

Xeo

Owner's Manual



SOFTWARE VERSION 7.30

Abrivo
communications

SPECIAL NOTICE

CONVERSATION RECORDING

In certain states it is illegal to intercept and/or record telephone calls.

In certain states and under certain circumstances it is illegal to intercept for the purposes of listening in and/or recording telephone calls. Because such activity is not illegal in all jurisdictions and may be permitted in training and/or monitoring of personnel, this telephone system can be programmed to permit interception and/or recording with or without warning to those on the line. Before utilizing the system for such purposes, you are advised to consult with an attorney familiar with laws of the jurisdiction in which you utilize such feature. Iwatsu America, Inc., its distributors, and the manufacturers responsible for this feature make no representations with respect to the legality of its use and disclaim any liability for claims and/or damages arising from the use or misuse of this feature.

TOLL RESTRICTION

The Toll Restriction feature of the X-EO system is one method of preventing fraud (i.e., the making of unauthorized toll calls) by users of the system. The chance of fraud may be reduced but may not be eliminated. Therefore, no expressed or implied warranty is made against fraud. Only a complete program which includes but may not be limited to inspection of telephone call billing, use of call detail recorders and other such devices, systematic monitoring of all telephone call activity, and implementing corrective measures can minimize the possibility of fraud.

All brand names and product names used in this manual are trademarks of their respective companies.

Iwatsu America, Inc., 8001 Jetstar Drive, Irving, TX 75063, (972) 929-0242

Email: info@iwatsu.com, Web: www.iwatsu.com

© 2003 by Iwatsu America, Inc.

All rights reserved.

Software Version 7.30-AB Edition October 2003

Printed in the United States of America

All rights are reserved. No part of this manual or accompanying software may be reproduced, in any form or any means, without the permission of Iwatsu America, Inc.

This manual was written for X-EO systems with version 7.30 software. In some cases, available feature operations may differ from those listed in this manual, depending on the hardware, software and programmed functions in your X-EO system.

Iwatsu America, Inc. has used its best effort to ensure that the information in this manual was accurate at the time of printing. Iwatsu America, Inc. makes no warranty of any kind, expressed or implied, with regard to the contents of this manual. This information is subject to change without notice.

Iwatsu America, Inc. shall not be held responsible for any representation made regarding this information by any individual.

Part Number: 108322-AB



Contents

SECTION 1 – X-EO GENERAL DESCRIPTION	1
FCC Registration and Requirements	3
X-EO System Components Overview	8
Components	8
X-EO Hardware Capacities.....	10
X-EO Digital Telephones	11
Digital Multiline Telephone.....	11
Digital Key Telephone.....	12
Digital Wireless Key Telephone	13
Digital Doorphones.....	13
Single Line Telephones.....	13
X-EO Digital Telephone Key Functions	14
Optional Station Equipment	16
Communication Link.....	16
Key Telephone Expansion Module	16
Station Loud-Ringer/ External Speakerphone Adapter	16
Station Pedestals	16
Internal Speakerphone.....	16
Component Description	17
PWSU Power Supply Description	17
MAIN Motherboard Interface Card	17
CPUMEM Common Control Card.....	17
System Port Interface Cards	19
Digital Station Interface Card	19
Integrated Voicemail Card.....	19
Caller ID Trunk Interface Card.....	19
ISDN BRI Line Interface Card	20
Miscellaneous Function Card.....	20
SECTION 2 - X-EO SYSTEM FEATURES	21
X-EO System Features	23
All Ring Hunt Group.....	23
Alphanumeric Speed Dial By Name	23
ANI Alphanumeric ID.....	23
Automatic Number Identification (ANI) Trunks.....	23
Automatic Relay Control	23
Background Music.....	24
Caller ID Alphanumeric ID.....	24

Caller ID / ANI / DNIS Number Storage	24
Call Forwarding	25
Caller ID Trunks	25
Conversation Recording.....	25
Delayed Ringing	26
DNIS Alphanumeric ID	26
Dialed Number Identification Service (DNIS) Trunks.....	26
Direct Inward Line	26
Direct Inward Line - Hunt Group.....	26
Emergency 911 Service Using Area Routing.....	26
E-Response Help Call Feature	27
External Paging	27
Flexible Ringing.....	27
Flexible Station Numbering	27
Group Monitoring	27
Hunt Group Delayed Ringing	28
Internal Paging	28
ISDN Lines	28
ISDN BRI Caller Name ID	28
Loud Bell Interface	28
Master Hunt Group	29
Music On Hold.....	29
Optimized Routing.....	30
Paging	30
Personal Ringing Tones	30
Power Failure Memory Backup	31
Power Failure Backup System	31
Quick Forward using the Hold/Quick Forward Key	31
Remote Programming/Diagnostics.....	31
Station Coaching	31
SMDR.....	32
Station Coaching	32
System Clock	32
System Speed Dial	32
Text Messaging.....	33
Toll Restriction	33
Tone / Pulse Dialing.....	33
Trunk Interfaces	33
Uniform Call Distribution (UCD).....	34
Voice Mail/Automated Attendant Integration.....	34
SECTION 3 - DIGITAL TELEPHONE USER'S GUIDE	35
Digital Telephones – Basic Feature Operation	37
Making an Outgoing Call.....	37

Receiving an Incoming Call	37
Making an Intercom Call	38
Receiving an Intercom Call.....	38
Making an E-Response Help Call	38
Transferring a Call to Another Extension	39
Putting a Call On Hold.....	39
Picking Up a Call On Hold	40
Putting a Call On Call Park.....	40
Handling a Second Call.....	41
Digital Doorphone Operation.....	42
Digital Telephones - Advanced Features.....	43
Caller ID, ANI, DNIS Information Storage	43
Absence Message Display.....	44
Account Code.....	45
Alphanumeric Display.....	45
Alphanumeric Speed Dial by Name	46
Alternate Tone/Pulse Dialing	47
Automatic Outside Line Answer / Hold	47
Automatic Repeat Dialing	47
Background Music	48
Barge-In	48
Built-In Speakerphone	49
Busy Bypass Tone Calling	49
Busy Intercom Callback	49
Busy Number Callback	50
Busy Outside Line Queuing	51
Busy Overriding.....	52
Call Coverage.....	52
Call Forwarding	53
Call Monitoring.....	54
Call Park/Swap.....	55
Call Pick-Up	55
Caller ID Display Change	56
Camp-On.....	57
Clear Call	57
Conference	58
Consultation Hold	59
Conversation Recording.....	60
Delayed Ringing	61
Direct Outside Line Appearance	61
Direct Station Selection/Busy Lamp Field	61
Distinctive Ringing - Outside Line Calls	61
Distinctive Ringing - ICM/Outside Line	61
Do Not Disturb (DND)	62

Exclusive Hold.....	62
Executive Override	62
Extension Number Display	63
Feature Button Display	63
Flash.....	63
Floating Outside Line Group Access	64
Forced/Verified Account Code	64
Group Monitoring	65
Group Park.....	65
Hands-Free Answerback On Intercom	66
Headset Button.....	66
Headset Control Key	66
Headset Connection	68
Hot Line	68
Howler Tone	69
Last Number Redial	69
Master Hunt Groups.....	69
Memo Dial	70
Message Waiting.....	70
Microphone Cut-Off	72
Off-Hook Outgoing Call	72
Off-Hook Outside Line Answering.....	72
Off-Hook Outside Line Queuing.....	72
On-Hook Dialing.....	73
Outside Line Call Restriction.....	73
Outside Line Pick-Up Restriction	73
Paging.....	73
Personal Ringing Tone.....	74
Preset Dial/Backspace Dialing.....	75
Prime Line Access	75
Privacy/Privacy Release.....	76
Private Line.....	76
Protected Station.....	76
Quick Mode Operation	76
Remote Relay Control.....	77
Ring Muting	77
Save Number Redial	77
Shift Call	78
Speed Dial.....	78
Station Coaching	81
Station External Ringer Connection.....	82
Station Restriction Password.....	82
Text Messaging.....	83
Time Reminder	86

Tone/Voice Calling.....	86
Transfer Off Premise.....	87
Transfer to Guest Mailbox.....	87
Unanswered Incoming Outside Line Warning Tone.....	87
Universal Night Answer.....	87
Voice Mail Message.....	88
Voice Mail Monitor (Answering Machine Emulation).....	88
Whisper Page.....	89
Whisper Page During Consultation Hold.....	90
SECTION 4 - ATTENDANT POSITION FEATURES.....	93
Attendant Position - Basic Features.....	95
Receiving an Incoming Call.....	95
Transferring a Call to Another Extension.....	95
Transferring a Second Call to an Extension.....	95
Receiving an Intercom Call.....	96
Putting a Call on Hold.....	96
Picking Up a Call on Hold.....	96
Putting a Call on Call Park.....	96
Answering a Call that Returns to the Attendant Position.....	97
Making an Outgoing Call.....	97
Making an Intercom Call.....	97
Making an E-Response Help Call.....	97
Making a Page Announcement.....	98
Attendant Position - Advanced Features.....	99
911 Call Indication.....	99
Caller ID, ANI, DNIS Storage - Delete All.....	99
Alarm Clear.....	99
Attendant Automatic Hold.....	99
Attendant Override.....	100
Automatic Answer Mode.....	100
Clock Set/Adjustment.....	101
Direct Station Selection.....	101
Incoming Call Termination.....	102
Flexible Call Forward (Internal/ External).....	102
Night Mode.....	104
Operator Priority.....	104
Overflow Transfer.....	105
System Speed Dial Registration.....	105
System Text Message Registration.....	106
SECTION 5 - SINGLE-LINE TELEPHONE USER'S GUIDE.....	107
Single-Line Telephone - Basic Features.....	109
Making an Outgoing Call.....	109

Receiving an Incoming Call.....	109
Making an Intercom Call	109
Receiving an Intercom Call.....	109
Making an E-Response Help Call	110
Transferring a Call to Another Extension	110
Putting a Call on Hold.....	111
Picking Up a Call on Hold	111
Putting a Call on Call Park.....	111
Handling a Second Call.....	112
Single-Line Telephones - Advanced Features	113
Account Code.....	113
Busy Intercom Callback	113
Busy Number Callback	114
Busy Outside Line Queuing	114
Call Forwarding	115
Call Park/Swap.....	117
Call Pick-Up	118
Camp-On.....	119
Clear Call	119
Conference	119
Consultation Hold	120
Do Not Disturb.....	120
Flash.....	121
Floating Outside Line Group Access	121
Flexible Call Forward	122
Forced/Verified Account Code	123
Group Park.....	123
Hot Line	123
Howler Tone	123
Last Number Redial	124
Master Hunt Groups.....	124
Message Waiting.....	124
Off-Hook Outgoing Call	125
Off-Hook Outside Line Queuing.....	125
Paging	125
Pre-Ringing.....	126
Private Line.....	126
Protected Extension	126
Shift Call.....	127
Single Line Message Waiting Stutter Dial Tone.....	127
Speed Dial.....	127
Station Restriction Password.....	129
Tone/Voice Calling.....	129
Unanswered Incoming Outside Line Warning Tone	129

Universal Night Answer.....	129
SECTION 6 – INTEGRATED VOICE VMI USER’S GUIDE.....	131
Integrated Voice VMI Basic Features	133
Mailbox Access.....	133
Transfer to Voice Mail.....	134
Forward to Voice Mail.....	134
Mailbox Tutorial.....	135
Main User Menu	135
Message Folder Menu.....	135
Make a Message for Another User.....	136
User Options Menu - Mailbox Setup	137
Mailbox Name	137
Mailbox Greeting Management	138
Mailbox Pass Code	138
Distribution List Menu.....	138
Blocking and Forwarding Menu	140
Time/Date Feature	142
Message Replay Order	142

Section 1 – X-EO General Description



FCC Registration and Requirements

INSTRUCTIONS TO USER

CONGRATULATIONS You selected a telephone system manufactured by Iwatsu Electric Co., Ltd. that was designed to provide a multitude of features with the reliability for which Iwatsu products are famous. The X-EO Telephone System is registered and approved by the Federal Communications Commission (FCC) for direct connection to your local telephone service. In accordance with FCC rules and regulations regarding telephone equipment, Iwatsu is required to make you aware of your rights and obligations regarding the use of this equipment. So we may fulfill our obligations, please take a moment to carefully read the rules and regulations contained herein that apply to you.

FCC RULES AND REGULATIONS

(1) Notification to the Local Telephone Company

The local Telephone Company may request specific information about the X-EO Telephone System before connection can be made to the local Telephone Company lines. When requested by the Telephone Company, the following information should be provided:

- (a) The FCC Registration Number for all equipment connected to an individual line.
- (b) The largest Ringer Equivalence Number (REN) for each line.
- (c) Information required for compatible operation of the equipment with the Telephone Company communication facilities.

The FCC Registration Number and Ringer Equivalence Number (REN) are printed on the equipment label located on the common equipment cabinet of the system. The largest Ringer Equivalence Number is the sum of the Ringer Equivalence Number (REN) of each FCC registered device that is connected to the same line. The maximum Ringer Equivalence Number that can normally be used without causing faulty operation is 5.0. Check with your local Telephone Company to determine the maximum Ringer Equivalence Number for the telephone lines you are using. In order to connect registered terminal equipment to the Telephone Company lines, the terminal equipment must utilize a FCC "standard means of connection," often referred to as a "registered jack. " The type of jack utilized on the X-EO telephone system is identified by a USOC code number. Different code numbers are utilized for the various types of services provided by the Telephone Company that

the systems use. When requesting new telephone service, the Telephone Company must be informed of the code number for each type of service. The X-EO system can be configured as either a Key Telephone System - Fully Protected, or a Multi-Function (Hybrid) System - Fully Protected. The following are the codes and registration numbers applicable to the Integrated-Phone X-EO equipment:

X-EO FCC Registration Numbers	
Key Telephone System - Fully Protected	BD620Q-60444-KF-E
Multi-Function (Hybrid) System	BD6MLA-21244-MF-E

The following constitutes the other information required to be reported to the local Telephone Company when requesting service:

CALLER ID / LOOP START TRUNK	ISDN BRI TRUNK
Ringer Equivalence No.....0.5B	Service Order Code.....6.0
Service Order Code.....9.0F	Facility Interface Codes.....02IS5
Facility Interface Code.....02LS2	Registered Connection.....RJ49C *
Registered Connection.....RJ21X	

NOTE: * — NT1 required.

(2) Restrictions on the Use of Registered Telephone Equipment

FCC rules governing customer owned telephone equipment specifically exclude the use of the X-EO system on public coin telephone (payphone) lines. The connection to party line service is subject to local state tariffs. Contact your state public utility, public service commission, or corporate commission for more information.

(3) Incidence of Harm

If for some reason the X-EO system causes harm to the Telephone Company network, the Telephone Company will notify you in advance that temporary discontinuance of service may be required. In the event advance notice is not practical, the Telephone Company will notify you of the interruption of service as soon as possible. Also, the Telephone Company will advise you of your right to file a complaint with the FCC if you believe it is necessary. The Telephone Company may also make changes in its facilities, operations, or procedures that could affect the operation of your system. If this occurs, the Telephone Company will provide advance notice in order for you to make the necessary modifications to maintain uninterrupted service.

(4) Hearing-Aid Compatibility

The X-EO telephone system, utilizing telephone station equipment manufactured by Iwatsu, meets all FCC requirements for Hearing-Aid compatibility.

(5) Instruction Regarding the Repair and Refurbishment of Registered Equipment

Only the manufacturer or its authorized agents are permitted under the FCC rules to make other than routine repairs to registered telephone equipment. Repairs made to registered telephone equipment by unauthorized entities will void equipment warranties as well as violate local state tariffs. Routine repairs are classified typically as lamp replacement, fuse replacement, directory label replacement, etc. All other repairs to your X-EO telephone equipment should be performed by Iwatsu America, Inc. When trouble is experienced on any telephone line that your system is connected to and the trouble is causing harm to the network, the Telephone Company may request that you remove the equipment from the telephone line(s) until the problem has been corrected. To contact Iwatsu America, Inc. for information regarding the repair of your equipment, write or call:

(201) 935-8580

IWATSU AMERICA, Inc.

70 Moonachie Avenue

Moonachie, NJ 07074

Attn: Repair Department

(6) Use of Other FCC Registered Equipment

Aside from the Ringer Equivalence reporting as explained (above), use of other FCC equipment may provide for specific limitations depending upon the type of equipment. Check the instructions included with such equipment to determine what the limitations are, if any, on the use of such equipment.

(7) Automatic Dialers

The X-EO system contains features that provide for the automatic dialing of outgoing calls. When programming Emergency Numbers and (or) making test calls to Emergency Numbers:

- (a) Remain on the line and briefly explain to the dispatcher the reason for the call.
- (b) Perform such activities in the off-peak hours such as early morning or late evening.

(8) Toll Restriction and Optimized Routing Features

The X-EO system provides both Toll Restriction and Optimized Routing features that may be programmed in your system. The software or programming contained in the X-EO system may be required to be upgraded to allow user access to the network in order to recognize newly established network area codes and exchange codes as they are placed in service. Failure to upgrade the programming or software (if required) to recognize the new codes as they are established will restrict the user from gaining access to the network and to these codes.

(9) Radio Frequency Emissions

The X-EO Telephone System is registered with the FCC as a Class A RF Device that may radiate radio frequency emissions. In the event that the system causes interference with another device, steps must be taken to reduce the interference, including possible removal of the equipment. While the probability of such an event is low, consult Iwatsu America, Inc. for further assistance if this occurs.

(10) Equal Access Requirements

This system is capable of providing users access to interstate providers of operator services through the use of equal access codes. Failure to provide equal access capabilities is a violation of the Telephone Operator Consumer Services Improvement Act of 1990 and Part 68 of the FCC rules.

(11) Electrical Safety Advisory

While this system is fully compliant with FCC Rules and Regulations, it is recommended that an AC surge arrester of the form and capacity suitable for the model of system purchased be installed in the AC outlet to which the system is connected. Consult with your distributor as to the surge protector requirements for your system.

(12) Music-On-Hold

In accordance with U.S. Copyright Law, a license may be required from the American Society of Composers, Authors and Publisher, or other similar organization, if radio or TV broadcasts are transmitted through the music-on-hold feature of the telecommunication system. Iwatsu America, Inc. hereby disclaims any liability arising out of the failure to obtain such a license.

(13) Use of Call Recorder and VM Record

In certain states it is illegal to intercept and/or record telephone calls. In certain states and under certain circumstances it is illegal to intercept for the purposes of listening in and/or recording telephone calls. Because such activity is not illegal in all jurisdictions and may be permitted in training and/or monitoring of personnel, this telephone system can be programmed to permit interception and/or recording with or without warning to those on the line. Before utilizing the system for such purposes, you are advised to consult with an attorney familiar with laws of the jurisdiction in which you utilize such feature. Iwatsu America, Inc., its distributors, and the manufacturers responsible for this feature make no representations with respect to the legality of its use and disclaim any liability for claims and/or damages arising from the use or misuse of this feature.

(14) Emergency 911

The X-EO system can be configured to use the Automatic Number Identification (ANI) of assigned telephone numbers to identify individual station(s), group of stations, or stations located in a specified sq. ft. area., or combinations thereof. In areas that support Enhanced 911 calls, this feature may assist the 911 Public Service Answering Point (PSAP) operator to determine the general location of the caller.

IWATSU AMERICA, INC.

X-EO System Components Overview

Components

KSU Control Module

8 Card Slots
Dimensions (HxWxD): 13.8"x16.5"x5.9"
Weight: Approximately 14.5 lbs. fully loaded

PWSU Power Supply

Dimensions (HxWxD): 2.5"x4.7"x8.3"
Weight: 4 lbs.

