. The two-digit tone number will be displayed in lower left corner of LCD display.

DO NOT DISTURB

ACTIVATING DO NOT DISTURB
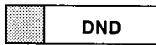
```
┌─────────────────┐
│ ▒▒ │    DND      │
└─────────────────┘
     (FLEX)
```

On the 8-button keyset, a visual indication will only be present if a flex button is programmed

If you have been given the ability to place your phone in Do Not Disturb:
- Press the pre-programmed* DND button, DND button LED lights steady, or Dial [6]+[3]+[1] on the 8-button keyset. Confirmation tone will be heard. No visual indication will be present.
- The DND button can be pressed while the phone is ringing to stop the ringing. (Refer to One-Time DND below.

To cancel Do Not Disturb:
- Press the pre-programmed* DND button again. DND button LED extinguishes, or dial [6]+[3]+[1] on the 8-button keyset. Confirmation tone will be heard.

Refer to FLEX Button programming.

ONE-TIME DO NOT DISTURB (DND)
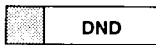
```
┌─────────────────┐
│ ▒▒ │    DND      │
└─────────────────┘
     (FLEX)
```

Allows you to prevent calls from ringing at your station while you're on a call. The One-Time DND condition will automatically cancel when you end your call.
- Press the pre-programmed* DND button while you're off-hook and connected to a CO line or intercom call. The DND button LED lights and off-hook tones at your station are canceled.

To Cancel One-Time Do Not Disturb
- Go on-hook or press ON/OFF button. The DND button LED extinguishes and DND is canceled.

Refer to FLEX Button programming.

EXECUTIVE OVERRIDE

CAUTION
USE OF THIS FEATURE WHEN THE EXECUTIVE OVERRIDE WARNING TONE IS DISABLED MAY BE A VIOLATION OF FEDERAL, STATE OR LOCAL LAWS, AND AN INVASION OF PRIVACY. CHECK APPLICABLE LAWS IN YOUR AREA BEFORE USING THIS FEATURE.
A change in volume may occur on the CO Line or intercom call after the barge-in occurs.

Allows stations designated as "Executive" the ability to override and "barge in" on other keysets engaged in CO Line conversations. If you call a busy station:
- Dial [625] on the dial pad. Executive station will be bridged onto the CO conversation in progress at the called station. Optional warning tone is heard and presented to all parties prior to cut-thru.
- Replace handset at Executive station to terminate the override.

FLASH

FLASH

FLASH

When connected to an outside line:
- Press FLASH button,
  or
  Dial [6]+[6]+[0] on the 8-button keyset
  to disconnect outside line and reseize out-
  side line dial tone.

FLASH KEY ON INTERCOM

When connected to a page zone or another internal party,
- Press the FLASH button to disconnect page or intercom call. Intercom dial tone will be heard.

GROUP LISTENING

ON/OFF

All digital key stations have built in speaker-phones. Station users may use the speaker to monitor a call while using the handset to converse with the outside party. This enables other people in the room to listen to both parties in the conversation.

While conversing, on the handset:
- Press the ON/OFF button. Both parties of the conversation can then be heard on the digital station's speaker. The speaker-phone microphone will be muted while the handset is off-hook.

Group Listening is NOT available when the station is in the headset mode.

To deactivate Group Listening while off-hook, the ON/OFF button must be depressed.

HANDSET RECEIVER GAIN

This feature provides the user with a flexible button that can be programmed on their keyset. When programmed, allows the user to increase/decrease the handset receiver gain while on a CO or Intercom call.

While on a CO or Intercom call:
- Press the pre-programmed* HANDSET RECEIVER GAIN button.
- Dial a one-digit value from 0 to 9 (0=lowest, 9=highest),
  or
  Press the [#] to increase or [*] to decrease the gain, one level at a time.
- The LCD will display the volume settings as they occur.
- Press the pre-programmed* HANDSET RECEIVER GAIN button again to select settings.

A FLEX button must be programmed for this feature to operate. Refer to FLEX Button Programming.

HEADSET MODE

If you wish to use a headset and have been given the ability to do so in programming. To Activate Headset Mode:
- Dial [634] on the dial pad,
  or
  Press the pre-programmed* HEADSET MODE button. LED will light steady.

While Headset mode is active, the ON/OFF button will activate the headset and disable speakerphone and intercom call announce operation at your station.

To De-Activate Headset Mode:
- Dial [634] on the dial pad,
  or
  Press the pre-programmed* HEADSET MODE button. LED will extinguish.

Refer to FLEX Button Programming.

INTERCOM BUTTONS

FLEX	

To program a flexible button as an intercom button:
- Press the SPEED button twice.
- Press the desired flexible button to be programmed.
- Dial [645] on the dial pad. Confirmation tone will be heard. If an error was made during entry, error tone will be received.

You place an intercom call to a busy station that has intercom button:
- The calling sation receives ringback tone instead of busy tone. The called station hears muted or reminder ring and their intercom button LED starts flashing at the incoming line rate. This indicates an incoming intercom call.
- The called station can place the current CO call on hold by pressing the HOLD button,
  or
  Place the current intercom call on hold by pressing the HOLD button. The intercom call would be placed on hold on the available intercom button.

