

# XBLUE Networks X16 Telephone User guide



Revision Table

Revision	Description of Changes	Date Released
Preliminary Release – PAL		11/2007

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**Remote Commands**

Mailboxes may be accessed from outside of the system using a telephone with standard DTMF (Touchtone®) dialing.

**Remote Access**

Call into the system and let the Auto Attendant answer the call and then dial the desired extension number. If the extension is forwarded to voicemail, and the mailbox answers, enter the "Remote Access code" (default remote access code is 123) which is programmed in the "Phone Programming Area".

Once connected remotely, the system will prompt you through the remote control menu.

1 Replay previous Message	2 Play New Message 2# Play All Messages	3 Skip to next Message
4 Record Memo	5 Stop	6 Play Personal OGM
7	8	9 Repeat this Menu
* ** - Erase playing message	0 Transfer to Auto attendant	#

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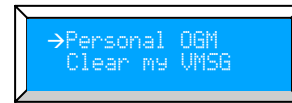
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Use the up or down navigation buttons to scroll through the programming choices, Press the center navigation button to select the "VoiceMail Setup" parameter.

Use the up or down navigation buttons to scroll through the programming choices, Press the center navigation button to select the "Personal OGM" parameter.



Press the center navigation button to select "Play" to listen to the current message.

To change the message use the down navigation button to scroll to "Re-Record" and press the center navigation button, and **lift the handset** to begin recording.

Press the center navigation button again to "Stop" the recording, and preview the newly recorded message.

Hang up the handset to accept the new message or select "Re-Record" to rerecord the Outgoing Message.

- Each message is automatically saved after it has been played. To scroll through saved messages, use the left and/or right navigation keys.

**Notes:**

- 1) Messages will play in order that they are received.
- 2) While a message is playing, use the up or down navigation key to scroll through Pause, Volume, and Exit. Press the select navigation button select, the desired action.
- 3) While a message is playing and the left navigation key is pressed, the previous message will be played, or if it is the first message, the message will be repeated.
- 4) While a message is playing and the right navigation key is pressed, the next message will be played. However, if it is the last message in the list, a prompt will be played, "End all Messages".

**Deleting Messages**

After listening to a message, it will automatically be saved in the voice mailbox. To delete the message, press the "Delete" button twice or the "Delete" button and the center Navigation Key while the message is playing. The voice mail message will be deleted and the next message will automatically begin to play.

**Note:**

The message is permanently deleted and cannot be recovered. If an extension is unplugged for more than 120 seconds, all of voice mail messages for that extension will be deleted.

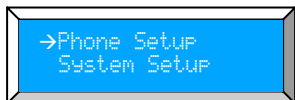
**Voice mailbox Quick Start Guide**

Although each voice mailbox comes with a prerecorded outgoing message, recording a new outgoing message is a nice way to personalize the way the mailbox answers incoming calls.

**Getting Started:**

With your handset on hook...Personal Outgoing Messages are accessed in the voice mailbox area under the "Phone Programming" Parameter.

Press the "Programming" button to enter the programming mode, and then Press the center navigation button to access the Phone Setup area.



**Notices**

**Hearing Aid Compatibility:**

The digital telephone endpoints are hearing aid compatible, as defined in section 68.316 of Part 68 FCC Rules and Regulations.

**UL/CSA Safety Compliance:**

The X16 system has met all safety requires, and found to be in compliance with the Underwriters Laboratories (UL) 1459.

**Warning:** This service information is designed for experienced repair technicians only and is not designed for use by the general public. It does not contain warnings or cautions to advise non-technical individuals of potential dangers in attempting to service a product. Products powered by electricity should be serviced or repaired only by experienced professional technicians. Any attempt to service or repair the product or products dealt with in this service information by anyone else could result in serious injury or death.

This equipment generates, uses, and can radiate radio frequency energy, and if not installed and used properly, that is, in strict accordance with the instruction manual, may cause interference to radio and television reception. This equipment has been tested and found to comply with the limits for a Class B computing device in Subject J of Part 15 of FCC Rules, which are designed to provide reasonable protection against such interference. However, there is no guarantee, or warranty, that interference will not occur in a particular installation. If this equipment causes interference or fails to operate correctly, due to radio frequency interference (RFI) or electromagnetic interference (EMI), it will be fixed at the owners' expense.

**FCC Information**

Provide the Telephone Company with the following FCC information:

Item	Specification
FCC Registration	D6XKH05BX16
Ringer Equivalence	0.5B
Networks Address Signaling	E
Required Network Interface	RJ11 & RJ14

**Introduction**

The **X16** system is a full featured, next generation, multi-line business telephone system ideal for both home and small office environments. It comes equipped to interface with 4 Central Office (CO) Lines, equipped to receive Caller ID, and sixteen (16) proprietary digital telephone end points. The system can be expanded to accommodate an additional two (2) CO Lines, allowing a maximum configuration of six central office telephone lines or 2 Session Initiation Protocol (SIP) Voice Over IP (VOIP) Media Gateways and sixteen proprietary digital telephone end points. In addition, the system comes standard with Auto Attendant and all digital telephone endpoints have a personal digitally integrated voice mailbox.

**Features**

Auto Attendant	Intercom Paging
Answering Machine Emulation	Meet Me Answer (Paging)
Audible and Visual Ringing	Memo Recording
Backlit LCD Display	Message Waiting (Telco-FSK)
Call Timer	Multi-language Displayed per Extension
Call Transfer	Music on Hold Internal/External
Caller ID and Call Waiting Caller ID	Mute with LED indication
CO Line Busy/Idle Status (LED)	Navigation Keys
CO Line Ringing (programmable)	New/All Message Play
Conference (3-way)	Voice Mail
Conversation Recording	Phone Book Dialing
Daylight Savings (Automatic with Caller ID)	Programmable buttons (12)
Direct Mailbox Transfer	Programmable Pause (Speed Bins)
Direct Station Select – Busy Lamp Field	Redial
Display Number Dial	Remote Message Pickup
Distinctive Ringing	Ringer Volume Control
Do Not Disturb	Set Time and Date
Flash Timer	Speakerphone with LED
Handset/Headset Volume Control	Speed dial buttons
Headset Activation	Time in Display
Hold	Tone/Pulse
Intercom Calling	Voice over IP (VoIP)

**Once Touch Record**

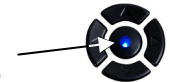
While speaking to an outside party, you can press the record button and record the current conversation. The message will be saved as a new voice mail message in your personal mailbox.