Switch Parameters

Time Division Multiplexed PCM32
Mu-law Speech Compression
Time Slots: 114
Stored Program
Distributed Multi-microprocessor

System Memory

Component	<u>Flash Memory</u>	<u>RAM</u>
CPUMEM	4 MB	2 MB

Heat Dissipation

PWSU (maximum): 162 BTU/hr

Environment

Operating Temperature:
0° to 40°C/32° to 104°F
Storage Temperature:
-10° to 50°C/14° to 122°F
Relative Humidity (non-
condensing):
10% to 90%

Power	<u>Nominal</u>	<u>Maximum</u>
PWSU Input:	167 watts	240 watts



X-EO Cabinet (KSU)

AC Input

AC Input Voltage Tolerance:
PWSU: 108V-132V @ 120V
Frequency Tolerance:
PWSU: 47 Hz -63 Hz
Maximum Input Current
PWSU: 2.0 A

Ringling Generator

Frequency: 20 Hz
Amplitude: 90 VAC
Maximum Simultaneous Ringing (SLT): 2

Battery Backup

The X-EO (PWSU) power supply includes a battery interface. Backup time is dependent upon battery array, system size and system usage.

FCC Registration Number

KF: BD6MLA-21247-KF-E
MF: BD6MLA-21244-MF-E

Facility Interface Codes

Caller ID Trunks: 02LS2
ISDN BRI: 02IS5

Attendant Position

Maximum Attendant Positions: 1

Telephone Requirements

Digital Telephones

Wiring: 1 pair
Total End-to-end Distance
22 AWG Twisted Pair: 1,000 ft.
24 AWG Twisted Pair: 1,000 ft.
1 Star Repeater: 1,500 ft.
2 Star Repeaters: 8,000 ft.

Single Line Telephones

Wiring: 1 pair
Wiring w/Message Lamp: 1 or 2 pair
Maximum Loop Resistance

On-premise SLT: 600 ohm
Ringing Frequency: 20 Hz

Circuits Per Card

Digital Station Card: 4 circuits
Analog Station Ports (standard): 2 circuits

Integrated-Voice

Voicemail: 4 circuits

Caller ID Trunk Card: 2 circuits
ISDN BRI Trunk Interface
Card: 1 circuit
(2B + 1D)

Miscellaneous Function
Card: 5 circuits

Software

Outgoing Trunk Groups: 10
Incoming Trunk Groups: 10
Incoming Call Ringing

Assignment:
16 Stations/Line.

Incoming Call Delayed Ringing

Assignment:
16 Stations/Line

Doorphone Ringing Assignment:
16 Stations/Doorphones

Call Pick-up Groups: 10
CO/ICM Hunt Groups: 10
Maximum Stations per Hunt

Group: 16

Paging Groups Internal: 8
Maximum Stations per Paging

Group: 16

External Paging Zones: 2
Station Speed Dial: 10

System Speed Dial: 90
Maximum Digits per Speed Dial
Number: 32

Speed Dial Alphanumeric ID:
10 characters

CO/Station Alphanumeric ID:
8 characters

Account Codes: 12 digits
Forced Verified Account Codes: 80

Park Orbits
Attendant/System: 10
Station: 1

Call Forwarding:
No Answer: no limit
Station Numbering Plan: flexible

Station Text Messages:	10	Message Group:	16
System Text Messages:	90	Station Flexible Key Patterns:	13
Text Message Groups:	10	Caller ID/ANI/DNIS Tables:	100
Maximum Stations per Text		Caller ID Storage:	50 calls

X-EO Hardware Capacities

SYSTEM¹	X-EO
Power Supply	PWSU
Card Slots	8
Number of Ports ²	45
Trunk Ports ³	6
Station Ports	16
Digital Station Ports	14
Voice Mail Ports	4
Attendant Positions	1
On-premise SLTs	2
Doorphones	14
Caller ID Trunks	6
Loop Start Trunks	6
Conference Circuits	2
ISDN BRI Cards ³	3
Miscellaneous Function Ports	5
Serial Ports	2

1. This table lists the maximum quantity supported for each component type. The combined total number of ports for each system is limited to the "Number of Ports" category of this table. The capacities listed are based on the total number of card slots available, software restrictions and the power consumption of each component.
2. The combined number of Station, Trunk, and Miscellaneous ports may not exceed the number of ports listed in this category.
3. The total number of trunks programmed may not exceed 6 Caller ID/Loop Start Trunks or 3 ISDN BRI Lines.

X-EO Digital Telephones

There are several types of Digital Key Telephones designed to work with X-EO. Each of these telephones is described in this section.

Digital Multiline Telephone

The Digital Multiline Telephone has a built-in speakerphone, four fixed feature keys, eight feature keys with red LED's and an additional 12 multipurpose keys for feature operation or outside line appearances. Twelve multipurpose keys may be added with the addition of an key expansion module. It also includes a 2-line, 16 characters per line liquid crystal display and an incoming call indicator lamp. This display is very helpful for using advanced features and for providing status information. The oversized indicator lamp flashes red for incoming calls and green for a programmable feature such as message waiting.



Digital Multiline Key telephone with Key Expansion Module, black

Digital Key Telephone

The Digital Key telephone is equipped with 4 Fixed Feature Keys with a red LED and 8 Programmable Multipurpose Keys with a red/green LED, and an incoming call indicator lamp that flashes red for incoming calls and green for a programmable feature such as message waiting. In addition, the Digital Key Telephone also supports a single line/modem connection (for outgoing calls only) through an in-board modular connector. This feature allows simultaneous use of a modem while on a voice call. This phone may be upgraded with an optional internal speakerphone.



Digital Key Telephone, black

Digital Wireless Key Telephone

The Digital Wireless Key Telephone has four feature keys (Transfer, Hold, Feature, Channel and Redial) and four function (F1-F4) keys. It may be connected directly to a digital station port, or it may share a port with a digital telephone. All of the keys on this telephone are programmable with the exception of the Talk, Channel and Redial keys which are fixed. The transmission frequency of the DCKT970 is between 902 and 928 Mhz.



Digital Wireless Key Telephone

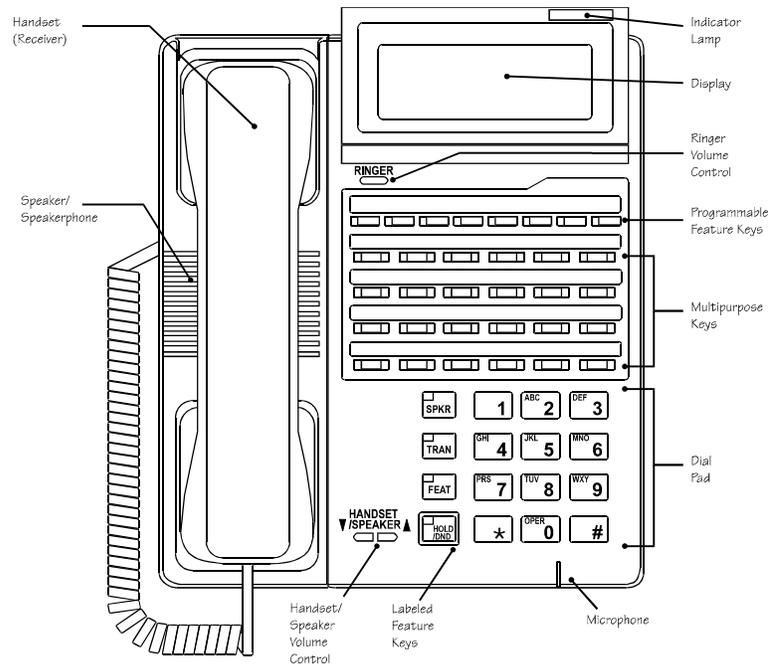
Digital Doorphones

The Digital Doorphone provides an economical and simple method to allow visitors to make an intercom call to gain entrance to your building.

Single Line Telephones

X-EO will support two industry-standard 500 or 2500 type single line telephones.

X-EO Digital Telephone Key Functions



Multipurpose Keys - Can be programmed for a specific function, such as outside lines, individual extensions, or one-touch feature operation.

Button Lamps - Light up or flash when someone is using a line or a feature corresponding to that button.

Green Lamp - Means that you are using that line.

Red Lamp - Means that someone else is using that line.

SPKR (Speaker) - Without lifting the receiver, the Speaker button allows you to dial and receive outside or internal calls, as well as converse, for "hands-free operation."

TRAN (Transfer) - Allows you to transfer a call from your telephone to another extension.

FEAT (Feature) - The feature button is used to help operate certain special and advanced features available through X-EO.

HOLD/DND (Hold/Do Not Disturb) - This button is used to put a call on Hold, to set the Do Not Disturb function to prevent any calls from getting through or ringing at your extension or to transfer the call to the number set in your Fixed Call Forward Destination.

Speaker Volume Control Button – The Speaker Volume Control is a rocker switch with sixteen settings. To increase the speaker volume, press the + side of the key; to decrease the volume of the speaker, press the - side of the key. The Speaker Volume Control now controls only the speaker volume, you can select the desired volume through this variable control.

Ringer Volume Control - There are 4 volume levels to choose from. When a new volume level is chosen, a tone sounds at the selected volume level: one beep sounds for the lowest volume setting, four beeps sound at the highest. This key also controls the volume of the BGM (Background Music) played on the telephone.

Handset Volume Control - The handset volume control buttons allow you to adjust the handset volume and headset volume to one of three levels.

Mute - When you are using the Speakerphone, Hands-Free Answerback or the handset/headset, the Mute button prevents any voice or sounds to be heard by the person on the other end of your call. When you press the Mute button to turn off the microphone, the Mute button will stay lit. Pressing the Mute button again permits the other person to hear your voice again.

Many X-EO features can be operated either by dialing a feature operation code or using a one-touch feature button, if your telephone has one assigned for that specific feature. The feature code numbers listed in this manual are preset in the X-EO system. Your system installer may assign a different code number for any feature based on individual system requirements.



Optional Station Equipment

The following components provide the X-EO station terminals with additional features.

Communication Link

The Communication Link is a TAPI-compliant Computer Telephony Interface adapter that bridges the gap between your PC and X-EO digital desktop telephone. The Communication Link combines desktop application software such as Contact Point application and a digital telephone system to fully harness the power of your PC through your X-EO telephone system.

Key Telephone Expansion Module

The Key Telephone Expansion Module adds 12 multi-purpose keys with red and green LEDs to the Digital Multiline Telephone.

Station Loud-Ringer/ External Speakerphone Adapter

Station Loud-ringer/ External Speakerphone Adapter.

Station Pedestals

Station Pedestal/Wall Mount. Used to wall mount or to provide additional angle to the X-EO Digital Multi-line Telephones. The Digital Multiline Key Telephone and the Digital Key Telephone have application-specific pedestals.

Internal Speakerphone

Optional internal speakerphone for the Digital Key Telephone.



Component Description

PWSU Power Supply Description

The PWSU power supply provides the required power for the X-EO. One PWSU is required in each X-EO.

Battery Back-Up

The PWSU power supply may be equipped with optional connecting cable for connection with a backup battery array. Backup time is dependent upon battery array, system size and usage.

MAIN Motherboard Interface Card

The MAIN motherboard has connectors to support six Digital Stations, two Analog Stations, one External MOH Source, and two Serial Ports. In addition it has connectors for the CPUMEM CPU Card, three

ISDN BRI cards or Caller ID Trunk Cards, two Digital Station Cards, one Voice Mail Card, and one Miscellaneous Function Card.

CPUMEM Common Control Card

The CPUMEM common control card is the fundamental component for system operation. This card is installed in a dedicated MAIN card slot and contains the Central Processing Unit (CPU), X-EO Operating System and Highway Controller.

The CPUMEM Controller Card is the standard processor for the X-EO system. It controls all X-EO system functions with a 32-bit processor. The -CPUMEM Controller Card performs highway controller functions, and synchronizes digital trunk clock timing and system highway timing.

Memory. The CPUMEM card contains 2 megabytes of RAM and 4 MB of flash memory to store the user database. To retain the stored contents of the RAM without the system power supply, nickel-cadmium batteries are provided with the CPUMEM card.

Highway Controller. The CPUMEM has one two-way highway consisting of thirty-two PCM time division multiplexed data channels. This two-way highway channel provides voice and data communication through the system ports. A 16 MHz microprocessor controls the PCM highways with the aid of a slave processor that directly communicates with the CPU.

X-EO Operating System. The CPUMEM contains the 68EC020/25 MHz Central Processing Unit (CPU) and also 4MB of Intel ® flash memory that stores the X-EO operating system.



System Port Interface Cards

X-EO supports 6 digital stations and 2 single-line/analog stations in standard configuration. System Port Interface Cards may be installed to add digital stations, lines, voice mail, and miscellaneous function capability. Five System Port Interface Cards are available.

Digital Station Interface Card

A Digital Station Interface Card provides four station terminal ports for digital key telephones that are connected through star wiring. Each port connects the station terminal with a two-wire cable that carries bi-directional data transmission (ping-pong transmission).

Ports: 4 ports/card.

Stations: 1 port required for the Digital Multiline Key Telephone, Digital Key Telephone and Digital Doorphone

Integrated Voicemail Card

The Integrated Voicemail card is standard on X-EO. It provides four voice mail/auto attendant ports. It supports 50 voice mail boxes, 4 system mailboxes/automated attendant menus and 8 hours of message storage capacity.

Ports: 4 ports/card.

Capacity: 8 hours message storage, 50 voice mailboxes, 4 system mailboxes/menus.

Caller ID Trunk Interface Card

A Caller ID Trunk Interface Card interfaces the X-EO to two Caller ID Loop Start circuits. This card is required to use the Caller ID feature.

Ports: 2 ports/card

Additional Power: None

Features: 600/900 Ohm impedance selection, Long/Short distance selection

ISDN BRI Line Interface Card

The ISDN BRI Line Interface Card interfaces the X-EO to one ISDN BRI (Basic Rate Interface) line. Each ISDN BRI line contains two B (Bearer) channels for voice and data transmission and one D channel for signaling.

Interface: 3 channels/card (1 PRI line with 2 B channels + 1 D channel)

Features: ISDN Basic Rate Interface

Miscellaneous Function Card

The Miscellaneous Function Card converts the system ports for input/output functions. These functions include an external Background Music Source (BGM), Paging Applications, Remote Control Relays and Sensor Inputs.

Ports: 5 ports

Functions: BGM input, output to paging amplifier, two paging zone control, two programmable relays or sensor inputs.

Section 2 - X-EO System Features



X-EO System Features

This section explains some of the major system features in your X-EO system.

All Ring Hunt Group

All Ring Hunt Group ring all the stations in the group simultaneously instead of call hopping from one hunt group to another after a predetermined time. This allows calls to a hunt group to be answered expeditiously.

Alphanumeric Speed Dial By Name

The Alphanumeric Speed Dial By Name feature allows users to access the speed dial list alphabetically. When a user wants to place an outside line outgoing call with the Speed Dial feature, the user can search the desired Speed Dial destination alphanumerically by name.

ANI Alphanumeric ID

ANI (Automatic Number Identification) numbers may be assigned a 16-character alphanumeric ID to identify the calling party, calling party's telephone number, type of call, or purpose of call. (Note: The telephone company often transmits ANI calls with both a number and a alphanumeric ID.) The ANI alphanumeric ID is displayed on the station LCD when a call is received on an ISDN BRI line with ANI service (requires an ISDN BRI Interface Card). A call can be routed to a station, master hunt group, or voice mailbox according to the ANI information received.

Automatic Number Identification (ANI) Trunks

X-EO will support ANI trunks provided by the telephone company on ISDN BRI lines. The ISDN BRI Interface Card is required for ANI operation.

Automatic Relay Control

With the Automatic Relay Control feature, the X-EO system may be programmed to operate a one-shot relay at a fixed time each day.

Background Music

If your X-EO system is connected to an external music source through the Miscellaneous Function Card, the music played may be heard through the speaker in any Iwatsu telephone connected to the system. This same music source may be played through an external paging system.

Caller ID Alphanumeric ID

Caller ID numbers may be assigned a 16-character alphanumeric ID to identify the calling party, calling party's telephone number, type of call, or purpose of call. (Note: Caller ID calls are often transmitted by the telephone company with both a number and an alphanumeric ID.) The Caller ID alphanumeric ID is displayed on the station LCD when a call is received on a Caller ID trunk (requires Caller-ID Trunk Interface Card). A call can be routed to a station, master hunt group, or voice mailbox according to the Caller ID information received.

Caller ID / ANI / DNIS Number Storage

When a call is received on a caller ID (Caller-ID Trunk Interface Card) or ANI (ISDN BRI Interface Card) line, X-EO will capture and store in the system memory information about the caller received with the call. This information includes the caller's telephone number and name, date and time of the call, trunk number, and destination station. This information can be output as a system event code or to SMDR. Information for the 50 most recent calls can be stored in the system memory on a first in, first out basis. Two modes of storage are available for this feature:

- Abandon Call Storage
- All Call Storage

Abandon Call Storage. When Abandoned Calls Only is selected as the storage mode for this feature, information will only be stored for the following types of calls:

- Caller hangs up or is disconnected before the call is answered.
- Caller hangs up or is disconnected while on hold or during hold recall.
- Caller hangs up or is disconnected during camp-on transfer or camp-on recall.

All Call Storage. When All Call is selected as the storage mode for this feature, the system will capture and store information about the caller received with the 50 most recent calls on caller ID (Caller ID Trunk Interface Card) or ANI (ISDN BRI Interface Card) lines.

Call Forwarding

Fixed Call Forwarding

Allows your X-EO installer to predefine call forwarding patterns for extensions. Fixed Call Forwarding does not activate the lamp on the Call Forward key and calls will always forward in the programmed sequence. Fixed Call Forwarding may be overridden by Call Forwarding entered at your telephone. All three forwarding modes may be programmed for Fixed Call Forwarding.

Flexible Call Forwarding

Allows the user to forward calls to an internal destination or an outside telephone number (using Personal Speed Dial numbers 90-99). The user can set separate call forward destinations for internal incoming and outside line incoming calls. For instance, you could set all intercom calls to go to your cell phone, and all outside line calls to be forwarded to your voice mailbox. The Flexible Call Forwarding feature also incorporates Follow Me capabilities.

Remote Call Forwarding

Allows you to direct outside line and/or intercom telephone line calls to forward to an external telephone number (using Personal Speed Dial numbers 90-99). Example forwarding locations include an answering service, a mobile phone, or a home telephone.

Caller ID Trunks

X-EO will support Caller ID trunks provided by the telephone company. The Caller ID Trunk Interface Card is required for caller ID operation.

Conversation Recording

The Conversation Recording feature allows an X-EO station user to record a station-to-station, outside line, or conference call to voice mail. This feature is available at any station that has been assigned a Conversation Recording **REC** key. For instructions on recording a conversation see Section 3.

Delayed Ringing

Allows outside lines ringing at a telephone to ring at another telephone or group of telephones after a predetermined period of time.

DNIS Alphanumeric ID

DNIS (Dialed Number Identification Service) numbers may be assigned a 16-character alphanumeric ID to identify the number the calling party dialed to reach the X-EO. (Note: the Telephone Company often transmits DNIS calls with both a number and an alphanumeric ID.) The DNIS alphanumeric ID is displayed on the station LCD when a call is received on an ISDN BRI line with DNIS service (requires ISDN BRI Interface Card). A call can be routed to a station, master hunt group, or voice mailbox according to the DNIS information received.

Dialed Number Identification Service (DNIS) Trunks

X-EO will support DNIS trunks provided by the telephone company on ISDN BRI lines. The ISDN BRI Interface Card is required for DNIS operation.

Direct Inward Line

Each outside line can be assigned to ring at up to 16 extensions. A different ringing assignment can be programmed for Day and Night modes. A ringing tone for each line can be selected from four available ringing tones. If a delayed ringing assignment is programmed for the line, the ringing changes to an incoming alarm when delayed ringing begins.