CALL FROM STA XXX	
MM/DD/YY	HH:MM:SS

- The called station then presses the flashing intercom button to answer the incoming intercom call. Once the call is answered, the following message is displayed on the called station LCD as shown at left:

INTERCOM CALLS

PLACING AN INTERCOM CALL

108
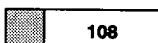
Dialing a number in the numbering plan activates the telephone automatically.

- Press the DSS button of the party to be called (if programmed at your phone), or
  Dial the three-digit station number.
- You will hear ringing if the called stations intercom signal switch is in the "TN" position; or two bursts of tone if in the "HF" or "PV" position.
- Lift handset or use speakerphone after the tone bursts stop.
- Hang up to end call.

ANSWERING AN INTERCOM CALL

$$HF \text{—} PV \text{—} TN$$

With your intercom signal switch in the:
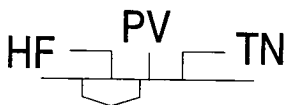- **HF mode.** (Left switch position) You will hear two bursts of tone and an announcement. Reply handsfree or lift handset for privacy.
- **PV mode.** (Center switch position) You will hear two bursts of tone and a one-way announcement. The calling party cannot hear conversations in progress.
- **TN mode.** (Right switch position) You will hear repeated bursts of intercom tone ringing and the HOLD button will slow flash. Lift handset or press ON/OFF button to answer.

On the 8-button keyset:
- Dial [6]+[6]+[7] to toggle between the HF and TN modes.

INTERCOM TRANSFER

TRANS

Intercom transfer without DSS buttons:
- Receive or make an intercom call.
- Press the TRANS button. Intercom dial tone is heard.
- Dial the station where the call is to be transferred.
- When 2nd station answers, you are in a supervised transfer mode. (1st station is staged for transfer)
- Replace handset.(Station 1 and 2 are connected)

Intercom transfer using DSS buttons:
- Receive or make an intercom call using a DSS button.
- Press TRANS button. Intercom dial tone is heard.
- Press DSS button where call is to be transferred.
- Replace handset. (Station 1 and 2 are connected)

KEYSET MODE

```
  CALLER ID      2400
 *=NEXT SAVE=HOLD #=BAUD
```

Refer to FLEX button programming.

This feature allows the station user to determine the mode and baud rate the Executive/PC Interface Terminal (ICLID) will operate at. This setting is stored in back-up memory in the event of a power outage or system reset.

At an idle station:
- Dial the Keyset Mode code [648] on the dial pad
  or
  Press the pre-programmed* KEYSET MODE button. The display shows the following information:
- Press the [*] key to scroll through the keyset modes. The available modes are: Caller ID, PC Phone, and AT Commnad.
- Press the [#] key to scroll through the baud rates. Available baud rates are: 1200, 2400, and 4800.
- Press the HOLD button to save the desired entries.

LEAST COST ROUTING

LCR OPERATION

```
WXY
9
```

To place an outside call when LCR has been enabled in the system:
- Dial [9] on the dial pad.
- Dial desired telephone number (i.e.: 1+area code+number) 7-digit number.
- Wait for answer. Lift handset or use speakerphone to converse.

LCR QUEUING (AUTOMATIC)

If all lines available to you are busy, remain off-hook for four seconds to automatically be queued onto LCR for an available line.

- Dial [9] on the dial pad.
- Dial desired telephone number (i.e.: 1+area code+number) 7-digit number.
- Wait for answer.

LCR QUEUE CALLBACK

If an LCR Queue Call Back has been activated:
- When telephone is signaled, answer the call.
- Desired telephone number will automatically be redialed.
- Wait for answer. Lift handset or use speakerphone to converse.

Only one LCR Queue Call Back request may be initiated by a station. When a second request is made, the first request will be canceled.

To Cancel an active LCR Queue:
- Dial the LCR Queue Cancel code, [626].
- Replace the handset or press the ON/OFF button.

MAILBOX BUTTONS

```
┌──────────────┐
│  TRANS    ▓▓ │
└──────────────┘
```

To program a flexible button for a mailbox button at a station:
• Press the desired flexible button to be programmed.
• Dial [644] on the dial pad followed by the three-digit VM Index number (001-255). Confirmation tone will be heard. If an error made during entry, error tone will be received.

To use your mailbox button while on an internal/external call:
• The called station presses the Mailbox flexible button and goes on-hook. The call is then transferred to the VM port by the telephone system.

MEET ME PAGE

MEET ME PAGE

Refer to FLEX Button programming

To request another party meet you on a page:
• Dial the desired two or three-digit paging code,
or
Pressthe pre-programmed* MEET ME button.
• Request that party meet you on the page.
• Do not hang up; wait for the requested party to answer.

ANSWERING A MEET ME PAGE

```
┌────┐   ┌────┐
│PRS │ + │PRS │
│ 7  │   │ 7  │
└────┘   └────┘
```
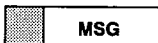
Refer to FLEX Button programming.

Go to the nearest phone:
• Dial [77] on the dial pad,
or
Pressthe pre-programmed* MEET ME button.
• You will be connected to the party that paged you.

MESSAGE WAITING

LEAVING A MESSAGE WAIT-ING INDICATION

```
[ ▓ | MSG ]
```

Up to five messages can be left at any Key Station

If you dial a station that is busy, unattended, or in DND, you can leave a message waiting indication.
- Lift the handset or press the ON/OFF button.
- Dial the desired intercom station. Busy tone or DND tone is heard.
- Press the MSG button,
  or
  Press the TRANS button on the 8-button keyset. Transfer dial tone is heard. Then dial [6]+[2]+[3] on the 8-button keyset. Called party's MSG button will flash slowly.
- Replace the handset or press ON/Off button to end the call.