**Answering Machine Emulation (AME)**

This feature “Mimics” the call screening feature of an answering machine. Five seconds after a call is answered by an extension users’ voice mailbox, that user can monitor/screen the caller as they leave a message.

The extension user will receive a warning tone, which indicates that a caller has been answered by their voice mailbox. The user has the option to monitor the call, or ignore the alert, and allow the caller to leave a message. Once the user has selected to monitor the caller, they have the option to leave the caller undisturbed (leaving a message) or to retrieve the caller from the voice mailbox and be connected to the caller for a live conversation.

**Using AME**



- The extension must be forwarded to Voice Mail.
- The Telephone Company Central Office Line can be transferred directly into the user’s voicemail box, or transferred and ring at the extension until it is forwarded to voice mail.
- If a call is transferred to your extension or directly into your voice mailbox, AME is available once the Line button turns green. You may press the center navigation button to monitor the message being left.
- Lift the handset to speak live to the calling party.
- Press the left or right navigation button to exit the AME without intercepting the call.

**Playing New Messages**

The center navigation button will flash when you have a new voice mail message. In addition, the display will indicate how many new voice mail messages you have.

To access your voice mailbox:

- From an idle telephone
  - Press the center navigation key. (No password required)
  - The voice mail count will be announced
  - The time and weekday will be announced
  - The messages will play in the order that they are received.

### Voice Mail Operation

The System comes equipped with a 4 channel auto attendant and voice mail system, which can answer up to 4 different calls simultaneously.

### Auto Attendant

The system can be programmed to answer in "Auto Attendant" mode. When Auto Attendant is set to "On" the attendant telephone will ring until the "Waiting Time" expires. When Auto Attendant is set to "Off" all telephone programmed to ring will ring until the "Waiting Timer" expires. Once the Auto Attendant answers the caller may dial the desired extension number.

### Personal Mailbox

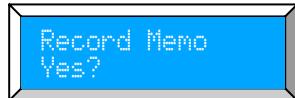
Each extension is automatically assigned a personal mailbox, which is used to play a personal greeting and record message. In addition, all extensions are automatically forwarded to their mailbox.

Once forwarded to voice mail the center navigation key will be lit solid, indicating that the telephone has been forwarded to voice mail. Be sure to record the OGM so that callers will receive your personal message. Once forwarded, all calls that are transferred to your extension will be forwarded to your voice mailbox and will hear your personal OGM (Outgoing Message).

### Memo Recording

Each extension can press their record button to record a memo or a conversation that is taking place in their office.

- 1) Press the record button



- 2) Press the center navigation button to begin, and end recording.



- 3) The memo will be stored as a new message.

### Telephone Callouts



### Backlit LCD Display



Default Button Layout

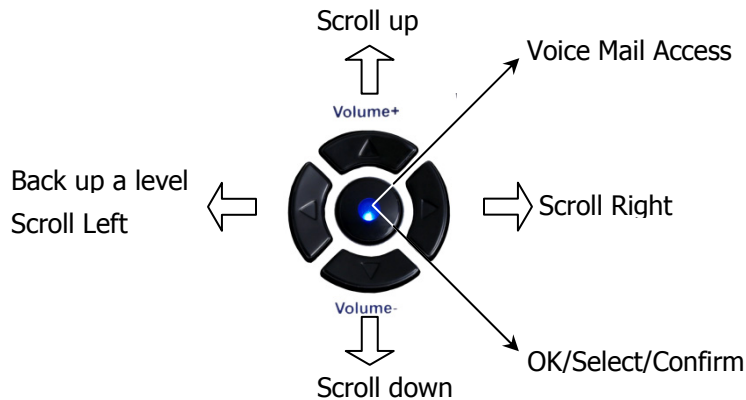


LCD Idle Mode Display



Navigation keys

Scroll left or right to update the LCD Display.



LED Cadence and Status Table

Speaker	Unlit: Speaker or Intercom Link Idle Fast: Receiving incoming call Lit: Talking with the Speakerphone Slow: In headset mode
Enter/VM	Unlit: No New messages Fast: New Message in VM Lit: No answer forward active – unanswered calls will be forwarded to VM Slow: New Telephone Company Line Message Waiting
Mute	Unlit: Inactive – phone is not muted Lit: Active – phone is muted
All Page On Flexible Button	Unlit: Inactive – Not currently paging Lit (rapid flash): Making or receiving a page
DND On Flexible Button	Unlit: Inactive – DND function is off Lit: Active – DND function is active
Record On Flexible Button	Unlit: Inactive – Not recording call Lit (rapid flash): Active – Recording call
Headset On Flexible Button	Unlit: Headset function is off Lit: Headset function is on
DSS/BLF On Flexible Button	Unlit: The extension programmed on the button is idle Lit: The extension programmed on the button is busy Slow: The extension programmed on the button is in DND

Ringing Cadence

CO Ring	Synchronized with CO Ringing
Intercom Ringing	0.25 on, 0.25 off, 0.25 on, 1.25 off repeating.
Transfer/Recall	1 sec on, 1 sec off, repeating
Hold Reminder	1100Hz, 0.05 on/off, 4 beeps
Privacy Release	1100Hz, 0.2 sec on/off, 1 beep
Privacy Recover	1100Hz, 0.2 sec on/off, 2 beep
Call Waiting Beep	500Hz, 0.2 sec on/off, 2 beeps
Single/All Page	600Hz, 1 sec on
Confirmation Beep	1100Hz, 0.5 sec on, 1 beep
Warning Beep	1100Hz, 0.05 sec on/off, 3 beeps

Using your new telephone

Congratulations on purchasing your new XBLUE Networks communications server. This state of the art server incorporates easy to use features, in a comprehensive telephone and voice mail system.

Answering a call

There are two types of calls; intercom and network. Calls from one extension to another extension are considered intercom calls. Network calls are calls made through a telephone company line and are often called Central Office (CO) lines or just lines.

Intercom calls – When another extension dials your telephone number the system allows you to speak to each other without pressing the speaker button or going off hook.