Direct Inward Line - Hunt Group

Outside lines can be programmed to ring at the stations assigned to a Hunt Group. The line will ring at the first available station in the hunting sequence. The same trunk can be assigned to ring at different hunt groups for day and night modes. If a station is busy or does not answer within the pre-set time, the call will ring at the next station in the hunting sequence.

Emergency 911 Service Using Area Routing

X-EO may be programmed to provide 911 service using Area Routing. Area Routing can be used as an alternative method of routing 911 calls to provide a unique Caller ID/ANI number that represents the location of the caller in an office building.

E-Response Help Call Feature

X-EO Software Version 7.30 includes the E-Response Help Call feature. With this feature, any system extension can simultaneously call a group of extensions. As part of this feature, stations may be configured with an emergency attribute. When these stations remain off-hook or pause while initiating an intercom call, a group call is automatically made to stations defined in an E-Response Group. Some specific applications of this feature are assisted living facilities, schools, medical facilities, or office buildings where a people might need help from attendants or co-workers.

Note: This feature is not to be used as a replacement for Emergency 911 services.

External Paging

X-EO can be connected to an external paging system when the optional Miscellaneous Function Card is utilized. The X-EO will support two external paging zones.

Flexible Ringing

Outside telephone lines directed to telephones may be assigned one of four tones to provide an audible identification of the type of call.

Flexible Station Numbering

X-EO features a flexible numbering plan. At default, each station is assigned a three-digit extension number. Through system programming, system numbering may be changed to two, three, or four digits in length.

Group Monitoring

Key telephones and attendant stations can now be set to enable or disable group monitoring from the speaker. This feature allows a user not utilizing the group monitoring feature a smooth transition from handset to speakerphone.

Hunt Group Delayed Ringing

A Hunt Group may be programmed as the delayed ringing assignment for a trunk. If a call on an outside line is not answered at the ringing stations within a programmable duration, the call starts ringing to a hunt group. This feature makes it possible for you to send delayed calls to certain departments to voicemail or another department. For example, the Sales line can have a different delayed ringing destination than the Support line. If Sales is closed, calls might be forwarded to Support or to a Sales voice mailbox.

Internal Paging

When X-EO is equipped with X-EO digital key telephones, any telephone may make a page announcement that will be broadcast through the speaker of assigned telephones.

ISDN Lines

X-EO will support ISDN BRI (Basic Rate Interface) lines when the optional ISDN BRI Interface Card is utilized. A maximum of 3 ISDN BRI Interface Cards may be installed in the system. Each ISDN BRI Interface Card supports one ISDN BRI Line (2 B channels + 1 D channel).

ISDN BRI Caller Name ID

The ISDN BRI interfaces of the X-EO can now receive Caller Name ID information from an incoming ISDN BRI trunk. The information displays on the LCD of the key telephone.

Loud Bell Interface

Outside telephone lines may be directed to ring a loud bell when X-EO is equipped with the optional Miscellaneous Function Card. Each Miscellaneous Function Card will support two loud bells.

Master Hunt Group

X-EO will support 10 master hunt groups. Each master hunt group can contain up to 16 extensions.

A hunt group is a group of telephones that is assigned a common access code. When this code is dialed, X-EO will search for an idle telephone in that group. There are two ways that calls may search for an idle extension, Terminal and Distributed Hunting. In Terminal Hunting the incoming calls always start hunting from the first telephone in the group. In Distributed Hunting the incoming calls start hunting from the telephone following the last called telephone. In both cases, calls will hunt to the next telephone if a telephone does not answer in a predefined period of time, is busy, and in Call Forward, Absence Message or Do Not Disturb mode.

Music On Hold

If your X-EO system is connected to an external music source through the MAIN Motherboard, the music played may be heard by callers that have been placed on Hold or Call Park.

Optimized Routing

Optimized Routing is frequently referred to as either Least Cost Routing (LCR) or Automatic Route Selection (ARS). This feature allows X-EO to automatically select the most inexpensive way to make an outgoing call. The system identifies the dialed number, then selects the most cost-effective outside line group. If a line in the first choice outside line group is not available the system may be programmed to select an alternate outside line group. The Optimized Routing package in X-EO provides the following features:

- Eight routing plans
- Eight outside line group choices per routing plan
- Weekday, Saturday, Sunday, Holiday selection
- Three time periods per day
- Deletion and insertion of digits

Paging

X-EO provides the following paging features:

All Call

Allows you to make an announcement either through the speakers in the Digital Telephones and/or an External Paging System.

Group Call (Internal)

Allows you to page through the speaker in a group of telephones. There may be 10 groups with a maximum of 16 extensions per group.

Zone (Two External Paging Zones)

Allows you to access individual groups of external paging speakers.

Meet-Me Page Answer

Allows you to answer a page from any telephone that is in the same Meet-Me Page Answer group.

Personal Ringing Tones

Station users may choose one of eight distinctive ringing tones to distinguish their station from others. The selected ringing tone is audible for all incoming CO calls, camp-on calls, (tone) intercom calls and during busy override.

Power Failure Memory Backup

In the event of a power failure, the system programming will be maintained for a period of two weeks by a rechargeable Ni-Cad battery.

Power Failure Backup System

Your X-EO system may be equipped with gel cell batteries to maintain normal system operation in the event of a power failure.

Quick Forward using the Hold/Quick Forward Key

See Putting a Call On Hold on page 39.

Remote Programming/Diagnostics

The X-EO database may be accessed and edited from a Windows® PC. Connection to the X-EO may be via direct connection, dial-up connection via modem, or with the addition of the IP SEGWAY Serial-to-Ethernet Gateway, over a LAN/WAN Ethernet connection. When a modem connection is used, the line used for remote programming may also be used as a regular outgoing line, and manually switched for modem use. The remote programming package includes a diagnostic service for system maintenance and troubleshooting.

Station Coaching

Station Coaching includes two actions: Monitoring and whisper paging (hereafter called ‘whisper monitor’). A digital key telephone is able to whisper monitor a digital key telephone after invoking the Monitor feature. The Monitoring station can whisper monitor other stations while on an outside call or an intercom call and press the **†** key to speak to the monitored station without the calling station hearing.

SMDR

Station Message Detail Recording (SMDR) allows you to connect an RS232C compatible serial printer to X-EO. This printer will show all incoming and outgoing call activity. The following information will be shown:

- Call number 001-999
- Date of the call
- Extension number that made/received the call
- Start time of the call
- Duration of the call
- Outside line number used for the call
- Number dialed for the call
- Account code number for the call
- Other notes for the call

Station Coaching

Station Coaching includes two actions: Monitoring and whisper paging (hereafter called 'whisper monitor'). A digital key telephone is able to whisper monitor a digital key telephone after invoking the Monitor feature. The Monitoring station can whisper monitor other stations while on an outside call or an intercom call and press the † key to speak to the monitored station without the calling station hearing.

System Clock

X-EO is equipped with a real time clock that provides an indication of the current time and duration of both incoming and outgoing calls on the LCD display of Abrivo X-EO telephones. The clock also has a perpetual calendar that eliminates the need to change the date.

System Speed Dial

Up to 90 frequently dialed numbers may be programmed in the system for abbreviated dialing. The numbers may or may not be restricted to certain extensions.

Text Messaging

The text messaging feature allows station users to send a 16-character text message to another system extension. There are two types of text messages, system text messages and personal text messages. A text message may be sent as either a *busy bypass/no answer text message* or as a *stored text message*. Busy bypass/no answer text messages appear on the recipient's LCD immediately. Stored text messages do not appear on the display, but instead, light the recipient's [TXT MSG] key. Stored text messages are saved in memory until the recipient manually displays them.

Up to 90 system text messages and 10 personal text messages are available to each user. System text messages are accessible by all X-EO station users. Personal busy bypass text messages are programmed by the individual station user and may only be accessed at the specific station set.

Toll Restriction

The X-EO system provides flexible toll restriction of both area and office codes, as well as the subscriber number. There are eight levels of restriction.

Tone / Pulse Dialing

Caller ID trunks may be programmed for either Touch Tone or Rotary dialing to accommodate your local telephone company central office.

Trunk Interfaces

X-EO supports the following types of outside lines:

- Caller ID/Loop Start trunks
- ISDN BRI lines

Uniform Call Distribution (UCD)

Allows telephone lines to be directed to a group of telephones. Calls to the UCD group may search for an idle extension in either a Terminal or Distributed Hunting pattern. In Terminal Hunting the incoming calls always start hunting from the first telephone in the group. In Distributed Hunting, the incoming calls start hunting from the telephone following the last called telephone. In both cases, calls will hunt to the next telephone if a telephone does not answer in a predefined period of time, is busy, and in Call Forward, Absence Message or Do Not Disturb mode. X-EO also provides the ability to send unanswered calls to an overflow or secondary answering position after a predefined period of time. This second answering position may be another UCD group, hunt group, extension, or attendant.

Voice Mail/Automated Attendant Integration

X-EO can be equipped with an internal voice mail/automated attendant system when the optional Integrated VMI card is utilized. X-EO will allow you to transfer, forward and record calls to a mailbox and provides you with a unique voice mail message waiting indication. X-EO will also allow calls transferred from the automated attendant to be directed to messages other than the initial greeting if the desired party does not answer.

**Section 3 -
Digital Telephone User's
Guide**

Digital Telephones – Basic Feature Operation

This section describes basic feature operation from X-EO Digital Telephones.

Making an Outgoing Call

Operation

- ☞ Lift the receiver
- ☞ Press the button for an outside line and the outside line button will flash green
- ☞ Wait for the dial tone
- ☞ Dial the telephone number

If you make a dialing mistake, Press the Flash button **FLASH** and start over.

Receiving an Incoming Call

Operation

When your phone rings and an outside line lamp flashes:

- ☞ Lift the receiver

Or

- ☞ Lift the receiver
- ☞ Press the outside line button with the flashing light

You will be connected to the call and the outside line button will flash green.

Making an Intercom Call

Operation

- ☞ Lift the receiver
- ☞ Wait for the dial tone
- ☞ Dial the desired extension number

Or

- ☞ Press the button representing the desired extension if assigned as a Multipurpose button
- ☞ Make an announcement after the tone or wait for an answer to the ring

The lamp on the intercom button **ICM** will flash red. If the extension you called is busy, you will hear a repeated intercom busy tone.

Receiving an Intercom Call

Operation

- ☞ Lift the receiver when you hear your phone ring or the caller's voice through the speaker

Or

- ☞ Reply through the phone's microphone without lifting the receiver

The lamp on the Intercom button **ICM** will flash red.

Making an E-Response Help Call

The E-Response Help Call feature allows specific system extensions to simultaneously call a group of extensions and access a system paging port upon dialing a specific ICM Group access number or, if the station remains off-hook without dialing for a programmable period of time. When the E-Response help call is placed, the key telephone displays of the called extensions in the E-Response ICM Group will display a programmed message and the calling party's extension number and station ID.

Operation

- ☞ Lift the receiver and remain off hook on intercom for a specific time period programmed in the system.

Or

- ☞ Lift the receiver to make an intercom call. Begin dialing. Between digits stop dialing for more than 10 seconds.

Note: If a user dials a valid trunk access or optimized routing access code, this feature will not activate.

Or

- ☞ Dial the E-Response Group access number when you hear the Intercom Dial Tone.

Transferring a Call to Another Extension

Operation

When speaking on an outside line:

- ☞ Press the Transfer button **TRAN** and the lamp will flash red
- ☞ Wait for the dial tone
- ☞ Dial the desired extension number

Or

- ☞ Press the button representing the desired extension if assigned as a Multipurpose button
- ☞ Hang up or announce the call then hang up

If the call is not answered it will return to your phone.

Putting a Call On Hold

HOLD/QUICK FORWARD key is used as an option to the **Hold/DND** key. This key provides the same feature as the **Hold/DND** key except callers are sent to the Fixed Call Forward destination (such as voicemail) instead of hearing a DND tone.

Operation

When speaking on an outside line:

- ☞ Press the Hold button **HOLD/DND**

To use the **HOLD/QUICK FORWARD** key to forward a call:

- ☞ From an idle condition, press the **HOLD/QUICK FORWARD** key. This key toggles ON and OFF.

A green lamp flashes intermittently on your phone and a red lamp flashes on other phones for that outside line. If the call is on Hold too long, your phone will ring again.

Picking Up a Call On Hold

Operation

- ☞ Lift the receiver
- ☞ Press the green intermittently flashing button on your phone or the red flashing button on another phone representing the desired outside line

The lamp on the outside line button will flash green.

Putting a Call On Call Park

Call Park is similar to Hold but allows others to pick a call up even though they do not have a button representing the desired outside line.

Operation

To put a call on Call Park at your extension:

When speaking on an outside line:

- ☞ Press the Call Park button **PARK** and the lamp will intermittently flash green
- ☞ Hang up

☞ If the call is on Call Park too long your phone will ring.

To pick up a call on Call Park at your extension:

- ☞ Lift the receiver
- ☞ Press the flashing Call Park button **PARK** and the lamp on an outside line button will flash green

To put a call on Call Park at another extension:

When speaking on an outside line:

- ☞ Press the Transfer button **TRAN**
- ☞ Press the Call Park button **PARK**
- ☞ Dial the extension number or press the **DSS** key or **CCV** key of the station at which you want to park the call.
- ☞ Hang up

☞ If the call is on Call Park too long your phone will ring.

To pick up a call on Call Park at another extension:

- ☞ Lift the receiver
- ☞ Wait for the dial tone
- ☞ Press the Feature button **FEAT** then dial ' (

Or

- ☞ Press the Park Pick-Up button **PARK P/U** if assigned as a Multipurpose button
- ☞ Dial the extension number of the phone that placed the call on Call Park and the lamp on an outside line button will flash green

To pick up a call on Call Park at the attendant position:

- ☞ Lift the receiver
- ☞ Wait for the dial tone
- ☞ Dial the number announced by the attendant and the lamp on an outside line button will flash green

Handling a Second Call

Operation

When a second call rings at your phone and you do not want to hang up on the first call:

- ☞ Press the Hold button **HOLD/DND** to place the call on Hold

Or

- ☞ Press the Call Park button **PARK** to place the call on Call Park
- ☞ Press the button representing the second call
- ☞ Answer the second call

To return to the first call:

- ☞ Repeat the same procedure

Digital Doorphone Operation

Digital Doorphones provide an economical and simple method to allow visitors to make an intercom call to gain entrance to your building.

Operation

To place a call from a Digital Doorphone:

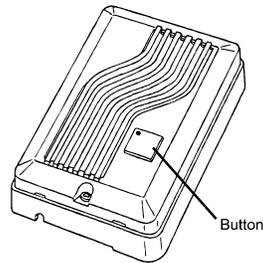
- ☞ Press and release the button on the Digital Doorphone, you will hear a ringing tone and the lamp on the button will change from red to green
- ☞ Wait for an answer
- ☞ Announce yourself

To call a Digital Doorphone:

- ☞ Lift the receiver
- ☞ Dial the assigned extension number

Or

- ☞ Press the DSS button assigned for the desired Digital Doorphone
- ☞ Make an announcement



Digital Telephones - Advanced Features

Caller ID, ANI, DNIS Information Storage

Allows you to store and display the telephone number for a call on a caller ID, ANI or DNIS line. The system may be programmed to save information for all calls, or abandoned calls only.

Operation

To view stored call information:

- ☞ **For station:** At ICM dial tone press the illuminated **USAS** key once to display information about the first call to your station. Press [*] to scroll forward and [#] to scroll backward in sequence.
- ☞ **For trunk group:** At ICM dial tone press the illuminated **USAT** key once or the **USAT** key + *trunk group number* to display information about the first call on a specific trunk group. Press [*] to scroll forward and [#] to scroll backward in sequence.

To make a call by automatically dialing the stored Caller ID or ANI number:

- ☞ With a call record displayed, Do one of the following:
- ☞ **For station:** Press the **USAS** key a second time, or press **FLT**, **OPT**, or **COL**.
- ☞ **For trunk group:** Press the **USAT** + *trunk group number* or **USATn** key a second time, or press **FLT**, **OPT**, or **COL**.

To add digits to the displayed number before calling out:

- ☞ With a call record displayed,
- ☞ Dial the additional digits to be added to the outgoing number (the added digits do not appear on the display when entered), then.
- ☞ Do one of the following:
- ☞ **For station:** Press the **USAS** key a second time, or press **FLT** or **COL**.
- ☞ **For trunk group:** Press the **USAT** + *trunk group number* or **USATn** key a second time, or press **FLT** or **COL**.
- ☞ Press **USAT**, **USATn**.

To delete saved call information from system memory:

- ☞ With a call record displayed, press the **USD** key.

Absence Message Display

Allows you to leave an advisory message for a display phone caller if you should leave your office. Four messages are available:

- Return at (time)
- Return on (date)
- Meeting at (time)
- Call (number)

This feature only works with a Multipurpose button programmed for Absence Message **ABS.MSG**

Operation

To register a message:

- ☞ Press the Speaker button **SPKR**
- ☞ Press the Absence Message button **ABS.MSG**

For Return At:

- ☞ Dial % then dial the **TIME IN MILITARY TIME**

For Return On:

- ☞ Dial & then dial the date **M : D**

For Meeting At:

- ☞ Dial ' then dial the time in military time **H : M**

For Call:

- ☞ Dial (then dial the telephone number then dial ,

- ☞ Wait for a confirmation tone
- ☞ Press the Speaker button **SPKR**

The message will appear on the display.

To erase a message:

- ☞ Press the Speaker button **SPKR**
- ☞ Press the Absence Message button **ABS.MSG**
- ☞ Dial †
- ☞ Wait for a confirmation tone
- ☞ Press Speaker button **SPKR**

The message will no longer appear on the display.

Account Code

Allows you to enter a one- to twelve-digit code to either identify the caller or identify the party the call was made for. These codes are printed out with the SMDR information. Account code entry may be done before the party answers, during a conversation, or after the other party hangs up.

Operation

- ☞ Lift the receiver
- ☞ Press an outside line button
- ☞ Wait for the dial tone
- ☞ Press the Feature button **FEAT** then dial &)

Or

- ☞ Press the Account Code button **ACCT** if assigned as a Multipurpose button
- ☞ Dial the code then dial †

You will hear a confirmation tone.

Alphanumeric Display

X-EO Digital Multiline Display Telephones have a 2-line, 16-character alphanumeric LCD display that provides the following information:

- Abandon Call/Call Log Information
- Absence Messages
- Account Code Input
- Call Duration Timer
- Callback CO/ICM
- Called Party Identification
- Called Party Status - BUSY/DND
- Caller ID/ANI/DNIS
- Calling Party Identification
- Camp-On
- E-Response Help Call Station Identification
- Forwarding Extension Numbers
- Message Waiting Identification
- Real Time Clock
- Recall CO/ICM
- Reminder
- Ringing Outside Line Identification
- System Name
- Text Messages

Operation

To scroll or change the information on the display during a conversation:

- ☞ Press the Feature button **FEAT** then dial * ' '

Or

- ☞ Press the Display button **DISPLAY** or Display Change button **DISPLAY CHANGE** if assigned as a Multi-purpose button

Alphanumeric Speed Dial by Name

The Alphanumeric Speed Dial By Name feature allows users to access the speed dial list alphabetically. When a user wants to place an outside line outgoing call with the Speed Dial feature, the user can search the desired Speed Dial destination alphanumerically by name.

When a user accesses the Alphanumeric Speed Dial Feature, the system displays the first name in the System Speed Dial or the user's Station Speed Dial. The user can then scroll forward or backward through the Speed Dial list or perform a zoom search by entering specific characters or numbers with the keypad. As more characters are entered, the system narrows the search. When the desired name is found, the number can then be dialed.