ANSWERING A MESSAGE WAIT-ING INDICATION

```
[ ▓ | MSG ]
```

The first message left will be the first one called.
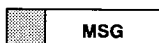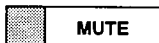
If your MSG button LED or MSG LED (8-button) is flashing at a slow rate, you have a message waiting for you..
- Press flashing MSG button,
  or
  Dial [6]+[6]+[3] on the 8-button keyset. The station that left message will be signaled with tone ringing.
- If called station does not answer, press the MSG button once to leave message,
  or
  Dial [6]+[2]+[3] on the 8-button keyset.

MUTE

```
[ ▓ | MUTE ]
```

*A FLEX button must be programmed for this feature to operate. Refer to FLEX Button programming.

The MUTE button provides privacy during speakerphone or handset operation by disabling the microphone.
- Press the MUTE button while off-hook on speakerphone or handset to activate. (MUTE button LED lights steady)
- Press theMUTE button again to deactivate.

OFF-HOOK PREFERENCE

*Refer to FLEX Button programming. Also refer to Prime FLEX Button programming.

If your phone has been programmed for Off-Hook Preference, you will access an outside line, or a feature by going off-hook or pressing the ON/OFF button.
While Off-Hook Preference is enabled, you may access Internal intercom dial tone by:
- Pressing your pre-programmed* ICM button. LED lights steady,
  or
  Dial your own three-digit intercom number. (Do not lift handset or press ON/OFF button before dialing intercom number).
- Intercom dial tone will be heard.
- You may now dial an internal station or Feature Access code.

OFF-HOOK VOICE OVER (OHVO)

This feature allows users, off-hook on a call (CO or Intercom), to receive a voice announcement through the handset receiver without interrupting the existing call. The overridden party may then respond to the calling party using CAMP-ON procedures to talk to the calling party or may use Silent Text Messaging to respond to the calling party via LCD Displays.

The calling station is placed in a one-time DND mode upon initiating the voice-over. One-Time DND cannot be toggled during the OHVO call. The station receiving the OHVO call must be off-hook and in the "H" mode.

*Refer to FLEX Button Programming

Placing an Off-Hook Voice Over (OHVO) call:
- When an OHVO station calls a busy OHVO station, and busy tone is received, the calling OHVO station can dial the OHVO code [628] on the dial pad, or Press the pre-programmed* OHVO button to initiate an OHVO announcement. The HOLD button LED will flash at the called OHVO station.

The OHVO receiving station will receive a one beep warning tone, the called OHVO station must be in the "H" mode, and then the calling OHVO party may begin the voice announcement to the called OHVO party.

Responding to an Off-Hook Voice Over (OHVO):
After receiving an OHVO announcement, three options are available to respond to the calling party:

- Option1: The OHVO receiving station may respond to the calling OHVO station by using the Camp-On feature. The OHVO receiving station presses the flashing HOLD button to consult with the calling station. The existing call (CO line) goes on Exclusive Hold automatically. This method, then follows Camp-On procedures and operation.

- Option 2: The OHVO receiving station may respond to the calling station by using the Silent Text Messaging (this feature is only available to digital key terminals, and the calling station must be a digital display terminal.) The OHVO receiving station may press a pre-programmed Message button to respond to the voice over announcement without being released from the current call, (i.e. by pressing a flex button pre-programmed for the message "IN MEETING"), the calling station will receive this message on the calling station's LCD display.

- Option 3: The OHVO receiving station may respond to the calling station by using the MUTE button. The OHVO receiving station can then speak to the station that initiated the OHVO. The called station can still hear their existing call. The MUTE button acts like a push-to-talk button for the OHVO receiving station to talk with the OHVO initiator. The OHVO receiving station must toggle the MUTE button [ON] to talk and [OFF] to listen to the OHVO originator. This enhancement applied to CO calls only. OHVO calls to station on intercom calls maintain the present operation.

OUTSIDE CALLS

PLACING AN OUTSIDE CALL

| LINE 1 |

Station user may also dial the individual trunk group access code to access an outside line.

To access an outside line for dialing out:
- Press outside line button or pool button. ON/OFF button LED will light and dial tone will be heard.
- Dial desired party.
- When called party answers, lift handset to converse or use speakerphone.
➤ If LCR is enabled, dial [9], then the phone number.
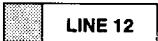
PLACING AN OUTSIDE LINE ON HOLD

| HOLD |

➤ If your system is programmed for Exclusive Hold Preference, press HOLD button once for Exclusive Hold and twice for System Hold.
➤ If your system is programmed for System Hold Preference, press HOLD button once for System Hold and twice for Exclusive Hold.

ANSWERING AN OUTSIDE CALL

| LINE 6 |

- Lift handset or press ON/OFF button.
- Press slow flashing outside line button, or Loop button. (If your telephone is programmed with Preferred Line Answer, you may answer an outside line by lifting the handset or pressing ON/OFF button.)

ANSWERING A RECALL

| LINE 12 |

When an outside line has remained on hold for an extended period of time, you will be reminded with a recalling ring. (If preferred Line Answer is enable, skip next step.)
- Press outside line, Loop or Pool button flashing at very fast rate.
- Lift handset or press ON/OFF to converse.