Network calls – Calls coming from a network facility (Telephone Company) will ring the telephone. When the telephone is ringing, lift the handset, or press the speaker button to answer the call.

Making a call

Intercom

Press the preprogrammed feature button or dial the extension number to place a call to another extension. You may converse freely or lift the handset to speak privately.



The Direct Station Select (DSS) also known as Busy Lamp Field (BLF) allows you to press one button to dial an extension and to see if an extension is busy. In this example, extension 302, 303, 304 and 306 are busy.

**Telephone Line (CO Line)**

When placing a network call, Telephone Company or VoIP line, press the line button, or dial 9 to access a line. You can speak on the speakerphone, or lift the handset to speak privately. Line buttons that are unlit are free to use. If they are lit blue they are busy and the line that you selected will be lit green.



**Volume Control**



	Description
Speakerphone	There are a total of eight (8) volume settings. Valid selections are 1 through 8
Handset	There are a total of five (5) network settings volumes, 1 (lowest) through 5 (Highest).
Ringing	There are a total of five (5) volume settings, off and 1 through 4

**Functions:**

Features and LED function

Feature Code	Descriptive	LED lit	LED Not Lit
Feature + 1	Record	Active	Not Recording
Feature + 2	Open	N/A	N/A
Feature + 3	Flash Key	N/A	N/A
Feature + 4	DND	Active	Not in DND
Feature + 5	Mute	Active	Not in Mute Mode
Feature + 6	Conference	N/A	N/A
Feature + 7	Pause	N/A	N/A
Feature + 8	Redial	N/A	N/A
Feature + 9	Headset	Active	Not Active
Feature + 0	All Page	Active	Not Active
Feature + *	Open	N/A	N/A
Feature + #	Open	N/A	N/A

Lamp Cadence

Unlit	Solid Unlit
Lit	Lit Solid
Fast	0.125 sec off, 0.125 on, repeating
Slow	0.5 sec off, 0.5 on, repeating
Wink 1	0.250 sec off, 1.750 on, repeating.
Wink 2	0.250 sec off, 0.250 on, 0.250 sec off, 1.25 sec on repeating
Wink 3	0.250 sec off, 0.250 on, 0.250 sec off, 0.250 sec on, 0.250 off, 0.750 sec on, repeating.

Lamps on Phone

CO Line Status	My Station	Other Stations
Idle	Unlit	Unlit
In-Use	Lit Green (I-Use)	Lit Blue (In-Use)
On Hold	Slow Green (I-Hold)	Slow Blue (In-Hold)
Ringing	Fast Blue	Fast Blue
Being Transferred	Wink 3 Blue	Lit Blue (I-Hold and Transfer)

Intercom Tone Plant

Dial tone	Continuous Tone
Busy Tone	0.5 sec on, 0.5 sec off, repeating
Ring back tone	1 sec on, 1 sec off, repeating
DND Tone	0.25 sec on, 0.25 off, repeating

- 3) Press the preprogrammed DSS/BLF button or dial the extension number where the caller would like to leave or retrieve a message.

### Volume Adjustments

#### Ringing Volume

While your telephone is idle or ringing, use the volume up key to increase or the volume down key to decrease the ringing volume.

#### Speakerphone Intercom Volume

While using your speakerphone, use the volume up key to increase or the volume down key to decrease the speakerphone volume.

#### Speakerphone Network Volume

While using your speakerphone, use the volume up key to increase or the volume down key to decrease the speakerphone volume.

#### Handset Intercom Volume

While speaking to another extension using your handset, use the volume up key to increase or the volume down key to decrease the handset volume.

#### Handset Network Volume

While speaking on a telephone company line, using your handset, use the volume up key to increase or the volume down key to decrease the handset volume.

#### Forced Ringing Intercom Volume

Calls between extensions are answered hands free and will not forward to voicemail. To forward intercom calls to voicemail, press the "☎" key, which will force the extension to start ringing.

#### Voice Mail (Standard)

Each extension has a personal voice mailbox. The extension user's "Outgoing Message" will be heard when callers are redirected to their personal mailbox.

#### Ringing Volume

While your telephone is idle or ringing, use the volume up key to increase or the volume down key to decrease the ringing volume.

#### Speakerphone Intercom Volume

While using your speakerphone, use the volume up key to increase or the volume down key to decrease the speakerphone volume.

#### Speakerphone Network Volume

While using your speakerphone, use the volume up key to increase or the volume down key to decrease the speakerphone volume.

#### Handset Intercom Volume

While speaking to another extension using your handset, use the volume up key to increase or the volume down key to decrease the handset volume.

#### Handset Network Volume

While speaking on a telephone company line, using your handset, use the volume up key to increase or the volume down key to decrease the handset volume.

#### Forced Ringing Intercom Volume

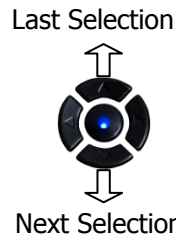
Calls between extensions are answered hands free and will not forward to voicemail. To forward intercom calls to voicemail, press the "☎" key, which will force the extension to start ringing.

### Phone Book

There are fifty phone book locations, each can up to 24 digits, and a name of up to 16 characters.



Phone Book



### View Records

- Press the Phone book button to view the phone book records.
- Use the up or down arrow to select between "view records" and "add new record".
- Use the center navigation key to select

### Dial displayed record

- Once a record is selected, press the Select (center navigation) button, the name and number will be displayed.
- Press the select button again and "Dial" will replace the displayed telephone number.
- Press the select button again to dial the selected entry.

### Delete Phone Book Records

- Press the delete button when the record is displayed. Use the up or down arrow to select "Yes" to delete or "No" to save the records.

### Set Time and Date (Automatic)

The system time and date can be set in system programming or by using Caller ID. Caller ID, if subscribed for, will set the system's time and date and automatically reset the clock for daylight savings.

### Set relocation

Extension parameters such as voicemail will remain for up to 120 seconds when an extension is unplugged or being relocated. To relocate an extension simply unplug it and plug it into another extension port.

**Note:** A "termination box" may be needed when relocating an extension.

### Speakerphone with LED

Each digital telephone endpoint is equipped as a speakerphone. When the speakerphone is active, the LED will be illuminated.

### Speed Dial Bins

The station has 12 speed dial bins; each can take up to 24 digits to be dialed.