Operation

- ☞ Press **SPEED**
- ☞ Press **SPEED**
- ☞ To search for a registered name, press the dial pad until the desired characters are displayed
- ☞ To focus your search:
 - Enter a character
 - Press **HOLD/DND**
 - Enter another character
- ☞ To scroll through the registered names, press FORWARD [#] or BACKWARD [*]
- ☞ When the desired name is found, press **SPEED** to dial the number

Alternate Tone/Pulse Dialing

Allows you to change the dial signaling from Dial Pulse (Rotary) to DTMF (Touch Tone) after an outside call has been answered. This will allow you to use enhanced communications devices like Voice Mail and Automated Attendant.

Operation

After the call is answered:

☞ Press the Feature button **FEAT** then dial %'

Or

☞ Press the Alternate button **ALTER** and the lamp will be solid red

Automatic Outside Line Answer / Hold

This programming option allows you to receive a second call automatically by simply pressing the Hold, Call Park, or existing outside line button.

Operation

While on a call:

☞ Press the Hold **HOLD/DND**, Call Park **PARK**, or existing outside line button

Automatic Repeat Dialing

Allows you to instruct X-EO to dial an outside party until they answer. This is accomplished by having X-EO periodically activate the speaker and dial the outside party's number. Should they answer, you will hear their voice through the speaker. In order to establish a conversation, you must pick up their receiver. Should you be away from your telephone when the called party answers, they will hear silence and X-EO will try to call later.

Operation

If the called party does not answer or is busy:

☞ Do not hang up

☞ Press the Automatic Repeat button **REPEAT** and the lamp will be solid red.

☞ Hang up

To Cancel:

- ☞ Press the Speaker button **SPKR**
- ☞ Press the Automatic Repeat button **REPEAT**
- ☞ Dial † and the lamp will be off
- ☞ Wait for a confirmation tone
- ☞ Press the Speaker button **SPKR**

Or

- ☞ Lift the receiver while X-EO is dialing the outside party

Background Music

An external music source such as a FM tuner may be connected to the system to provide background music either through the speaker in the phone or an external paging system. The music is automatically turned off if the phone or external paging system is in use.

Operation

To turn on Background Music through your phone:

- ☞ Press the Feature button **FEAT** then dial * &

Or

- ☞ Press the Background Music button **BGM** if assigned as a Multipurpose button and the lamp will be solid red

To turn off Background Music through your phone:

- ☞ Press the Feature button **FEAT** then dial \$ * &

Or

- ☞ Press the Background Music button **BGM** if assigned as a Multipurpose button and the lamp will be off

Barge-In

Allows you to enter an existing conversation. A warning tone is sent to inform the parties that a three way conference has been established.

Operation

- ☞ Dial the desired extension number
- Or**
- ☞ Press the desired outside line button
 - ☞ Press the Add button **ADD**

Built-In Speakerphone

X-EO Digital Telephones are equipped with a Built-in Speakerphone. Use of the Speakerphone allows for complete hands-free operation on external calls.

Operation

To make a call:

- ☞ Press the Speaker button **SPKR** and the lamp will flash red
- ☞ Wait for the dial tone
- ☞ Dial the desired telephone number

To answer a call:

- ☞ Press the Speaker button **SPKR** and the lamp will flash red

To end a call:

- ☞ Press the Speaker button **SPKR** and the lamp will be off

Busy Bypass Tone Calling

Allows you to be informed that there is a second call waiting for you to answer. This is accomplished by providing a muted tone through the speaker in the busy telephone. External and internal calls may be differentiated by frequency. This feature is a system programming option and may not be present in all systems.

Operation

To answer the waiting call:

- ☞ Hang up on the first call and press the button representing the waiting call

Or

- ☞ Press the Call Park button **PARK** and press the button representing the waiting call

To alternate between calls:

- ☞ Press the Call Park button **PARK**

Busy Intercom Callback

Allows you to instruct X-EO to inform you when a busy extension that you called becomes idle. When the extension becomes idle, X-EO will call you back. After you answer, the desired extension will automatically be dialed. If your phone has a display, the display will inform you that the call is a Callback and identify the extension. You may leave one Callback message.

Operation

When you make an intercom call and the extension is busy:

- ☞ Do not hang up
- ☞ Press the Feature button **FEAT** then dial (')

Or

- ☞ Press Busy Intercom Callback button **ICM CB** button if assigned as a Multipurpose Button and the lamp will be solid red
- ☞ Wait for a confirmation tone
- ☞ Hang up

To Cancel all Intercom Callbacks

- ☞ Press the Speaker button **SPKR**
- ☞ Press the Feature button **FEAT** then dial \$ (')

Or

- ☞ Press Busy Intercom Callback button **ICM CB** if assigned as a Multipurpose button then dial † and the lamp will be off
- ☞ Wait for a confirmation tone
- ☞ Press the Speaker button **SPKR**

Busy Number Callback

Allows you to instruct X-EO to periodically call you to try calling a previously dialed outside number again. To have X-EO dial the number simply pick up the receiver.

Operation

When you dial an outside number and there is no answer or a busy signal:

- ☞ Do not hang up
- ☞ Press the Feature button **FEAT** then dial & ()

Or

- ☞ Press the Busy Number Callback button **TRNK C/B** if assigned as a Multipurpose Button and the lamp will be solid red
- ☞ Wait for a confirmation tone
- ☞ Hang up

To change the Callback time interval:

- ☞ Dial the desired interval time in minutes %-- . before you hang up

To Cancel:

- ☞ Press the Speaker button **SPKR**
- ☞ Wait for the dial tone
- ☞ Press the Feature button **FEAT** then dial \$ & (

Or

- ☞ Press the Busy Number Callback button **TRNK C/B** if assigned as a Multipurpose button then dial † and the lamp will be off
- ☞ Wait for a confirmation tone
- ☞ Press the Speaker button **SPKR**

Busy Outside Line Queuing

Allows you to instruct X-EO that you wish to be notified when the outside lines are no longer busy. When an outside line becomes available, your phone will ring. Picking up the receiver will give you outside dial tone. If you previously dialed the outside number, that number will automatically be dialed when the receiver is picked up.

Operation

When attempting to make an outside call and all lines are busy:

- ☞ Do not hang up
- ☞ Press the Feature button **FEAT** then dial & ' and you will hear tones
- ☞ Dial the phone number

Or

- ☞ Press the Busy Outside Line Queue button **TRNK QU** if assigned as a Multipurpose button, you will hear tones and the lamp will be solid red
- ☞ Dial the phone number
- ☞ Hang up

To Cancel:

- ☞ Press the Speaker button **SPKR**
- ☞ Wait for the dial tone
- ☞ Press the Feature button **FEAT** then dial \$ & '

Or

- ☞ Press the Busy Outside Line Queue button **TRNK QU** if assigned as a Multipurpose button, then dial † and the lamp will be off
- ☞ Wait for confirmation tone
- ☞ Press the Speaker button **SPKR**

Busy Overriding

Allows you to alert a busy extension user that you are waiting to speak with them. The busy extension user will hear periodic tone bursts through the speaker. If they have a display the display will identify the calling party.

Operation

When you dial a busy extension:

- ☞ Do not hang up
- ☞ Press the Busy Override button **OVER** and you will hear a ringing signal
- ☞ Wait to be answered

To answer a Busy Override:

- ☞ Hang up on the first call

Or

- ☞ Press the Call Park button **PARK**
- ☞ Press the Intercom button **ICM**

To alternate between calls:

- ☞ Press the Call Park button **PARK**

Call Coverage

The Multipurpose buttons on the Digital Telephones may be programmed to allow both audible and visual indication of a call ringing at another extension. Calls made to an extension that is represented as a Call Coverage button on another phone may be answered by that phone by pressing the Call Coverage button. The visual indication is immediate and the audible indication may have one of the three modes: immediate, delayed, or no ring. When the extension monitored by a Call Coverage button is not in the ringing state, the Call Coverage button will function as a Direct Station Selection/Busy Lamp Field button. The Call Coverage feature will support Intercom Tone (ringing) and Outside Line calls. Intercom calls are indicated by a slow flashing green lamp and Outside Line calls are indicated by a fast flashing green lamp. A good application for this feature would be a secretary that needs to answer calls for others in the office if they are away from their phones.

Operation

To answer a call ringing at another extension:

When you hear the special Call Coverage tone or see either a slow or fast green flashing lamp on a Call Coverage button:

- ☞ Lift the receiver
- ☞ Press the desired Call Coverage button

You will be connected to the calling party. Intercom calls will appear on your phone's Intercom button **ICM** and Outside Line calls will appear on your phone's Outside Line button.

To change the audible indication mode:

- ☞ Do not lift the receiver
- ☞ Press the Feature button **FEAT**
- ☞ Press the desired Call Coverage button and the present mode will be represented by the lamp on the button and the display.

immediate:	display = Immed.	lamp = fast green flash
delayed:	display = Delayed	lamp = slow green flash
no ring:	display = No ring	lamp = solid green

- ☞ Dial % for immediate ring mode
- ☞ Dial & for delayed ring mode
- ☞ Dial ' for no ring mode

Call Forwarding

Use the new Flexible Call Forward feature to forward calls to an internal destination or external line using Personal Speed Dial numbers 90-99. The user can set separate call forward destinations for Intercom Incoming and Outside Line Incoming calls. With this feature, you may set all Intercom calls to forward to your cell phone and set all outside calls to forward to your voice mail. The Flexible Call Forward feature also incorporates Follow Me capabilities. Follow Me lets you receive your calls internally at any station you choose.

Operation

- ☞ **Set Forward Destination**
 1. Lift the handset or press **SPKR**
 2. Press **FWD**
 3. Enter the Call Type you wish to forward
 - 1 = All calls (Outside Line/Intercom)
 - 2 = Outside Line calls only
 - 3 = Intercom calls only
 4. Enter the Flexible Call Forward Mode
 - 1 = All calls to another extension or hunt group
 - 2 = Busy/No Answer calls to another extension or hunt group

- 3 = No Answer calls to another extension or hunt group
 - 4 = All calls forward to an external number using Personal Speed Dial Codes 90-99
5. Complete one of the following steps:
- If you chose Mode 1, 2, or 3, enter the extension or hunt group number
 - If you chose Mode 4, enter the Personal Speed Dial Code

Note: When the setting is valid, you hear a confirmation tone. When it is invalid, you hear a warning tone.

 **Forward Cancel**

1. Lift the handset or press **SPKR**
2. Press **FWD**
3. Press †
4. Enter the Call Type number you wish to cancel
 - 1 = Cancel Forwarding of All calls (Outside Line/Intercom)
 - 2 = Cancel Forwarding of Outside Line calls only
 - 3 = Cancel Forwarding of Intercom calls only

 **Set Active/Inactive**

1. Press **FWD**
2. Enter the Call Type you wish to forward
 - 1 = All calls (Outside Line/Intercom)
 - 2 = Outside Line calls only
 - 3 = Intercom calls only

 **Set Follow Me Destination**

1. Lift the handset or press **SPKR**
2. Press **FWD + FWD**
3. Enter the Call Type you wish to forward
 - 1 = All calls (Outside Line/Intercom)
 - 2 = Outside Line calls only
 - 3 = Intercom calls only

Enter the extension number of the originating forwarding station.

Call Monitoring

Allows you to silently monitor a conversation on another extension or line. In order for this feature to operate on intercom off-hook signaling must be disabled.

Operation

To monitor a conversation on an outside line:

- ☞ Lift the receiver
- ☞ Wait for the dial tone
- ☞ Press the outside line button
- ☞ Press the Monitor button **MONITOR**

To monitor a busy extension's conversation:

- ☞ Lift the receiver
- ☞ Dial an extension number
- ☞ Wait for busy tone
- ☞ Press the Monitor button **MONITOR**

Call Park/Swap

Allows you to alternate between two conversations.

Operation

- ☞ Press the Call Park button **PARK** to place the call on Call Park and the lamp will intermittently flash green
- ☞ Answer or initiate a second call
- ☞ Press the Call Park button **PARK** which allows you to go back to the original call with the second call now on Call Park and the lamp will intermittently flash green

You may continue to alternate between conversations by pressing the Call Park button.

Call Pick-Up

Allows you to answer a call ringing at someone else's phone. There are three types of Call Pick-Up: Direct Call Pick-Up, Internal Group Call Pick-Up, and External Group Call Pick-Up.

Direct Call Pick-Up

Allows you to answer a call ringing at any extension in the office.

Operation

- ☞ Lift the receiver
- ☞ Wait for the dial tone
- ☞ Press the Feature button **FEAT** then dial ' '

Or

- ☞ Press the Direct Call Pick-Up button **DIRCT P/U** if assigned as a Multipurpose button
- ☞ Dial the ringing extension number

Internal Group Call Pick-Up

Allows extensions to be grouped together. This grouping eliminates the need to dial the ringing extension number in order to answer the call.

Operation

- ☞ Lift the receiver
- ☞ Wait for the dial tone
- ☞ Press the Feature button **FEAT** then dial ' %

Or

- ☞ Press the Group Call Pick-Up button **GRP P/U** if assigned as a Multipurpose button

External Group Call Pick-Up

Allows you to answer a call ringing in a Group Call Pick-Up group that they are not part of.

Operation

- ☞ Lift the receiver
- ☞ Wait for the dial tone
- ☞ Press the Feature button **FEAT** then dial ' &

Or

- ☞ Press the External Group Pick-Up button **EXT P/U** if assigned as a Multipurpose button
- ☞ Dial the ringing external group number

Caller ID Display Change

The information displayed on the station LCD during incoming ringing, call in progress, incoming forwarded call ringing, and camped-on/transferred call ringing may be changed by pressing a **CID DISPLAY CHANGE** key. This feature may be used only incoming calls on Caller ID/ANI or DNIS lines. Ten different display modes are available. The display mode is determined by the type of call and status of call.

Operation

During call in progress:

- ☞ Press the **CID DISPLAY CHANGE** button

Camp-On

Allows you to alert a busy extension user that an outside call is waiting for them to answer. The busy extension user will hear periodic tone bursts through the speaker. If they have a display, the display will first indicate the extension that sent the call followed by CAMP-ON. If the busy extension does not respond within a specified period of time, the call will return back to you.

Operation

To Initiate Camp-On:

- ☞ Press the Transfer button **TRAN**
- ☞ Wait for the dial tone
- ☞ Dial the desired extension number
- ☞ Hang up

To answer a Camp-On:

- ☞ Hang up on the first call

Or

- ☞ Press the Hold button **HOLD/DND** to place the first call on Hold

Or

- ☞ Press the Call Park button **PARK** to place the first call on Call Park
- ☞ Answer the second call

Clear Call

Allows you to initiate a new intercom call without having to hang up if the called extension does not answer or if there was a dialing mistake.

Operation

When you make an intercom call, but the called extension cannot be reached, and you wish to call another extension:

- ☞ Do not hang up
- ☞ Dial the second extension number

Conference

X-EO allows you to converse with three other people in one conversation. There may be any combination of inside extensions or outside lines. X-EO will support a maximum of two four-party conferences simultaneously.

Add-On

(up to 1 outside + 3 inside parties or 4 inside parties)

While speaking on an outside or intercom call:

- ☞ Press the Transfer button **TRAN**
- ☞ Wait for the dial tone
- ☞ Dial the desired extension number
- ☞ Wait for the party to answer
- ☞ Press the Add button **ADD**

After you hear a tone, all parties will be connected.
To add another extension, repeat the same procedure.

Multiline

(up to 3 outside + 1 inside parties)

While speaking on an outside call:

- ☞ Press the Hold button **HOLD/DND** to place the call on hold
- ☞ Make the second outside call
- ☞ Press the Add button **ADD** after the second party answers
- ☞ Press the 1st line that was placed on hold

Or

If your phone only has one outside line button:

- ☞ Press the Call Park button **PARK** to place the call on Call Park
- ☞ Make the second call
- ☞ Press the Add button **ADD** after the second party answers
- ☞ Press the flashing Call park button **PARK**

All three parties will be connected. To add the 3rd outside line, repeat the same procedure.

Trunk-to-Trunk

(up to 2 outside parties)

When you are speaking with two outside parties in a multiline conference call and wish to leave the conversation:

- ☞ Press the Hold button **HOLD/DND**
- ☞ Hang up

The two outside parties will still be in a conference.

To get back in the Multiline Conference:

- ☞ Lift the receiver
- ☞ Press one of the outside line buttons that are in the conference

Consultation Hold

Places an outside call on temporary hold before a transfer or conference is completed. The call will automatically return to you if the desired transfer extension does not answer or if you dialed incorrectly. If you have a display on your phone, the display will show Camp On RCL and the name of the person that the call was sent to.

Operation

While on an outside call:

- ☞ Press the Transfer button **TRAN** and you will hear the dial tone

Conversation Recording

The Conversation Recording feature allows an X-EO station user to record a station-to-station, outside line, or conference call to voice mail. This feature is available at any station that has been assigned a Conversation Recording **REC** key. **Note:** Your voice mail system must support this feature.

IMPORTANT NOTICE REGARDING THE CONVERSATION RECORDING FEATURE

In certain states it is illegal to intercept and/or record telephone calls.

In certain states and under certain circumstances it is illegal to intercept for the purposes of listening in and/or recording telephone calls. Because such activity is not illegal in all jurisdictions and may be permitted in training and/or monitoring of personnel, this telephone system can be programmed to permit interception and/or recording with or without warning to those on the line. Before utilizing the system for such purposes, you are advised to consult with an attorney familiar with laws of the jurisdiction in which you utilize such feature.

IWATSU AMERICA, INC., its distributors, and the manufacturers responsible for this feature make no representations with respect to the legality of its use and disclaim any liability for claims and/or damages arising from the use or misuse of this feature.

Operation

While on a call:

- ☞ Press **REC** To start voice recording:
- ☞ While recording press **REC** a second time or hang up to stop recording.

To playback a recorded conversation:

- ☞ The conversation is saved as a voice mail message. For playback instructions consult your voice mail program documentation.

Delayed Ringing

When an incoming outside line call is not answered within a pre-set time, a second group of stations start ringing and the ringing signal changes to an incoming alarm. A delayed ringing assignment can be programmed for each line. This assignment is the same for both Day and Night modes. If the line is programmed for attendant outside line intercept, the primary and delayed ringing stations will stop ringing when attendant intercept occurs.

Direct Outside Line Appearance

Digital Telephones may have Multipurpose buttons programmed as an outside line for incoming and outgoing calls.

Operation

- ☞ Lift the receiver
- ☞ Press the outside line button and you will hear the dial tone

Direct Station Selection/Busy Lamp Field

The Multipurpose buttons on the Digital Telephones may be programmed to allow one-touch intercom calling to preassigned extensions. These buttons will provide an indication if the extension programmed to that button is busy or not. If the extension is busy the light will be lit.

Operation

To place an extension call with one touch:

- ☞ Lift the receiver
- ☞ Wait for the dial tone
- ☞ Press the Direct Station Selection button **DSS** for the desired extension

Distinctive Ringing - Outside Line Calls

Each outside line can be assigned one of four available ringing tones. This feature applies only to Abrivo X-EO Key Telephones.

Distinctive Ringing - ICM/Outside Line

Intercom and outside line calls provide different ringing tones.

Do Not Disturb (DND)

Allows you to make your phone busy so you will not be interrupted by phone calls. However, the following type of calls may override Do Not Disturb: DSS Calls, Operator Calls, Secretarial Calls and Executive Override Calls.

Operation

To activate:

- ☞ Press the Hold button **HOLD/DND** and the lamp will be solid red

To cancel:

- ☞ Press the Hold button **HOLD/DND** and the lamp will be off

Exclusive Hold

Allows you to place an outside call on Hold that cannot be picked up by another extension.