PAGING

70 =	Int/Ext All Call
71 =	Internal Zone 1
72 =	Internal Zone 2
73 =	Internal Zone 3
74 =	Internal Zone 4
75 =	Internal All Call
76[0] =	External All Call
76[P] =	External Page Zones 1-7

Refer to FLEX Button programming.

If you have been given the ability to make page announcements.
- Lift the handset or press ON/OFF button.
- Dial the two or three—digit paging code, or

  Press the pre-programmed* PAGING button.
- Speak in normal tone of voice to deliver message.
- Replace the handset to terminate the page announcement.

Stations off-hook or in DND will not hear the page announcement.

PERSONAL PARK

When dialing the personal park location and that location is already occupied, the initiating station will receive the previously parked call and the second call is parked.

Refer to FLEX Button programming.

While connected to an outside line:
- Press the TRANS button. The caller is put on Exclusive Hold.
- Dial the Personal Park code, [438], or
  Press the pre-programmed* PERSONAL PARK button.
- Dial tone will be heard.

To retrieve a parked call:
From the station that parked the call:
- Dial the Personal Park Code, [438], or
  Press the pre-programmed* PERSONAL PARK button.
- A talk path is established between the two parties.

PERSONALIZED MESSAGES

PERSONALIZED MESSAGES

-00	Clear Messages
-01	ON VACATION
-02	RETURN AM
-03	RETURN PM
-04	RETURN TOMORROW
-05	RETURN NEXT WEEK
-06	ON TRIP
-07	IN MEETING
-08	AT HOME
-09	ON BREAK
-10	AT LUNCH

Refer to FLEX Button Programming

Each station can select a preassigned message to be displayed on the LCD of any Key Telephone calling that station.

To select one of the ten available messages:
- Dial the Message Access code [633] on the dial pad, or
  Press the pre-programmed* MSG ACCESS button.
- Dial the two-digit code for the message which will appear. Refer to chart at left. Confirmation tone will be heard and DND button LED will be flashing.
- Replace the handset. (Activating DND or Call Forwarding cancels selected message.)

CUSTOM MESSAGES

The system administrator (Sta 100) programs the ten custom messages at the first attendant station. These messages can be used in the same manner as Personalized messages.

A station wishing to select a custom message:
- Dial the Message Access code [633] on the dial pad. or
  Press the pre-programmed* MSG ACCESS button.
- Dial the two-digit code for the desired message (21-30) to be displayed on your phone when called. Confirmation will be heard and DND button LED will be flashing.
- Replace the handset or press the ON/OFF button.

To cancel the message:
- Dial the Message Access code [633]+[00] on the dial pad.
- Replace the handset or press the ON/OFF button.

Refer to FLEX Button Programming

PERSONALIZED MESSAGES - (Cont'd)

DATE AND TIME ENTRY MESSAGES

-11	VACATION UNTIL: *MM/DD*
-12	RETURN: *HH:MM* xm or *MM/DD*
-13	ON TRIP UNTIL: *MM/DD*
-14	MEETING UNTIL: *HH:MM* xm
-15	AT HOME UNTIL: *HH:MM* xm
-16	ON BREAK UNTIL: *HH:MM* xm
-17	AT LUNCH UNTIL: *HH:MM* xm

A=21	M=61	1=1#	*=01
B=22	N=62	2=2#	,=02
C=23	O=63	3=3#	?=03
D=31	P=71	4=4#	/=04
E=32	Q=74	5=5#	!=*1
F=33	R=72	6=6#	$=*2
G=41	S=73	7=7#	&=*4
H=42	T=81	8=8#	*=*#
I=43	U=82	9=9#	(=#1
J=51	V=83	0=0#	)=#2
K=52	W=91	SPACE=11	+=#3
L=53	X=92		==#4
	Y=93	:=12	#=##
	Z=94	-=13	
		'=14	

PROGRAMMING PERSONALIZED MESSAGE CODE ON A FLEX KEY

	FLEX

You can program code 633 on a flexible key to speed access of pre-selected messages.
- Press SPEED button twice.
- Press the desired flex button. LED flashes.
- Dial [633]+[#]. Confirmation tone is heard.

- User can now press that flex button and dial the two-digit personalized message number:
  - 00 -10 = Personalized Messages,
  - 21 - 30 =Custom message number,
  - 31 - 51 = Text messages
- Confirmation tone is heard.

Refer to Personalized, Custom or Text Messages for a list of codes.

PERSONALIZED MESSAGES - (Cont'd)

SCROLLABLE CANNED MESSAGES

```
       ████ FLEX
```

```
XXXXXXXXXXXXXXXXXXXXXXXXXX
  NEXT=# PREV=* SAVE=HOLD
```

CLEAR MESSAGES
AT HOME
AT LUNCH
IN MEETING
ON BREAK
ON TRIP
ON VACATION
RETURN AM
RETURN PM
RETURN NEXT WEEK
RETURN TOMORROW

Refer to FLEX Button programming.

- Dial [633]+[#] on the dial pad,
  or
  Press the pre-programmed* MSG AC-
  CESS button. Clear Messages is always
  first.
- Press the [#] to scroll through the mes-
  sages.
  or
  Press the [*] to scroll backward through
  the list. The scroll is a "rolodex" type of
  scroll. The scroll will forward through the
  messages in order shown to the left.
- When the desired message is shown on
  the LCD display, pressing the HOLD but-
  ton will activate that message on your sta-
  tion. Confirmation tone will be heard and
  the DND button LED will flash.