### Time in Display

All digital telephone endpoints have a backlit Liquid Crystal Display (LCD) display which when idle, displays the current date and time, extension name and number.

### Tone/Pulse

The system can accommodate either DTMF Tone or Dial Pulse dialing.

### Transfer – Extension to Extension

Calls answered at one extension can be transferred to another extension in the system. To transfer a call:

- 1) While on a telephone line
- 2) Press Transfer
- 3) Press the preprogrammed button or dial the extension number where you would like to announce the call.
- 4) The call will automatically be transferred, so simply hang up.

### Transfer – Direct to Voice Mail

- 1) While on a telephone line
- 2) Press the Voice mail button



**Programmable buttons (12)**

All digital telephone endpoints have 12 programmable buttons which can be customized by each user to accommodate the way they use their telephone. (See Programming Feature Buttons)

**Redial (Last 6 Number Redial)**

The Redial button allows the user to press one button and select from the last six telephone numbers dialed. Using the up or down keys, select which of the six numbers to redial, and then press the select button. In addition, any one of the six numbers can be copied into the phone book.

- 1) Press the redial button to display the list
- 2) Press the up or down navigation key to scroll through the list.
- 3) When the desired number is in the display, press the select button.
- 4) Press the select button again to dial the displayed number Or press the up or down navigation key to select between coping the displayed telephone number to the phone book to cancel the redial function.

**Ring Alert (Muted Ringing)**

When an extension is busy, and a second call rings into the system, the extension will receive a ring alert, indicating that there is a second call. Extensions that are busy on either a CO Line or Extension call will receive a special "Warning Beep" for 5 seconds, or until the line is answered by another extension.

**Ringing (audible and visual)**

When an extension is ringing, there will be an audible sound, which can be adjusted from very low to very loud and a visual indication, flashing LED, to indicate that the extension is ringing.

**Ringer Volume Control**

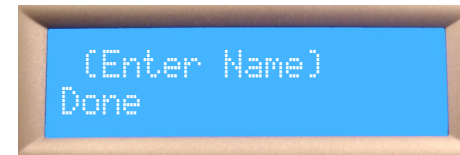
Using the digital telephone endpoint's volume up and down keys, an extension user may adjust the ringing volume of their telephone, while the call is ringing.

**Room Monitor**

Each telephone endpoint can be used as a "Room Monitor" device. If the "Auto Mute" feature is enabled at the called location, the Mute key must be disabled before monitoring can begin.

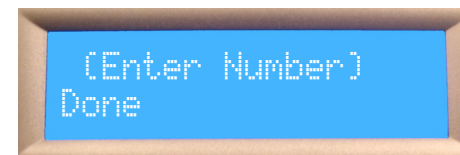
- To delete all records, scroll to the end of the list and press the delete button. Use the up or down arrow to select "Yes" to delete or "No" to save the records.

**Add New Record**



1. Enter the name that will be associated to the number that will be entered.
2. Press Done – Press the navigation up or down key to change to "Cancel" press the center to advance to the next or cancel.

Character Input Keyboard										
	1 <sup>st</sup>	2 <sup>nd</sup>	3 <sup>rd</sup>	4 <sup>th</sup>	5 <sup>th</sup>	6 <sup>th</sup>	7 <sup>th</sup>	8 <sup>th</sup>	9 <sup>th</sup>	10 <sup>th</sup>
1	,	-	`	&	.	[	]	@	!	1
2	a	b	c	A	B	C	2			
3	d	e	f	D	E	F	3			
4	g	h	i	G	H	I	4			
5	j	k	l	J	K	L	5			
6	m	n	o	M	N	O	6			
7	p	q	r	s	P	Q	R			
8	t	u	v	T	U	V	8	Z		9
9	w	x	y	Z	X	Y	Z			
0	Space or @									
*	*									
#	#									



1. Enter the number that will be associated with the entered name.

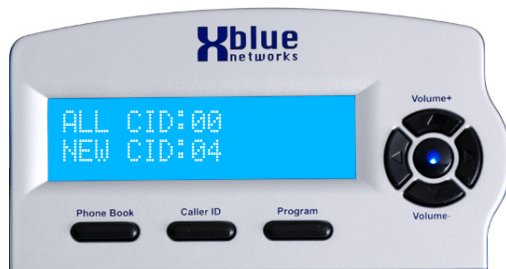
2. Press Done – Press the navigation up or down key to change to "Cancel" press the center to advance to the next or cancel.

### Caller ID

Caller ID is a standard feature of the system. When received from the telephone network, it will identify caller and synchronize the date and time of the system. Each call into the system is stored in the Caller ID list.



To review the Caller ID list, Press the Caller ID Button. To delete one of the entries, press the delete button while it is displayed. To delete all of the entries in the Caller ID list, press the Caller ID button, and then the delete button.



Press the delete key to delete all caller ID entries.

### New/All Message Play - Voice Mail (standard)

Extension users may select between playing one message at a time or all messages one, right after the other. All messages are automatically saved once they have been played.

### Paging

An extension user may dial "F + 0" or press the preprogrammed feature button to active one-way paging to make an announcement to all extension users. If the extension answers an inbound call, and dials the code or presses the "All Page" button, the CO Line will automatically be placed on hold and activate the paging procedure.

### Meet Me Answer (Paging)

After a one-way page is activated, the "Meet Me" answer code can be dialed to have a private conversation with the extension doing the Paging.

### Pause

The system has a programmable pause, which can be used in speed bins, redial numbers, etc. to insert a short delay before more numbers are dialed. This can be very helpful when using special features such as "Call Waiting Cancel". Press Feature + 7 - to enter a pause into a dial string. A Pause will be displayed as a "P".

### Personal Mailbox - Voice Mail (standard)

Extension users have a voice mailbox that can be programmed to play a personal outgoing message which will be heard by callers when they are redirected to the called party's mailbox.

### Phone Book Dialing

Each extension has a personal phone book. The phone book can have up to 50 entries each containing up to 24 digits.

### Privacy (Privacy Release)

All calls in the system are considered private, and no one can "Barge in" unless the express conference (see Conference – Express Conference) feature is used.