Operation

To place a call on Exclusive Hold:

- ☞ Press the button representing the outside line which you were speaking on and the lamp will intermittently flash green

To retrieve a call from Exclusive Hold:

- ☞ Press the outside line button once again for that call and the lamp will flash green

The call may only be retrieved by the phone that placed it on Exclusive Hold.

Executive Override

Is the same as a Busy Override with the additional ability to override an extension in Do Not Disturb. This override may be either a voice announcement or tone signal.

Operation

When dialing an extension that is busy or in Do Not Disturb

- ☞ Do not hang up
- ☞ Press the Override button **OVER**
- ☞ Make a voice announcement or wait for a response to the tone signaling, your choice is dependent on system programming

Extension Number Display

Allows you to display your extension number if you have a display phone.

Operation

To display an extension:

- ☞ Press the Feature button **FEAT** then dial - -

Feature Button Display

Allows you to display what is programmed on your phone's feature buttons.

Operation

To display a feature button:

- ☞ Press the Feature button **FEAT** then dial , -
- ☞ Press the desired feature button

Flash

Allows you to receive dial tone on the same outside line without having to hang up. Flash may also be used to receive intercom dial tone to place another intercom call. Two different Flash settings may be programmed to allow for the use of Centrex or PBX features.

Operation

After you complete your call or if you make a dialing mistake:

- ☞ Press the Flash button **FLASH**
- ☞ Dial the new number

If you wish to use Centrex features:

- ☞ Press the Short Flash button **S FLASH**
- ☞ Dial new number or feature code

If your phone does not have buttons assigned for Flash or Short Flash:

- ☞ Press the Feature button **FEAT** then dial %% for Flash
- ☞ Press the Feature button **FEAT** then dial %& for Short Flash

Floating Outside Line Group Access

Allows for a number of outside lines to be assigned to one of 60 groups. These groups may be used for incoming calls, outgoing calls or both incoming and outgoing calls.

Operation

To access an outside line group:

- ☞ Lift the receiver
- ☞ Press the Float button **FLT** then dial the outside line group number %-%\$ for the desired group

Or

- ☞ Press the Float button **FLT** for the desired group if that group is assigned as a Float button on a Multipurpose button

Forced/Verified Account Code

Requires you to enter a 1-12 digit code to make outside calls. These codes may be either fixed or variable in length and each telephone may be programmed for one of the four following account code entry options.

- FORCED-TOLL: code entry required only for toll calls
- FORCED-ALL: code entry required for all calls
- VERIFIED-TOLL: valid code entry required only for toll calls
- VERIFIED-ALL: valid code entry required for all calls

A table of 10 phone numbers may be programmed to allow calling without account code entry. This option is very helpful because it allows important emergency numbers to be dialed by anyone. The verification table, for verified account code entry, shares memory with System Speed Dial and may contain 80 account codes. The Forced/Verified Account Code programming allows the option of having or not having the account displayed on the LCD of the phone and the SMDR printout.

Operation

- ☞ Lift the receiver
- ☞ Press an outside line button
- ☞ Wait for the dial tone
- ☞ Dial the desired phone number
- ☞ Dial †
- ☞ Wait for the account code entry tone
- ☞ Dial a code
- ☞ Dial † only if your code entry is variable in length

Group Monitoring

Allows you to let others listen to your conversation through the speaker of the phone while you converse with the receiver.

Operation

While speaking to your party with the receiver:

- ☞ Press the Speaker button **SPKR**

Group Park

By placing a call on Group Park all extensions with the appearance of that Group Park button will have a flashing indication and be able to pick up that call.

Operation

To place a call in Group Park:

- ☞ Press the Group Park button **G PARK** and the lamp will intermittently flash green on your phone and flash red on other phones

To retrieve a call in Group Park:

- ☞ Lift the receiver
- ☞ Wait for the dial tone
- ☞ Press the Group Park button **G PARK** and an outside line button will flash green

To retrieve a call from a phone that does not have your Group Park button:

- ☞ Lift the receiver
- ☞ Wait for the dial tone
- ☞ Dial your Group Park code

Hands-Free Answerback On Intercom

Allows you to answer an intercom call without lifting the receiver. The microphone may be turned off if desired.

Operation

To turn on Hands-Free Answerback:

- ☞ Press the Feature button **FEAT** then dial * %

Or

- ☞ Press the MIC OFF button **MIC OFF** if assigned as a button and the lamp will be off

To turn off Hands-Free Answerback:

- ☞ Press the Feature button **FEAT** then dial \$ * %

Or

- ☞ Press the Mic Off button **MIC OFF** if assigned as a button and the lamp will be solid red

Headset Button

Allows you to alternate between using the handset (receiver) and the headset.

Operation

For headset operation:

- ☞ Press the Headset button and the lamp will be solid red

For handset operation:

- ☞ Press the Headset button and the lamp will be off

Headset Control Key

The **Headset Control** key allows you to control a headset without using the **Connect** or **Release** key. This key is supported on the Digital Multiline Key Telephones although it requires a headset adaptor box to switch the audio between handset and headset. This key is a replacement for the **Headset Button**.

Operation

To begin a call:

- ☞ Press the **Headset Control** key while the phone is idle.

To answer a call:

- ☞ Press the **Headset Control** key when receiving a ringing or incoming call.

To end a call:

- ☞ Press the **Headset Control** key to disconnect when finished with the call.

To transfer a call using Screened Transfer:

- ☞ Press the **TRAN** key.
- ☞ Dial the telephone number.
- ☞ When the party answers, press the **Headset Control** key.
- ☞ To transfer a call using Unscreened Transfer:
- ☞ Press the **TRAN** key.
- ☞ Dial the telephone number.
- ☞ While waiting for the called party to answer, press the **Headset Control** key.

To place a call on hold:

- ☞ Press the **HOLD/DND** key. An ICM dial tone is heard.
- ☞ Dial another number or press the **Headset Control** key.

To retrieve a call from hold with Headset Control key idle:

- ☞ Press the **Headset Control** key, then press the line key on which the party is holding.

To receive a call from hold with Headset Control key active:

- ☞ Press the line key where the party is holding.

To retrieve a message:

- ☞ Press the **MBOX** key, then the **Headset Control** key.

To change from headset use to speakerphone use:

- ☞ Press the **SPKR** key, then press the **Headset Control** key.

To answer an ACD call:

- ☞ Press the **Headset Control** key. ACD calls do not produce an audible ring in the headset.

Headset Connection

Digital telephones may operate with a headset instead of the handset (receiver). Use of the headset requires the handset to remain in the cradle of the phone and the headset control button to be switched to the on position.

Operation

To make a call:

- ☞ Press the button representing the type of call you wish to place
- ☞ Wait for the dial tone
- ☞ Dial the desired number

To answer a call:

- ☞ Press the button representing the incoming call

To hang-up:

- ☞ Press the Release button **RLS**

To transfer a call:

- ☞ Press the Transfer button **TRAN**
- ☞ Dial the desired extension number

Or

- ☞ Press the button representing the desired extension if assigned as a Multipurpose button
- ☞ Press the Connect button **CNCT**

Hot Line

If your phone is programmed to have this feature every time you lift the receiver or press the Speaker button **SPKR** a call will be placed to a predetermined extension.

Operation

- ☞ Lift the receiver
- Or**
- ☞ Press the Speaker button **SPKR**

Howler Tone

If your receiver remains off the receiver button too long after no action is taken, X-EO will provide a tone to alert you of this condition.

Operation

- ☞ Replace the receiver on the receiver button

Last Number Redial

Allows you to automatically dial the last outside number called.

Operation

- ☞ Lift the receiver
- ☞ Wait for the dial tone
- ☞ Press the Speed Dial button **SPEED**
- ☞ Dial .

Master Hunt Groups

X-EO allows extensions to be programmed into Hunt Groups. Each Hunt Group is assigned an access code and when dialed the system searches for the first idle extension.

Operation

To call a Hunt Group:

- ☞ Lift the receiver
- ☞ Wait for the dial tone
- ☞ Dial Hunt Group access code

Or

- ☞ Press the Hunt Group button **HUNT** if assigned as a Multipurpose button

Memo Dial

Allows you to save a telephone number in memory while you are speaking on an outside line. The memory is shared with Save Number Redial.

Operation

While on a conversation:

- ☞ Press the Feature button **FEAT** then dial & &
- ☞ Dial the phone number
- ☞ Press the Feature button **FEAT**

Or

- ☞ Press the Memo button **MEMO** if assigned as a Multipurpose button
- ☞ Dial the phone number
- ☞ Press the Memo button **MEMO** if assigned as a Multipurpose button

You will hear a confirmation tone.

To make a Memo Dial call:

- ☞ Lift the receiver
- ☞ Wait for the dial tone
- ☞ Press an Outside Line button
- ☞ Press the Feature button **FEAT** then dial & &

Or

- ☞ Press the Memo button **MEMO** if assigned as a Multipurpose button

Message Waiting

Allows you to light a lamp at another extension to inform them that you wish to speak with them.

Operation

To leave a message:

When the extension you are calling is busy or does not answer:

- ☞ Do not hang up
- ☞ Press the Message button **MSG**
- ☞ Dial ,
- ☞ Wait for a confirmation tone
- ☞ Hang up

The Message button **MSG** lamp will be solid red at the called extension.

To answer messages:

When the Message button **MSG** lamp is lit at your extension:

- ☞ Lift the receiver
- ☞ Wait for the dial tone
- ☞ Press the Message button **MSG**
- ☞ Dial \cdot

The system will automatically call the extension which left the message. If you have a display phone the display will indicate the number of messages left. To view all messages before returning a call, press the Message button **MSG** until the desired extension number is displayed. Then dial \cdot to return the call. Messages left by another extension will be indicated by a solid red lamp on the Message button. Messages left by a voice mail machine will be indicated by a flashing red lamp on the Message button.

To display messages at your extension:

- ☞ Press the Message button **MSG**

The display shows the extension number(s) which left you a message and the number of messages left. If you have more than 1 message, press the Message button **MSG** again for the next message to be displayed.

To cancel message waiting:

If you want to cancel a message you left at an extension:

- ☞ Press the Speaker button **SPKR**
- ☞ Wait for the dial tone
- ☞ Press the Message button **MSG** then dial \dagger
- ☞ Dial the extension number of the message you wish to cancel
- ☞ Wait for a confirmation tone
- ☞ Press the Speaker button **SPKR**

If you want to cancel all messages left at your extension:

- ☞ Press Speaker button **SPKR**
- ☞ Wait for the dial tone
- ☞ Press the Message button
- ☞ Dial $\dagger \dagger$ and the lamp will be off
- ☞ Wait for a confirmation tone
- ☞ Press the Speaker button **SPKR**

Microphone Cut-Off

Allows you to disable the microphone in your phone for privacy.

Operation

To turn microphone on:

☞ Press the Feature button **FEAT** then dial * %

Or

☞ Press the **MIC OFF** button if assigned as a button and the lamp will be off

To turn MIC off:

☞ Press the Feature button **FEAT** then dial \$ * %

Or

☞ Press the **MIC OFF** button if assigned as a button and the lamp will be solid red

Off-Hook Outgoing Call

This programming option allows you to automatically dial an outside party by simply picking up the receiver. This feature makes use of the System Speed Dial feature.

Operation

☞ Lift the receiver

Or

☞ Press the Speaker button **SPKR** if your phone is equipped with a Speakerphone

Off-Hook Outside Line Answering

Allows you to answer an outside call without having to press the button representing the ringing line.

Operation

To answer a call:

☞ Lift the receiver

Or

☞ Press the Speaker button **SPKR** if your phone is equipped with a Speakerphone

Off-Hook Outside Line Queuing

Allows you to instruct X-EO that you wish to wait for an outside line when all outside lines are busy.

This feature is used only when outside lines are grouped to appear under one or several outside line buttons.

Operation

When you press an outside line button and do not hear the dial tone:

- ☞ Do not hang up
- ☞ Stay on the line until you hear the dial tone

On-Hook Dialing

Allows you to dial an extension or outside line without having to lift the receiver. The receiver must be picked up to converse if your phone is not equipped with a Speakerphone.

Operation

- ☞ Press the Speaker button **SPKR**
- ☞ Press the desired line button
- ☞ Wait for the dial tone
- ☞ Dial the number

Outside Line Call Restriction

The system can be programmed to restrict any phone from making outside line calls on specified outside line groups.

Outside Line Pick-Up Restriction

The system can be programmed to restrict stations from accessing incoming calls on specific outside lines. Three different levels of restriction are available. This does not affect the restricted stations ability to make outgoing calls on these lines.

Paging

X-EO provides three types of paging, All Call, Group Call, and Zone Page.

All Call

Allows you to make an announcement either through the speakers in the Digital Telephones and/or an External Paging System.

- ☞ Lift the receiver
- ☞ Wait for the dial tone
- ☞ Press the Page button **PAGE** and hold the button down and the lamp will flash red
- ☞ Wait for the Page tone
- ☞ Make an announcement
- ☞ Release the Page button **PAGE**
- ☞ Hang up

Group Call (Internal)

Allows you to page through the speaker in a group of phones. There may be 10 groups with a maximum of 16 extensions per group.

To page through a group of phones:

- ☞ Lift the receiver
- ☞ Wait for the dial tone
- ☞ Dial Group Call access code

Or

- ☞ Press the Group Call button **GROUP** if assigned as a Multipurpose button
- ☞ Wait for the Page tone
- ☞ Make an announcement
- ☞ Hang up

Zone (External)

Allows you to access individual groups of external paging speakers.

- ☞ Lift the receiver
- ☞ Wait for the dial tone
- ☞ Dial Zone Page access code

Or

- ☞ Press the Zone Page button **ZONE** if assigned as a Multipurpose button
- ☞ Wait for the Page tone
- ☞ Make an announcement
- ☞ Hang up

Meet-Me Page Answer

Allows you to answer a page from any phone that is in the same Meet-Me Page Answer group.

- ☞ Lift the receiver
- ☞ Wait for the dial tone
- ☞ Press the Feature button **FEAT** then dial ')

Or

- ☞ Press the Meet-Me Page Answer button **MEET-ME** if assigned as a Multipurpose button

Personal Ringing Tone

You may choose one of eight personal ringing tones to distinguish ringing at your station from others.

Operation

To play a ringing tone for your system extension:

- ☞ With your station idle press **FEAT** + * + † + %-,

To select a ringing tone for your system extension:

- ☞ With your station idle press **FEAT** + * + † + %-, + *

To restore default ringing tone at your system extension:

- ☞ With your station idle press **FEAT** + * + † + \$ + *

Preset Dial/Backspace Dialing

This programming option allows you to dial an intercom or an outside phone number and have the number appear on the display of your Digital Multiline Display Telephone before the call is placed. This procedure ensures that the correct number will be dialed.

Operation

To enter and display a number:

- ☞ Dial the desired number to be called and it will appear on the display
- ☞ Press **FEAT** to erase the digits entered one at a time starting from the right side of the display.

To make an intercom call:

- ☞ Lift the receiver and the call will be placed

To make an outside call:

- ☞ Press an outside line button
- ☞ Lift the receiver and the call will be placed

Prime Line Access

This programming option allows a system extension to immediately access a specific system extension, outside line, outside line group, hunt group, paging zone, or optimized routing upon going off hook.

Operation

- ☞ Lift the receiver

Or

- ☞ Press the Speaker button **SPKR** if your station is equipped with a Speakerphone

Privacy/Privacy Release

All conversations are private and no one may enter a conversation unless you release the privacy for that conversation.

Operation

To release Privacy:

☞ Press the Feature button **FEAT** then dial % (

Or

☞ Press the Privacy Release button **PRV RLS** if assigned as a Multipurpose button and the lamp will be solid red

You will hear a confirmation tone. To get back to a private conversation, repeat the procedure and the lamp will be off.

Private Line

This programming option allows a phone to have a dedicated outside line appear on one of its Multipurpose buttons. This line will have the following characteristics:

It will ring if the station is in Do Not Disturb

It will not be Call Forwarded

It cannot be accessed by other extensions

Operation

☞ None

Protected Station

This programming option provides you the ability to prevent any calls from overriding.

Operation

☞ None

Quick Mode Operation

This programming option enables you to access an outside line or your intercom extension by simply pressing the desired button. This activates the speaker and allows for immediate On-Hook Dialing. If your extension has a Speed Dial number assigned to a Multipurpose button, X-EO will automatically select a line and dial the number.

Operation

☞ Press the desired button for making a call

Remote Relay Control

Allows you to activate/control a remote device. Some examples would be a door opener or a monitor camera.

Operation

- ☞ Press the Remote Relay Control button **REMOTE**

Ring Muting

Allows you to turn the ringer, microphone, and speaker off at your phone. Ring Muting is recommended instead of Do Not Disturb when the Call Coverage feature is installed.

Operation

To turn the ringer off:

- ☞ Press the Silent button **SILENT** and the lamp for that button will be solid red

To turn the ringer on:

- ☞ Press the Silent button **SILENT** and the lamp for that button will be off

Save Number Redial

Allows you to save a number that you dialed when you receive either a busy signal or no answer. The memory for this feature is shared with Memo Dial.

Operation

While making a call:

- ☞ Press the Feature button **FEAT** then dial & %

Or

- ☞ Press the Save Number Redial button **SAVE** if assigned as a Multipurpose button

You will hear a confirmation tone.

To make a Save Number Redial call:

- ☞ Lift the receiver
- ☞ Wait for the dial tone
- ☞ Press the Feature button **FEAT** then dial & %

Or

- ☞ Press the Save Number Redial button **SAVE** if assigned as a Multipurpose button

Shift Call

Allows you to initiate a new intercom call without having to hang up if the called extension does not answer or if there was a dialing mistake. This differs from Clear Call by allowing you to dial the last digit of an extension number to reach the next extension.

Operation

When you make an intercom call, but the called extension cannot be reached, and you wish to reach the next extension number:

- ☞ Do not hang up
- ☞ Dial the last digit of the next desired extension number

Speed Dial

Allows you to have abbreviated outside number dialing.

System Speed Dial

Allows you to have access to frequently dialed outside numbers that are common to everyone in the office. The numbers may be 32 digits in length and may include the insertion of a pause. There are 90 available System Speed Dial Numbers (00-89).

Personal Speed Dial

Allows you to program up to 10 frequently dialed outside numbers for either one-touch or abbreviated dialing (90-99). The numbers may be 32 digits in length and may include the insertion of a pause.

Personal Speed Dial Registration

To register Personal Speed Dial numbers:

- ☞ Press the Feature button **FEAT**
- ☞ Press the Speed Dial button **SPEED**
- ☞ Dial the desired Personal Speed Dial Code - \$ -- -
- ☞ Dial the phone number
- ☞ Press the Feature button **FEAT** to end the operation

To register several Speed Dial numbers:

After entering a phone number:

- ☞ Press the Speed button **SPEED**
- ☞ Dial the next Speed Dial Code - \$ -- -
- ☞ Repeat the same procedure

To register a pause time:

When registering the telephone number, at the place where you want to insert a pause:

- ☞ Press the Hold button **HOLD/DND**
- ☞ Dial **1-9** for desired pause time in seconds

To register a Short Flash:

When registering the telephone number, at the place where you want to insert a Short Flash:

- ☞ Press the Flash button **FLASH**

To register an outside line group to be selected for Speed Dialing:

- ☞ Press the Feature button **FEAT**
- ☞ Press the Speed button **SPEED**
- ☞ Dial *****
- ☞ Dial the desired Personal Speed Dial Code - **\$ -- -**
- ☞ Dial the desired outside line group number **\$ %-%\$**
- ☞ Press the Feature button **FEAT** to end the operation

To register several outside line groups:

After entering an outside line group:

- ☞ Press the Speed button **SPEED**
- ☞ Dial *****
- ☞ Dial the next Speed Dial Code number - **\$ -- -**
- ☞ Repeat the same procedure

To register a directory name for a Speed Dial Number:

- ☞ Press the Feature button **FEAT**
- ☞ Press the Speed button **SPEED**
- ☞ Dial **†**
- ☞ Dial the desired Personal Speed Dial Code - **\$ -- -**
- ☞ Register the letters of the name using the dial pad
- ☞ Press the button until the desired letter is displayed
- ☞ Press the Hold button to enter that letter or number

The name may be 10 characters.