PROGRAMMING PBX/CEN-TREX CODES ONTO A FLEX BUTTON

System Speed dial programming can only be performed at the Attendant station.

For easy one-button access to Centrex or PBX
features, perform the following steps:
- Program the Centrex or PBX code into a
  Station or System speed dial bin, includ-
  ing hook-flash (Flash key), [*], and [#]
  commands. (Refer to Station or System
  Speed dial programming)
- Program that speed bin onto a FLEX but-
  ton. (Refer to FLEX button programming)

REPEAT REDIAL

▓	**FLEX**

ENTER RPT REDIAL TIMER:
XXX   006-999

*A FLEX Button MUST be programmed for this feature to operate. Refer to FLEX Button Programming.

A keyset station user places a CO call and receives a busy or no answer:

- Press the pre-programmed* REDIAL button. The LCD will prompt the user for a timer value.
- Enter a three-digit timer value (006-999 seconds) for the redial timer. Default value is 1 (60). Confirmation tone will be heard and the station user goes on-hook. The flexible button LED will light steady.

When the timer expires, the station is signaled via a CO line queue indication. Once the line queue is answered, the LCD will indicate an outgoing CO line display.

- Press the REDIAL button,
  or
  Press the ON/OFF button,
  or
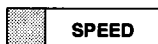 Lift the handset. The line is seized and the number is dialed.

To cancel the operation:

- Press the pre-programmed* REDIAL button. Confirmation tone is heard and the Redial function is cancelled.

SPEAKERPHONE
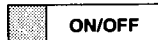
▓	**ON/OFF**

- Press station key of desired party,
  or
  Press available outside line button and dial number.
- Speakerphone is activated.
- Press ON/OFF button to end call.

# SPEED DIAL

STORING SPEED NUMBERS

| SPEED |

Station Speed numbers can be entered by keyset users. System Speed numbers must be entered by the first programmed attendant. If no attendant is specified, enter at Station 100.
- Press the SPEED button once.
- Press a desired outside line key,
  or
  Select an outside line automatically by pressing the SPEED button a second time.
- Dial the speed bin location.
  00-19 Station Speed numbers
  20-99 System Speed numbers
- Dial telephone number. (including special codes at left)
- Press the SPEED button.
- Replace handset or press ON/OFF button to end speed dial programming.

TRANS button=Pulse-to-Tone Switchover
HOLD button=Pause
FLASH button=Flash
TRANS button as 1st entry=Display Security

To clear an existing speed bin:
- Press the SPEED button twice.
- Dial the speed bin location.
- Press the SPEED button again. Confirmation tone will be heard.

## DIALING A SPEED NUMBER
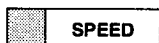
| SPEED |

If no outside line has been specified in programming, one will be chosen automatically or you can choose one now.
- Press the SPEED button.
- Dial the speed bin location,
  or
  Press programmed speed bin button.
  00 to 19 = Station Speed numbers
  20 to 99 = System Speed numbers.
- When called party answers, pick up handset or use speakerphone.

LAST NUMBER REDIAL

- Press the SPEED button.
- Press the pound [#] key. The last number dialed over an outside line will be automatically redialed.

SAVE NUMBER REDIAL
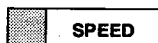
| SPEED |

If you wish to save the last number you dialed for use later:
- After placing an outside call, keep handset off-hook.
- Press the SPEED button twice.

TO DIAL A SAVED NUMBER

| SPEED |

- Press the SPEED button.
- Press the asterisk [*] key. Saved number is automatically dialed.

TEXT MESSAGING (Silent Response)

31	I WILL TAKE CALL
32	TAKE MESSAGE
33	TRANSFER TO SECRETARY
34	PUT CALL ON HOLD
35	CALL BACK
36	ONE MOMENT PLEASE
37	I WILL CALL BACK
38	WHO IS IT?
39	IS IT LONG DISTANCE?
40	IS IT PERSONAL?
41	IS IT AN EMERGENCY?
42	IS IT IMPORTANT?
43	IS IT URGENT?
44	SEND CALL TO VOICE MAIL
45	PARK CALL
46	OUT OF SERVICE
47	PUT CALL THROUGH
48	I AM BUSY
49	O.K.
50	NO
51	YES

This a feature allows a station user to use text messages to respond to a caller that has either Camped-On or has used the Off-Hook Voice Over feature to alert a busy station user of a waiting call or message. The "camped-on" station may respond to the caller via the canned, custom, and silent response text (LCD) messages. The text messages appear on the calling party LCD Display.

While receiving a Camp-On, or OHVO call:

- The called party may press a flexible button programmed for message access [633#], then dial the desired two-digit message code. Example : [633] + [38] means that a telephone calling the station will receive the message "WHO IS IT?".

The additional messages (with their codes) listed in the chart can also be sent as a text response:

The calling station must be a digital display telephone and the call station must be a keyset.

UNIFORM CALL DISTRIBUTION (UCD)

DISPLAY CALLS IN QUEUE FOR UCD GROUPS

```
UCD 55X 00 CALLS IN QUEUE
MM/DD/YY          HH:MM am
```

This feature cannot be used with a call in progress and the station will be considered busy for incoming calls.