**Message waiting (Telephone Company-FSK)**

The Telephone Company's voice mail system alerts the user via a visual (light) and/or an audible stutter dial tone when there is a new voice mail message. If the system receives this indication, it will update the LCD display and flash indicating which CO Lines have messages. For example, If CO Lines 1, 3 and 5 have messages, the LCD will blink showing CO MSGW: 1 3 5.



**Multi-language Extensions**

Each extension can select from three different languages English, French and Spanish to be used in the display. The display will update to the proper language in a real-time fashion, so if a user that is set to French calls a user that is set to Spanish the display will update to Spanish.

**Music on Hold Input**

The system comes standard with one music on hold input which can be connected to an external music source. All Calls placed on hold or being transferred will hear this music rather than silence.

**Mute with LED indication**

When the Mute button is pressed, the LED illuminates, and mute becomes active. Which means that the transmit for that extension is suspended; allowing the user to converse privately.

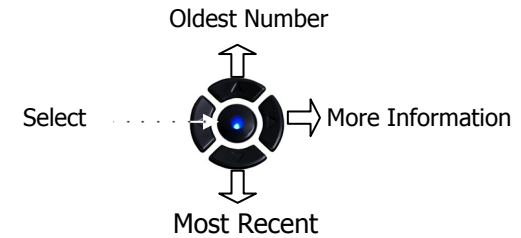
**Muted Ring (Ring Alert)**

Extensions that are on a telephone line or extension call, will receive a 1-second beep every 5 seconds until the line is forwarded or answered by another extension.

**Navigation Keys**

Each digital telephone endpoint has a set of five navigation keys, which are used to scroll through and activate features.

**Navigating through Caller ID**



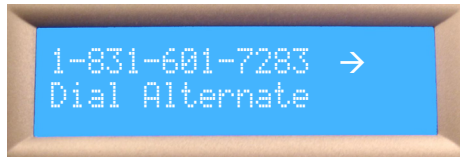
1. Press the Caller ID button and the use the up or down navigation keys to scroll through the list of inbound caller ID calls.
2. Press the select button to dial the displayed telephone number.



3. Press the right navigation button for more information about this call.



4. Press the select button to enter the "Dial Alternate" area. This is where you can select the number of digits required to successfully make the display telephone call. Use the right arrow key to select between 7, 8, 10 and 11 digits.



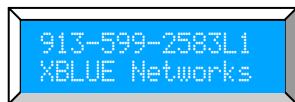
5. Press the select button again to dial the displayed number.
6. Press the navigation scroll up or scroll down key to start the copy to the phone book.



7. Press the select button, to store the displayed name and telephone number into the phone book. Names such as "out of area", "Private", "unknown" will not be stored.

Receiving Caller ID

- 1) If two lines ring simultaneously, the Caller ID of the first call into the system will be displayed.
- 2) The system is equipped with Type 2, Call waiting Caller ID.
  - a. If the CO Line has call waiting caller ID, and a second call is received on an answered CO line, a "Beep Tone" will be heard, and the CID of the second call will be displayed.
- 3) While on a CO Line call, press the Left or Right navigation key to display the CID of another ringing CO line. The number "Lx" where x = the CO Line number will be displayed on the upper right side of the display.



Hold

Extension users may place telephone company central office line calls on hold allowing them to be picked up at other extensions.

Hot Dial Pad

Hot dial pad allows extension users to dial numbers without lifting the handset or pressing the speaker button.

Intercom Calling

Each extension is assigned a unique three digit code (number) ranging from 301 to 399. The number used as the time of registration becomes that extension's intercom number. Dial the three digit code to intercom another extension. DSS/BLF buttons allows for one touch intercom calling.

Intercom Paging

Intercom paging is similar to intercom calling, but when the call is connected, the called party's mute button is active. This allows the called party to have private conversations without being overheard.

Line Status Detection (Line in Use)

*From Idle to Busy* – The system will detect if another device is using one of the telephone Lines and will automatically identify the line as busy.

*From Busy to Idle* – The system will detect when the line is no longer busy, and automatically identify the line as idle.

*Not Connected* – If a telephone line is not connected to the system, it will be automatically disabled, and no one will be able to connect to the line. A beep tone is heard if a disabled telephone Line is pressed.

*Non-system phone picking up the call* – When the call is picked up by a non-system phone, the system will, after 2 seconds, light the line button and see that line as busy. When the call is disconnected, the line will be returned to idle.

Memo Recording - Voice Mail (standard)

The voice mail is equipped to record a memo, or a meeting in an office, by pressing the preprogrammed Record button. When finished, press the speaker button or replace the handset to hang up. The memo is then placed into the user's mailbox. In addition, a remote user may also record a memo after they are in their mailbox. A memo should not exceed 35 minutes in length.

- 3) This feature is considered disabled if no number is entered in the "FWD Phone Number" field.
- 4) At default the "External" transfer will release after 3 minutes. Use the following codes to extend the length of the call
  - a. \*1 – Extends the call by 1 Minute
  - b. \*2 – Extends the call by 2 Minutes
  - c. \*3 – Extends the call by 3 Minutes
  - d. \*4 – Extends the call by 4 Minutes
  - e. \*5 – Extends the call by 5 Minutes
  - f. \*6 – Extends the call by 6 Minutes
  - g. \*7 – Extends the call by 7 Minutes
  - h. \*8 – Extends the call by 8 Minutes
  - i. \*9 – Extends the call by 9 Minutes
  - j. \*\* – Extends the call by 20 Minutes
  - k. \*# – Extends the call by 30 Minutes
  - l. \*0 – Disconnects both lines immediately

**Note:**

*This type of forwarding may result in a per call usage and Toll charge for each forwarded call.*

### Hands Free Calling

Calls between extensions are answered hands-free. This allows extension users to answer and converse without pressing the speaker button or lifting the handset. If "Auto Mute" is enabled the called party will be able to hear the calling party, but they will not be able to converse without pressing the mute button or going off hook on the handset. There will be one, 1 second tone when an extension calls another extension.

### Handset/Headset Volume Control

The volume of the handset and headset can be adjusted to compensate for hearing levels. Press the volume+ to increase or the volume- to decrease the volume of the active status of the endpoint. For example, while speaking on the handset, the volume keys will adjust the handset volume.