If you make a mistake, press the Hold button to back space to the desired position.

The numbers on the dial pad represent the following for name registration:

%-,.,(space),1	& A,B,C,2	' D,E,F,3
(G,H,I,4) J,K,L,5	* M,N,O,6
+ P,R,S,7	, T,U,V,8	- W,X,Y,9
† Alphanumeric	\$ Q,Z,0	ˆ Upper/lower case

☞ Press the Feature button **FEAT** to end the operation

To register several directory names:

After entering a name:

☞ Press the Speed button **SPEED**

☞ Dial †

☞ Dial the next Speed Dial Code number - \$ -- - .

☞ Repeat the same procedure

To Speed Dial a Number

To Speed Dial a registered number, perform one of the following operations:

Outside Line Pre-Select (you select the outside line):

☞ Lift the receiver

☞ Press the button for an outside line

☞ Wait for the dial tone

☞ Press the Speed button **SPEED**

☞ Dial Speed Dial Code

The system will automatically dial the registered number.

Quick Dial (the system selects the outside line):

☞ Lift the receiver

☞ Press the Speed button **SPEED**

☞ Dial Speed Dial Code

The system will automatically dial the registered number.

This operation will not work unless you register the outside line group number.

Speed Dial Display Scrolling:

If your phone is equipped with a display you may display the Speed Dial Numbers that are registered in both Personal and System Speed Dial. If a name is associated with this number it will also appear.

To display a number:

- ☞ Press the Speed Dial button **SPEED**
- ☞ Dial †
- ☞ Dial a Speed Dial code

To scroll up:

- ☞ Dial ,

To scroll down:

- ☞ Dial †

To dial displayed number:

- ☞ Press the Speed Dial button **SPEED**

Station Coaching

Station Coaching includes two actions: Monitoring and whisper paging (hereafter called 'whisper monitor'). A digital key telephone is able to whisper monitor a digital key telephone after invoking the Monitor feature. The Monitoring station can whisper monitor other stations while on an outside call or an intercom call and press the † key to speak to the monitored station without the calling station hearing.

Operation

To use the Station Coaching feature while monitoring an outside call or an intercom call:

- ☞ Press the † key

The monitoring station is now able to speak with the monitored station without the calling station hearing.)

To return to call monitoring while using the Station Coaching feature:

- ☞ Press the † key

(The monitoring station returns to a monitoring state and cannot speak to the monitored call.)

To barge-in while monitoring a station on an outside call or an intercom call:

- ☞ Press the **ADD** key

(The monitoring station is now part of the conversation.)

To barge-in while whisper monitoring a station on an outside call or an intercom call:

- ☞ Press the * key
- ☞ Press the **ADD** key.

(The monitoring station is now part of the conversation.)

Station External Ringer Connection

Allows for the connection of an external ringer through an Station Loud Ringer to provide loud ringing on incoming calls.

Operation

- ☞ None

Station Restriction Password

You may enter a personalized password to prevent anyone from using your phone when you are not present. The password must be programmed through system programming and may be six digits in length.

Operation

To restrict your phone:

- ☞ Press the Speaker button **SPKR**
- ☞ Wait for the dial tone
- ☞ Press the Feature button **FEAT** then dial ((

Or

- ☞ Press the Lock button **LOCK** if assigned as a Multipurpose button
- ☞ Dial the password
- ☞ Wait for a confirmation tone
- ☞ Press the Speaker button **SPKR**

To cancel restriction at your phone:

- ☞ Press the Speaker button **SPKR**
- ☞ Wait for the dial tone
- ☞ Press the Feature button **FEAT** then dial \$ ((

Or

- ☞ Press the Lock button **LOCK** if assigned as a Multipurpose button
- ☞ Dial the password
- ☞ Wait for a confirmation tone
- ☞ Press the Speaker button **SPKR**

Text Messaging

Allows you to send text messages to the display of another system extension.

System Text Messages

Allows you to have access to frequently used messages that are common to everyone in the office. The messages may be 16 characters in length. A maximum of 90 may be stored in system memory.

Station Text Messages

Allows you to program up to 10 frequently used messages for either one-touch or abbreviated access. The messages may be 16 characters in length.

Station Text Message Registration

To register Station Text Messages:

- ☞ Press the Feature button **FEAT**
- ☞ Press the Text Message multipurpose button **TXT MSG**
- ☞ Dial the desired Personal Text Message Code - \$ -- -
- ☞ Enter the desired message contents up to 16 characters in length. Use the following keys on your telephone for text message data entry:

Press	1	2	3	4	5	6	7	8	9	0	HOLD	#
1X	-	A	D	G	J	M	P	T	W	Q	write character	lower case
2X	.	B	E	H	K	N	R	U	X	Z	cancel character	upper case
3X	sp	C	F	I	L	O	S	V	Y	&		
4X	1	2	3	4	5	6	7	8	9	0		

- ☞ Press the Feature button **FEAT** to end the operation

To register several Text Messages:

After entering a text message:

- ☞ Press the Text Message multipurpose button **TXT MSG**
- ☞ Dial the next Personal Text Message Code - \$ -- -
- ☞ Repeat the same procedure as above

To Send a Text Message

To send a registered text message, perform one of the following operations:

Busy Bypass Text Message Operation

To select and send a busy bypass text message to another system extension:

- ☞ While calling a busy or idle extension
- ☞ Press **TXT MSG**
- ☞ Enter the desired text message number \$ \$ -- - , or press **TXT MSGn**.

To respond to a busy bypass text message while on a call:

- ☞ While on a call with a busy bypass text message on your display
- ☞ Press **TXT MSG + †**
- ☞ Enter the desired text message number \$ \$ -- - , or press **TXT MSGn**.
- ☞ Press **TXT MSG**

To delete a busy bypass text message from your display:

- ☞ While a text message is on your display
- ☞ Press **TXT MSG + , + †**

Manual Signaling Text Message Operation

To select and send a manual signaling text message to another system extension:

- ☞ Lift the receiver
- ☞ Press **TXT MSG**
- ☞ Enter the desired text message number \$ \$ -- - , or press **TXT MSGn**.
- ☞ Enter the desired extension number, or press **DSS** or **CCV**.

Group Text Message Operation

To select and send a text message to a text message group:

- ☞ Lift the receiver
- ☞ Press **TXT MSG**
- ☞ Enter the desired text message number \$ \$ -- - , or press **TXT MSGn**.
- ☞ Press the **MSGGPn** Text Message Group key.

Stored Text Message Operation

To select and send a stored text message to another system extension:

- ☞ While calling a busy or idle extension
- ☞ Press **TXT MSG**
- ☞ Enter the desired text message number \$ \$ -- - , or press **TXT MSGn**.
- ☞ Press *****

To display a stored text message:

- ☞ With you **TXT MSG** key red LED lit
- ☞ Press **TXT MSG + *** to display a stored text message

To respond to a stored text message by calling the originating extension:

- ☞ With you **TXT MSG** key red LED lit
- ☞ Press **TXT MSG + *** to display a stored text message
- ☞ Press ***** a second time to call the station that sent the text message.

Scrolling and Selecting Text Messages

To scroll through the available system text messages:

- ☞ Lift the receiver.
- ☞ Press [TXT MSG] + [*]
- ☞ Select a text message number \$ \$ -- -
- ☞ With a message displayed press ***** to scroll forward and **†** to scroll backward.

Time Reminder

Allows you to be reminded that it is a certain time. You are reminded by hearing tones that are generated from the phone's speaker. If your phone has a display the word Reminder will also appear. The time must be entered in military time.

Operation

To set the time:

- ☞ Press the Speaker button **SPKR**
- ☞ Wait for the dial tone
- ☞ Press the Feature button **FEAT** then dial (%

Or

- ☞ Press the Time Reminder button **TM REMD**
- ☞ Dial the time in military time **H H : M M**
- ☞ Wait for a confirmation tone
- ☞ Press the Speaker button **SPKR**

To cancel:

- ☞ Press the Speaker button **SPKR**
- ☞ Wait for the dial tone
- ☞ Press the Feature button **FEAT** then dial \$ (%

Or

- ☞ Press the Time Reminder button **TM REMD** then dial †
- ☞ Wait for a confirmation tone
- ☞ Press the Speaker button **SPKR**

Tone/Voice Calling

The calling mode for intercom calls may be switched between voice and tone signaling. X-EO may be programmed to allow either the calling party or the called party to have control of the signaling mode.

Operation

Calling party control:

- ☞ Dial intercom extension number
- ☞ Dial ,

Called party control:

- ☞ Press the Feature button **FEAT** then dial *)
- Or**
- ☞ Press the Tone button **V/T** if assigned as a Multipurpose button and the lamp will be solid red

Transfer Off Premise

Transfer Off-Premise allows any user to transfer a call to an outside party by using the TRAN key followed by a trunk group access code.

Operation

While speaking on an outside line call:

- ☞ Press **TRAN** and wait for transfer tone
- ☞ Press **FLT, CO** or dial a CO group access code
- ☞ Dial the external phone number.
- ☞ Wait for the external party to answer
- ☞ Hang up or press **CONNECT** to complete the transfer.
- ☞ If the external party does not answer press **TRAN** to retrieve the original call from hold

Transfer to Guest Mailbox

Transfer to Guest Mailbox allows access to mailboxes that are not associated with specific X-EO extensions.

Operation

To access a Guest Mailbox:

- ☞ Press **ICM** + either the **VOICE MAILBOX ACCESS** key or *mailbox access code*.
- ☞ Enter the mailbox number.
- ☞ Press **CONNECT** or go on-hook to connect

Unanswered Incoming Outside Line Warning Tone

After a programmable time, incoming calls will ring with a different tone to warn you that your call is now in the delayed ringing mode at another extension.

Operation

- ☞ None

Universal Night Answer

Allows you to answer calls that have been switched to ring at the Night Mode location.

- ☞ Lift the receiver
- ☞ Wait for the dial tone
- ☞ Press the Feature button **FEAT** then dial ' *'

Or

- ☞ Press the Universal Night Answer button **UNA** if assigned as a Multipurpose button

Voice Mail Message

X-EO comes equipped with Integrated-Voice VMI Voice Mail. For information on Integrated-Voice VMI and message management functions, please refer to Section 6 of this manual.

Voice Mail Monitor (Answering Machine Emulation)

Station users may monitor voice mail messages as they are recorded. During recording monitor, the station user may select to initiate a conversation with the caller. You may program your extension for Automatic Monitor or User Initiated Monitor. You may also activate or deactivate this feature from your extension.

Operation

To initiate Voice Mail Monitoring:

- ☞ After the call is answered by voice mail at an idle station:
- ☞ You will hear a Monitor Tone
- ☞ Press the Voice Mail Monitor button **VMMNT**
- ☞ The Voice Mail Monitor button **VMMNT** red LED will begin to flash
- ☞ When the Voice Mail Monitor button **VMMNT** green LED lights, you will hear the caller's message as it is recorded.

To cancel Voice Mail Monitoring:

- ☞ Hang up or press **SPKR**
- ☞ The Voice Mail Monitor button **VMMNT** red LED will begin to flash
- ☞ The voice mail message will be saved.

To begin a conversation with the caller during monitor (other programming required):

- ☞ While listening to the caller record a message
- ☞ Press the Voice Mail Monitor button **VMMNT**
- ☞ The Voice Mail Monitor button **VMMNT** green LED will turn off
- ☞ Begin speaking with the caller.
- ☞ The voice mail message will be deleted.

To Activate /Deactivate or change the voice mail monitor mode:

- ☞ While your station is idle press **SPKR**
- ☞ Press the Voice Mail Monitor button **VMMNT**
- ☞ Press % to deactivate/activate Voice Mail Monitoring
- ☞ Press & to set the mode as Manual
- ☞ Press ' to set the mode as Automatic.

Whisper Page

The Whisper Page feature allows X-EO station users to communicate with busy extensions. This feature is available from any X-EO digital key telephone, SLT, or Attendant station. When a busy station is called using the Whisper Page feature, the busy station will hear the voice announcement via the handset receiver. Neither the whisper page, nor the busy station's response is audible to the outside calling party.

Operation

To Whisper Page a busy station:

- ☞ After calling a busy station and receiving busy tone
- ☞ Press [*]

To communicate with a station that whisper paged your extension:

- ☞ After receiving a whisper page
- ☞ Press [*]
- ☞ You may now communicate with the station that sent you the whisper page. The other calling party cannot hear your conversation
- ☞ To resume speaking with the original caller, press [*] a second time.

To send a text message while being whisper paged:

- ☞ Press the **TEXT MSG** + the text message number

OR

- ☞ Press the preprogrammed **TEXT MSGn** key

For additional information on how to send text messages, please reference *Text Message* on page 83.

Whisper Page During Consultation Hold

You can now use Whisper Page during consultation hold. When a user tries to transfer a call to a busy station and thus temporarily places the call on consultation hold, the station can send a whisper page to the busy station. This feature allows the transferring party to announce a call to a busy station and then camp-on the call in one step.

Operation:

- ☞ Operation for shifting to whisper page state
After busy signal press [*]

- ☞ Whisper page toggle change
During whisper page press [*]

- ☞ To select and send a text message to the originating Whisper Page station
After you receive a whisper page:
 - Press the Text Message button [TEXT MSG] + *text message number (00 – 99)*
 - or*
 - Press the Preprogrammed Text Message button [TEXT MSGn]

- ☞ To scroll through the available system text messages
 1. Go off hook and press the Text Message button [TEXT MSG]
 2. Press [*]
 3. Enter a system text message number *00-89*
 4. When a message displays, press [#] to scroll forward and [*] to scroll backward

- ☞ To select and send a manual signaling text message to the originating Whisper Page station
 1. After you receive a whisper page
 - Press the Text Message button [TEXT MSG] + text message number (00 – 99)
or
 - Press the Preprogrammed Text Message button [TEXT MSGn]
 2. Dial an extension number or press a DSS key or Call Coverage key
- ☞ To delete a text message from your display
 1. Press the Text Message button [TEXT MSG] when a text message displays
 2. Press [#]
 3. Press [*]
- ☞ To send a Whisper Page during consultation hold
 1. Press [*] and announce the call
 2. If the busy station wishes to take the call, hang up to camp-on the call

Section 4 - Attendant Position Features



Attendant Position - Basic Features

Receiving an Incoming Call

There are two ways you may answer incoming calls; either with the receiver in the cradle or with the receiver not in the cradle.

Operation

To answer calls with the receiver in the cradle:

When your phone rings and the outside line button(s) flash red:

- ☞ Lift the receiver and you will be connected to the outside caller
- ☞ The outside line button will flash green.

Transferring a Call to Another Extension

There are two ways you may transfer calls; either using the Transfer button or using the Direct Station Selection Unit.

Operation

Using the Transfer button:

- ☞ Press the Transfer button **TRAN** and the lamp will flash red
- ☞ Wait for the dial tone
- ☞ Dial the desired extension number
- ☞ Announce the call
- ☞ Hang up

Transferring a Second Call to an Extension

Operation

When transferring a call to a busy extension:

- ☞ Hang up

The extension user will hear a beep (camp-on) tone to inform them of the second call. If the extension user does not respond to the beep tone the call will return to the Attendant Position.

Receiving an Intercom Call

Internal or intercom calls will flash the lamp on the Operator button **OPER** at the Attendant Position.

Operation

To answer intercom calls with the receiver in the cradle:

- ☞ Lift the receiver

Putting a Call on Hold

Operation

To put a call on Hold:

- ☞ Press the Hold button **HOLD/DND** and the lamp will intermittently flash green on the outside line button

Picking Up a Call on Hold

Operation

To retrieve a call on Hold:

- ☞ Press the green intermittently flashing button representing the call that you wish to speak with

Putting a Call on Call Park

When you cannot locate an extension user you may page the desired individual. This feature allows the outside call to be automatically placed on Call Park when the Page button is depressed. The display on the DSS will show which park number the call has been placed on to allow the attendant to announce where the call is parked.

Operation

When speaking to an outside party:

- ☞ Press and hold the Page button **PAGE** and the lamp will flash red
- ☞ Make an announcement stating which park number the call is on
- ☞ Release the page button **PAGE** to disconnect the paging circuit

Answering a Call that Returns to the Attendant Position

Calls that were transferred and not answered, on Hold or Call Park too long will ring at the attendant position.

Operation

To answer a call that returns to the Attendant Position:

- ☞ Lift the receiver

Making an Outgoing Call

Operation

- ☞ Lift the receiver
- ☞ Press the desired outside line and the lamp will flash green
- ☞ Wait for the dial tone
- ☞ Dial the desired phone number

Making an Intercom Call

Operation

- ☞ Lift the receiver
- ☞ Wait for the dial tone
- ☞ Dial the desired extension number

Or

- ☞ Press the designated button for the desired extension number on the Direct Station Selection Unit

Making an E-Response Help Call

The E-Response Help Call feature allows specific system extensions to simultaneously call a group of extensions and access a system paging port upon dialing a specific ICM Group access number or, if the station remains off-hook without dialing for a programmable period of time. When the E-Response help call is placed, the key telephone displays of the called extensions in the E-Response ICM Group will display a programmed message and the calling party's extension number and station ID.

Operation

- ☞ Dial the E-Response Group access number when you hear the Intercom Dial Tone.

Making a Page Announcement

Operation

- ☞ Lift the receiver
- ☞ Press and hold the Page button **PAGE** and the lamp will flash red
- ☞ Wait for the Page tone
- ☞ Make an announcement
- ☞ Release the Page button **PAGE** to disconnect the paging circuit

Attendant Position - Advanced Features

911 Call Indication

When a system extension dials 911, the extension number of the station calling 911 will be displayed on the LCD of the attendant station. If E911 Routing is not successful, a “FAIL” indication will be displayed on the LCD. The alarm tone will sound at the attendant position when LCD indication is made. In order to clear the display, the Attendant must press a 911 Display Clear Key programmed on the extension.

Caller ID, ANI, DNIS Storage - Delete All

Allows you to delete all stored call records from system memory.

Operation

- ☞ Press the Speaker button **SPKR**
- ☞ Press the Call Storage Delete button **UAD**
- ☞ Enter your station password
- ☞ Wait for confirmation tone
- ☞ Press the Speaker button **SPKR**

Alarm Clear

Allows you to clear alarm indication(s).

Operation

- ☞ Press the Speaker button **SPKR**
- ☞ Wait for the dial tone
- ☞ Press the Feature button **FEAT**
- ☞ Dial **6 +**
- ☞ Press the Speaker button **SPKR**

Attendant Automatic Hold

Allows you to place your current conversation on Hold automatically by pressing a button representing a new call to be answered.

Operation

- To place a call on Hold without using the Hold button **HOLD/DND**:
- ☞ Press the button representing the new call

Attendant Override

Allows you to notify an extension user that is in Do Not Disturb that you wish to speak with them. The extension user is notified by tones through the speaker of a Digital Telephone and the ringing of a Single Line Telephone.

Operation

When calling an extension that is in Do Not Disturb:

- ☞ Do not hang up
- ☞ Press the Override button **OVER**
- ☞ Wait for a reply

Automatic Answer Mode

Allows you to direct outside calls to be answered by a prerecorded message. There are two answering modes for this feature. For example, this feature can be used to inform outside callers that the office is closed for the day. This feature requires the use of the Message Card. A programming option may be enabled to allow X-EO to automatically switch to the Automatic Answer Mode at a certain time. You must manually switch the system to the normal mode.