*Refer to FLEX Button Programming

From an idle display key telephone:

- Dial [567] on the dial pad, followed by the three-digit UCD Group number (55x), or
  Press the pre-programmed* QUEUE button. ON/OFF button LED lights steady
- Your display will tell you how many calls are in queue for that group.
- Dynamic update of display occurs as queue condition changes.
- Replace handset or press the ON/OFF button to terminate mode.

UNIFORM CALL DISTRIBUTION - (Cont'd)

AVAILABLE/UNAVAILABLE MODE

UNAVAILABLE UCD *125*
MM/DD/YY   HH:MM am

Refer to FLEX Button programming.

If you are a UCD Agent, you may place your station in the Available mode to receive UCD type of calls or you may place your station in the unavailable mode to block UCD type of calls from ringing your station.
To go Available:
- Dial [566] on the dial pad,
  or
  Press the pre-programmed* AVAIL/UN-AVAILABLE button. You may now receive calls.

To go Unavailable:
- Dial [566] on the dial pad,
  or
  Press the pre-programmed* AVAIL/UN-AVAILABLE button. You are now blocked from receiving UCD calls.

OVERFLOW STATION FORWARD

Refer to FLEX Button programming.

An enhancement as been made to the UCD Overflow Station to allow UCD calls reaching the UCD Overflow Station to call forward to another station.
- Lift handset or press ON/OFF button.
- Press the pre-programmed* FWD button.
- Dial the desired code:
  [7]=no answer calls
  [8]=busy calls
  [9]=busy/no answer calls
  For immediate forwarding, skip preceding step.
- Dial the three-digit destination number where calls are to be forwarded. (Station, Voice Mail, ACD/UCD groups, Hunt group, or System Speed bin (*20-*99) for off-net forwarding). Confirmation tone will be heard.
- Replace handset or press ON/OFF button.
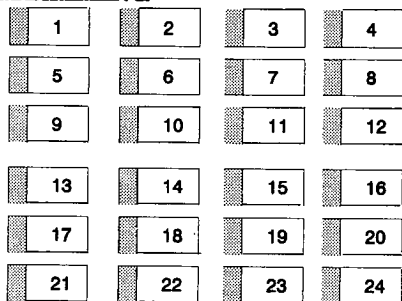
UNIVERSAL DAY/NIGHT ANSWER

Each telephone utilizing Universal Night Answer must have a loop button appearance if the ringing outside line does not appear at their phone.

When the system is in day or night mode and you hear outside line ringing at another station and wish to answer it:
- Dial [#5] on the dial pad. The connected outside line can be transferred or disconnected.

USER PROGRAMMING

TO PROGRAM FLEXIBLE BUT-TONS

```
SPEED
```

- Press the SPEED button twice.
- Press button to be programmed (it must be programmed in data base as a flexible button.)
- Dial the desired code (Refer to chart).

100-127	Station Intercom Numbers (DVX^I)
100-155	Station Intercom Numbers (DVX^{II})
100-219**	Station Intercom Numbers (DVX^{III})
43+[C]	Call Park Location 1-7 (system)
438	Personal Park
44 [V]	Voice Mail Group Pilot Numbers 0-7
45 [H]	Hunt Group Pilot Numbers 0-7
55 [U]	ACD Group Pilot Numbers 0-9
55 [U]	UCD Group Pilot Numbers 0-7
56 [U]	ACD Group Pilot Numbers 10-15
566	ACD/UCD Available/Unavailable
567	ACD/UCD Calls in Queue Display
604	Night Service
620	Camp-On
621	Line Queue
622	Call Back
623	Message Wait
624	Conference
625	Executive Override/Monitor Barge-In
627	Account Code Enter
628	OHVO Enable
629	MUTE Button
631	Do Not Disturb
632	Background Music
633+[#]+[#,*]	Scroll Canned Messages
633+[ZZ]	Personalized Messages
633+[00]	Clear Personalized Messages
634	Headset Mode
638+[0]	Handset Receiver Gain w/display
638+[*]	Handset Receiver Gain Decrease
638+[#]	Handset Receiver Gain Increase
640	All Call Forward
FWD+[7]	No Answer - Call Forward
FWD+[8]	Busy - Call Forward
FWD+[9]	Busy/No Answer - Call Forward
FWD+[*]	Off-Net Call Forward (SLT Only)
641	Release Key (Key and Attendant) (DVX^{III})

643	Repeat Redial
644	Mailbox Button
645	Intercom Button(s)
646+[XXX]	Call Coverage (Ringing)
647+[XXX]	Call Coverage (Non-ringing)
680	Dial Speed Directory
70	All Call Page (Internal & External)
71	Internal Page Zone 1
72	Internal Page Zone 2
73	Internal Page Zone 3
74	Internal Page Zone 4
75	Internal All Call Page
76+[0]	External All Call Page(All Ext Zones)
76+[P]	External Page 1-7
77	Meet-Me-Page Answer
0	Attendant
#0	Group Call Pick Up
#5	Universal Day/Night Answer
[SPEED] +[YY]	Speed Dial Access (00-19 Station) (20-99 System)
[SPEED]+[*]	Save Number Redial
[SPEED]+[#]	Last Number Redial

YY = Speed Dial Bin numbers,
ZZ = Personalized Messages,
U = ACD (0-15) or UCD (0-7) Group Number
C = Call Park Location 0-7
H = Hunt Group Number 0-7,
V = Voice Mail Group Number 0-7
P = External Page Zone Number 1-7

** Based on the default configuration of 96 CO Lines and 120 Stations. Station numbers 220 through 315 are assigned by increasing the number of KT12 boards and reducing the number of CO12 boards.