### Headset Activation

Each digital telephone endpoint comes with a 1/8 inch (2.55 mm) standard "cellular" style telephone headset jack, which can be activated by dialing the feature code *Feature + 9*. This feature code can be programmed on a button, so that headset can be enabled and disabled as needed. In addition, a headset must be plugged in to enable headset mode.

**Note:** *The voice quality and performance of headsets may vary.*

### Voice mail

The center navigation button is equipped with a Light Emitting Diode (LED) which flashes when you have a new voice mail message. At default the LED will be lit indicating that the extension is forwarded to voice mail.

To access your voice mailbox:

- From an idle telephone
  - Press the center navigation key. (No password required)
  - The voice mail count will be announced
  - The time and weekday will be announced
  - The messages will play in Newest to oldest order.
- Each message is automatically saved after it has been played. To scroll through saved messages, use the left and/or right navigation keys.
- To delete the message press the "delete" button twice or the "delete" button and then the center navigation button, this confirms the deletion of the message.

## Programming

The system has two areas of programming; Phone (extension) and System. The Phone programming parameters will only affect the extension that is doing the programming; whereas, the system programming parameters affect the whole system.

From an Idle telephone press the program button



Press the center navigation key to select "Phone Setup" and then scroll through the phone programming.



Extension parameters such as voicemail will remain for up to 60 seconds when an extension is unplugged or being relocated. To relocate an extension simply unplug it and plug it into another extension port.

**Note:** Extension will appear busy to all other extensions when they are in Programming or reviewing caller ID.

## Flash

The flash command (Feature + 3) is used to invoke features on telephone lines such as call waiting and three-way calling. The Flash command may be programmed on one of the programmable buttons.

## Flash Timer

This adjustable timer is used to compensate for telephone network variations.

## Forward

Calls can be forwarded to one of three destinations; voice mail, extension number or trunk to trunk. Calls transferred to an extension that is forwarded, will only forward after the "Waiting Time " has expired. At default the Waiting Time is set to 10 seconds. Use the "Phone Programming" area to program this parameter.

*Voice mail* – When an extension is forwarded to voice mail, the center navigation button will illuminate (lit solid); no other visual indication will be given. After the expiration of the Waiting Time, the call will be diverted (redirected) to the extension's voice mail greeting.

*TRK2TRK* – When an extension is forwarded to an external number the system will send a command to the telephone network line, known as a "Flash", which begins the transfer. The telephone system will then dial the preprogrammed digits, pause until the call is established, and then hang up, releasing the call from the system. TRK2TRK FWD will appear in the display, use the right navigation button to clear this from the display.

## Note:

*This feature may require a special service from the telephone company central office called, "Three-way calling with call disconnect". Please consult with your telephone company for information regarding this feature. This type of forwarding may result in a usage and toll charge for each forwarded call.*

*External* – External Call forwarding uses two telephone system lines.

- 1) This feature occupies two CO Lines. Therefore, if a second CO Line is not available, the call will not forward. Also, a slight volume decrease is normal.
- 2) If an ancillary device (single line before the system) is on a CO Line, and the system does not detect that line as being busy, the system will forward the call, and dial over the call.

Direct Mailbox Transfer - Voice Mail (standard)

Callers may be transferred directly into another extension’s mailbox, so that the caller does not have to wait for the telephone to ring before forwarding.

Outside Calls

- 1) While speaking with the outside caller
- 2) Press your voice mail button – select button



- 3) Press the preprogrammed extension button or dial the extension number of the intended party.
- 4) Hang up

Inside Calls

- 1) When calling another extension, if the party does not answer the call, you may press the “\*” key to activate ringing.
- 2) Then press your voice Mail button – Center navigation key
- 3) Then press the center navigation key again to confirm that you want to leave a voice mail message
- 4) Record message and hang up.

Direct Station Select – Busy Lamp Field

Each preprogrammed extension (station) button has an associated LED which lights when the Extension is in use and remains unlit when the extension is idle. At default the digital telephone endpoints are preprogrammed with DSS/BLF buttons for extensions 301 through 309.

Distinctive Ringing – Ringer Type

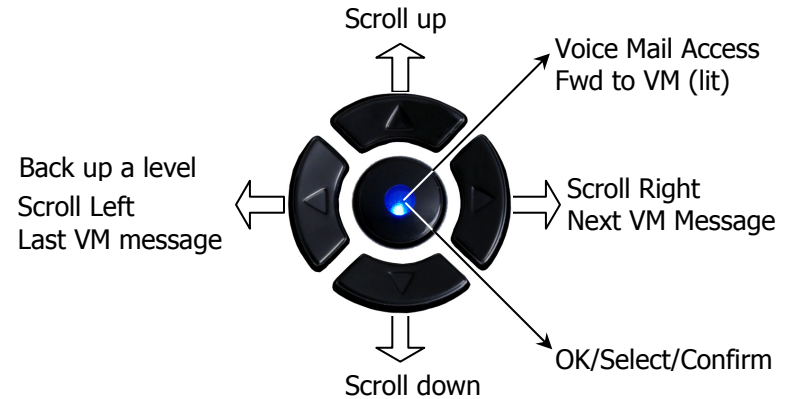
Extension users may select between 6 unique ring tones to differentiate their telephone’s ring from others in the group.

Do Not Disturb (DND)

When do not disturb is activated all internal and external calls are blocked from ringing that extension. *Feature + 4* is used to toggle DND off and on.

Navigation Keys

Navigating through programming



Phone Setup Parameters

Feature	Default (shown in bold)
Language	<b>English</b> , French, Spanish
Feature Key	
Extension No.	<b>301</b> – 399
Auto Mute	<b>Off</b>
Preference Call	<b>Intercom</b> or CO Call
Line Selection	<b>1 – 4</b>
Record All Call	<b>Off</b>
Hold Reminder	<b>30</b>
Ringer On/Off	<b>On</b> (CO Line 1 – 6)
Ringer Type	<b>1</b> (CO Line 1 – 6)
Call Forward	<b>VoiceMail</b> /External/TRK to TRK/Off
Voice Mail Setup	
Remote code	<b>123</b> (000 – 999)
Personal Outgoing MSG (OGM)	
Clear My MSG	
Call Screening	<b>On</b>
User Name	
Reset Phone	

**Note:** Extension will appear busy to all other extensions when they are in Programming or reviewing caller ID.

## Phone Setup

Phone Setup	Phone Setup – The parameters are used by the end user to customize their telephones.
Language =English	Language – Each telephone user can select between three different languages; English, Spanish, and French.
Feature Key	Feature Key – Each extension has 12 programmable buttons which can be customized by each user.
Extension No.	Extension Number – Valid numbers are 301 through 399. Changing this number may result in a loss of extension configuration settings. Changing this parameter will result in the loss of some extension settings, such as voicemail notification.
Auto Mute	Auto Mute – This feature is used to allow extensions to call you, and make an announcement; your microphone is automatically muted so callers cannot hear the conversation. This is also called Page Mode.