Operation

To turn Automatic Answer Mode on:

- ☞ Press the Automatic Answer Mode button **AUTO** and the lamp for that button will be flashing red for Mode 1 (Day Mode)
- ☞ Press the Automatic Answer Mode button **AUTO** a second time and the lamp for that button will be solid red for Mode 2 (Night Mode)

To turn Automatic Answer Mode off:

- ☞ Press the Automatic Answer Mode button **AUTO** until the lamp for that button is off

Clock Set/Adjustment

Allows you to change the time for the system clock.

Operation

To change the time:

- ☞ Press the Speaker button **SPKR**
- ☞ Wait for the dial tone
- ☞ Press the Feature button **FEAT** then dial * (
- ☞ Dial the time in military time **H H : M M**
- ☞ Wait for a confirmation tone
- ☞ Press the Speaker button **SPKR**

To adjust seconds to zero:

- ☞ Press the Speaker button **SPKR**
- ☞ Wait for the dial tone
- ☞ Press the Feature button **FEAT** then dial * (
- ☞ Dial † to adjust seconds to zero
- ☞ Dial † again to start the clock with zero seconds
- ☞ Wait for a confirmation tone
- ☞ Press the Speaker button **SPKR**

If the seconds shown on the DSS are less than 30, the minute's digit will remain the same. If the seconds shown on the DSS are greater than 30, the minute's digit will advance one digit.

Direct Station Selection

Allows you to have one-touch access to call extensions.

Operation

When you wish to call an extension:

- ☞ Lift the receiver
- ☞ Wait for the dial tone
- ☞ Press the Direct Station Selection button for the desired extension

Incoming Call Termination

Outside lines may be programmed to appear individually on Multi-purpose buttons or they may be grouped together to appear on one or several Multi-purpose buttons.

Operation

☞ None

Flexible Call Forward (Internal/ External)

Use the new Flexible Call Forward feature to forward calls to an internal destination or external line using Personal Speed Dial numbers 90-99. The user can set separate call forward destinations for Intercom Incoming and Outside Line Incoming calls. With this feature, you may set all Intercom calls to forward to your cell phone and set all outside calls to forward to your voice mail. The Flexible Call Forward feature also incorporates Follow Me capabilities. Follow Me lets you receive your calls internally at any station you choose.

Operation

☞ **Set Forward Destination**

1. Lift the handset or press **[SPKR]**
2. Press **[FWD]**.
3. Enter the Call Type you wish to forward
 - 1 = All calls (Outside Line/Intercom)
 - 2 = Outside Line calls only
 - 3 = Intercom calls only
4. Enter the Flexible Call Forward Mode
 - 1 = All calls to another extension or hunt group
 - 2 = Busy/No Answer calls to another extension or hunt group
 - 3 = No Answer calls to another extension or hunt group
 - 4 = All calls forward to an external number using Personal Speed Dial Codes 90-99
5. Complete one of the following steps:
 - If you chose Mode 1, 2, or 3, enter the extension or hunt group number
 - If you chose Mode 4, enter the Personal Speed Dial Code

Note: When the setting is valid, you hear a confirmation tone. When it is invalid, you hear a warning tone.

 **Forward Cancel**

1. Lift the handset or press **SPKR**
2. Press **FWD**
3. Press †
4. Enter the Call Type number you wish to cancel
 - 1 = Cancel Forwarding of All calls (Outside Line/Intercom)
 - 2 = Cancel Forwarding of Outside Line calls only
 - 3 = Cancel Forwarding of Intercom calls only

 **Set Active/Inactive**

1. Press **FWD**
2. Enter the Call Type you wish to forward
 - 1 = All calls (Outside Line/Intercom)
 - 2 = Outside Line calls only
 - 3 = Intercom calls only

 **Set Follow Me Destination**

1. Lift the handset or press **SPKR**
2. Press **FWD + FWD**
3. Enter the Call Type you wish to forward
 - 1 = All calls (Outside Line/Intercom)
 - 2 = Outside Line calls only
 - 3 = Intercom calls only
4. Enter the extension number of the originating forwarding station.

Night Mode

Allows you to change the ringing termination point for outside lines. This alternate point might be a loud bell, a phone or a group of phones. A programming option may be enabled to allow X-EO to automatically switch to the Night Mode at a certain time; however, you must manually switch the system back to the normal mode.

Operation

To place the system in Night Mode operation:

- ☞ Press the Speaker button **SPKR**
- ☞ Wait for the dial tone
- ☞ Press the Night Mode button **NIGHT** and the lamp for that button will be solid red
- ☞ Wait for a confirmation tone
- ☞ Press the Speaker button **SPKR**

To disable Night Mode operation:

- ☞ Press the Speaker button **SPKR**
- ☞ Wait for the dial tone
- ☞ Press the Night Mode button **NIGHT** and the lamp for that button will be off
- ☞ Wait for a confirmation tone
- ☞ Press the Speaker button **SPKR**

Operator Priority

The system operator has the ability to override any ringing or voice announce intercom call or paging call. This occurs when calls are made simultaneously, or another party other than the operator makes the call first.

Overflow Transfer

Allows you to limit the number of calls waiting to be answered at the Attendant Position. Once the maximum number of calls is reached, all additional calls will automatically forward to another location.

Operation

To register the Overflow Transfer position:

- ☞ Press the Speaker button **SPKR**
- ☞ Wait for the dial tone
- ☞ Press the Feature button **FEAT**
- ☞ Press the Override button **OVER**
- ☞ Dial the extension number
- ☞ Wait for a confirmation tone
- ☞ Press the Speaker button **SPKR**

To set the maximum number of calls:

- ☞ Press the Speaker button **SPKR**
- ☞ Wait for the dial tone
- ☞ Press the Feature button **FEAT**
- ☞ Press the Override button **OVER**
- ☞ Dial .
- ☞ Dial the number of calls you wish to have waiting with two digits
- ☞ Wait for a confirmation tone
- ☞ Press the Speaker button **SPKR**

System Speed Dial Registration

You have the ability to register (program) the 90 System Speed Dial numbers. The numbers may be 32 digits in length and may include the insertion of a pause.

Operation

Follow the same procedure as Station Speed Dial for the Digital Multi-line Telephone. To register the system numbers dial the System Speed Dial codes ranging from \$ \$ -, - to represent the outside phone numbers.

System Text Message Registration

If your telephone or DSS is programmed with a Text Message button, you have the ability to register (program) the 90 System Text Messages. The messages may be 16 characters in length.

Operation

- ☞ Press the Feature button **FEAT**
- ☞ Press the Text Message button **TXT MSG**
- ☞ Dial the desired System Text Message Code \$ \$ -, - .
- ☞ Enter the desired message contents up to 16 characters in length. Use the following keys on your telephone for text message data entry:

Press	1	2	3	4	5	6	7	8	9	0	HOLD	#
1X	-	A	D	G	J	M	P	T	W	Q	write character	lower case
2X	.	B	E	H	K	N	R	U	X	Z	cancel character	upper case
3X	sp	C	F	I	L	O	S	V	Y	&		
4X	1	2	3	4	5	6	7	8	9	0		

- ☞ Press the Feature button **FEAT** to end the operation

To register several Text Messages:

After entering a text message:

- ☞ Press the Text Message button **TXT MSG**
- ☞ Dial the next System Text Message Code \$ \$ -, - .
- ☞ Repeat the same procedure as above

**Section 5 -
Single-Line Telephone
User's Guide**



Single-Line Telephone - Basic Features

Note: The Feature Access Codes listed in the section are the default settings. Actual operation depends on the programming in your X-EO system database.

Making an Outgoing Call

- ☞ Lift the receiver
- ☞ Dial the access code for an outside line (assigned by the system installer)
- ☞ Wait for the dial tone
- ☞ Dial the desired phone number

If you make a dialing mistake, hang up and try again.

Receiving an Incoming Call

Operation

When your phone rings:

- ☞ Lift the receiver and you will be connected to the call

Making an Intercom Call

Operation

- ☞ Lift the receiver
- ☞ Wait for the dial tone
- ☞ Dial the desired extension number

Receiving an Intercom Call

Operation

When your phone rings:

- ☞ Lift the receiver and you will be connected to the call

Making an E-Response Help Call

The E-Response Help Call feature allows specific system extensions to simultaneously call a group of extensions and access a system paging port upon dialing a specific ICM Group access number or, if the station remains off-hook without dialing for a programmable period of time. When the E-Response help call is placed, the key telephone displays of the called extensions in the E-Response ICM Group will display a programmed message and the calling party's extension number and station ID.

Operation

- ☞ Lift the receiver and remain off hook on intercom for a specific time period programmed in the system.

Or

- ☞ Lift the receiver to make an intercom call. Begin dialing. Between digits stop dialing for more than 10 seconds.

Note: If a user dials a valid trunk access or optimized routing access code, this feature will not activate.

Or

- ☞ Dial the E-Response Group access number when you hear the Intercom Dial Tone.

Transferring a Call to Another Extension

Operation

When speaking on an outside line:

- ☞ Press and release the receiver button quickly
- ☞ Wait for the dial tone
- ☞ Dial the desired extension number
- ☞ Hang up or announce the call, then hang up

If the call is not answered it will return to your phone.

Putting a Call on Hold

Operation

When speaking on an outside line:

- ☞ Press and release the receiver button quickly
- ☞ Dial the Exclusive Hold code) \$,
- ☞ Hang up

A call placed on Hold may only be picked up by the extension that placed the call on Hold.

Picking Up a Call on Hold

Operation

- ☞ Lift the receiver
- ☞ Dial the Exclusive Hold code) \$, and you will be connected to the call

Putting a Call on Call Park

Call Park is similar to Hold but allows others to retrieve a call from another extension.

Operation

When speaking on an outside line:

- ☞ Press and release the receiver button quickly
- ☞ Wait for the dial tone
- ☞ Dial the Call Park code) %&
- ☞ Wait for a confirmation tone
- ☞ Hang up

To pick up a call on Call Park at your extension:

- ☞ Lift the receiver
- ☞ Dial the Call Park code) %& and you will be connected to the call

To Park a call at another extension:

- ☞ While on a call
- ☞ Dial the Transfer to Call Park code ! ! !
- ☞ Dial the extension number of the extension where you want to park the call.
- ☞ Hang up the receiver

To pick up a call on Call Park from another extension:

- ☞ Lift the receiver
- ☞ Dial the Call Park Pick-Up code) %'
- ☞ Dial the extension number of the extension that placed the call on Call Park

To pick up a call on Call Park at the attendant position:

- ☞ Lift the receiver
- ☞ Dial the number announced by the attendant

Handling a Second Call

Operation

While on an outside or intercom call, if you receive a second call and do not want to hang up on the first call:

- ☞ Place the first call on Hold or Call Park
- ☞ Hang up or press the receiver button
- ☞ Answer the second call

To return to the first call:

- ☞ Dial the Hold or Call Park code

Single-Line Telephones - Advanced Features

Account Code

When speaking on an outside line:

- ☞ Press and release the receiver button quickly
- ☞ Dial the Account code) (+
- ☞ Dial the desired account code
- ☞ Dial †
- ☞ Press and release the receiver button quickly

Busy Intercom Callback

Operation

When you make an intercom call and the extension is busy:

- ☞ Do not hang up
- ☞ Press and release the receiver button quickly
- ☞ Wait for the dial tone
- ☞ Dial the Busy Intercom Callback code) % ,
- ☞ Wait for a confirmation tone
- ☞ Hang up

To cancel:

- ☞ Lift the receiver
- ☞ Wait for the dial tone
- ☞ Dial the Cancel code) \$ %
- ☞ Dial the Busy Intercom Callback code) % ,
- ☞ Wait for a confirmation tone
- ☞ Hang up

Busy Number Callback

Operation

When you dial an outside number and there is no answer or a busy signal:

- ☞ Do not hang up
- ☞ Press and release the receiver button quickly
- ☞ Wait for the dial tone
- ☞ Dial the Busy Number Callback code) \$ +
- ☞ Wait for a confirmation tone
- ☞ Hang up and X-EO will call you back periodically to try calling again

To change the callback interval:

- ☞ Dial the desired interval time in minutes \$ -- before you hang up

When your phone rings:

- ☞ Lift the receiver

The number will automatically be dialed

To cancel:

- ☞ Lift the receiver
- ☞ Wait for the dial tone
- ☞ Dial the Cancel code) \$ %
- ☞ Wait for a confirmation tone
- ☞ Hang up

Busy Outside Line Queuing

Operation

When attempting to make an outside call and all lines are busy:

- ☞ Do not hang up
- ☞ Press and release the receiver button quickly
- ☞ Wait for the dial tone
- ☞ Dial the Busy Outside Line Queue code) \$ *
- ☞ Wait for a confirmation tone
- ☞ Hang up

X-EO will call you back when an outside line becomes free. If you previously dialed the outside number, that number will automatically be dialed when the receiver is picked up.

To cancel:

- ☞ Lift the receiver
- ☞ Wait for the dial tone
- ☞ Dial the Cancel code) \$ %
- ☞ Dial the Busy Outside Line code) \$ *
- ☞ Wait for a confirmation tone
- ☞ Hang up

Call Forwarding

To use this feature you must first program your phone to the desired extension where you want your calls to be sent.

To set the forwarding extension:

- ☞ Lift the receiver
- ☞ Wait for the dial tone
- ☞ Dial the Call Forward Code) & &
- ☞ Dial the extension number where you want your calls sent
- ☞ Wait for a confirmation tone
- ☞ Hang up

Your phone will be set in the All Calls Forward mode (or the last mode set).

To change the forwarding condition:

All Calls

Forward all calls to another extension automatically.

- ☞ Lift the receiver
- ☞ Wait for the dial tone
- ☞ Dial the Call Forward Mode Change code) & %
- ☞ Dial %
- ☞ Wait for a confirmation tone
- ☞ Hang up

Busy/No Answer

Forward all calls when you are busy on another call or do not answer a call.

- ☞ Lift the receiver
- ☞ Wait for the dial tone
- ☞ Wait for Call Forward Mode Change code) & %
- ☞ Dial &
- ☞ Wait for a confirmation tone
- ☞ Hang up

No Answer

Forward calls only when the extension does not answer within a certain time period.

- ☞ Lift the receiver
- ☞ Wait for the dial tone
- ☞ Wait for Call Forward Mode Change code) & %
- ☞ Dial '
- ☞ Wait for a confirmation tone
- ☞ Hang up

Follow Me

When you move to a different extension, you may change the forwarding destination from the extension originally set to the extension which you are now using.

- ☞ Lift the receiver
- ☞ Wait for the dial tone
- ☞ Dial the Call Forward Follow Me code) & \$
- ☞ Dial your extension number
- ☞ Wait for a confirmation tone
- ☞ Hang up

To cancel:

- ☞ Lift the receiver
- ☞ Wait for the dial tone
- ☞ Dial the Cancel code) \$ %
- ☞ Dial the Call Forward code) & & and your phone will return to normal operation
- ☞ Hang up

Remote Call Forward

You may program your telephone to forward calls to a remote number.

To set destination:

- ☞ Lift the receiver
- ☞ Wait for the dial tone
- ☞ Dial the External Call Forward code ' !!!
- ☞ Dial a personal speed dial number - \$ -- -
- ☞ Wait for a confirmation tone
- ☞ Hang up

To set mode:

- ☞ Lift the receiver
- ☞ Wait for the dial tone
- ☞ Dial the Call Forward Mode Change code) & %
- ☞ Dial (to forward all calls
- ☞ Dial) to forward outside calls only
- ☞ Dial * to forward internal calls only
- ☞ Wait for a confirmation tone
- ☞ Hang up

Call Park/Swap

When you have a call on Call Park and are involved in a second conversation and wish to alternate between conversations:

- ☞ Press and release the receiver button quickly
- ☞ Dial the Call Park code) %& and you will be connected to the call that was on Call Park and the second call will be placed on Call Park

You may continue to alternate between conversations by repeating the above procedure.

Call Pick-Up

There are three types of Call Pick-Up: Direct Call Pick-Up, Internal Group Call Pick-Up, and External Group Call Pick-Up.

Direct Call Pick-Up

Allows you to answer a call ringing at any extension in the office.

- ☞ Lift the receiver
- ☞ Wait for the dial tone
- ☞ Dial the Direct Call Pick-Up code) %%
- ☞ Dial the extension number of the ringing phone

Internal Group Call Pick-Up

Allows extensions to be grouped together. This eliminates the need to dial the ringing extension number to answer the call.

- ☞ Lift the receiver
- ☞ Wait for the dial tone
- ☞ Dial the Internal Group Call Pick-Up code) \$ -

External Group Call Pick-Up

Allows you to answer a call ringing in a Group Call Pick-Up group that they are not part of.

- ☞ Lift the receiver
- ☞ Wait for the dial tone
- ☞ Dial the External Group Call Pick-Up code) % \$
- ☞ Dial the External Group external group number

Camp-On

When you want to transfer a call to an extension that is busy:

- ☞ Do not hang up
- ☞ Press and release the receiver button quickly
- ☞ Wait for the dial tone
- ☞ Dial the desired extension number
- ☞ Hang up

To answer a Camp-On call:

- ☞ Hang up on the first call
- ☞ Answer the second call

Or

- ☞ Place the first call on Hold or Call Park
- ☞ Hang up or press the receiver button
- ☞ Answer the second call

Clear Call

When you make an intercom call, but the called extension cannot be reached, and you wish to call another extension:

- ☞ Do not hang up
- ☞ Dial the second extension number

Conference

Add-On

(up to 1 outside & 3 inside parties or 4 inside parties)

While speaking on an outside or intercom call:

- ☞ Press and release the receiver button quickly
- ☞ Dial the extension number of the party you wish to add
- ☞ When the party answers, press and release the receiver button quickly

After you hear a tone, all parties will be connected.
To add another extension, repeat the same procedure.

Multi-Line

(Up to 3 outside & 1 inside parties)

While speaking on an outside call:

- ☞ Press and release the receiver button quickly

- ☞ Dial the Exclusive Hold code) \$,
- ☞ Press and release the receiver button quickly
- ☞ Dial the second outside party
- ☞ Wait for the second party to answer
- ☞ Press and release the receiver button
- ☞ Dial the Conference Code) % * and all parties will be connected

To add the 3rd outside line, repeat the same procedure.