To erase a flexible button:
- Press the SPEED button twice.
- Press the flexible button to be erased.
- Press the FLASH button. Confirmation tone will be heard.
- Replace handset or press ON/OFF button.

USER PROGRAMMING (Cont'd)

PRIME FLEX BUTTON PROGRAMMING

1	2	3	4
5	6	7	8
9	10	11	12
13	14	15	16
17	18	19	20
21	22	23	24

Refer to Off-Hook Preference

If your phone is programmed for off-hook preference* and have been given the ability to enable or change the Prime Flex button.

- Dial [691] on the dial pad.
- Dial two-digit button number. (Refer to diagram to the left)

To disable Off-Hook Preference:
- Dial [691] on the dial pad.
- Dial [00] on the dial pad.

VOICE MAIL

CALL FORWARDING TO VOICE MAIL GROUPS

| FWD | + | PRS 7 |

| TUV 8 |

| WXY 9 |
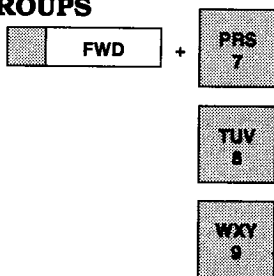
Refer to FLEX Button programming.

Intercom and Transferred CO callers may be routed directly to your mail box by forwarding your phone to a voice mail group.
- Lift handset or press ON/OFF button.
- Press the pre-programmed* FWD button.
- Dial the desired code:
  [7]=no answer calls
  [8]=busy calls
  [9]=busy/no answer calls.
  For immediate forwarding, skip preceding step.
- Dial the three-digit Voice Mail group pilot number (440-447) for the group (1-8) where calls are to be forwarded. Hear confirmation tone.
- Replace handset or press ON/OFF button.

RETRIEVING VOICE MESSAGES

To enter the Voice Mail system to check for mail:
- Dial the Voice Mail group number,
  or
  Press the pre-programmed* VM GROUP button or flashing Message Wait button.
- You will immediately be prompted to enter your password for your mail box.

Refer to FLEX Button programming.

VOICE MAIL (Cont'd)

VOICE MAIL TRANSFER WITH ID

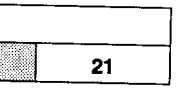While on a call and the distant end wishes to leave a Voice Message for a VM user
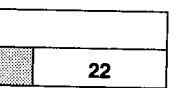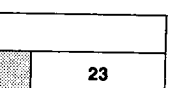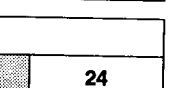- At the initiating station, press the TRANS button
- Dial the Voice Mail Group number, or
  Press the pre-programmed* VM GROUP button.
- Dial the VMID (Mail Box location) of the desired party and go on-hook. The sytem will then make the connection to an available Voice Mail port and send the Leave Mail Prefix (if any) + the digits dialed as the VMID number + then the Leave Mail Suffix digits (if any). The system will then cut through the transferred caller.
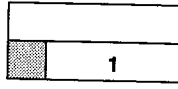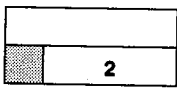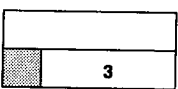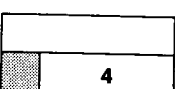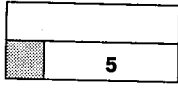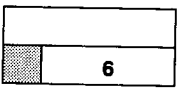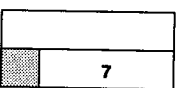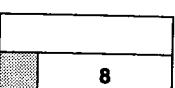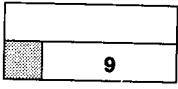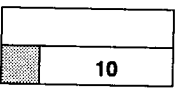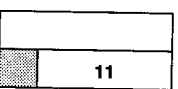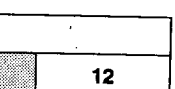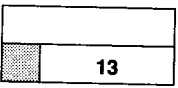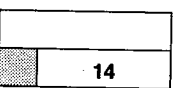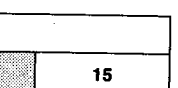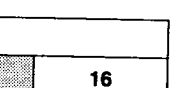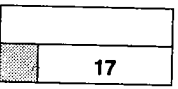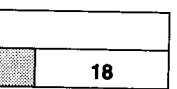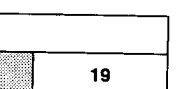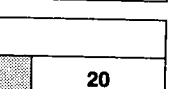
Refer to FLEX Button programming

VOLUME CONTROLS

There are two volume control slide switches on the front of the key telephone. Sliding the switch to the left will decrease the volume.
- Middle slide switch - voice, background music, and speakerphone.
- Right slide switch - tone ringing volume.