## Conference – Express Conference

Express Conference is a quick and easy way to allow another extension to join in on an existing CO Line call. While speaking with an outside party, the extension user presses the Line button, which is lit green, allowing another party to press the busy (lit blue) line button on their telephone and join in on the existing conversation.

If the first extension hangs up, the second extension may continue to speak with the outside party. The second extension's line button will turn green allowing the second extension to press the button and have someone else join in on the call.

### Operation:

- Step 1: An extension (301) makes an outbound or answers an incoming call.
- Step 2: The extension user presses the same Line button again.
- Step 3: Another extension (302) may now press the busy line button on their telephone and join in on the existing call. If extension 301 hangs up, the call is "passed" to extension 302. 302 may press the Line button and have another or the same extension, join the call.

## Conversation Recording – Voice Mail (standard)

Extensions come with a preprogrammed button which gives them the ability to record the current conversation. Often referred to as One Touch Record this feature is extremely helpful for remembering telephone numbers or addresses when a pen and paper are not readily available. The recording is placed in the user's personal mailbox so that they may listen at a more convenient time.

**Note:** *Call Waiting will not work if an extension is recording a conversation.*

## Daylight Savings – Automatic (using CID)

The system uses caller ID to set and resynchronize, the date and time (requires a subscription to the telephone networks' caller ID feature). In addition to setting the time and date it is also used to adjust the time for daylight savings.

## Direct CO Line Access

Dial "9" from an idle telephone to access an available CO Line. If all CO Lines are busy, a beep tone is heard and the telephone will not get access to the line.

**Call Timer**

When making or receiving a call the backlit display shows the time that the call has been connected in four digit format (00:00).

**Caller ID and Call Waiting Caller ID (Type 1 & Type 2)**

The telephone company offers two types of caller ID; type 1 and type 2. Type 1 caller ID presents the caller’s name, number (when available) and the date and time of each call. Type 2 incorporates all of the features of type 1 plus it adds call waiting, caller ID. The system will automatically begin working with caller ID when the user subscribes for the telephone companies Caller ID service, and it will set the system’s time and date.

**CO Line Busy/Idle Status (LED)**

Each Preprogrammed CO Line button has an associated dual color Light Emitting Diode (LED), which lights when the line is in use and remains unlit when the line is idle. When the user presses a Line button the LED will illuminate green (I-use) on their telephone and blue (busy) on all telephones. The Line button will light blue (Busy) when a device which is connected to a telephone company line, in front of the system, is off hook. Once off hook, the line cannot be accessed by any other telephones in the system.

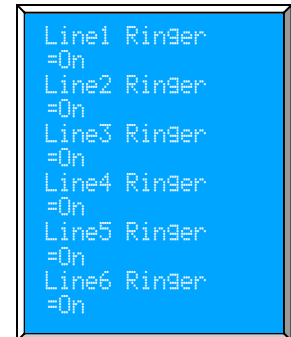
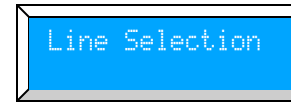
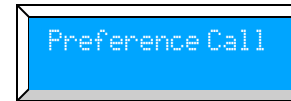
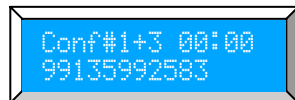
**CO Line Ringing – Per Extension**

Each extension can be programmed to ring when a call is received on a specific CO Line. By default, all CO Lines ring on all extensions. This may not be ideal for all installations, so each extension can be programmed to ring, or not ring.

**Conference – 3-way**

An extension may conference two external parties, or one internal and one external party, together so that they may all converse. (Privacy Release may affect the operation of this feature) A conference call cannot be recorded. The system can have two, 3-way calls simultaneously.

- 1) Put the first call on Hold
- 2) Make the second intercom call or CO Line call. After the third party answers the call press the “Conf” button.
- 3) The three parties will be joined together in a conference.



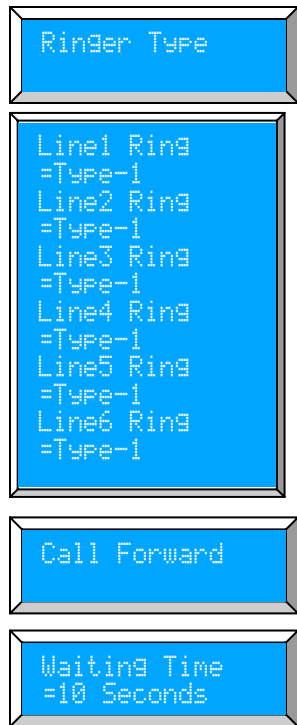
**Preference Call** – The user can select from accessing a CO Line or Intercom when going off hook.

**Line Selection** – Each digital telephone endpoint user can set their telephone to directly access a CO Line or group of lines.

**Record all Calls** – This parameter, when enabled, will record all network calls answered by this extension.

When a call is placed on hold this timer starts. Each time this timer expires, a beep is heard to remind you that a call is hold.

Extension users can program CO Lines to ring (on), or not ring (off), by pressing the up or down navigation key. Each CO Line can be programmed individually.



Ringer Type – Each extension user can select from 6 different ring tones for each of the 6 CO Lines. Press the navigation key up or down to scroll through the different tones.

Call Forward – Each extension can select where calls will be forwarded to when they are busy or when a call goes unanswered.

Waiting Time – The call waiting time is the amount of time a call will ring before it is sent to the programmed destination. Waiting Time uses the up or down navigation key to select from 10 to 25 seconds.