Trunk-To-Trunk

(Up to 2 outside parties)

When you are speaking with two outside parties in a Multi-line Conference call and wish to leave the conversation:

- ☞ Press and release the receiver button quickly
- ☞ Dial the Conference code) % *
- ☞ Hang up

To get back in the Multi-line Conference:

- ☞ Lift the receiver
- ☞ Wait for the dial tone
- ☞ Dial the Exclusive Hold code) \$, and you will be connected to the original conference call

Consultation Hold

Operation

- ☞ While on an outside call, press and release the receiver button quickly

Do Not Disturb

Operation

To turn on:

- ☞ Lift the receiver
- ☞ Wait for the dial tone
- ☞ Dial the Do Not Disturb code) & '
- ☞ Wait for a confirmation tone
- ☞ Hang up

To turn off:

- ☞ Lift the receiver
- ☞ Wait for the dial tone
- ☞ Dial the Cancel code) \$ %
- ☞ Dial the Do Not Disturb code) & '
- ☞ Wait for a confirmation tone
- ☞ Hang up

Flash

Operation

For Long Flash:

- ☞ Press and release the receiver button quickly
- ☞ Dial the Long Flash code) %(
- ☞ Dial new number

For Short Flash (*Centrex or PBX use*):

- ☞ Press and release the receiver button quickly
- ☞ Dial the Short Flash code) %)
- ☞ Dial new number or feature code

Floating Outside Line Group Access

Operation

- ☞ Lift the receiver
- ☞ Wait for the dial tone
- ☞ Dial the outside line group number \$ %-* \$ or \$ \$ ' for the desired group

Flexible Call Forward

Operation

☞ Set Forward Destination

1. Lift the handset
2. Enter the Call Forward Activation Code
3. Enter the Call Type you wish to forward
 - 1 = All calls (Outside Line/Intercom)
 - 2 = Outside Line calls only
 - 3 = Intercom calls only
4. Enter the Flexible Call Forward Mode
 - 1 = All calls to another extension or hunt group
 - 2 = Busy/No Answer calls to another extension or hunt group
 - 3 = No Answer calls to another extension or hunt group
 - 4 = All calls forward to an external number using Personal Speed Dial Codes 90-99
5. Complete one of the following steps based on your previous selection:
 - If you chose Mode 1, 2, or 3, enter the extension or hunt group number
 - If you chose Mode 4, enter the Personal Speed Dial Code

☞ Set Forward Cancel

1. Lift the handset
2. Enter the Call Forward Cancel Code
3. Enter the Call Type number you wish to cancel
 - 1 = Cancel Forwarding of All calls (Outside Line/Intercom)
 - 2 = Cancel Forwarding of Outside Line calls only
 - 3 = Cancel Forwarding of Intercom calls only

☞ Set Follow Me Destination

1. Lift the handset
2. Enter the Call Forward Destination
3. Enter the Call Type you wish to forward.
 - 1 = All calls (Outside Line/Intercom)
 - 2 = Outside Line calls only
 - 3 = Intercom calls only
4. Enter the extension number of the originating forwarding station

Forced/Verified Account Code

Operation

- ☞ Lift the receiver
- ☞ Dial the access code for an outside line (assigned by the system installer)
- ☞ Wait for the dial tone
- ☞ Dial the desired phone number
- ☞ Dial †
- ☞ Wait for the account code entry tone
- ☞ Dial a code
- ☞ Dial † only if your code entry is variable in length

Group Park

Operation

To place a call in Group Park:

- ☞ Press and release the receiver button quickly
- ☞ Wait for the dial tone
- ☞ Dial the Group Park code
- ☞ Hang up

To retrieve a call in Group Park:

- ☞ Lift the receiver
- ☞ Wait for the dial tone
- ☞ Dial the Group Park code

Hot Line

Operation

If your telephone is programmed for use as a Hot Line:

- ☞ Lift the receiver, and you will automatically call the preprogrammed extension

Howler Tone

Operation

- ☞ Replace the receiver on the receiver button

Last Number Redial

Operation

- ☞ Lift the receiver
- ☞ Wait for the dial tone
- ☞ Dial \hookrightarrow and X-EO will dial the last outside number dialed

Or

- ☞ Dial the Last Number Redial code) \$) if you have a Rotary Dial Telephone

Master Hunt Groups

Operation

To call a Hunt Group:

- ☞ Lift the receiver
- ☞ Wait for the dial tone
- ☞ Dial the Hunt Group access code

Message Waiting

Operation

To leave a message:

When the extension you are calling is busy or does not answer:

- ☞ Do not hang up
- ☞ Press and release the receiver button quickly
- ☞ Wait for the dial tone
- ☞ Dial the Message code) %-
- ☞ Wait for a confirmation tone
- ☞ Hang up

To cancel a message:

If you want to cancel a message you left at another extension:

- ☞ Lift the receiver
- ☞ Wait for the dial tone
- ☞ Dial the Cancel code) \$ %
- ☞ Dial the Message code) %-
- ☞ Dial the extension number
- ☞ Wait for a confirmation tone
- ☞ Hang up

To answer messages:

When the message lamp on your phone is flashing:

- ☞ Lift the receiver
- ☞ Wait for the dial tone
- ☞ Dial the Message code) %- and X-EO will automatically call the extension that left the message

Off-Hook Outgoing Call

Operation

- ☞ Lift the receiver and X-EO will automatically dial the outside number

Off-Hook Outside Line Queuing

Operation

To wait for an outside line:

- ☞ Stay on the line until you hear the dial tone

Paging

All Call

Allows you to make an announcement either through the speakers in the Digital Telephones or an External Paging System.

- ☞ Lift the receiver
- ☞ Wait for the dial tone
- ☞ Dial the All Call code (assigned by the system installer)
- ☞ Wait for the Page tone
- ☞ Make an announcement
- ☞ Hang up

Group Call (Internal)

Allows you to page through the speaker in a group of phones.

- ☞ Lift the receiver
- ☞ Wait for the dial tone
- ☞ Dial the Group Call code (assigned by the system installer)
- ☞ Wait for the Page tone
- ☞ Make an announcement
- ☞ Hang up

Zone Page (External)

Allows you to access individual groups of external speakers.

- ☞ Lift the receiver
- ☞ Wait for the dial tone
- ☞ Dial the Zone Page code (assigned by the system installer)
- ☞ Wait for the Page tone
- ☞ Make an announcement
- ☞ Hang up

Meet-Me Page Answer

Allows you to answer a page from any phone that is in the same Meet-Me Page Answer group.

- ☞ Lift the receiver
- ☞ Wait for the dial tone
- ☞ Dial the Meet-Me Page Answer code) & (and you will be connected to the extension that made the page

Pre-Ringing

This programming option allows calls to Single Line Telephones to receive a short ring before the normal ring signaling begins.

This feature helps reduce the noise level in the office environment.

Operation

- ☞ None

Private Line

Operation

- ☞ None

Protected Extension

Operation

- ☞ None

Shift Call

Operation

When you make an intercom call, but the called extension cannot be reached, and you wish to call another extension:

- ☞ Do not hang up
- ☞ Dial the last digit of the next desired extension number

Single Line Message Waiting Stutter Dial Tone

When a Single Line Telephone that has a message goes off-hook, the X-EO automatically sends an intermittent tone for 2 seconds before normal dial tone is heard. This feature alerts you of messages.

Operation

- ☞ From the telephone's idle state, go off hook.
- ☞ If a message exists, you will hear a stutter dial tone.

Speed Dial

Personal Speed Dial Registration

To register Personal Speed Dial Numbers (with an outside line group):

- ☞ Lift the receiver
- ☞ Wait for the dial tone
- ☞ Dial the Speed Dial Registration code) \$ (
- ☞ Dial the Personal Speed Dial code - \$ -- -
- ☞ Wait for the beep tones
- ☞ Dial the outside line group \$ %-* \$ or \$ \$
- ☞ Wait for the dial tone
- ☞ Dial the phone number
- ☞ Hang up

Repeat the procedure to enter additional numbers.

To register Personal Speed Dial Numbers (without an outside line group):

- ☞ Lift the receiver
- ☞ Wait for the dial tone
- ☞ Dial the Speed Dial Registration code) \$ '
- ☞ Dial the Personal Speed Dial code ' - \$ -- -
- ☞ Wait for the dial tone
- ☞ Dial the phone number
- ☞ Hang up

Repeat the procedure to enter additional numbers.

To register a pause:

When registering the telephone number, at the place where you want to insert a pause:

- ☞ Dial †
- ☞ Dial %-- for the desired pause time in seconds

To register the † symbol in a number:

When registering the telephone number, at the place where you want to insert a † :

- ☞ Dial † †

To Speed Dial A Number

If you have a Touch-tone Phone:

- ☞ Lift the receiver
- ☞ Wait for the dial tone
- ☞ Dial †
- ☞ Dial the Speed Dial code

The system will automatically dial the registered number.

If you have a Rotary Dial Phone:

- ☞ Lift the receiver
- ☞ Wait for the dial tone
- ☞ Dial the Speed Dial Access code) \$ &
- ☞ Dial the Speed Dial code

The system will automatically dial the registered number.

Station Restriction Password

To restrict your phone:

- ☞ Lift the receiver
- ☞ Wait for the dial tone
- ☞ Dial the Station Restriction Password code) & +
- ☞ Dial your password
- ☞ Hang up

To cancel restriction at your phone:

- ☞ Lift the receiver
- ☞ Wait for the dial tone
- ☞ Dial the Cancel code) \$ %
- ☞ Dial the Station Restriction Password code) & +
- ☞ Dial your password
- ☞ Hang up

Tone/Voice Calling

Operation

To switch the calling mode to a Digital Telephone:

- ☞ Dial the extension number
- ☞ Dial .

Unanswered Incoming Outside Line Warning Tone

Operation

- ☞ None

Universal Night Answer

Operation

- ☞ Lift the receiver
- ☞ Wait for the dial tone
- ☞ Dial the Universal Night Answer code) (* and you will be connected to the incoming call

Section 6 – Integrated Voice VMI User’s Guide

Integrated Voice VMI Basic Features

Mailbox Access

Note: Based on system programming one of the following two options are used to access your voice mailbox. To determine message key programming on your phone do the following:

While your station is idle:

- ☞ Press the **FEAT** key
- ☞ Press the **.** key
- ☞ Press the message key.
- ☞ The following will display:

<u>Key Type</u>	<u>Top line of display</u>
MBOX key	MBOX
MSG key	MSG
VMHUNT key	VML Hunting

To retrieve a message from your mailbox using the **MBOX** key:

While the **MBOX** button lamp is flashing red:

- ☞ Lift the receiver
- ☞ Wait for the dial tone
- ☞ Press the **MBOX** button
- ☞ Enter the mailbox pass code

To retrieve a message from your mailbox using the **MSG** key:

When the Message button **MSG** lamp is flashing red:

- ☞ Lift the receiver
- ☞ Wait for the dial tone
- ☞ Press the Message button
- ☞ Dial **.**

The system will automatically call your voice mail mailbox.

To access your mailbox from your extension (no message waiting):

- ☞ Press the **VHUNT** key, **MBOX** key or dial your voice mail access code.
- ☞ When the VMI answers press the ***** key.
- ☞ Enter your mailbox when prompted.
- ☞ Unless you select zero as your pass code, the Integrated-Voice VMI always requests your pass code.

Transfer to Voice Mail

To transfer a call to a mailbox:

- ☞ Press the Transfer button **TRAN**
- ☞ Wait for the dial tone
- ☞ Dial the Mailbox access code **€**
- ☞ Dial the desired extension number or press the button representing the desired extension if assigned as a Multipurpose button

Or

- ☞ Press the Mailbox button **MAILBOX** if assigned as a Multipurpose button
- ☞ Dial the desired extension number or press the button representing the desired extension if assigned as a Multipurpose button

Or

- ☞ Press the Transfer button **TRAN**
- ☞ Wait for the dial tone
- ☞ Press the **MBOX** button (of the mailbox you wish to transfer) if assigned as a Multipurpose button

Forward to Voice Mail

To forward your calls to your mailbox:

- ☞ Press the Speaker button **SPKR**
- ☞ Wait for the dial tone
- ☞ Press the Call Forward button **FWD**
- ☞ Dial the Voice Mail access code **€**
- ☞ Wait for a confirmation tone and the Forward lamp will stay lit
- ☞ Press the Speaker button **SPKR**

All calls will go immediately to your mailbox.

Mailbox Tutorial

- ☞ To set up your mailbox you must record a mailbox name, greeting, and select a pass code. The first time you access your mailbox the Integrated-Voice VMI provides a Mailbox Setup Tutorial to help you setup your mailbox. You may press 9 to deactivate the tutorial. **To access the Mailbox Tutorial later, press 6 from the *User Options Menu*.**

Main User Menu

When you enter your mailbox you will hear the *Main User Menu*. Press

- ☞ † Play first new message
- ☞ % Access *Message Folder Menu*
- ☞ & Make a message
- ☞ ' Access *User Options Menu*
- ☞ (Access *System Management Menu*
- ☞) Select Notification Schedule
- ☞ , Return to System Greeting
- ☞ - Exit voice mail

Message Folder Menu

Use the *Message Folder Menu* to access your message folders. The Integrated-Voice VMI provides the following message folders:

- ☞ % New message folder
- ☞ & Saved message folder
- ☞ ' Archive message folder
- ☞ (Receipt message folder
- ☞) Deleted message folder
- ☞ - Return to *Main User Menu*

Make a Message for Another User

You can quickly record and send messages to other users. To send a message to another user or a list:

- ☞ % Access your mailbox.
- ☞ & Press 2 to record a message for another user.
- ☞ ' Record your message when prompted.
- ☞ (Press # to stop recording.
- ☞) Press 4 to send it to another user, or
Press 5 to send it to a Distribution List.
- ☞ * Enter the mailbox or list number and press #.
- ☞ + Press 1 to send the message.

User Options Menu - Mailbox Setup

The *User Options Menu* provides access to different features based on the mailboxes defined Class of Service and User Privileges. Use this menu to setup your mailbox.

- ☞ % Record mailbox name
- ☞ & Access *Mailbox Greeting Management Menu*
- ☞ ' Change mailbox pass code
- ☞ (Access *Distribution List Menu*
- ☞) Access Blocking and Forwarding Menu
- ☞ * Access Mailbox Setup Tutorial
- ☞ + Set time/date stamp format
- ☞ , Set message replay order
- ☞ - Return to **Main User Menu**

Mailbox Name

Your recorded mailbox name identifies your mailbox throughout the system. After you record the mailbox name, you will be prompted to enter the first few letters of both your first and last name. You may enter up to 6 digits for each name. **To record your mailbox name:**

- ☞ Access your mailbox.
- ☞ Press ' to access the *User Options Menu*.
- ☞ Press % to record a new name.
- ☞ Record your name when prompted.
- ☞ Press , to stop recording.
- ☞ Press (to save it.
- ☞ Enter the first few digits of your first name when prompted
- ☞ Enter the first few digits of your last name when prompted.

Mailbox Greeting Management

Your mailbox greeting identifies your mailbox to outside callers. Outside callers hear your *Active Greeting* when they first reach your mailbox. The *Active Greeting* is initially greeting one. **To record a mailbox greeting:**

- ☞ Access your mailbox.
- ☞ Press ' to access the *User Options Menu*.
- ☞ Press & to access the *Mailbox Management Menu*.
- ☞ Select & to record a new greeting.
- ☞ Enter the greeting to record, the *Active Greeting*
- ☞ Record your greeting when prompted.
- ☞ Press , to stop recording.
- ☞ Press (to save it.

Mailbox Pass Code

To select a pass code:

- ☞ Access your mailbox.
- ☞ Press ' to access the *User Options Menu*.
- ☞ Press ' to select a pass code.
- ☞ Enter the pass code when prompted.
- ☞ Enter the pass code again for verification.

Distribution List Menu

Each user has nine available Distribution Lists with forty available mailbox slots on each list.

- ☞ % Create a Distribution List
- ☞ & Add or Delete a mailbox
- ☞ ' Play a Distribution List
- ☞ - Return to *User Options Menu*

To create a distribution list:

- ☞ % Access your mailbox.
- ☞ & Press 3 to access the *User Options Menu*.
- ☞ ' Press 4 to access the *Distribution List Menu*.
- ☞ (Press 1 to create a new list.
- ☞) Enter the number of the list you wish to create (1-9).
- ☞ * Record the list name when prompted.
- ☞ + Press # to stop recording.
- ☞ , Press 4 to save it.
- ☞ - Press 1 to add mailbox numbers to the list.

To modify a list:

- ☞ Access your mailbox.
- ☞ Press ' to access the *User Options Menu*.
- ☞ Press (to access the *Distribution List Menu*.
- ☞ Press & to add or delete a mailbox.
- ☞ Enter the number of the list you wish to modify (1-9).
- ☞ Press % to add mailboxes, or
press & to remove mailboxes.
- ☞ Enter mailbox numbers when prompted.
- ☞ Press , when you are finished.

To review a list's members:

- ☞ Access your mailbox.
- ☞ Press ' to access the *User Options Menu*.
- ☞ Press (to access the *Distribution List Menu*.
- ☞ Press ' play a list's members.
- ☞ Enter the number of the list you wish to review (1-9).
- ☞ The VMI will play all of the mailboxes on that list.

Blocking and Forwarding Menu

You may block or forward your extension using the Integrated-Voice VMI Call Blocking and Forwarding feature. Call Blocking routes outside callers directly to your mailbox. The Integrated-Voice VMI never attempts to ring your extension. Call Forwarding automatically forwards all incoming calls to another designated extension.

- ☞ % Play the Current Settings
- ☞ & Set Call Blocking
- ☞ ' Set Call Forwarding
- ☞ (Set Override Option
- ☞ - Return to *User Options Menu*

Call Blocking

You may program your station to automatically forward all calls to voice mail using the Call Blocking feature. You may select to block your extension during the Day Mode, Night Mode, or both. **To Call Block your extension:** Access your mailbox.

- ☞ Press ' to access the *User Options Menu*.
- ☞ Press) to access the *Call Blocking and Forwarding Menu*.
- ☞ Press & access the *Call Blocking Menu*.
- ☞ Press & to activate blocking during the Day Mode,
Press ' to activate blocking during the Night Mode, or
Press (to activate blocking for both.

To disable the Call Blocking feature:

- ☞ Access your mailbox.
- ☞ Press ' to access the *User Options Menu*.
- ☞ Press) to access the *Call Blocking and Forwarding Menu*.
- ☞ Press & access the *Call Blocking Menu*.
- ☞ Press % to disable the Call Blocking feature.

Call Forwarding

You may program your extension to automatically forward your calls to another extension. As with the blocking feature, you may select to forward your extension during the Day Mode, Night Mode, or both.

To Call Forward your extension:

- ☞ Access your mailbox.
- ☞ Press **1** to access the *User Options Menu*.
- ☞ Press **)** to access the *Call Blocking and Forwarding Menu*.
- ☞ Press **1** access the *Call Forwarding Menu*.
- ☞ Press **&** to activate forwarding during the Day Mode,
Press **1** to activate forwarding during the Night Mode, or
Press **(** to activate forwarding for both.
- ☞ Enter the extension to receive your calls.

To disable the Call Forwarding feature:

- ☞ Access your mailbox.
- ☞ Press **1** to access the *User Options Menu*.
- ☞ Press **)** to access the *Call Blocking and Forwarding Menu*.
- ☞ Press **1** access the *Call Forwarding Menu*.
- ☞ Press **%** to disable the Call Forwarding feature.

You may need to review your selected Call Blocking and Call Forwarding selections. **To review the current settings:**

- ☞ Access your mailbox.
- ☞ Press **1** to access the *User Options Menu*.
- ☞ Press **)** to access the *Call Blocking and Forwarding Menu*.
- ☞ Press **%** to play the current settings.

Time/Date Feature

You can turn the message Time/Date Stamp off or on. If you turn off the Time/Date Stamp, the Integrated-Voice VMI plays the message without first announcing the time and date. To obtain the time and date for a message you can press , . When the Time/Date Stamp is turned on, the VMI plays it before playing the message. The Integrated-Voice VMI is initially programmed to play the time and date stamp for all messages in all mailboxes.

To change the time and date stamp format for messages:

- ☞ Access your mailbox.
- ☞ Press ' to access the *User Options Menu*.
- ☞ Press + to select the time/date stamp.
 - Press % to turn on the Time/Date stamp.
 - Press & to turn off the Time/Date stamp.
- ☞ The VMI confirms that your selection has been saved.
- ☞ Your selection will apply to all messages.

Message Replay Order

You may select the replay order of your messages, either first-in, first-out (FIFO) or last-in, first-out (LIFO). When FIFO is selected the oldest message is played first. When LIFO is selected the newest message is played first.

To select the message replay order for message folders:

- ☞ Access your mailbox.
- ☞ Press ' to access the *User Options Menu*.
- ☞ Press , to select message play back order.
 - Press % to play oldest message first.
 - Press & to play newest message first.
- ☞ The VMI confirms that your selection has been saved.
- ☞ Your selection will immediately apply to all messages in all folders except the receipt folder. The oldest message in the receipt folder will always play first.