DIRECTORY

1	2	3	4
5	6	7	8
9	10	11	12
13	14	15	16
17	18	19	20
21	22	23	24

BIN 00		BIN 10	
BIN 01		BIN 11	
BIN 02		BIN 12	
BIN 03		BIN 13	
BIN 04		BIN 14	
BIN 05		BIN 15	
BIN 06		BIN 16	
BIN 07		BIN 17	
BIN 08		BIN 18	
BIN 09		BIN 19	

infinite™ Station Numbering Plan

☐ 100-127	Station Intercom Numbers (DVX^I)		☐ 664	Conference w/Personal Park
☐ 100-155	Station Intercom Numbers (DVX^{II})		☐ 662	Clear Call Fwd, DND, or Personalized
☐ 100-219**	Station Intercom Numbers (DVX^{III})			Messages
☐ 43+[C]	Call Park Location 0-7 (system)		☐ 680	Dial Speed Directory
☐ 438	Personal Park		☐ 690	Name in Display Programming
☐ 44 [V]	Voice Mail Group Pilot Numbers 0-7		☐ 691+[BB]	Off-Hook Preference Programming
☐ 45 [H]	Hunt Group Pilot Numbers 0-7		☐ 695	Distinctive Ringing
☐ 499	Modem via DISA access or transfer		☐ 70	All Call Page (Internal & External)
☐ 55 [U]	ACD* Group Pilot Numbers 0-9		☐ 71	Internal Page Zone 1
☐ 55 [U]	UCD Group Pilot Numbers 0-7		☐ 72	Internal Page Zone 2
☐ 56 [U]	ACD* Group Pilot Numbers 10-15		☐ 73	Internal Page Zone 3
☐ 566	ACD* or UCD Available/Unavailable		☐ 74	Internal Page Zone 4
☐ 567 55 [U]	ACD* or UCD Calls in Queue Display		☐ 75	Internal All Call Page
☐ 570 [BB]	ACD* Call Qualifier		☐ 76+[0]	External All Call Page (All Zones)
☐ 571	ACD* Agent Logout		☐ 76+[P]	External Page Zones 1-7
☐ 572	ACD* Agent Login		☐ 77	Meet-Me-Page Answer
☐ 573	ACD* Group Member Status		☐ 81	CO Line Group 1
☐ 574	ACD* Supervisor/Agent Help			(if LCR is enabled)
☐ 575	ACD* Supervisor Logout		☐ 82	CO Line Group 2
☐ 576 55 [U]	ACD* Supervisor Login		☐ 83	CO Line Group 3
☐ 577 55 [U]	ACD* Supervisor Queue Status		☐ 84	CO Line Group 4
☐ 578	ACD* Overflow Sta Avail/Unavailable		☐ 85	CO Line Group 5
☐ 6# [XXX]	Tone Mode Ring Option		☐ 86	CO Line Group 6
☐ 6*	Dial By Name		☐ 87	CO Line Group 7
☐ 623	Message Wait		☐ 88	All CO line Groups
☐ 625	Executive Override/Monitor-Barge-In			(CO Line Off-Net Forward)
☐ 626	LCR Queue Cancel		☐ 9	LCR or CO Line Group 1
☐ 628	OHVO Enable			(if LCR is disabled)
☐ 629	Mute		☐ 0	Attendant
☐ 631	Do Not Disturb		☐ #0	Group Call Pick Up (Key & SLT)
☐ 632	Background Music		☐ #43+[C]	Call Park Pickup (Key and SLT)
☐ 633+[#]+[#,*]	Scroll Canned Messages		☐ #5	Universal Day/Night Answer
☐ 633+[#]	Personalized Message on a Flex Button		☐ [SPEED]+[YY]	Speed Dial Access
☐ 633+[ZZ]	Personalized Messages		☐	(00-19 Station) (20-99 System)
☐ 633+[00]	Clear Personalized Messages		☐ [SPEED]+[*]	Save Number Redial
☐ 634	Headset Mode		☐ [SPEED]+[#]	Last Number Redial
☐ 635	ICLID* Display - (unanswered calls)			
☐ 636+[XXX]	Station Relocate			XXX = Intercom Station Numbers
☐ 638+[0]	Handset Receiver Gain w/Display			YY = Speed Dial Bin numbers
☐ 638+[*]	Handset Receiver Gain Decrease			ZZ = Personalized Messages
☐ 638+[#]	Handset Receiver Gain Increase			BB = Button Number
☐ 639	Incoming CO Call Transfer			U = ACD* (0-15) or UCD Group Number (0-7)
☐ [FWD]	All Call Forward			C = Call Park Location 0-7
☐ [FWD]+[7]	No Answer - Call Forward			H = Hunt Group Number 0-7
☐ [FWD]+[8]	Busy - Call Forward			V = Voice Mail Group Number 0-7
☐ [FWD]+[9]	Busy/No Answer - Call Forward			P = External Page Zone Number 1-7
☐ [FWD]+[*]	Off-Net - Call Forward			
☐ 642	Follow-Me Forward			*Features available with optional software.
☐ 643	Repeat Redial			** Based on the default configuration of 96 CO
☐ 644	Mailbox Button			Lines and 120 Stations. Station numbers 220
☐ 645	Intercom Button(s)			through 315 are assigned by increasing the
☐ 646+[XXX]	Call Coverage (Ringing)			number of KT12 boards and reducing the num-
☐ 647+[XXX]	Call Coverage (Non-Ringing)			ber of CO12 boards.
☐ 648+[#,*]	Keyset Mode (PCI Phone)			
☐ 660	Flash Command to CO line			
☐ 663	Message Wait Return			