## Feature Description and Operation

### All Call Page

At default, one of the flexible buttons is preprogrammed as an “All Page” button. From an idle telephone you may press this button or dial the feature code “F0” to page someone through all of the telephone speakers. The paged party can answer the page, while active, by pressing the “All Page” button from another phone.

### Answering Machine Emulation

This feature “Mimics” the call screening feature of an answering machine. Within a specific time after a call is answered by an extension users’ voice mailbox, that user can monitor/screen callers as they leave a message.

The extension user will receive a warning tone, which indicates that a caller has been answered by their voice mailbox. The user has the option to monitor the caller or ignore the alert and allow the caller to leave a message. Once the user has selected to monitor the caller, they have the option to leave the caller undisturbed (leaving a message) or to retrieve the caller from the voice mailbox and be connected to the caller for a live conversation.

### Operation

- 1) Call Rings an extension, either directly or from the auto attendant.
- 2) The call is forwarded, if programmed, to the user’s voice mailbox.
- 3) The Voice mail button (center navigation) will flash rapidly, which is your indication that someone is in your mailbox leaving a message.
- 4) After the center button is pressed, the calling party will be heard.
- 5) Lift the handset to retrieve the caller from the voice mailbox.
- 6) To exit and not retrieve the caller, press the left navigation button

### Auto Attendant - Voice Mail (standard)

The automated attendant can be programmed to answer and direct incoming calls to the callers’ desired extension. The attendant extension (301 at default) will ring prior to the auto attendant answering.

### Backlit Blue LCD Display

Each digital telephone endpoint (speakerphone) comes equipped with a backlit display, allowing users to see their display even in dim lighting.

Programming Steps

- Step 1 – Press the programming button
- Step 2 – Select phone setup
- Step 3 – Press the select (center) navigation key
- Step 4 – Press the down navigation key and select "Feature Key"
- Step 5 – Press the center navigation button to begin
- Step 6 – Press the up or down navigation key to select the feature button to be programmed or press the feature key to be programmed.



The display will show the selected FTR button. The display below shows FTR#01, FTR button 1, was pressed.



Step 7 – Press the Program button to exit programming, and not modify the current button programming or press the center button to change the current setting.

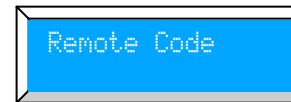
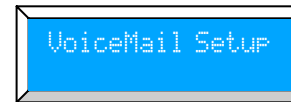
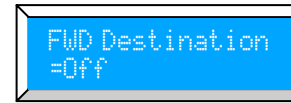
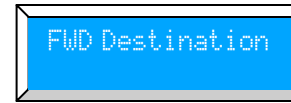


Step 8 – Using the up or down navigation keys, select between DSS/BLF, Speed Key, or Feature.

Step 9 – Press the select button to display the current programmed function.

Step 10 – Enter the appropriate extension, speed dial number or use the up or down navigation keys and select the desired feature.

Step 11 – Press the select button to confirm the selection.



**Forward Destination** – Extension users may select from three destinations; Off, Voice Mail, External Call and Trunk2Trunk.

**Off** – Calls will not forward

**Voice Mail** – Calls will be forwarded to the users' personal mailbox. The center navigation button will be lit solid.

**External** – The system will transfer an incoming caller, using a second CO Line, to an external destination.

**Note:** External Call forward uses two CO Lines, and you may experience a volume loss when analog lines are connected using this feature. Also, toll charges may apply. If all CO Lines are busy, the call will not forward.

**TRK2TRK** – Allows calls to be transferred to an external destination using the telephone networks facilities. This may require special features from the network provider.

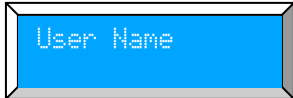
**Phone Number-** Enter the telephone number to be dialed when the External or TRK2TRK forward timer expires. This can be any external telephone number such as a cellular or home telephone number.

Each extension can set up their own voice mail parameters.

**Remote Code** – The remote code is the code that an extension user will dial to access voice mail from a remote location.

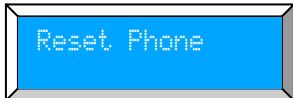


Personal OGM – This greeting is heard by a caller once they are forwarded to someone’s voice mailbox. Press the Select button to Play and Stop the existing message, press the up button to re-record the Outgoing Message.



User Name – Each extension can be programmed to display up to 12 characters of the extension user’s name. Once in the name entry field, the dial pad becomes the character input keyboard. Each depression of the number will change the character in the following way.

Character Input Keyboard										
	1 <sup>st</sup>	2 <sup>nd</sup>	3 <sup>rd</sup>	4 <sup>th</sup>	5 <sup>th</sup>	6 <sup>th</sup>	7 <sup>th</sup>	8 <sup>th</sup>	9 <sup>th</sup>	10 <sup>th</sup>
1	,	-	'	&	.	[	]	@	!	1
2	a	b	c	A	B	C	2			
3	d	e	f	D	E	F	3			
4	g	h	i	G	H	I	4			
5	j	k	l	J	K	L	5			
6	m	n	o	M	N	O	6			
7	p	q	r	s	P	Q	R	S	7	
8	t	u	U	T	U	U	8			
9	w	x	y	z	W	X	Y	Z	9	
0	Space or Ø									
*	*									
#	#									



Reset Phone – The reset function will bring the digital endpoint back to default. Press the up navigation key to select “Yes?” to default and “No?” to not default the telephone.

### Programmable Feature Buttons

Each digital telephone endpoint has twelve (12) programmable feature buttons, which can be customized by each extension user. There are three programmable feature button categories.

Selections	Description
DSS/BLF Key	Direct Station Select (DSS) – allows extension users to press one button to dial another extension. In addition, the DSS button doubles as Busy Lamp Field (BLF). The BLF shows the status, idle or busy, of other extensions.
SPD Key	Each of the (twelve) 12 buttons can be programmed as a speed dial key. Input the number to be dialed once the key is identified as a speed key. Simply press the speed key to dial the number once it is programmed. “Feature + 7” will enter a pause, shown as a P.
Feature Key	Feature + 1 = Record Feature + 2 = Open Feature + 3 = Flash Key Feature + 4 = DND Feature + 5 = Mute Feature + 6 = Conference Feature + 7 = Pause Feature + 8 = Redial Feature + 9 = Headset Feature + 0 = All Page Feature + * = Open Feature + # = Open